

QUARTERLY ASB STATISTICS

Report of the Head of Housing Management and Housing Options

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the second quarter of 2016/17.

2. RECOMMENDATION

Operational Board to note the report.

3. MATTER FOR CONSIDERATION

3.1 The attached table shows some key statistics for Derby Homes ASB service. These are based on the former RESPECT standard statistics, and also some other statistics which we hope Operational Board members will find useful.

3.2

PI No	Performance Indicator	Quarter 2
1	Number of new ASB cases opened	221
2	Number of live ASB cases at the end of the quarter	219
3	Number of closed resolved ASB cases during the quarter	228
4	Number of closed unresolved ASB cases during the quarter	1
5	Number of early intervention actions taken	586
6	Number of enforcement actions taken including NOSPS / Demotions & Injunctions.	7

7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	231
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	94%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	89%
10	Number of perpetrators evicted for ASB	1
11	Average cost of an ASB case not including legal costs.	£309
12	Number of contacts made to complainants in Qtr 2	1743

3.3 PI 2 shows that at the end of the quarter we had 219 cases being worked on. Around half of those are noise nuisance cases

3.4 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped

3.5 PI 4 shows cases which we have had to close 'unresolved'. This is where we have had to close a case because there is nothing more we can do, but the complainant is not satisfied and believes the problem is still happening. This sometimes happens in 'clash of lifestyle' cases

There was only 1 cases closed unresolved during the quarter. Our performance in this area is now very good.

3.6 The vast majority of ASB is not resolved by the use of formal Court action. It is resolved by the use of a range of 'early interventions' which are informal warnings, letters and visits carried out by the ASB team and other staff who support the process. PI 5 shows that there were 586 early intervention actions carried out during the quarter. These break down as follows

Action	Number
Verbal and written warnings	157
Other contact with alledged perpetrator	270
Cases where CCTV , noise monitoring equipment and Noise App have been used	54

ABC's and Parenting Contracts	13
Complex Needs	5
Mediation referrals	10
Family Intervention Project / Priority Families referrals	0
Junior Wardens (Mash Up) and Enthusiasm referrals	3
Police referrals	67
Contacts made with Adult Social Care	7

- 3.7 As explained in 3.4, the number of cases where we have to use enforcement action is relatively small. This is also the case throughout the country. However PI 6 shows the number of enforcement actions taken during the quarter. This breaks down as follows

Action	Number
Injunctions	2
Notices of Seeking possession	3
Notice of Extension of an introductory tenancy	2

- 3.8 In addition to supporting victims of ASB, it is also very important to provide support to alleged perpetrators. Some have problems with mental health, drugs and alcohol and often the best way to resolve the ASB is to provide support and make referrals to other services who can help. PI 7 shows the number of these actions for the quarter.
- 3.9 PI 8 and PI 9 show satisfaction levels for the quarter. Our performance is very good.
- 3.10 PI 11 shows the total staffing cost per case for the quarter. Derby Homes is actually one of the best value for money ASB services in terms of direct staffing costs when compared to our comparitors on Housemark. This figure does not include legal costs.
- 3.11 Derby Homes has had a long standing target for a minimum of monthly feedback to complainants of ASB. This was one of the former 'tenants top ten targets' and 'local offers'. Whilst this remains in Derby Homes ASB Policy and Procedure as a bare minimum, the procedure makes clear that much more frequent contact is expected, and that this must be agreed with the complainant in the action plan. The frequency and type of contact depends on a number of factors but particularly
- The level of vulnerability of the complainant. An initial risk assessment is carried out which is reviewed throughout the case
 - The nature and seriousness of the case itself and the risk to the complainant
 - The wishes of the complainant – they can request how they want feedback and contact with us.

This means that I would expect the total number of contacts in a month to be very much higher than one per case. PI 12 shows that there were 1743 contacts with victims during the quarter. As the total number of cases was 219 at the end of the quarter, this equates to an average of 8 contacts per case each month. As explained, some complainants will have a lot more than 8 in the month, some will have less but none will have less than one.

- 3.12 We received 30 separate compliments for our ASB service during the quarter. A small selection of those comments are listed below.

Mrs R - Officer was lovely, she went above and beyond.. Officer communicated with her and assured her all the time.

Ms P - Officer was lovely and understanding. She nipped the problem in the bud straight away. She really listened.

Mr M - case dealt with very well.

Mr T - Officer very good. Spoke to perpetrator straight away and the nuisance stopped.

Miss S - Officer very good at her job.

Mr R - thought did a brilliant job

Mr G - service was awesome"

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

Consultation

Financial and Business Plan

Legal and Confidentiality

Council

Personnel

Environmental

Equalities Impact Assessment

Health & Safety

Risk

Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: None