

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 third quarter of 2020/21

2. RECOMMENDATION

Operational Board notes the report.

3. REASON FOR RECOMMENDATION

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

4. MATTER FOR CONSIDERATION

4.1

PI No	Performance Indicator	Quarter 2
1	Number of open cases at the beginning of the quarter	196
2	Number of new ASB cases opened during the quarter	184
3	Number of closed resolved ASB cases during the quarter	190
4	Number of closed unresolved ASB cases during the quarter	0
5	Number of live ASB cases at the end of the quarter	190
6	Number of non-legal actions taken	1664
7	Number of enforcement actions taken	12
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	91.30%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	82.61%

10	Number of perpetrators evicted for ASB	0
11	Number of contacts made to complainants in the Qtr	2412

- 4.2 PI 5 shows that we had 190 cases open at the end of the quarter, compared to 159 during the same period last year. That figure fluctuates throughout the year and is generally higher in the summer months, and towards the end of Qtr. 1. Usually around half of those are noise nuisance cases. We have received a higher than normal level of referrals this year which is in line with the experiences of other housing organisations. By the end of Qtr 3 2020/21, we had 31 additional cases recorded, a 19.49% increase.
- 4.3 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped or improved sufficiently to enable closure of the case. Sometimes cases will have to be closed if all actions have been completed and the Manager is happy that nothing else can be done to resolve the issues this is often where there is a lifestyle clash.
- 4.4 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 no closed unresolved during the quarter.
- 4.5 PI 8 and PI 9 show satisfaction levels for the quarter. Satisfaction levels are now consistently good however have dipped slightly this quarter, having considered Covid and the fact that lots more people are confined to their homes this is not surprising.
- 4.6 The vast majority of ASB is not resolved using formal legal action. It is resolved using a range of non-legal actions which are informal interventions. These are verbal and written warnings, advice letters, Community Protection Warnings, support referrals and visits carried out by the ASB team and other staff who support the process. PI 6 shows that there were 1664 non legal actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	151
Community Protection Warnings and Community Protection Notices	18
General contact with alleged perpetrators including supportive actions	178
General contact with complainants including supportive actions	485
Cases where CCTV, Crime Prevention, Noise Monitoring Equipment and Noise App have been used	224
Joint work with Environmental Protection and PPO Referrals	19
ABC's and Parenting Contracts / Diversionary Activities =2 (Youth Alliance Referrals =7)	9

Complex Needs / Tenancy Sustainability Referrals	1
Mediation referrals both internal and external	2
Contacts with Police <ul style="list-style-type: none"> • E-CINS referrals • (E-CINS referrals are ASB cases that are managed on a multi agency Police - ASB recording system that Derby Homes have access to for information sharing purposes, however only cases that are deemed medium or high risk are managed in this way.) 	555
Contacts made with Adult Social Care, Mental Health and Safeguarding	12
External Victim Support	10

- 4.7 As explained in 4.6, the number of cases where we must 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 with Power of Arrest	0
Closure Order (sought by Derbyshire Police and DCC)	0
Notices of Seeking Possession (NOSP)	6
Notices of Possession Proceedings (NOPP)	2
Extensions of Tenancy (NOE)	2
Notice of Demotion	0
Absolute Grounds for Possession	0
Suspended Possession Order	2
Evictions	0

- 4.8 Derby Homes has had a long-standing 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, often though some complainants are happy to just be contacted by email or say that they will contact us if the situation worsens.

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 2412 contacts with complainants during the quarter. As the total number of cases was 190 at the end of the quarter, this equates to an average of around 4.5 contacts per case each month. As explained, some complainants will have a lot more than this in the month, some will have less but none will have less than one.

- 4.9 Approximately half of all ASB cases involve or are entirely noise nuisance typically throughout any Qtr. In Qtr. 3 of the 184 cases opened 102 of those were noise nuisance cases. 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 (CPNW's) served by Derby Homes then escalated to Community Protection Notices (CPNs) by Environmental Services.
- 4.10 The table in 4.6 shows that there were 18 Community Protection Warnings and Community Protection Notices served during the quarter. Those tenants breaching CPNs are then served Fixed Penalty Notices (FPN's). At present where tenants breach CPNs and then FPN's, the seizure of their audio equipment is the next legal step. This is seen as a more effective sanction by Environmental Services. In Qtr. 3 we supported Environmental Services & the Public Protection team in the seizure of stereo - audio and musical instruments from 6 Derby Homes address's, due to noncompliance and breaches of CPN's. We anticipate seizures to be much more frequent in the future as they are a quicker and more effective alternative to prosecutions which can come later down the line.
- 4.11 Derby Homes ASB Team along with the Intensive Intervention Service are still considering Family Intervention Tenancies (FIT), for those families where ASB is a a major problem. We currently have 5 FIT tenancies running at present which are for families who have already been subject to high level legal action. This would be where a family has been subject to a Closure Order for example or is having action taken against their tenancy and are at risk of losing their home.
- 4.12 Derby Homes ASB Service are still working closely with the Public Protection Officers (PPO's) and making regular referrals to them. The PPO's are carrying out patrols on our behalf in identified ASB Hotspots.
- 4.13 Derby Homes ASB Manager in conjunction with RESOLVE ASB and a small number of other ASB - Housing Providers and Community Safety Partnerships have been working on a proposal to develop an ASB Officer Apprenticeship, the first of its kind in the industry. The Institute of Apprenticeships have now approved the standard for knowledge, skills and behaviours and this can be seen at <https://www.instituteforapprenticeships.org/apprenticeship-standards/anti-social-behaviour-and-community-safety-officer/>.
- The next step was to agree on the method of assessment, funding and training providers. Two possible providers are Resolve and the Chartered Institute of Housing. Due to the situation with COVID 19 this has taken longer than expected with meetings happening remotely, the last meeting in November approved the next phase of the project and by the end of Quarter 4 we hope to provide a further update.
- 4.14 Compliments received this quarter are highlighted below. These are a good testament to the staff who are achieving good outcomes whilst working in very different and often difficult circumstances.

X was great, always followed up with a phone call.

Nothing to improve on.
couldn't have done better.
Handled very well, X was very understanding.
was very much satisfied with the level of customer service.
Hi X, Well looks like they have gone 😊 just want to say thank you to you and Nick with your help with this issue. Let's hope we don't get problems with the next resident/s. THANKYOU.
"Considering the level of anti-social behaviour in and surrounding certain numbers of Fairdene Court and Lower Dale Road, Derby Homes and Derby City Council have been particularly good with me. I'm a disabled man living at number x. I'm a witness to some of the tenants around here anti-social behaviour. Thank you."

5. OTHER OPTIONS CONSIDERED

5.1 None, this is a part B report for noting

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:

Nick Bale / ASB Manager / 01332 888485 / nicholas.bale @derbyhomes.org

Background Information: None

Supporting Information: None

This report has been approved by the following officers:

Finance Director/Derby Homes Accountant	Michael Kirk	19.01.2021
Company Solicitor	Taranjit Lalria	19.01.2021
Head of Service (Operational Board reports)	Lorraine Testro	19.01.2021
Managing Director	Maria Murphy	15.02.2021