

QUARTERLY ASB STATISTICS

Report of the Head of Housing Management

1. SUMMARY

- 1.1 This report gives some key statistics for Derby Homes ASB service for the fourth Quarter of 2021/22

2. RECOMMENDATION(S)

- 2.1 Operations Board note the report

3. REASON(S) FOR RECOMMENDATION

- 3.1 This is a part B report for information and noting

4. MATTER(S) FOR CONSIDERATION

- 4.1 The performance indicators are provided in a graph / pie chart format at “**Appendix 1**” for ease of reading.
- The number of cases opened in the Qtr.
 - Case numbers closed in the Qtr. which are ‘resolved’ or ‘unresolved’.
 - Satisfaction levels for the Qtr. Satisfaction levels are now consistently good.
 - Legal and non-legal interventions used within the Qtr.
 - A new indicator that shows case types logged within the Qtr.
 - Monthly and Qtrly contacts on cases with customers on ASB cases.
- 4.2 The Anti -Social Behaviour Team continue to work in close partnership with Environmental Services in line with the “Memorandum of Understanding” we have with the council. We have a number of ongoing joint cases that we are managing currently. This joint partnership working involves us discussing ongoing noise related cases, sharing noise app recordings and other such evidence received on cases and deciding on the most appropriate action to take and this continues to work very well.
- 4.3 Derby Homes ASB Team continue to work closely with the other Housing Management Teams within Derby Homes to joint work cases and resolve issues. It has become an integral way of working combining both support and

enforcement measures where appropriate including work with both complainants and perpetrators of ASB. The majority of the joint working with other internal teams is with the Tenancy Sustainability Teams - i.e. Complex Needs, Intensive Intervention, Intensive Housing Management.

- 4.4 The ASB Service are still working closely with the Public Protection Officers / Team (PPO's), making regular referrals to them. They are carrying out patrols on our behalf in identified ASB Hotspots and we continue to share relevant intelligence and work jointly to resolve issues. They carry out spot checks on communal areas of flats for example where we have reports of ASB in communal areas such as cannabis smoking, or youths congregating. We have attached at "**Appendix 2**" some data that they have prepared which shows the work they have carried out relating to referrals made by the ASB Team as well as more generic work and patrols carried out. This demonstrates good joined up partnership working.

4.5 **RESOLVE ASB**

Derby Homes ASB Manager in conjunction with RESOLVE ASB are working on a number of projects. These are being developed and delivered with other ASB - Housing Providers and Community Safety Partnerships from around the UK.

4.6 **ASB Apprenticeship**

We have already reported in the last few quarters that the partnership were developing an ASB / Community Safety Officer Apprenticeship, the first of its kind in the industry. The Institute of Apprenticeships has now approved all stages of the apprenticeship and it's been signed off by the relevant government department.

Derby Homes are excited to report the recruitment of its first ASB Officer apprentice, joining the team on 03 May 22. They are one of 10 new ASB Apprentices nationally and form part of the first cohort taken on by Resolve this year. Another group will be starting the same apprenticeship in September of this year. Derby Homes have been at the forefront of this new project from development of the apprenticeship all the way through to inception. Our new apprentice will be on a 30 -month contract as part of the process. The apprentice will have a mixture of online blended learning and training, as well as working alongside the ASB Team, they will also experience working in other areas of Housing Management.

4.7 **ASB Accreditation/ RESOLVE Standard**

As reported previously, Derby Homes are also involved in developing the new RESOLVE standard along with various other partners from around the UK.

These are the other organisations involved in this project - *Stockport Homes, Manchester City Council, Vivid Homes, One Manchester, Stonewater Housing, Housing Plus, Cheshire West & Chester, OVH, Equity Housing Group and Longhurst Group, so some very large national organisations are a part of this!*

We have now moved this into the final phase having agreed the ASB Standard that will highlight the important elements that an organisation should have in place to deliver a high quality ASB Service. We are now finalising the evidence required to demonstrate how we at Derby Homes can meet this standard. It will provide a framework for organisations to follow and award recognition to organisations that can demonstrate they meet the requirements. Key areas / building blocks that will be focused on are. Interventions, leadership & resources, partnership working and victims and communities. As with other accreditations it will form part of a thorough inspection of the ASB Service.

4.8 **Case Study - The Customer Journey – A recent serious “noise nuisance case”**

To provide further insight into the work the ASB team do we thought it would be useful to share some ASB Cases with Operational Board members each quarter so they can further understand some of the work involved.

In June 2021, Derby Homes received a complaint from a resident about the neighbour's dog allegedly barking day and night for prolonged periods of time. The properties are semi-detached and so no other parties are affected. It was alleged that the perpetrator would not return to the address for hours – sometimes days – leaving the dog trapped inside and alone. Contact was made with the complainant and a suitable action plan was agreed. The complainant was asked to provide recordings of the dog barking via the Noise App to evidence ongoing concerns so that Derby Homes could review these and act accordingly.

On the same day that the report was received about the dog barking excessively, Derby Homes contacted the alleged perpetrator. She denied that the dog was barking excessively and stated that she had left it home on occasion as she had other engagements and couldn't take the dog. When Derby Homes asked her about the dog barking throughout the night – she denied this.

Despite the initial verbal warning, Derby Homes then received multiple noise app recordings evidencing that the dog was barking and howling excessively for long periods of time throughout the day and night keeping the neighbours awake.

As a result of these further recordings, Derby Homes issued the alleged perpetrator with a Community Protection Warning (CPW).

Despite the CPW being in situ, the dog continued to cause a nuisance to the neighbours and the matter was therefore escalated to the Environmental Protection Team.

As a result of the issues now beginning to have a detrimental effect on the neighbour's mental health and wellbeing, the ASB Officer made a referral to Derbyshire Victim Support for additional emotional support.

The perpetrator was being supported by a Derby Homes' Complex Needs Officer who raised the issue with the perpetrator on a number of occasions, however unfortunately the situation didn't improve.

As a result, in July 2021, the Environmental Protection Team agreed to escalate the case as there was a clear breach of the CPW. The Environmental Protection

Team agreed to serve the perpetrator with a Community Protection Notice (CPN).

Between July and October 2021, noise recordings continued to be received from the neighbours evidencing the dog continuing to excessively bark and howl throughout the day and night. During this period the ASB Officer had many conversations with the perpetrator, via telephone and face to face, however despite the overwhelming evidence, the perpetrator always denied that the dog barked excessively.

The matter was then referred to our local authority legal team and statements were prepared and signed by the victim, Derby Homes' ASB Officer and the Senior Environmental Health Officer with a view to prosecute the Perpetrator. On 31 January 2022, the court hearing took place, and the perpetrator was issued with a significant fine. The perpetrator admitted in court that she cannot manage the dog and is desperately trying to rehome him.

Following the hearing, the dog had continued to cause a nuisance supported by noise app recordings. On 4 February 2022 Derby Homes served the perpetrator with a Notice of Seeking Possession due to the ongoing nuisance despite the prosecution and Derby Homes' support. Shortly after this we liaised further with the RSPCA who confirmed that they had subsequently removed the dog into their care as a result of these issues.

This matter is being closely monitored at this time as although the dog has been removed the tenants engagement remains in question and there are other support issues being addressed.

This case demonstrates the lengths that the ASB Team go to in order manage and resolve issues that affect our customers and communities

Our interventions always take a staged and methodical approach as demonstrated with this case. This case also demonstrates the great working relationship we have through the "memorandum of understanding" with Derby City Councils Environmental Protection Team which continues to work well and efficiently.

4.9 Quarter 4 Compliments

Please see attached report that relates to compliments and observations made from the ASB Surveys carried out in this quarter, and have attached this as "**Appendix 3**".

5. OTHER OPTIONS CONSIDERED

5.1 None, this is a part B report for noting

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

For more information please contact:

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Background information:

List of appendices: Appendix 1 - ASB Data Qtr.
 Appendix 2 - PPO Data
 Appendix 3 - ASB Qtr 4 Survey Compliments

This report has been approved by the following

Managing Director	Maria Murphy	27/05/2022
Finance Director/ Company Secretary	Helen Samuel	12/05/2022
Company Solicitor	Taran Lalria	24/05/2022
Head of Service	Lorraine Testro	27/04/2022