

QUARTERLY ASB STATISTICS

Report of the Head of Operations

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the second quarter of 2017/18.

2. RECOMMENDATION

Operations Board note 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 2
1	Number of new ASB cases opened	349
2	Number of live ASB cases at the end of the quarter	210
3	Number of closed resolved ASB cases during the quarter	385
4	Number of closed unresolved ASB cases during the quarter	2
5	Number of early intervention actions taken	1418
6	Number of enforcement actions taken including NOSPS / Demotions & Injunctions	9
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB	166
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	90%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	86%

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 4	2512

- 3.4 PI 2 shows that at the end of the first quarter we had 210 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.
- 3.5 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.6 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, and also where sometimes complainants have unrealistic expectations, either in terms of what we can do, or in terms of what they can expect from their neighbour.
- 3.7 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 1418 early intervention actions carried out during the quarter. These break down as follows

Action	Number
Perpetrator supportive actions	166
Verbal and written warnings	127
Other contact with alleged perpetrator	513
Cases where CCTV, noise monitoring equipment and Noise App have been used	116
ABC's and Parenting Contracts	23
Tenancy sustainment and complex needs referrals	47
Mediation referrals	8
Family Intervention Project / Priority Families referrals	0
Enthusiasm referrals	7
Police and ECINS referrals	318
Contacts made with Adult Social Care	93

- 3.8 As explained in 3.7, 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	6
Extentions of Tenancy	2

The above table is formal action initiated during the quarter.

- 3.9 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
- 3.10 Operational Board approved a report 'Step Change in ASB' on 24 October 2013 which had an action plan aiming to greatly improve customer satisfaction levels. PI 8 and PI 9 show satisfaction levels for the quarter. Our performance on satisfaction is now amongst the best in the Country
- 3.11 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.
- 3.12 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 although we have 210 cases live at the end of the quarter, 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 2512 contacts with complainants during the quarter. This equates to an average of 12 contacts per case each month. As explained, some complainants will have a lot more than 12 in the month, some will have less but none will have less than one.

3.13 As in previous quarters we have received a number of very pleasing compliments from people who have received the service, a sample is below:

- Mr M - ASB staff were good and useful to the way they dealt with it.
- Mrs G - Staff were lovely and dealt with the case quickly
- Mrs M - Pleased with how efficient and how well the team worked
- Mr T - extremely complimentary of the member of staff, stated he was friendly, professional and really listened to him and sorted the issues out quickly
- Ms E - ASB service made me happy
- Miss M - dealt with efficiently and quickly. It was really nice to receive a call back when I made the complaint. .
- Mrs B - dealt with quickly and efficiently.
- Mr P - dealt with fast and efficient manner.
- Mrs C - said that she couldn't ask for a better person to deal with it and it was handled in an exemplary manner
- Mr M - (the member of staff) has restored faith in the system, she has kept me in the loop and has not suggested closing the case down until she was happy there were no further instances. Please pass on my thanks to (her) and it always nice to send a positive email.

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