

# ITEM B6

**OPERATIONAL BOARD  
9 DECEMBER 2021**

## **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 2021/22.

### **2. RECOMMENDATION**

- 2.1 Operational Board to 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 serve Community Protection Warnings and work in partnership with Environmental Services who serve Community Protection Notices (CPNs ) on their behalf . Those tenants breaching CPNs are then served Fixed Penalty Notices (FPNs). There are currently a few other cases both from an Environmental Services and a Derby Homes perspective where legal action is being pursued.
- 4.3 Derby Homes ASB Team works closely with the other Housing Management Teams within Derby Homes to joint work cases and resolve issues. This model applies to at least 50% of the work. It has become an integral way of working combining both support and enforcement measures where appropriate.

4.4 The ASB Service are still working closely with the Public Protection Officers / Team (PPOs), 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 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 good joined up partnership working.

#### 4.5 **RESOLVE ASB**

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.

##### **ASB Apprenticeship**

We have already reported in the last few quarters that the partnership are developing an ASB Officer Apprenticeship, the first of its kind in the industry. The Institute of Apprenticeships have now approved all stages of the apprenticeship and it's been signed off by the relevant government minister.

<https://www.instituteofapprenticeships.org/apprenticeship-standards/anti-social-behaviour-and-community-safety-officer/>.

Resolve are still awaiting the outcome of their application to be an approved training provider for the new apprentice standard. They are expecting to hear by end of November and are very optimistic that it will be approved. In the meantime, RESOLVE are developing a delivery plan in preparation.

There are two End Point Assessment Organisations who are interested in providing the final assessment – CIH and SFJ Awards. The CIH have some further work to do before committing to this but SFJ Awards, who deliver EPA to the criminal justice sector including the police, are fully onboard with taking it forward.

Prior to commencement, the Training providers will need to create the infrastructure for delivery, therefore it could be several months before employers can start to think about recruitment. Once everything is in place, Derby Homes are hoping to be one of the first organisations to take on an apprentice. Due to the situation with COVID 19 the process has taken longer than expected with meetings happening remotely. Derby Homes already have a job description and person specification in place for the apprenticeship to commence as soon as everything's in place.

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

Derby Homes are also involved in developing the new RESOLVE standard along with various other partners from around the UK. It is still early days, but we are working on an ASB Standard that will highlight the important elements that an organisation should have in place to deliver a high quality ASB Service. 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.

### **Policy and Advisory Group - PAG**

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

#### **4.6 Case Study - The Customer Journey**

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 received a complaint from a lady living alone who is private occupier This was in relation to her next-door neighbour, who is a Derby Homes tenant. She reported that she was really scared, frightened and worried about her safety. This was because the neighbour has developed an unhealthy fascination with her and one night whilst she was at work, he had attempted to break into the rear of her property with the intention of waiting for her to return so that he could speak with her.

It was only because he had been making a lot of noise in trying to break in that it alerted one of the other residents who then called the Police.

The Police did arrest our tenant, however due to his poor mental health at the time, they were unable to take any criminal action against him and the tenant was sectioned for a short period of time at the Radbourne Unit at Derby Royal Hospital.

The Anti-Social Behaviour team stepped in and following regular communication with staff at the Radbourne Unit, they were able to keep the complainant informed as to when her neighbour would be expected to be discharged, so she could be prepared for his return. Regular support was offered to the complainant by the ASB Officer during this period The Police took the decision not to pursue criminal charges. Therefore, following discussions with the legal team and to provide reassurance and protection to the lady involved, it was agreed that we would apply for a non-contact Injunction through the Civil Court. This always comes with challenges where mental health and/or capacity is brought into question.

The Injunction if granted will come with a power of arrest so that if our tenant was to attempt to communicate with the lady again, she could call the Police and have him arrested. We are still resolving some legal issues with the Civil Court around mental health and capacity which is normal, but our legal advisers are very hopeful that the County Court will grant the Injunction.

Our tenant is currently working with a Community Psychiatric Nurse to help with his mental health and the Anti-Social Behaviour Officer is in regular contact and liaison with them to ensure that he is engaging well. Other considerations will be made in due course to see if our tenant requires help and support from Derby Homes Complex Needs Team but generally the tenant can maintain his tenancy and rent account without assistance, also its important to point out that as he has never been brought to our attention previously.

This case whilst still ongoing shows that Derby Homes will seek to protect non tenants from those tenants that cause others alarm, harassment, or distress. These situations are very complex as there are considerations for mental health and personal safety to consider, as well as navigating the legal process. It is still is a very worrying period for the complainant, but it has been made easier by the regular communication and reassurance provided by the ASB Officer for which she is very grateful. The ASB Officer will remain in regular contact.

#### 4.7 Quarter 2 Compliments

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: None

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

<b>Managing Director</b>	Maria Murphy	17/11/2021
<b>Finance Director/Derby Homes Accountant</b>	Michael Kirk	12/11/2021
<b>Company Solicitor</b>	Taranjit Lalia	14/11/2021
<b>Head of Service</b> (Operational Board reports)	Lorraine Testro	01/11/2021