

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 second quarter of 2019/20.

2. RECOMMENDATION

Operational Board notes the report

3. MATTER FOR CONSIDERATION

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

3.2

PI No	Performance Indicator	Quarter 2
1	Number of open cases at the beginning of the quarter	190
2	Number of new ASB cases opened during the quarter	294
3	Number of closed resolved ASB cases during the quarter	273
4	Number of closed unresolved ASB cases during the quarter	5
5	Number of live ASB cases at the end of the quarter	206
6	Number of non legal actions taken	1357
7	Number enforcement actions taken	4
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	94.4%

9	Percentage of respondents satisfied with the outcome of their ASB complaint	90.9%
10	Number of perpetrators evicted for ASB	1
11	Number of contacts made to complainants in the Qtr	3069

- 3.3 PI 5 shows that we had 206 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
- 3.4 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped.
- 3.5 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 only 5 closed unresolved during the quarter. A figure of 98% closed resolved is very good.
- 3.6 PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently good.
- 3.7 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 1357 non legal actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	159
Community Protection Warnings and Community Protection Notices	13
General contact with alleged perpetrators including supportive actions	220
General contact with alleged complainants including supportive actions	223
Cases where CCTV, Crime Prevention, noise monitoring equipment and Noise App have been used	103
Liaison & joint work with Environmental Protection	4
ABC's and Parenting Contracts	6
Complex Needs / Tenancy Sustainability Referrals	5
Mediation referrals both internal and external	2

Contacts with Police and E-CINS referrals	608
Contacts made with Adult Social Care, Mental Health and Safeguarding	5
External Victim Support	9

- 3.8 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	0
Notices of Seeking Possession / NOPP	3
Extensions of Tenancy	0
Notice of Demotion	0
Absolute Grounds for Possession	0
Evictions	1

- 3.9 Derby Homes has had a longstanding 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 3069 contacts with complainants during the quarter. As the total number of cases was 206 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.

- 3.10 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(CPNWs) served by Derby Homes then escalated to Community

Protection Notices (CPNs) by Environmental Services. Those tenants breaching CPNs are then served Fixed Penalty Notices.

Two seizures of audio equipment from Derby Homes managed properties have taken place during the quarter.

3.11 During the quarter the ASB Team helped promote the Knife Angel by providing staff to act as marshals at Cathedral during the weekend of October.

3.12 The ASB Team are working with the REST team as rough sleepers are often identified in the communal areas of Derby Homes blocks near the City Centre. The REST team carry out outreach work with rough sleepers and signpost people to other services

3.13 Compliments received this quarter were

- Overall been really good, the perpetrator took on board what was said.
- X was brilliant, he took time out of his day to visit, He is amazing. I have been having problems for years and X has made it better
- X did everything you could possibly do
- Once again thank you and your team for your hard work and commitment
- With X's help it was dealt with efficiently.
- X did really well, kept in contact and always responded to emails.
- Took a while but very happy
- Case resolved so I am happy
- All pretty decent
- Thank you for how DH dealt with the case.
- Been very good, kept in contact
- Happy with the regular calls and updates.
- Brilliant, incredibly happy. Really happy how it was dealt with and the outcome.
- Very prompt and polite, absolutely brilliant, spot on and followed up with phone calls.
- Dealt with amazingly quick, couldn't improve, Made everyone's life so much easier.
- X was really understanding.
- X was very good, professional, easy to talk to.
- Team work great, everything was great, Thank you to the team
- All very efficient, helpful, couldn't improve on
- Everything was bang on, thank you very much
- Contacted straight away, dealt with very well
- Very very good, excellent.
- Dealt with swiftly.
- Dealt with quickly

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

Head of Governance and Corporate Services	Taran Lalria	31/10/19