

### QUARTERLY ASB STATISTICS

Report of the Head of Housing Management

#### 1. SUMMARY

- 1.1 This report gives some key statistics for Derby Homes ASB service for the third Quarter of 2022/23

#### 2. RECOMMENDATION

- 2.1 Operations Board note the report

#### 3. REASON(S) FOR RECOMMENDATION

- 3.1 This is a part B report for information and noting

#### 4. MATTER FOR CONSIDERATION

- 4.1 The performance indicators are provided in a graph / pie chart format at **Appendix 1** for ease of reading.
- The number of cases opened in the Qtr.
  - Case numbers closed in the Qtr. which are 'resolved' or 'unresolved'.
  - Satisfaction levels for the Qtr. Satisfaction levels are now consistently good.
  - Legal and non-legal interventions used within the Qtr.
  - A new indicator that shows case types logged within the Qtr.
  - Monthly and Qtrly contacts on cases with customers on ASB cases.
- 4.2 The Anti -Social Behaviour Team continue to work in close partnership with Environmental Services in line with the "Memorandum of Understanding" (MOU), we have with the council. We have several ongoing joint cases that we are managing currently that involves the use and sharing of the noise app as part of ongoing investigations that both DCC & Derby Homes are working on.
- 4.3 Derby Homes ASB Team continue to work closely with the other Support Teams within Derby Homes to joint work cases and resolve issues. It has become an integral way of working combining both support and enforcement measures where appropriate including work with both complainants and perpetrators of ASB. Most of the joint working with other internal teams is with the Tenancy Sustainability Teams - i.e. Complex Needs, Intensive Intervention & Intensive Housing Management. The numbers of joint cases with these teams is increasing all of the time as we work with more complex customers with challenging needs.
- 4.4 The ASB Service are still working with the Public Protection Officers / Service (PPO's). They are carrying out patrols on our behalf in identified ASB Hotspots and we continue

to share relevant intelligence and work together to resolve issues. They carry out spot checks on flats for example where we have reports of ASB in communal areas such as cannabis smoking, or youths congregating. Over the coming months we are looking to improve the way we work collaboratively and are looking to streamline some of our process's.

We have attached at **Appendix 2** some data that they have prepared which shows the work they have carried out relating to referrals made by the ASB Team as well as more generic work and patrols carried out. This demonstrates an excellent joined up partnership working approach.

#### 4.5 **RESOLVE ASB**

##### **ASB Accreditation/ RESOLVE Standard**

As reported previously, Derby Homes have been involved in developing the new RESOLVE standard along with various other partners from around the UK.

The other organisations involved in the project are as follows: Stockport Homes, Manchester City Council, Vivid Homes, One Manchester, Stonewater Housing, Housing Plus, Cheshire West & Chester, OVH, Equity Housing Group and Longhurst Group.

We have now moved this into the final phase having agreed the ASB Standard that will highlight the important elements that an organisation should have in place to deliver a high quality ASB Service. As with other accreditations it will form part of a thorough inspection of the ASB Service.

Stockport Homes also an ALMO has been the first Housing Provider to undergo an inspection by Resolve and other members of the Project Group as the “guinea pigs” for this project. For Housing in Manchester has now been inspected and its likely that Derby Homes maybe the next organisation to be inspected but this is unclear at present and further updates will following due course.

#### 4.6 **Case Study – An Overview of how the ASB Service works in partnership with Derby Homes Rough Sleeper Housing Projects in Derby.**

To provide further insight into the work the ASB team do we thought it would be useful to share some ASB Cases with Operational Board members each quarter so they can further understand some of the work involved. The last few quarters we have focused on giving examples of actual ASB cases we have worked on and resolved. These have typically shown a customer's journey through an ASB case from start to finish. This quarter however we thought we would focus on the work that the ASB Team in conjunction with the Derby Homes Rough Sleeper Housing Projects Team do.

The NSAP/RSAP & Housing 1st projects are aimed at people that have a history of rough sleeping and those at risk of rough sleeping, with the intention to get them into a stable home environment where they can be supported to learn to manage and maintain a tenancy as well as engage with other relevant services which will enable them to make positive improvements in their lives.

The customers in these projects have very complex needs, such as poor mental health, alcohol, and substance dependencies, and this often causes issues within the community and makes it challenging in terms of engagement with them.

The ASB Team have been working on the Rough Sleeper Projects since their first inception with Housing 1<sup>st</sup> back in 2020, when we were asked to deal with ASB

complaints. Since that time this work has expanded and evolved and now we work across all of these projects in the City.

In March 2022, it was decided that a dedicated ASB Officer would act as a Specific Point of Contact for the NSAP/RSAP/Housing 1<sup>st</sup> projects working alongside the Derby Homes Project Coordinator - for Non-Secure Tenancy Accommodation, and the various support workers from Riverside, Action Housing and Derby Homes. Prior to this ASB cases were allocated out on an officer-by-officer basis which made it difficult at times for the Co-ordinator and Support workers to know who was dealing with cases and it made for a disjointed approach to resolving the ASB issues.

Since having a single ASB Officer in place, monthly multi agency meetings are held to discuss open cases, regular joint visits are made with support workers and better liaison with all involved has seen a decrease in the amount of open ASB cases over this time. The process of information sharing between the key stakeholders in the project and the ASB team has improved, as well as the support workers knowledge of how they can expect the ASB Officer to deal with a complaint.

The ASB Officer also makes effective use of their links with Derbyshire Police to help deal with any issues where required, a source of information that the Project wouldn't normally have access to. Where required the ASB Officer attends any multi agency meetings relating to the project and this has built good working relationships with healthcare, mental health teams and other service providers accordingly.

It is viewed by those involved that adopting this approach within the ASB Team with a dedicated Officer this has been a much better way of dealing with any ASB cases by the Project and as it grows and they acquire further properties, then the structure in place will only help with managing it which in turn will lead to less problems within the communities this client group are housed in.

To date we have worked on 68 ASB Cases across the various projects all have been in strong partnership with the other services involved.

The Padley Centre also run a similar project and have 18 properties within Derby City and in November 2022, an ASB Officer along with ASB Manager attended the Padley Centre to deliver training to their staff on the tools and powers available to Derby Homes for dealing with ASB. This was very well received by the workers involved and they felt better equipped going forward in dealing with ASB.

This is further good work by the ASB Team to try and ensure that ASB is dealt with as efficiently as possible to try and make our communities as good as they can be. It also demonstrates the excellent way in which Derby Homes work on a multi-agency basis incorporating all appropriate internal and external partners to achieve good outcomes.

- 4.7 Please see attached report that relates to compliments and observations made from the ASB Surveys carried out in this quarter (**Appendix 3**). You will see that this quarter we have received 44 compliments on closed ASB cases which is a good indicator of the quality of service provided.

## 5. OTHER OPTIONS CONSIDERED

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:	Appendix 1 – Derby Homes Data Quarter 3 Oct 22-Dec 22 Appendix 2 - Derby Homes Data Appendix 3 - ASB feedback comments

**This report has been approved by the following officers:**

Finance Director and Company Secretary	Michael Kirk	[Date]
Company Solicitor	Taranjit Lalria	28.02.2023
Head of Service	Carl Tring Willis	08/02/23