

QUARTERLY ASB STATISTICS

Report of the Head of Operations (Housing Management and Housing Options)

1. SUMMARY

This report gives some key statistics for Derby Homes ASB service for the 1st quarter of 2018/19.

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.

3.2

PI No	Performance Indicator	Quarter 1
1	Number of new ASB cases	323
2	Number of live ASB cases at the end of the quarter	240
3	Number of closed resolved ASB cases during the quarter	300
4	Number of closed unresolved ASB cases during the quarter	0
5	Percentage of respondents satisfied with the way their ASB complaint was dealt with	92.6
6	Percentage of respondents satisfied with the outcome of their ASB complaint	87
7	Number of early intervention actions taken	1152
8	Number of enforcement actions taken including NOPPs / NOEs / NOSP's / Demotions & Injunctions.	3
9	Number of victim and alleged perpetrator supportive actions taken.	331

10	Number of perpetrators evicted for ASB	0
11.	Number of contacts made to complainants in the Quarter	2576

- 3.3 PI 2 shows that at the end of the 1st quarter we had 240 cases being worked on. That figure fluctuates throughout the year and is higher in the summer months, but remains roughly somewhere between 170 and 240 cases. Around half of those are noise nuisance cases
- 3.4 PI 3 shows the number of cases closed in the quarter where the complainant has told us the ASB has now stopped
- 3.5 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.
- 3.6 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. At that time satisfaction levels were running at approximately 65%. PI 5 and PI 6 show satisfaction levels for the quarter. Satisfaction levels are now consistently much better.
- 3.7 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 7 shows that there were 1152 early intervention actions carried out during the quarter.

These break down as follows:

Action	Number
Verbal and written warnings	103
"Community Protection Warnings"	12
Other contact with alleged perpetrator	203
Cases where CCTV, Noise Monitoring Equipment , Noise App, and Crime Prevention referrals have been used	100
ABC's and Parenting Contracts	10
Tenancy Sustainability / Complex Needs Referrals	9
Mediation referrals	5
Enthusiasm referrals	3
Police and E-CINS referrals	358
Contacts made with Adult Social Care, Mental Health & Safeguarding	10
External Victim Support	8
Perpetrator supportive actions taken and support service referrals	331

- 3.6 As explained in 3.4, the number of cases where we have to use enforcement action is relatively small. This is also the case throughout the country. However PI 8 shows the number of enforcement actions taken during the quarter. This breaks down as follows:

Action	Number
Injunctions	0
Notices of Seeking Possession	2
Extensions of Tenancy	1
Notice of Demotion	0
Absolute Grounds for Possession	0

PI10 shows that there were no evictions for ASB during the quarter. Possession action is sometimes taken when it is appropriate, but this is infrequent as we can usually resolve ASB without having to use this sanction.

- 3.7 It is very important to provide support to both victims and alleged perpetrators of ASB. 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 9 shows the number of these actions for the quarter.
- 3.8 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 170 -240 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 11 shows that there were 2576 contacts with victims during the quarter. As the total number of cases was 240 at the end of the quarter, this equates to an average of over 3 contacts per case each month. As explained, some complainants will have a lot more than 3 in the month, some will have less but none will have less than one.

- 3.9 Compliments received this quarter were

- Thanks to X for going above and beyond and the staff for dealing with the complaint
- X was brilliant, absolutely amazing, if had a problem she would deal with it quickly

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