

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 first quarter of 2020/21.

2. RECOMMENDATION

That the Operational Board notes the report.

3. REASON FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on the Anti Social Behaviour service activity during the quarter.

4. MATTER FOR CONSIDERATION

4.1

PI No	Performance Indicator	Quarter 1
1	Number of open cases at the beginning of the quarter	201
2	Number of new ASB cases opened during the quarter	304
3	Number of closed resolved ASB cases during the quarter	247
4	Number of closed unresolved ASB cases during the quarter	0
5	Number of live ASB cases at the end of the quarter	258
6	Number of non-legal actions taken	2258
7	Number of enforcement actions taken	10

8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	97.94%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	90.82%
10	Number of perpetrators evicted for ASB	0
11	Number of contacts made to complainants in the Qtr	3812

- 4.2 PI 5 shows that we had 258 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. We have noticed a higher than normal level of cases during the lockdown which is in common with other organisations. In a recent report from Housemark, the authors said

Using intelligence gathered from HouseMark's Covid 19 Impact Monitoring (CVIM), a monthly data collection exercise across a set of key measures to track the impact on housing providers month by month... we estimate your organisation will be dealing with 5.6 additional cases (per 1,000 properties) than it would under normal circumstances.

- 4.3 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 4.4 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 closed unresolved during the quarter.
- 4.5 PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently good.
- 4.6 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 2258 non legal actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	277
Community Protection Warnings and Community Protection Notices	40
General contact with alleged perpetrators including supportive actions	321

General contact with alleged complainants including supportive actions	267
Cases where CCTV, Crime Prevention, Noise Monitoring Equipment and Noise App have been used	370
Joint work with Environmental Protection and PPO Referrals	31
ABC's and Parenting Contracts	0
Complex Needs / Tenancy Sustainability Referrals	2
Mediation referrals both internal and external	0
Contacts with Police and E-CINS referrals	921
Contacts made with Adult Social Care, Mental Health and Safeguarding	7
External Victim Support	22

- 4.7 As explained in 4.6, 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
Closure Order (sought by Derbyshire Police and DCC)	1
Notices of Seeking Possession	5
Extensions of Tenancy	3
Notice of Demotion	0
Absolute Grounds for Possession	0
Evictions	0

- 4.8 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 3812 contacts with complainants during the quarter. As the total number of cases was 258 at the end of the quarter, this equates to an average of around 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.

- 4.9 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. The table in 4.5 shows that there were 40 Community Protection Warnings and Community Protection Notices served during the quarter. This is something that is increasing. The figure reported to Operational Board for the 4th quarter of 2018/19 was 17
- 4.10 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. The Institute of Apprenticeships has now approved the standard for knowledge, skills and behaviours and this can be seen at <https://www.instituteofapprenticeships.org/apprenticeship-standards/anti-social-behaviour-and-community-safety-officer/>.

The next step is to agree on method of assessment, funding and training providers. Two possible providers are Resolve and the Chartered Institute of Housing.

- 4.11 Compliments received this quarter were

- Felt very supported throughout the process of the case and the officer dealt with it effectively.
- X was 100% so polite rang back and updated, couldn't ask for more.
- X is amazing, she always has her back, she's very good at her job and loves talking to her too.
- Case was dealt with brilliant very efficient
- Really easy to get in touch with officers and good contact point, dealt with professionally.
- Dealt with quickly
- X was really helpful and sorted it quickly.
- Amazing, spot on, a lot of contact
- Thanks again for all your hard work, impeccable service skills.
- X dealt with the case very well
- X really good, friendly, approachable and really good at his job. He is a great guy.
- X was really helpful and informative. Helped me set up the noise app and gave help on more useful info that didn't know about.
- X was fantastic, did really well, would report ASB again as now know there can be a resolution without conflict.
- Communication was brilliant, Nothing to improve on.

- Matter resolved very well, nice to be taken seriously. Very impressed.
- Communication was great, nothing to improve on.
- X was very good, always replied to emails and calls.
- X was very understanding and efficient and a great person to have on the ASB Team.
- X was fantastic, a credit to DH, always rang back, listened and was very pleasant.

5. OTHER OPTIONS CONSIDERED

5.1 None.

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 officers:

Finance Director/Derby Homes Accountant	David Enticott	28.07.2020
Company Solicitor	Taranjit Lalia	29.07.2020
Head of Service (Operational Board reports)	Lorraine Testro	29.07.2020