

QUARTERLY ASB STATISTICS

Report of the Head of Housing Management and Housing Options

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the third quarter of 2015/16.

2. RECOMMENDATION

That the Operational Board notes the report.

3. MATTER FOR CONSIDERATION

3.1 Derby Homes has recently been inspected by Housemark for accreditation to the Housemark standard. If we are accredited, then this will indicate that Derby Homes' ASB service is excellent. To achieve accreditation there are a number of recommendations we need to respond to – either to agree that we will implement them or indicate that after consideration they are not appropriate for Derby Homes at this time. A report on the accreditation will be brought to a future meeting of the Operational Board, however we are implementing a number of recommendations immediately. One of those recommendations was to bring a regular report on ASB statistics to Derby Homes Operational Board.

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. In addition to the table, there is a pie chart at appendix 1 showing a breakdown of noise nuisance case types as reported by complainants using the Noise App.

3.3	PI No	Performance Indicator	Quarter 3
	1	Number of new ASB cases opened	213
	2	Number of live ASB cases at the end of the quarter	243
	3	Number of closed resolved ASB cases during the quarter	177

4	Number of closed unresolved ASB cases during the quarter	11
5	Number of early intervention actions taken	598
6	Number of enforcement actions taken	8
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	17
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	78%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	76%
10	Number of perpetrators evicted for ASB	0
11	Average cost of an ASB case not including legal costs.	£309
12	Number of contacts made to complainants in Qtr 3	1547

- 3.1 PI 2 shows that at the end of the third quarter we had 243 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months, but remains roughly somewhere between 220 and 260 cases. 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 normally for two main reasons
- where we believe we have done all we can to resolve the complaint but the complainant does not agree. This commonly happens in 'clash of lifestyle' complaints
 - where, despite a number of attempts, we have not been able to contact the complainant for one month.

There were 11 cases closed unresolved during the quarter which is higher than we would like. Changes have been made to procedure around the closing of cases which should result in an improved figure next quarter. The ASB manager will check all cases that are proposed for closure where the complainant is either not satisfied or where they feel the ASB is not resolved. He will either agree them for closure or ask that they remain open and that further work is carried out.

- 3.4 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 598 early intervention actions carried out during the quarter. These break down as follows

Action	Number
Verbal and written warnings	69
Other contact with alleged perpetrator	267
Cases where CCTV , noise monitoring equipment and Noise App have been used	63
ABC's and Parenting Contracts	6
Intensive Housing management referrals	5
Mediation referrals	1
Family Intervention Project / Priority Families referrals	3
Junior Wardens (Mash Up) and Enthusiasm referrals	22
Police referrals	91
Contacts made with Adult Social Care	71

- 3.5 As explained in 3.4, 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
Notices of Seeking possession	5
Notice of Demotion	2
Absolute Grounds for Possession	1

The above table is formal action initiated during the quarter. We also currently have 6 Civil injunctions in place across the City.

- 3.6 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.

- 3.7 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. As explained in 3.3, changes to procedure have been made which will improve satisfaction levels yet further for the fourth quarter.
- 3.8 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 as we have not received a bill from the City Council during 2015. I hope to be able to have a figure for this for future ASB quarterly reports.
- 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.

This means that although we may have around 250 live cases at any one time, 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 1547 contacts with victims during the quarter which is an average of over 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.

- 3.10 Derby Homes has pioneered the use of the Noise App for recording and managing Noise Nuisance cases. During the first year of using it, we have managed 339 cases with it. We are constantly receiving requests for information from other organisations who are interested in using it. Appendix 1 shows a breakdown of the types of Noise Nuisance cases reported by complainants. The categories shown are the ones within the App and are chosen by the complainant. The chart shows numbers of reports rather than cases, so an individual case may have a number of reports. We appreciate that that 209 reports are just shown as 'ASB', we are working with the company to provide additional options for complainants to choose so we can better explain how this breaks down.

- 3.11 We have received the following compliments for our ASB service during quarter 3

"My case was dealt with very efficiently, very quickly, it's been really good. thank you."

"I would like to thank you for your time in sorting out the antisocial behaviour problem because it was so bad that a fair few of the residents including myself had decided to sell our houses and move out the area".

“Once the ASB Team were dealing it with it, it was dealt with well, I was kept updated with regular phone calls which were really good”

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