

### 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 first 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 quarterly 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. This partnership involves us discussing ongoing noise related cases and agreeing appropriate actions. In addition to this, the ASB Manager meets periodically with the Head of the Environmental Services to discuss any issues and changes to service delivery required. We are currently refreshing the MOU, this has to be done every three years to ensure that it remains fit for purpose.

- 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 is excited to report 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. Another group will be starting the same apprenticeship in October of this year. Derby Homes was the only employer that recruited externally to this newly created apprenticeship. We have been at the forefront of this project from development of the apprenticeship all the way through to inception. Our new apprentice is on a 30-month contract with us. The apprentice has a mixture of online blended learning and training, as well as working alongside the ASB Team. Since joining us, the apprentice has spent a lot of time shadowing all departments including Customers Services, Housing Management, Complex Needs, all other Support Services, Customer Engagement and housing Options. They will also experience working in other areas of the organisation to give them a broad overview of the connected services.

#### **ASB Accreditation/ RESOLVE Standard**

As reported previously, Derby Homes is also 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 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. 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, and further updates will follow this process.

## 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.

### Case study 1

In early April Derby Homes received complaints from two tenants in relation to their new next-door neighbour, who was a Derby Homes tenant who had moved in only two days beforehand.

The new tenant had been heard by the complainants to be angrily yelling and screaming on her mobile phone in the adjacent rear garden of her property. One of the complainants asked her neighbour to continue her phone conversation indoors as it was late at night and the noise was disturbing her, the neighbour responded by being verbally abusive.

The neighbour was also quite intimidating towards the complainant and threatened her with violence. The incident was created as a category 1 case due to the threatening/intimidating behaviour. The complainant was contacted within 24hrs and advised that Derby Homes will seek to protect our tenants from those tenants that wish to cause others alarm, harassment, or distress.

The ASB Officer advised the complainant to make a note of any time and dates where any further incidences occurred. We quite quickly received a separate complaint which corroborated the same issues, from another neighbour. Both complainants were issued with the Noise App to evidence any ongoing noise related issues and asked to submit the recordings to us.

The ASB Officer then liaised with the allocated Housing Officer, who said she had been struggling to contact the new tenant since she had moved in. A Joint Visit was scheduled for the ASB Officer and Housing Officer to attend the property so as to fully discuss the complaints with the new Tenant at the earliest opportunity.

During the Joint Visit, when the complaints were discussed with the Tenant, she admitted that there had been some recent arguments on her phone at the alleged times with her ex-partner. In response to the fact that it had been perceived by the complainant to be threatening behaviour, she offered a full apology, although she did advise the Officers that she had felt at the time that the neighbour was provoking her.

She clarified that the threats were idle, made in the heat of the moment, and that she had no intention to act on them. She said that she had been struggling recently, having had several close family bereavements, and some other issues that were ongoing. She was asked if she was getting support for this, and she advised that she was receiving support from an external organisation which provides a lifeline for women living in fear. She also advised that she had strong family support. She was advised that the apology would be passed on to the complainants, and that she would be receiving a written warning.

The complainants were contacted for an update shortly afterwards, and the apology was conveyed. The ASB Officer was advised that the issues reported had ceased, and that the tenant had approached the complainants personally to issue an apology, which had

been accepted. Things progressed from the complainants originally being in fear to advising the ASB Officer that they now felt protective towards their new neighbour and would look out for her in future. The case was duly closed and the ASB Officer received the following compliment. **“Jane was very good and kept her updated throughout the process.** “This brief case example shows how swift decisive action can bring about positive outcomes quite quickly.

## Case study 2

Another similar noise related case managed by another officer in quarter one brought about another good outcome after only one single intervention. Following complaints of noise nuisance, the ASB Officer agreed actions with the complainant and approached the neighbour who was given a verbal and written warning and the matter was quickly resolved within a month and there were no further issues.

Again, this is down to swift interventions to “nip things in the bud”. The case was duly closed and the compliment below was made.

**“Emma was really good and lovely”.**

- 4.7 Finally, we are pleased to report that two of our ASB Officers will soon be embarking on training courses which will enhance their personal skills, as well as improving the overall knowledge within the ASB Team. This in turn can only our improve service delivery to customers. The courses being undertaken are the Chartered Managers Degree Apprenticeship BA (HONS) Business Management & Leadership Level 4, & the Community Mental Health and Psychiatry QLS Level 4.

## OTHER OPTIONS CONSIDERED

- 5.0 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 One 2022/23

This report has been approved by the following officers:

Managing Director	Maria Murphy	09/09/2022
Finance Director and Company Solicitor	Michael Kirk	12.09.2022
Company Solicitor	Taranjit Lalria	13/09/2022
Head of Service (Operational Board reports)	Lorraine Testro	15/08/22