

ANTI-SOCIAL BEHAVIOUR STATISTICS

Report of the Director of Housing and Customer Service

1. SUMMARY OF REPORT

This report gives the following performance information on Anti-Social Behaviour (ASB):

- Quarterly results for the Respect Performance Toolkit with a commentary on results for the fourth quarter and any apparent trends.
- Quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

2. RECOMMENDATION

The Committee is requested to note this report.

3. MATTER FOR CONSIDERATION

This report gives a comparison between statistics for the third and fourth quarters of 2008/09. Committee will recall that only partial statistics were available for the third quarter at the last meeting because of IT problems. This has now been resolved.

RPT No	Performance Indicator	Quarter 3	Quarter 4
1	Number of new ASB cases	162	150
2	Number of live ASB cases started since 1 April 2008	247	243
3	Number of closed resolved ASB cases	146	129
4	Number of closed unresolved ASB cases	16	25
5	Number of closed resolved ASB cases for each main intervention that led to case resolution	119	105
6	Percentage of closed resolved ASB cases where ASB re-occurs by the same perpetrator within the 12 months of the case being resolved	0	0

RPT No	Performance Indicator		
7	Number of early intervention actions taken	214	248
8	Number of enforcement actions taken	36	18
9	Number of perpetrator supportive actions taken	4	10
10	Cost of housing management staff tackling ASB per case	£239	£238
11	Percentage of respondents satisfied with the way their ASB complaint was dealt with	Not available	46%
12	Percentage of respondents satisfied with the outcome of their ASB complaint	Not available	46%
13	Average number of days taken to resolve ASB cases	65	63
14	Percentage of Introductory tenants causing ASB	4%	2.3%
15	Percentage of properties covered by good neighbour agreements	0	0
16	Number of cases where the complainant or victim has been provided with or referred to victim support services	0	0
17	Number of perpetrators evicted for ASB	3	0
18	Average cost of legal service by case	£12.33	£16.26
20	Tenants top 10 target – provide monthly feedback to every ASB complainant. Percentage of all cases receiving this.	87%	87%

3.2 RPT 1 is the number of new ASB cases. We have introduced clearer definitions of ASB for staff to draw a distinction between ASB and other tenancy breaches.

3.3 RPT 2 is the total number of live cases at the end of November 2008. These are those cases that started since 1 April 2008. It is calculated by adding the total at the end of the last quarter to this quarter's new cases then subtracting the closed cases this quarter. There are now no older cases in the system so this represents the total number of 'live' cases. RPT1 and RPT2 show the scale and level of turnover in cases. Each quarter we resolve roughly the same number of cases as we receive new ones. Most of the cases are new cases received that

quarter which we can resolve quickly by early intervention. We would be concerned if the number of cases in the system was increasing as this would show that we were not keeping on top of the workload. The aim now is to reduce the total number in the system. We will do this by reviewing all cases over 3 months old to ensure that all possible action is taken. Review meetings are now held monthly and involve staff from Legal Services and Mansfield Mediation.

3.4 RPT 3 and RPT 4 show that of the 154 closed cases during Quarter 4, 84% were resolved. This is a reduction on the last quarter figure. However, we have been carrying out a detailed audit of all cases and some cases have been closed where it is clear that no further action can be taken.

3.5 RPT 5 gives the total number of cases that were resolved by main intervention method. The breakdown of these were:

- 96 by early intervention by local office staff
- 2 by referral to the Police
- 2 by serving an Anti-Social Behaviour Contract (ABC)
- 1 by transfer of the complainant
- 2 through multiagency work
- 1 through referral to tenancy support
- 1 through referral to mental health services.

This shows that the vast majority of cases are resolved informally by local housing office staff. Dealing with low level ASB, general nuisance to neighbours and breaches of tenancy is a major proportion of the work of a housing officer.

3.6 RPT 6 shows that Derby Homes' staff has been successful during the last two quarters in resolving cases permanently. This indicator is designed to pick up on any pattern or trend of cases being partially resolved or closed when they should not be. We have brought in a system of monitoring any case that has been closed which we believe may flare up again. The case is only fully closed when its clear that the problem is resolved.

3.7 RPT 7 shows the levels of informal action taken on cases during the quarter. Most cases are resolved by local office staff carrying out visits and sending warning letters which resolve the problem without the need for more formal action. The total figure of 248 shows an increase on quarter 3 and is a further indicator of the proactive work carried out by local housing office staff.

3.8 RPT 8 shows a reduction in this quarter over quarter 3 in enforcement actions taken. There will be fluctuations from quarter to quarter in any case due to which cases are currently with Legal Services and their capacity and the nature of the cases being dealt with. Derby Homes is working hard to resolve as many cases as possible as early as possible ensuring costs are kept low and minimal upset to the customer.

3.9 RPT 9 shows a reassuring increase in the number of perpetrator referrals for support made. This shows that staff are identifying that support in addressing the root causes of ASB and not just the symptoms, is necessary.

3.10 RPT 10 is calculated by an apportionment of all staff time recorded through live

timesheet as working on ASB across all live cases. This has remained consistent with last quarter.

- 3.11 We believe that the figures for RPT11 and RPT12 are not representative of the true position. The figures are obtained via a postal questionnaire. We have introduced a new procedure which will be operational from next quarter. Rather than relying on a postal questionnaire, all victims of ASB will have an interview with their local housing manager when the case is closed. This will give the victim an opportunity to discuss their experience of having suffered ASB with the manager and give the manager an opportunity to get first hand feedback on the performance of staff.
- 3.12 RPT 13 shows a slight reduction on the previous quarter. We aim to improve this further by next quarter. This will be achieved by more intense monitoring as described in RPT2.
- 3.13 RPT 17 is important as it shows that cases are almost always resolved without the need for eviction. RPT 17 links to RPT 7 in that this quarter there has been an increase in the amount of early interventions taken by staff early on in the complaint.
- 3.14 RPT 18 is calculated by apportioning the quarterly invoice for work on ASB cases presented by Legal Services across all active cases for the quarter. There has been a slight increase in Quarter 4.
- 3.15 RPT 20 is a Tenants Top Ten target. Overall, the figure has remained static during quarters 3 and 4 at 87%. There are however local variations which we need to address. The aim is to achieve 100% across the City.

4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Development of the Respect Tool Kit and production of meaningful statistics on the instances of and actions taken in respect of anti-social behaviour is contained within the Delivery and Business Plan, Strategic Aim 4, Excellent Customer Services.

The areas listed below have no implications directly arising from this report

- Consultation
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Supporting Information: None.