

ANTI SOCIAL BEHAVIOUR QUARTER 4

Report of the Director of Housing Services

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the fourth quarter of 2018/19.

2. RECOMMENDATION

Operational Board notes the report.

3. MATTER FOR CONSIDERATION

3.2 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.

3.3

PI No	Performance Indicator	Quarter 4
1	Number of new ASB cases opened – recorded on Open	213
2	Number of live ASB cases at the end of the quarter	161
3	Number of closed resolved ASB cases during the quarter	210
4	Number of closed unresolved ASB cases during the quarter	5
5	Number of early intervention actions taken	1477
6	Number of enforcement actions taken	6
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	206

8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	91%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	86%
10	Number of perpetrators evicted for ASB	2
11	Number of contacts made to complainants in the Qtr	2690

- 3.1 PI 2 shows that at the end of the quarter we had 161 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months. Around half of those are noise nuisance cases
- 3.2 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.3 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 were only 5 closed unresolved during the quarter. A figure of 98% closed resolved is very good.
- 3.4 PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently good
- 3.5 The vast majority of ASB is not resolved by the use of formal 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 1477 early intervention actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	224
Community Protection Warnings	15
Other contact with alleged perpetrator	309
Cases where CCTV, Crime Prevention, noise monitoring equipment and Noise App have been used	212
ABC's and Parenting Contracts	8
Complex Needs / Tenancy Sustainability Referrals	12
Mediation referrals	5
Family Intervention Project / Priority Families referrals	0

Enthusiasm referrals	5
Police and E-CINS referrals	453
Contacts made with Adult Social Care, Mental Health & Safeguarding	11
External Victim Support	17
Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	206

- 3.6 As explained in 3.5, 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	0
Notices of Seeking Possession	4
Suspended Possession Orders	2
Extensions of Tenancy	0
Notice of Demotion	0
Absolute Grounds for Possession	0

- 3.7 PI 10 shows that there were 2 evictions for ASB during the quarter. Possession action is sometimes taken when it is appropriate, but this is infrequent as we can usually resolve ASB without having to use this sanction
- 3.8 It is very important to provide support to both victims and alleged perpetrators of ASB. 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 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

I would expect the total number of contacts in a month to be very much higher than one per case. PI 11 shows that there were 2690 contacts with complainants during the quarter. As the total number of cases was 161 at the end of the quarter, this equates to an average of over 5 contacts per case each month. As explained, some complainants will have a lot more than 5 in the month, some will have less but none will have less than one.

3.10 Compliments received this quarter were

- Done everything fantastically
- Felt he was taken seriously and not ignored, case dealt with very well and was kept updated on a regular basis.
- Gives 100% Everything perfect
- X spot on, couldn't have had a better person. Did a lot to help. Rang when says she would. Wasn't all talk, did what she said she would do. A*
- X dealt with it 1000% kept updated and was very helpful.
- Brilliant, dealt with case very well.
- Can't praise X enough! Nothing was too much trouble, she was wonderful. Rang when she said she would, if wasn't in always rang back. Keep up the good work!
- Great customer service. Dealt with appropriately, communication done very well. Was kept informed, always followed up with letter and case handled very well.
- Case dealt with straight away.
- Problem was solved, X dealt with case in a professional manner.
- Dealt with quickly. .
- DH were brilliant, can't fault them on anything
- Didn't get the result wanted but happy, nothing to improve on as dealt with very well
- Done the best it could be done
- 100% perfect, very happy
- Really good service, overall can't complain
- X was very helpful, everybody who has dealt with her has been very courteous and helpful.
- Case was a bit slow but understands it was an awkward case, comp happy all resolved
- X was very informative and kept comp up to date. Case ended with a nice phone call.
- X was very polite and well mannered. Very touched that X often asked after son who is currently in hospital.
- You have a good team!
- Absolutely brilliant, handled very professionally
- Mostly handled well and quickly
- X's communication was good, always contacted when said she would.
- Issues resolved very effectively, easy process, good communication
- X was very good and dealt with it very well, she keeps in touch, she dealt with it very well.
- Weekly updates, brilliant, case dealt with spot on

- worked out very well
- X was amazing, did everything she could, always kept informed.
- X was very good, excellent.
- X kept me up to date every step of the way.

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

This report has been approved by the following

Managing Director	Maria Murphy	
Director of Housing Services	Clare Mehrbani	02.05.2019