

ITEM B6

OPERATIONAL BOARD
10 March 2022

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 2021/22

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 Previously the performance indicators listed below were included in a summary table however from Quarter (QTR) 1 we decided to provide them in a graph / pie chart format to make the report more visual and appealing to members and have attached this as “**appendix 1**”.
- 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” we have with the council. They assist us by serving Community Protection Notices on suitable noise nuisance cases. In December 21 due to serious ongoing noise nuisance at a Derby Homes property, they seized a lot of audio equipment from a property due to noncompliance. This was after both Derby Homes and Environmental Health Services served various warnings including the issuing of a “Noise Abatement Notice and service of a Fixed Penalty Notice (FPN's). Environmental Services and Derby Homes are now

following up with further legal action to have the equipment disposed of by way of a court order. **See case study.**

- 4.3 Derby Homes ASB Team continue to work closely with the other Housing Management 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.
- 4.4 The ASB Service are still working closely with the Public Protection Officers / Team (PPO's), making regular referrals to them. They are carrying out patrols on our behalf in identified ASB Hotspots and we continue to share relevant intelligence and work jointly to resolve issues. They carry out spot checks on communal areas of flats for example where we have reports of ASB such as cannabis smoking, or youths congregating. 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 good joined up partnership working.

4.5 RESOLVE ASB

- 4.5.1 Derby Homes ASB Manager in conjunction with RESOLVE ASB are working on a number of projects. These are being developed and delivered with other ASB - Housing Providers and Community Safety Partnerships from around the UK.

4.6 ASB Apprenticeship

- 4.6.1 We have already reported in the last few quarters that the partnership was developing an ASB / Community Safety Officer Apprenticeship, the first of its kind in the industry. The Institute of Apprenticeships has now approved all stages of the apprenticeship and it's been signed off by the relevant government department. Resolve ASB have been awarded as the Principal Training Provider of the new apprenticeship.
- 4.6.2 This is a “level 4 qualification which is the equivalent of a “Foundation Degree”. Derby Homes will be one of the first Housing Providers in the country to recruit an apprentice. The role is currently being advertised.
- 4.6.3 Webpage for Institute of Apprentices – this webpage below shows all the relevant aspects of the ASB Apprenticeship.
<https://www.instituteofapprenticeships.org/apprenticeship-standards/anti-social-behaviour-and-community-safety-officer/>.
- 4.6.4 Webpage for the. Gov Apprentice website – this webpage also shows all the relevant aspects of the ASB Apprenticeship.
<https://www.findapprenticeship.service.gov.uk/apprenticeship/1000027404>

4.7 ASB Accreditation/ RESOLVE Standard

- 4.7.1 As reported previously, Derby Homes are also involved in developing the new RESOLVE standard along with various other partners from around the UK.
- 4.7.2 These are the other organisations involved in this project - *Stockport Homes, Manchester City Council, Vivid Homes, One Manchester, Stonewater Housing, Housing*

Plus, Cheshire West & Chester, OVH, Equity Housing Group and Longhurst Group, so some very large national organisations are a part of this!

- 4.7.3 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. We will now start to look at the evidence required to demonstrate how we at Derby Homes can meet this standard. It will provide a framework for organisations to follow and award recognition to organisations that can demonstrate they meet the requirements. Key areas / building blocks that will be focused on are. Interventions, leadership & resources, partnership working and victims and communities. As with other accreditations it will form part of a thorough inspection of the ASB Service.

4.8 Policy and Advisory Group - PAG

- 4.8.1 Derby Homes are involved with RESOLVE and others looking at ASB National Policy and good practice and promoting this through the RESOLVE membership.

4.9 Case Study - The Customer Journey – A recent serious “noise nuisance case”

- 4.9.1 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.
- 4.9.2 In early September we received a complaint from a resident living in a ground floor flat of alleged noise nuisance due to loud music from the flat above. Contact was made with the complainant and a suitable action plan was agreed. The complainant was asked to provide recordings of the noise via the Noise App to evidence any ongoing concerns. The complaint related to the adult son of our tenant who the complainant believed was home all day whilst the tenants was out working.
- 4.9.3 Various attempts were made by the ASB Officer to contact the alleged perpetrator. These were through, letter, phone calls and visits so that they could discuss with the tenant the concerns being raised. However, all attempts were unsuccessful, so a written warning was issued.
- 4.9.4 Despite the initial warning, Derby Homes still received multiple Noise App recordings evidencing incidents of loud music at various times of the day and night. Further home visits were conducted to speak with the perpetrators, but no one ever responded.
- 4.9.5 Therefore, a further warning was issued, on this occasion it was a “Community Protection Warning”. A response was then received from the perpetrator, and we were able to discuss in detail the issues raised. Despite the perpetrator being the son, who spoke English, the tenant themselves did not speak English as their first language. We therefore engaged the services of an interpreter to ensure our tenant understood the seriousness of the situation and the implications on the tenancy, we also had documents translated into the relevant language.
- 4.9.6 The ASB Officer then agreed to go and carry out a noise sound test at the perpetrators address so that they could start to understand the impact that they were having on the

neighbours. This appointment had to be aborted due to the perpetrators obstructive and volatile behaviour in the run up to this appointment.

- 4.9.7 As a result of the issues beginning to have a detrimental impact on the mental health and general wellbeing of the victim, the ASB Officer referred her to Derbyshire Victim Support.
- 4.9.8 Despite previous warnings, the ASB Officer continued to receive Noise App recordings submitted by the complainant. All recordings received were positive and showed evidence of an ongoing and persistent noise nuisance, with very excessive music between 10.00am – 10.00pm on multiple days over a period of 2 weeks.
- 4.9.9 As a result, we referred the matter to Derby City Council's Environmental Health Team who agreed to take on the case and progress it quickly, as it was a breach of the Community Protection Warning (CPW). Environmental Health agreed to serve an Abatement Notice based on the ongoing noncompliance. Shortly afterwards, noise monitoring equipment was installed in the complainant's property to help bolster evidence for court action to be taken. The perpetrators received further translated documents regarding this action and any further action that would be taken if they failed to comply.
- 4.9.10 On 23.12.2021 DCC Environmental Health Team and Police carried out a seizure at the address following a warrant being granted by the Magistrates Courts. Multiple items of sound equipment belonging to the tenant's son was seized which included 11 x speakers, Apple Mac, 2 x mixing desks, hard drive, keyboard, monitor etc. Following this Environmental Health and Derby Homes prepared further legal paperwork for Court to apply to get an order for the equipment seized to be destroyed, and the Courts have since agreed to allow this, and so the equipment will now be disposed of. Normally it is returned after a few months. Derby Homes are looking at additional enforcement against the tenancy through serving a Notice seeking Possession, however despite all the interventions so far, the tenant is still being quite non cooperative and non-compliant.
- 4.9.11 The complainant has been very satisfied to date with how Derby Homes have managed this case as she has seen the swift action we have taken. She has been kept up to date the whole way through and has provided good evidence not only for the initial phases of the case / investigation but also for the previous and ongoing legal actions being taken.
- 4.9.12 Our interventions always take a staged and incremental approach as we have demonstrated. This case also clearly shows the very good working relationship we have through the "memorandum of understanding "with Derby City Councils Environmental Health Team. The matter is ongoing and is being managed closely.

4.10 Quarter 3 Compliments

- 4.10.1 Please see attached report that relates to compliments and observations made from the ASB Surveys carried out in this quarter and have attached this as **"appendix 3"**.

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:

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Background Information:	None
Supporting Information:	Appendix 1 – ASB Report Quarter 3
	Appendix 2 – PPO Derby Homes data quarter 3
	Appendix 3 – ASB feedback Comments Quarter 3

This report has been approved by the following officers:

Finance Director/Derby Homes Accountant	Helen Samuel	24/1/22
Company Solicitor	Taranjit Lalria	28/02/2022
Head of Service (Operational Board reports)	Lorraine Testro	24/01/22
Managing Director	Maria Murphy	24/02/2022