

# ITEM B6

**OPERATIONAL BOARD**  
**8 DECEMBER 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 second 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.

A recent high-profile case that ended up in the Magistrate's court for a second time led to an occupant of a Derby Homes tenancy getting issued with a "Criminal Behaviour Order" following months of previous legal action being taken against him for persistent issues of noise nuisance. Derby Homes continues to work with Environmental Health on this case.

- 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. 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.

- 4.4 The ASB Service are still making referrals to the Public Protection Officers (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. 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**

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

##### **ASB Apprenticeship**

Derby Homes reported previously that their first ASB Officer Apprentice, joined the team on 03 May 22. The apprentice was one of 10 new ASB Apprentices nationally and forms part of the first cohort taken on by Resolve this year. This is going really well and the new apprentice is working at pace supported by a Mentor as well as the ASB Manager and the wider team.

##### **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. We have now finalised and submitted this evidence required to demonstrate how we at Derby Homes can meet this standard.

As with other accreditations it will form part of a thorough inspection of the ASB Service. Stockport Homes 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. Derby Homes could be the next organisation to be inspected, once a decision is made, it will be reported to you in subsequent reports.

#### 4.6 **Case Study - The Customer Journey – A recent ASB case.**

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.

Derby Homes housed a tenant into a property in a central area of Derby, the tenancy included an initial support package to enable them to complete their Introductory Tenancy period successfully. To start with the tenant settled in well, getting on with neighbours. They allowed access to the property and were engaging with all support services allocated to them. The property was furnished, repairs were undertaken in a timely manner, the tenant had their own belongings and was able to cook and clean for themselves.

After several months, Derby Homes started to receive complaints from neighbours in relation to loud music, shouting and numerous visitors frequenting the property at unsociable hours of the day and night. Derby Homes ASB team became involved and worked closely with the team supporting the introductory tenancy. The tenant was advised of the problems which were reportedly happening at their home and a warning was issued, action was also taken to extend the introductory tenancy period.

Unfortunately, the problems continued, and more residents started to come forward with complaints. The ASB team undertook a door knock and telephone consultation with residents to gain their feedback on the situation. Derbyshire Police became involved as part of the Local Tasking meeting. A series of regular visits were undertaken with the Police when the anti-social behaviour intensified.

The tenant's engagement deteriorated and access into the property was increasingly difficult. Residents continued to report disruptive behaviour from visitors to the property and damage that was occurring to windows and doors. Derby Homes increased its level of Intensive support to try and get the tenant to engage and resolve the situation. Derby Homes ASB team continued to work with the Intensive Intervention Officer, Derbyshire Police and Derby City Council Public Protection Officers. Regular patrols were undertaken to monitor the location to disrupt the behaviour and offer reassurance to residents. Appropriate safeguarding measures were also put in place for the tenant.

It became apparent that the tenant had lost control over the property and was being exploited due to their vulnerabilities in relation to substance misuse. All agencies stepped up their intervention. Enforcement action had already been taken in the form of a Community Protection Notice which was breached and a fine issued. The source of the anti-social behaviour was from individuals that had taken advantage of the situation and started using the property for drug use, prostitution and criminal behaviour including storing stolen items from local shops.

Derby Homes working with Derbyshire Police as part of 'Operation Trapped' (which involves intensive disruption and support regarding this type of behaviour), agreed that the tenant would benefit from moving to a different location to safeguard themselves and give the residents a reprieve from the anti-social behaviour. The tenant was consulted on this matter and agreed that a move to a different location would be for the best, to give them a fresh start away from the individuals who were targeting them and their property.

Derby Homes worked closely alongside the Housing Options team who agreed to accept the need to move as a priority and sourced the tenant an emergency bed and breakfast accommodation. Accommodation was found well away from the property to prevent the perpetrators from easily locating the tenant. Derby Homes support staff continued to work with the tenant and his close family to ensure their safety. The tenant was successfully re-housed, close to their personal support network and neighbours were relieved of the disruptive effects of the targeted and exploitative nature of the ASB.

This case 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 **ASB awareness Week- 18<sup>th</sup> – 24<sup>TH</sup> July 2022**

As in previous years Derby Homes joined other national ASB Professionals in embracing the RESOLVE “National ASB Awareness Week”. This is a national annual event that started in 2020 to promote the reporting of ASB across the sector as well as providing the public with key information on ASB. It encourages Housing Providers, Police, Local Authorities and other key partners, to showcase the work they do and to put on ASB Awareness raising events. Derby Homes planned some events and took part in others as part of the campaign.

18<sup>TH</sup> July - The ASB & Housing Team supported by the Council, Police and other key partners carried out a door knock to 300 properties in the Allenton Area asking specific questions about ASB and Crime, 65 Surveys were completed as a result. This key information will be looked at in more detail to identify what trends there are, so that we can create a plan to tackle ASB in the area. This was also part of the wider “Local Customer Priorities” work being done by the housing team in that area.

20<sup>th</sup> July - Kiwi Park event - 3pm to 6pm

This event was set up with the local housing team as an opportunity for residents to talk to the Police, Housing and DCC about anti-social behaviour concerns. It was also an opportunity to promote activities in the local area for children and young people, with sports coaches from Derby County Community Trust and Sporting Communities running taster sessions. This was in the main very well received with a reasonable attendance from the public.

20<sup>th</sup> July - Partners workshop at Police HQ Ripley, some of our ASB staff attended this to look at ASB Problem Solving Management Plans as part of the ASB Multi Agency Approach.

20<sup>th</sup> July- National RESOLVE ASB Annual Conference attended by ASB Manager and ASB Apprentice.

In addition to this Derby Homes Communications Team were tweeting and posting various news stories and ASB information through Social Media outlets. RESOLVE encourage all ASB Professionals to do this throughout the course of the week.

#### 4.8 **Quarter 4 Compliments**

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.

### **OTHER OPTIONS CONSIDERED**

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 - Anti-Social Behaviour Report Quarter Two 2022/23  
Appendix 2 – PPO Data  
Appendix 3 – ASB Feedback

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

<b>Managing Director</b>	Maria Murphy	29/11/22
<b>Finance Director/Derby Homes Accountant</b>	Helen Samuel	29/11/22
<b>Company Solicitor</b>	Taranjit Lalria	29/11/22
<b>Head of Service</b> (Operational Board reports)	Lorraine Testro	07/11/22