

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 second quarter of 2020/21

2. RECOMMENDATION

The Operational Board notes the report

3. REASON FOR RECOMMENDATION

3.1 This is a report for information and noting

4. MATTER FOR CONSIDERATION

PI No	Performance Indicator	Quarter 2
1	Number of open cases at the beginning of the quarter	258
2	Number of new ASB cases opened during the quarter	249
3	Number of closed resolved ASB cases during the quarter	311
4	Number of closed unresolved ASB cases during the quarter	0
5	Number of live ASB cases at the end of the quarter	196
6	Number of non-legal actions taken	1825
7	Number of enforcement actions taken	4
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	96.20%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	89.31%
10	Number of perpetrators evicted for ASB	0
11	Number of contacts made to complainants in the Qtr	3031

- 4.2 PI 5 shows that we had 196 cases being worked on at the end of the quarter. That figure fluctuates throughout the year and is generally higher in the summer months, and towards the end of Qtr 1. Around half of those are noise nuisance cases. We have noticed a higher than normal level of cases during the lockdown which is in common with other organisations. In a recent report from Housemark, the authors said -

Using intelligence gathered from HouseMark's Covid 19 Impact Monitoring (CVIM), a monthly data collection exercise across a set of key measures to track the impact on housing providers month by month... we estimate your organisation will be dealing with 5.6 additional cases (per 1,000 properties) than it would under normal circumstances.

- 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.
- 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.
- 4.6 The vast majority of ASB is not resolved by the use of formal legal action. It is resolved by the use of a range of non legal actions which are informal warnings, letters, Community Protection Warnings and visits carried out by the ASB team and other staff who support the process. PI 6 shows that there were 1825 non legal actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	190
Community Protection Warnings and Community Protection Notices	23
General contact with alleged perpetrators including supportive actions	294
General contact with alleged complainants including supportive actions	245
Cases where CCTV, Crime Prevention, Noise Monitoring Equipment and Noise App have been used	216
Joint work with Environmental Protection and PPO Referrals	19
ABC's and Parenting Contracts	0
Complex Needs / Tenancy Sustainability Referrals	1
Mediation referrals both internal and external	1
Contacts with Police and E-CINS referrals	819
Contacts made with Adult Social Care, Mental Health and Safeguarding	6
External Victim Support	11

4.7 As explained in 4.6, the number of cases where we have to 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	2
Closure Order (sought by Derbyshire Police and DCC)	1
Notices of Seeking Possession	1
Extensions of Tenancy	0
Notice of Demotion	0
Absolute Grounds for Possession	0
Suspended Possession Order	1
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 3031 contacts with complainants during the quarter. As the total number of cases was 196 at the end of the quarter, this equates to an average of around 5 contacts per case each month. As explained, some complainants will have a lot more than 5 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 2 of the 249 cases opened 129 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 23 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. We anticipate seizures to be more frequent in the future.

- 4.11 Derby Homes ASB Team along with the Intensive Intervention Service are now also focusing on 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 whom have already been subject to high level legal action. This would be where a family have been subject to a Closure Order for example or have been subjected to possession action on their tenancies.
- 4.12 Derby Homes ASB Service are still working closely with the Public Protection Officers (PPO's) and we are making regular referrals to them. They 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 is to agree on 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 is taking longer than usual with meetings happening remotely, the next is planned for November and by the end of Quarter 3 we hope to provide a further update.

- 4.14 Compliments received this quarter are highlighted below and I think that this is testament to the staff bearing in mind we are all still working remotely but still achieving some good outcomes.

ASB Officer is doing an amazing job.
Voicemail from comp thanking us for our work and involvement in the case so far. Advised of a positive outcome and thanked us for listening and acting so fast.
ASB Officer is really good, always rang back.
The case was dealt with well.
X was lovely.
Done very well, thank you very much.
Dealt with perfectly - did everything well.
Hello, thank you so much for your help making this a nice quiet street again. The neighbours are finally being quiet and no kids screaming all hours of the night. My boys can finally sleep in peace. Thank you to X.
X was very good could tell he cared
I have not been in Derby since I had the issue with my neighbour. However, I can report to you that since you and Derbyshire Constabulary were alerted, I noticed a quietness from my neighbour - so a big Thankyou to you all. You really took the matter seriously and did something about it.
X has been very good throughout the case.
I really appreciate your help in the matter, and it was resolved very quickly.

Quick response from X.
thrilled, very happy with DH. Wants to say THANK YOU.
X was very helpful, happy that all was confidential.
X was really good.
X is a fantastic ASB officer, easy to talk to. Constant communication even now not working from LHO. ASB Manger is lovely.
X was brilliant, did a very good job, always kept in touch.
X did quite well
X was amazing, dealt with everything. Nothing to improve on, all ASB officers should be like X .
No problems since, done all you can.
Very quick and efficient.
X was fantastic, did all she could.
Very surprised on how the case was handled, last time reported a case wasn't very happy. This time handled very professionally, X was very good and had the right attitude.

5. OTHER OPTIONS CONSIDERED

5.1 None.

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: None

This report has been approved by the following officers:

Managing Director	Maria Murphy	11/11/20
Head of Service	Lorraine Testro	28/10/20