

ANTI SOCIAL BEHAVIOUR ACCREDITATION

Report of the Head of Housing Management and Housing Options

1. SUMMARY

Derby Homes ASB Service has achieved external accreditation from Housemark. The focus of this assessment was on the approach Derby Homes takes strategically and operationally to tackling ASB. The accreditation will last for 3 years.

2. RECOMMENDATION

The Operational Board to notes the content of this report.

3. MATTER FOR CONSIDERATION

3.1 The Housemark ASB Accreditation Scheme is nationally recognised. Derby Homes applied for this scheme in November 2015 and we were awarded it in January 2016. The application and process of accreditation involved:

- Completion of a comprehensive self assessment of the service
- Submission of a range of documents about Derby Homes
- A site visit by Housemark
- A desk top review of a variety of live and closed ASB cases
- A number of service user interviews completed by the Housemark assessor and an independent tenant assessor.
- A variety of staff interviews
- Interviews with key partners

3.2 The assessment criteria covered the following 'commitments' - that Derby Homes:

- Demonstrates leadership and strategic commitment.
- Provides an accessible and accountable service.
- Takes swift action to protect communities .
- Adopts a supportive approach to working with victims and witnesses.
- Encourages individual and community responsibility.
- Has a clear focus on prevention and early intervention.
- Ensures that a value for money approach is embedded in our service.

- 3.3 To achieve accreditation Derby Homes needed to achieve a score of over 50% for each of the commitments. Derby Homes achieved this and scored a total of 39 marks out of a possible 45. This is 87% and is an excellent score.
- 3.4 Housemark gave Derby Homes a number of recommendations which we could either accept or not, but we were then required to submit our response as a Continuous Improvement Action Plan which was then assessed alongside the assessment score
- 3.5 Following submission of the Continuous Improvement Action Plan, Housemark informed us that Derby Homes had achieved accreditation.
- 3.6 The Continuous Improvement Action Plan is attached as an appendix to this report. Some of the actions have already been completed and others will be worked through this year. These actions will ensure that a service that is already strong will improve yet further
- 3.7 The achievement of this accreditation is the culmination of a process to achieve a step change in the quality of Derby Homes ASB Service. It demonstrates that Derby Homes now has an excellent service on ASB and that it is much improved. The quality of the service is further demonstrated by the high levels of customer satisfaction.

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