

ANTI-SOCIAL BEHAVIOUR STATISTICS

Report of the Director of Housing and Customer Service

1. SUMMARY OF REPORT

This report gives the following performance information on Anti-Social Behaviour (ASB):

- Quarterly results for the Respect Performance Toolkit with a commentary on results for quarter one and any apparent trends.
- Quarterly results for local indicators that are not part of the Respect Tool Kit but are required by Derby Homes.

2. RECOMMENDATION

The Committee is requested to note this report.

3. MATTER FOR CONSIDERATION

- 3.1 This report provides statistics for quarter two of 2009/10. A comparison with the previous quarter has also been provided in this report. This report provides performance information on the anti-social behaviour cases only.

RPT No	Performance Indicator	Quarter 1	Quarter 2
1	Number of new ASB cases	126	26
2	Number of live ASB cases started since 1 April 2009	62	57
3	Number of closed resolved ASB cases	67	31
4	Number of closed unresolved ASB cases	18	6
5	Number of closed resolved ASB cases for each main intervention that led to case resolution	43	31
6	Percentage of closed resolved ASB cases where ASB re-occurs by the same perpetrator within the 12 months of the case being resolved	0	0

RPT No	Performance Indicator		
7	Number of early intervention actions taken	75	60
8	Number of enforcement actions taken	17	15
9	Number of perpetrator supportive actions taken	3	3
10	Cost of housing management staff tackling ASB per case	£238	£238
11	Percentage of respondents satisfied with the way their ASB complaint was dealt with	60%	65%
12	Percentage of respondents satisfied with the outcome of their ASB complaint	70%	72%
13	Average number of days taken to resolve ASB cases	63	55
14	Percentage of Introductory tenants causing ASB	0.6%	0.8%
15	Percentage of properties covered by good neighbour agreements	0	0
16	Number of cases where the complainant or victim has been provided with or referred to victim support services	0	1
17	Number of perpetrators evicted for ASB	0	1
18	Average cost of legal service by case	£15.30	£58.72
20	Tenants top 10 target – provide monthly feedback to every ASB complainant. Percentage of all cases receiving this.	94%	96%

- 3.2 RPT 1 is the number of new ASB cases. These are new cases that have been received during this quarter. The first quarter figure is high in comparison to this quarter as the system is now in place to record ASB cases separately.
- 3.3 RPT 2 is the total number of live cases at the end of September 2009. These are ASB cases that are currently being progressed towards a conclusion.
- 3.4 All cases over 3 months old will be prioritised for discussion at the Monthly ASB Managers meetings to ensure that live cases progress in a timely and appropriate manner. The purpose of these monthly meetings is to problem solve, action plan and act as the review mechanism on ASB cases.
- 3.5 Within this figure, 16 cases are passive ASB cases. This is where the ASB is long term, there is no viable resolution, other than to try to manage the ASB through intensive housing management. These cases often have mental health

and/or alcohol dependency issues in relation to older people.

- 3.6 An emerging trend that is showing itself is the number of damage to property cases which are in reality where tenants with behavioural disorders have been hoarding items over long periods of time. The damage to property occurs as a result of damp, lack of heating and the weight of the hoarding.
- 3.7 RPT 3 and RPT 4 show that of the 31 closed cases during Quarter 2, 84% were fully resolved. A further 6 cases, which is 16% were closed unresolved. The % of cases closed unresolved has fallen from Quarter 1. The aim is to close as many cases as resolved for the customer.
- Evidence logs/contact not received in order to investigate the complaint fully.
 - The circumstances of the case do not make further action possible.
 - No further action is taken at the complainant's request.
- 3.8 RPT 5 gives the total number of cases that were resolved by main intervention method. The breakdown of these were:
- 25 by early intervention by local office staff
 - 1 by referral to the Police
 - 4 by serving an Anti-Social Behaviour Contract (ABC)
 - 1 through extending the Introductory Tenancy
 - 1 through referral to the Family Intervention Project.
- 3.9 This shows that the vast majority of cases are resolved informally by local housing office staff, using non legal based remedies. This demonstrates the effective management of cases as opposed to allowing cases to escalate through lack of prompt intervention.
- 3.10 RPT 6 shows that Derby Homes' staff focus on resolving cases effectively first time round so that the ASB does not re-occur by the same perpetrator. This indicator is designed to pick up on any pattern or trend of cases being partially resolved or closed when they should not be.
- 3.11 RPT 7 shows the levels of informal action taken on cases during the quarter. Most cases are resolved by local office staff carrying out visits, sending warning letters and carrying out other non legal based actions, which resolve the problem without the need for more formal action. This figure shows the level of activity by local office staff on ASB cases in terms of prevention and early intervention (stopping problems from escalating).
- 3.12 RPT 8 shows the level of enforcement actions carried out by the Neighbourhood Safety Team during this quarter. This figure will be influenced by various factors i.e. capacity of the Legal Services Team in terms of workload during a specific quarter and the nature of the cases being dealt with. Derby Homes is working hard to resolve as many cases as possible as early as possible ensuring costs are kept low and minimal upset to the customer.
- 3.13 RPT 9 shows the level of referrals being made for perpetrators to access support. This shows that staff identify where support is needed for the perpetrator to address root causes and change their ASB long term.

- 3.14 RPT 10 is calculated by an apportionment of all staff time recorded through live timesheet as working on ASB across all live cases. The live time sheet system has been adapted to allow staff to identify time they have spent specifically on ASB cases. This change was made from 1 September and so quarter 3 will be the first full quarter showing information against this quarter.
- 3.15 RPT 11 and RPT 12 – Both of these indicators have shown a small increase since the last quarter. This feedback is sought via a postal survey after the completion of a face to face interview between the complainant and the manager of the area.
- 3.16 Where the postal survey return shows a low satisfaction rating, a CSM case is opened up for the manager of the relevant office which details the comments received. The manager of the relevant office will then address the comments with narrative/actions.
- 3.17 RPT 13 has shown a fall in Quarter 2 which would indicate that due to the lower number of cases that staff are having to manage, they are now freed up to be more proactive on the cases that they have in the system.
- 3.18 Managers are completing monthly audits on all ASB cases and so prompting action where necessary. The monthly ASB meetings with managers provide managers with an action plan to discuss with their staff on cases to further trigger prompt actions. All of this will have had a positive impact on this indicator.
- 3.19 RPT 16 will begin to show numbers of referrals to the specialist full time Victim and Witness Support Officer who started with us on 1 October 2009. This postholder will support victims and witnesses of serious and/or persistent ASB.
- 3.20 RPT 17 is important as it shows that cases are almost always resolved without the need for eviction. Due to the decentralisation of the neighbourhood safety officers, the involvement of the team is much earlier in the complaint. This allows the neighbourhood safety officer to guide and advise much more effectively on cases and to avoid a higher number of cases coming into the team for enforcement actions.
- 3.21 Where enforcement actions are the only way forward, the neighbourhood safety officers have seen a positive increase in the quality of the case work at the earlier stages of the complaint by the housing officer. This is due to the easy access and seamless working relationship between the neighbourhood safety officer and the housing officer.
- 3.22 RPT 18 is calculated by apportioning the quarterly invoice for work on ASB cases presented by Legal Services across all active cases for the quarter.
- 3.23 RPT 20 is a Tenants Top Ten Target. The target set is 90%, our performance currently stands at 96%.

4. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Development of the Respect Tool Kit and production of meaningful statistics on the instances of and actions taken in respect of ASB is contained within the Delivery and Business Plan, Strategic Aim 4, Excellent Customer Services.

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

- Consultation
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- 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

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Background Information: None.

Supporting Information: None.