

ANTI SOCIAL BEHAVIOUR ACCREDITATION

Report of the Director of Housing and Customer Services

1. SUMMARY

The Derby Homes ASB Service has achieved external accreditation from Housemark. The focus of this assessment was on the approach Derby Homes takes strategically and operationally to tackling ASB. The accreditation will last for 3 years.

2. RECOMMENDATION

The City Board to note the content of this report.

3. MATTER FOR CONSIDERATION

3.1 The Housemark ASB Accreditation Scheme is nationally recognised. Derby Homes applied for this scheme in September 2010. The application and process of accreditation involved:

- A self assessment of the service identifying both strengths and weaknesses.
- Completion of an initial on site visit by Housemark to review the self assessment and request additional documentation.
- A desk top review of one live and closed ASB cases to determine quality of case management.
- A number of service user interviews to assess what tenants thought of the quality of the service they were receiving on their live and closed ASB case.
- A residents' focus group made up of a range of our customers was held to gauge what they thought of the quality and effectiveness of the service.
- A variety of staff interviews to establish how effectively other teams and services were linking in with each other to deliver the ASB service.
- Several case files were reviewed to identify if appropriate and timely action was being taken with specific attention on how effective the actions were in securing desired outcomes.
- Partner interviews to establish how Derby Homes works in partnership to secure outcomes for our customers both operationally and strategically.

3.2 The assessment criteria covered the following commitments:

1. Demonstrates leadership and strategic commitment.
2. Has a performance management culture that leads to continual improvement.
3. A diverse range of customers can easily access the service.
4. Tenants are encouraged to influence how the service is delivered.
5. Ensures swift and effective enforcement action.

6. Provides support for victims and witnesses.
 7. Tackles the causes of and prevents ASB.
 8. Encourages individual and community responsibility.
 9. Ensures the approach to value for money is embedded in the service.
- 3.3 To achieve accreditation Derby Homes needed to achieve a pass within each of the nine commitments areas. 50% was the qualifying pass mark within each area.
- 3.4 Housemark's assessment of the Derby Homes ASB service is that subject to the submission of the Continuous Improvement Action Plan, it has achieved accreditation.
- 3.5 In terms of the assessment score achieved by Derby Homes against each individual commitment, please note the following:
- ASB Commitment 1 – assessed as 6/6 (100%)
 - ASB Commitment 2 – assessed as 5/6 (83%)
 - ASB Commitment 3 – assessed as 6/9 (67%)
 - ASB Commitment 4 – assessed as 4/4 (100%)
 - ASB Commitment 5 – assessed as 6/6 (100%)
 - ASB Commitment 6 – assessed as 3/4 (75%)
 - ASB Commitment 7 – assessed as 8/9 (89%).
 - ASB Commitment 8 – assessed as 5/5 (100%)
 - ASB Commitment 9 – assessed as 4/6 (67%)

4. CONSULTATION IMPLICATIONS

Tenants and leaseholders were consulted as part of the application for applying for this accreditation scheme and as part of the assessment process itself.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

This accreditation focused strongly on the value for money aspect of tackling ASB strategically and operationally. The accreditation report gives Derby Homes a small number of recommendations to apply in relation to enhancing value for money within this service and partnership working.

6. EQUALITIES IMPACT ASSESSMENT

Due to the significant changes and improvements that have occurred in terms of the service delivery, the report recommends that a full review is completed in terms of the EIA for this service.

7. POLICY REVIEW IMPLICATIONS

ASB and Hate Crime/Incident Policy have been reviewed and will be considered by Derby Homes Board in January 2011.

The areas listed below have no implications directly arising from this report

- Legal and Confidentiality
- Personnel
- Environmental
- Health & Safety
- Risk

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

**Author: Carrie Bria. Neighbourhood Safety Manager. 01332 888746.
Carrie.bria@derbyhomes.org.**

Background Information: none

Supporting Information: none