

## ASB STATISTICS YEAR END

Report of the Head of Housing Management and Housing Options

### 1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the fourth quarter of 2015/16.

### 2. RECOMMENDATION

Operational Board notes the report.

### 3. MATTER FOR CONSIDERATION

- 3.1 The attached table shows some key statistics for Derby Homes ASB service . These are based on the former RESPECT standard statistics, and also some other statistics which we hope Operational Board members will find useful.

PI No	Performance Indicator	Quarter 4
1	Number of new ASB cases opened	177
2	Number of live ASB cases at the end of the quarter	213
3	Number of closed resolved ASB cases during the quarter	182
4	Number of closed unresolved ASB cases during the quarter	3
5	Number of early intervention actions taken	595
6	Number of enforcement actions taken including NOSPS / Demotions & Injunctions.	1 injunction 5 NOSPs including 3 Demotions
7	Number of perpetrator supportive actions taken and support service referrals for victims and perpetrators of ASB.	65
8	Percentage of respondents satisfied with the way their ASB complaint was dealt with	92%
9	Percentage of respondents satisfied with the outcome of their ASB complaint	96%
10	Number of perpetrators evicted for ASB	1
11	Average cost of an ASB case not including legal costs.	£309
12	Number of contacts made to complainants in Qtr 4	1579

- 3.2 PI 2 shows that at the end of the fourth quarter we had 213 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months, but remains roughly somewhere between 210 and 260 cases. Around half of those are noise nuisance cases.
- 3.3 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped .
- 3.4 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
- 3.5 There were only 3 cases closed unresolved during the quarter. Ideally we would like this to be 0, however this is good figure and much improved from last quarter following changes to procedure around case closure to make that much tighter
- 3.6 The vast majority of ASB is not resolved by the use of formal Court action. It is resolved by the use of a range of ‘early interventions’ which are informal warnings, letters and visits carried out by the ASB team and other staff who support the process. PI 5 shows that there were 595 early intervention actions carried out during the quarter. These break down as follows.

Action	Number
Verbal and written warnings	122
Other contact with alleged perpetrator	220
Cases where CCTV , noise monitoring equipment and Noise App have been used	86
ABC’s and Parenting Contracts	8
Intensive Housing management referrals	13
Mediation referrals	2
Family Intervention Project / Priority Families referrals	4
Junior Wardens ( Mash Up) and Enthusiasm referrals	9
Police referrals	83
Contacts made with Adult Social Care	48

- 3.7 As explained in 3.6, the number of cases where we have to use enforcement action is relatively small. This is also the case throughout the country. However PI 6 shows the number of enforcement actions taken during the quarter. This breaks down as follows

Action	Number
Notices of Seeking possession	5
Notice of Demotion	3 included also within NOSPS
Absolute Grounds for Possession	1

The above table is formal action initiated during the quarter. We also currently have 8 Civil injunctions in place across the City.

- 3.8 In addition to supporting victims of ASB, it is also very important to provide support to alleged perpetrators. Some have problems with mental health, drugs and alcohol

and often the best way to resolve the ASB is to provide support and make referrals to other services who can help. PI 7 shows the number of these actions for the quarter

- 3.9 Operational Board approved a report 'Step Change in ASB' on 24 October 2013 which had an action plan aiming to greatly improve customer satisfaction levels. PI 8 and PI 9 show satisfaction levels for the quarter. Changes to procedure around case closure and the speed with which we carry out the survey were made since last quarter. This has resulted in improved satisfaction levels for the fourth quarter
- 3.10 PI 11 shows the total staffing cost per case for the quarter. Derby Homes is actually one of the best value for money ASB services in terms of direct staffing costs when compared to our comparitors on Housemark. This figure does not include legal costs.
- 3.11 Derby Homes has had a long standing target for a minimum of monthly feedback to complainants of ASB. This was one of the former 'tenants top ten targets' and 'local offers'. 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

This means that although we may have around 210 -260 live cases at any one time, I would expect the total number of contacts in a month to be very much higher than one per case. PI 12 shows that there were 1547 contacts with victims during the quarter. As the total number of cases was 213 at the end of the quarter, this equates to an average of over 7 contacts per case each month. As explained, some complainants will have a lot more than 7 in the month, some will have less but none will have less than one.

- 3.12 We received 25 compliments for our ASB service during quarter 4 and a small selection of those comments are listed below-

*"The ASB Officer was really lovely, very supportive, did all she could do, brilliant, amazing, friendly and polite. This has made a huge difference to my day to day life."*

*"Very appreciative of the ASB Officers help and found her to be very polite and very easy to talk to and not judgemental about her situation. I would be very willing to report this again in the future"*

*"My ASB Officer was brilliant and amazing. Phoned several times each week to update and check issues. He couldn't have been better."*

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