

QUARTERLY ASB STATISTICS

Report of the Head of Housing Management

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the third quarter of 2019/20.

2. RECOMMENDATION

The Operational Board note the report.

3. MATTER FOR CONSIDERATION

3.1 The attached table shows some key statistics for Derby Homes ASB service .

PI No	Performance Indicator	Quarter 3
1	Number of open cases at the beginning of the quarter	206
2	Number of new ASB cases opened during the quarter	192
3	Number of closed resolved ASB cases during the quarter	239
4	Number of closed unresolved ASB cases during the quarter	0
5	Number of live ASB cases at the end of the quarter	159
6	Number of non-legal actions taken	1293
7	Number of enforcement actions taken	13
8	Percentage of respondents satisfied with the way their	96%

	ASB complaint was dealt with	
9	Percentage of respondents satisfied with the outcome of their ASB complaint	93%
10	Number of perpetrators evicted for ASB	0
11	Number of contacts made to complainants in the Qtr	2766

- 3.2 PI 5 shows that we had 159 cases being worked on at the end of the quarter. That figure fluctuates throughout the year and is higher in the summer months. Around half of those are noise nuisance cases
- 3.3 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.4 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 no cases closed unresolved during the quarter.
- 3.5 PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently good
- 3.6 The vast majority of ASB is not resolved by the use of formal action. It is resolved by the use of a range of non legal actions which are informal warnings, letters and visits carried out by the ASB team and other staff who support the process. PI 6 shows that there were 1293 non legal actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	180
Community Protection Warnings and Community Protection Notices	15
General contact with alleged perpetrators including supportive actions	160
General contact with alleged complainants including supportive actions	188
Cases where CCTV, Crime Prevention, Noise Monitoring Equipment and Noise App have been used	217
Liaison & joint work with Environmental Protection	4
ABC's and Parenting Contracts	2

Complex Needs / Tenancy Sustainability Referrals	3
Mediation referrals both internal and external	1
Contacts with Police and E-CINS referrals	504
Contacts made with Adult Social Care, Mental Health and Safeguarding	14
External Victim Support	5

- 3.7 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 7 shows the number of enforcement actions taken during the quarter. This breaks down as follows

Action	Number
Injunctions	1
Notices of Seeking Possession	5
Extensions of Tenancy	6
Notice of Demotion	0
Absolute Grounds for Possession	0
Evictions	0
SPO	1

- 3.8 Derby Homes has had a long standing target for a minimum of monthly feedback to complainants of ASB. 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 2766 contacts with complainants during the quarter. As the total number of cases was 159 at the end of the quarter, this equates to an average of around 6 contacts per case each month. As explained,

some complainants will have a lot more than 6 in the month, some will have less but none will have less than one.

- 3.9 Approximately half of all ASB cases involve or are entirely noise nuisance. This means that Derby Homes ASB team works very closely with the Council's Environmental Services team. We are seeing an increase in Community Protection Warning Notices(CPNW's) served by Derby Homes then escalated to Community Protection Notices (CPNs) by Environmental Services. Those tenants breaching CPNs are then served Fixed Penalty Notices.
- 3.10 Derby Homes ASB Manager in conjunction with RESOLVE ASB and a small number of other ASB - Housing Providers and Community Safety Partnerships have been working on a proposal to develop an ASB Officer Apprenticeship, the first of its kind in the industry.
- 3.11 Work started during the quarter with Derby City Council to develop a memorandum of understanding with the City Council around the operations of Public Protection Officers. This will define roles and responsibilities around community protection and ASB and make sure that the service around these themes is enhanced
- 3.12 Compliments received this quarter were
- Couldn't have done more, constant communication which was fantastic, constant updates and dealt with brilliantly.
 - Everything handled right.
 - X was very thorough, knows what she is on about. Felt very reassured with her dealing with it.
 - Done the job, couldn't do much better. X is extremely helpful and polite.
 - I am very grateful to you, X and Derby Homes for taking this matter seriously and in dealing with it in the most courteous and professional manner.
 - All done very quickly.
 - Service was brilliant.
 - Dealt with fantastically.
 - Everything was fine.
 - No complaints, pleased with the service she received.
 - Handled quickly, spot on, brilliant. Don't feel need to improve. Very happy that was kept updated with how the case is going.
 - X was great at keeping in touch and keeping me up-to-date, often checked in to see how things were going. When things did flare up again he was quick to respond and act.
 - I liked the constant contact.
 - Quickest turn around on the case, really appreciated. Thank you to X for the work he did on the case.
 - Would recommend to anyone.
 - Brilliant, X was very helpful.
 - Nothing to improve on.
 - X was very helpful and polite during the case.
 - Dealt with quickly and efficiently.
 - ASB Team are very efficient as always. .
 - X was very helpful.

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:

Murray Chapman / Housing Services Manager / 01332 888593 / murray.chapman @derbyhomes.org

Background Information: None

Supporting Information: None

This report has been approved by the following officers where there are financial or legal implications:

Head of Service (Operational Board reports)	Lorraine Testro	17.01.2020
Managing Director	Maria Murphy	03.02.2020