

# ANTI-SOCIAL BEHAVIOUR (ASB)

## Satisfaction

### Why is this important?



This helps us ensure residents feel safe and respected in their homes, supports continuous service improvement, and demonstrates accountability to the Regulator of Social Housing. The transactional survey data specifically provides insight into how effectively we handle ASB and highlights areas for further improvement.

		2025/26 Q1	Previous	Current	Previous YTD
1	<b>Satisfaction with Derby Homes' approach to handling ASB</b> (Tenant Satisfaction Measure TSM)	62.8%	64.9%	62.8%	N/A
2	<b>Satisfaction with Derby Homes' approach to handling ASB</b> (Transactional Survey)	84.5%	N/A	84.5%	N/A

## Cases

### Why is this important?



This helps us understand the prevalence and impact of Anti-Social Behaviour and hate-motivated incidents, guiding effective resource allocation and interventions. By identifying trends and hotspots, we can develop targeted strategies to prevent future incidents and provide better support to victims, while demonstrating accountability to the Regulator.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
3	<b>Number of anti-social behaviour cases OPENED</b>	313	N/A	313	N/A
4	<b>Number of hate incidents/crime cases OPENED</b>	8	N/A	8	N/A
5	<b>Number of anti-social behaviour cases CLOSED</b>	320	N/A	320	N/A

6	Number of hate incidents/crime cases CLOSED	4	N/A	4	N/A
7	Number of live anti-social behaviour cases at the end of quarter	235	N/A	235	N/A
8	Number of live hate incidents/crime cases at the end of quarter	7	N/A	7	N/A



## Timeframes

### Why is this important?

This helps us assess how efficiently and effectively we respond to ASB and hate incidents. By monitoring case durations, we can identify delays, improve resource allocation, and enhance case management to better serve our communities while meeting regulatory expectations.

	2025/26 Q1	Previous Q	Current YTD	Previous YTD	
9	Average number of days anti-social behaviour or hate incident/crime cases are open	87.2	118.2	87.2	N/A

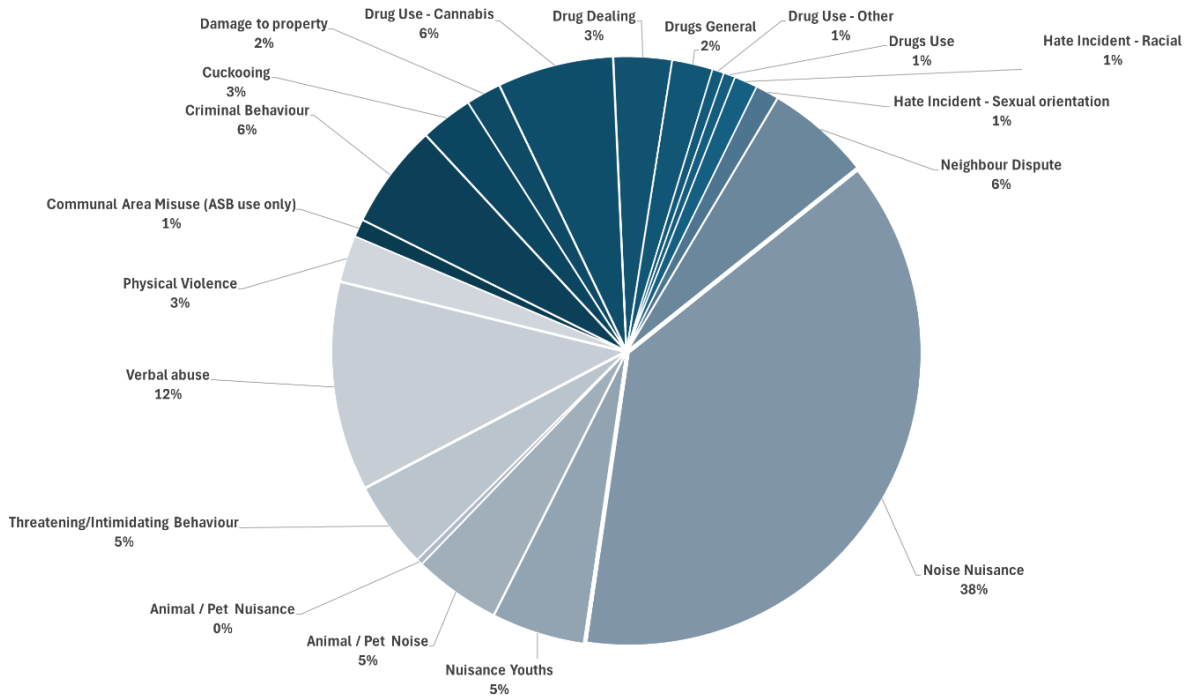


## Incidents

### Why is this important?

This helps us understand the scale and nature of ASB and hate incidents, identify patterns and trends, and tailor our responses effectively. Tracking these types supports better protection of vulnerable individuals, informed resource allocation, and contributes to building safer, more resilient communities in line with regulatory standards.

10	Anti-social behaviour and hate incident/crime types
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## Action taken

### Why is this important?

This helps us evaluate the effectiveness of our interventions and legal actions in addressing ASB, identify opportunities for improvement, and maintain accountability. This data also guides resource allocation and supports a consistent, effective approach to tackling ASB across our communities, meeting regulatory expectations.

	2025/26 Q1	Previous Q	Current YTD	Previous YTD
<b>11</b> <b>Number of interventions</b> (This includes Verbal/Written Warnings and Community Protection Warnings)	128	N/A	128	N/A
<b>12</b> <b>Number of legal actions</b> (This includes Injunctions, Possession etc etc)	10	N/A	10	N/A



## Referrals

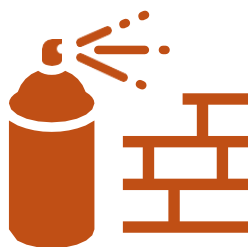
### Why is this important?

**Victim Support** - This helps us ensure victims are connected to the support they need, gain insight into the prevalence of victimisation, and identify gaps where more targeted interventions or resources are required - demonstrating our commitment to effective, accountable support in line with regulatory expectations.

**Stop Hate UK** - This helps us tackle underreporting by providing victims with accessible support and enabling authorities to gain a fuller understanding of hate incidents and reinforcing our commitment to inclusivity and regulatory compliance.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
13	Number of Victim Support referrals	8	N/A	8	N/A
14	Number of Stop Hate UK referrals	8	N/A	8	N/A

## ESTATE MANAGEMENT



### Estate Management Issues

#### Why is this important?

This helps us evaluate the effectiveness of prevention efforts, identify hotspots, and understand the social and environmental impact. Tracking these cases enables targeted interventions to reduce incidents and enhance community wellbeing, supporting regulatory standards.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
15	Number of Issues, these include; Estate Response Officer Call Out's, Communal Area Issues, Trees, Estate Improvements, Streetpride & Highway Issues, and Abandoned Vehicles.	133	144	133	151



### Car Parking

#### Why is this important?

This helps us ensure fair access to parking, improve traffic flow, and enhance pedestrian safety by deterring illegal parking. It also provides insights into the effectiveness of our parking regulations and enforcement.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
16	Number of car parking enforcement actions (Fixed penalty notices issued)	360	438	360	289

# TENANCY MANAGEMENT



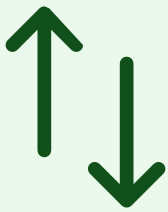
## Tenancies

### Why is this important?

This helps us monitor overall tenancy activity, identify issues such as high or rapid turnover, and ensure compliance with regulatory standards.

**17** **Number of tenancies created**  
This includes all tenancy types, such as DCC and DH tenancies, joint tenancies created, and assignments.

2025/26 Q1	Previous Q	Current YTD	Previous YTD
181	183	181	186



## Mutual exchanges

### Why is this important?

This helps us understand tenant mobility and supports effective management of housing stock and promotes tenant choice and wellbeing. Monitoring mutual exchanges also ensures compliance with regulatory expectations around tenant rights and tenancy management.

**18** **Total number of Mutual Exchanges completed in the**

2025/26 Q1	Previous Q	Current YTD	Previous YTD
12	2	12	14



## Keeping in touch

### Why is this important?

This helps us detect and address tenancy fraud, ensure properties are properly maintained, confirm accurate occupancy details, and verify compliance with tenancy agreements. Regular audits also enable early intervention in cases of non-compliance or safeguarding concerns, supporting effective tenancy management and regulatory compliance.

**19** **Number of 'Keeping in Touch' tenancy audits completed**

2025/26 Q1	Previous Q	Current YTD	Previous YTD
N/A	N/A	N/A	N/A

Data Available from Q2

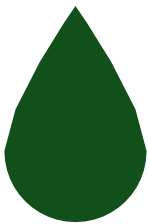


### Fire safety

#### Why is this important?

This helps us evaluate the effectiveness of fire prevention efforts, identify where additional support is needed, and reduce the risk of fires and related harm.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
21	<b>Number of Home Fire Safety Checks completed</b> (in partnership with Derbyshire Fire & Rescue Service - DFRS)	112	N/A	112	N/A



### Damp, mould and condensation

#### Why is this important?

This helps us ensure interventions for damp, mould, and condensation are effective and prevent recurrence, addressing potential health and safety risks. Monitoring the 3-month 'Check Ins' verifies the success of initial solutions, identifies new issues, and informs any future action required.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
22	<b>Number of Damp, Mould and Condensation (DMC) 'Check Ins' completed</b>	351	N/A	351	N/A
23	<b>Percentage of damp, mould and condensation (DMC) 'Check Ins' completed within target (3 Month)</b>	79%	N/A	79%	N/A



### Fraud

#### Why is this important?

This helps us understand the extent of fraud, identify high-risk areas, and evaluate the effectiveness of our anti-fraud measures. It is essential for safeguarding public funds, ensuring social housing is allocated to those in genuine need, and maintaining public trust in our services.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
24	<b>Number of new fraud referrals completed</b>	12	13	12	12



## Gardens

### Why is this important?

This helps us identify and address garden-related issues early, preventing escalation and minimizing impact on neighbours and the community. Monitoring these cases supports timely intervention and ensures compliance with tenancy agreements.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
25	<b>Number of new garden cases</b> This includes overgrown gardens, litter on gardens, items of furniture strewn on garden areas.	245	140	245	366



## Pests

### Why is this important?

This helps us maintain a safe and healthy living environment and prevent the spread of infestations. Early identification and prompt action enable effective prevention and resolution, reducing health risks and protecting property.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
26	<b>Number of new pest/infestation cases raised</b>	31	24	31	8

# INTENSIVE TENANCY MANAGEMENT



## Intensive Housing Management service

### Why is this important?

This helps us evaluate the effectiveness of intensive housing management services, ensuring timely interventions and efficient resource use. It also enables us to identify vulnerable tenants needing extra support and ensures properties remain safe and well-maintained, aligning with regulatory standards.

	2025/26 Q1	Previous Q	Current YTD	Previous YTD
<b>27</b> Percentage of all tenancies receiving an Intensive Housing Management Service This includes Introductory and Secure Tenancies	6.5%	6.0%	6.5%	N/A



## Assessments

### Why is this important?

This helps ensure that both new and secure tenants receive the right support by identifying vulnerabilities and emerging needs early. Tracking assessment outcomes enables us to evaluate support effectiveness, encourage tenant engagement, identify service gaps, and target interventions -fostering sustainable tenancies and strong partnerships.

	2025/26 Q1	Previous Q	Current YTD	Previous YTD
<b>28</b> Total number of pre-tenancy & secure tenancy assessments completed	156	N/A	156	N/A

### Referral outcomes of pre-tenancy & secure tenancy assessments.

**29** This includes Money Advice/Welfare Rights/ Education/Training/Employment/ Social Care /Mental Health /Drug & Alcohol Services/ Local Services, such as Local Area Coordinator or Family Hub

Data Available from Q2



## Starter packs

### Why is this important?

This helps us ensure tenants have essential items to settle into their new homes comfortably. Providing starter packs supports tenancy sustainability, helps us assess demand, target support effectively, and manage resources efficiently.

	2025/26	Previous	Current	Previous
<b>30</b> Number of new 'Home Starter Packs' issued	35	N/A	35	N/A

31

Number of new 'Gardening Equipment Packs' issued

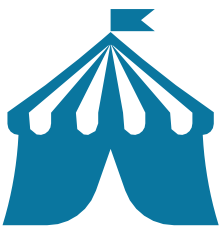
7

N/A

7

N/A

## NEIGHBOURHOOD AND PARTNERSHIP WORKING



### Events

#### Why is this important?

This helps us demonstrate our commitment to tenant and community engagement by actively listening, building relationships, and responding to local needs. Participating in community partnership events strengthens trust, promotes inclusion, and supports collaborative approaches to improve community wellbeing.

32

Number of Community Partnership Events attended

2025/26

Previous

Current

Previous

13

N/A

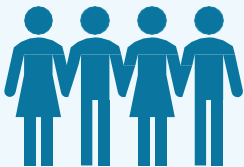
13

N/A

### Community spaces

#### Why is this important?

This helps us empower local communities by supporting and partnering with community and voluntary groups delivering activities in our Community Spaces. It enables us to foster social inclusion, wellbeing, and a stronger sense of belonging. Monitoring attendance and activity types allows us to understand community needs, measure impact, identify successful approaches, address gaps, and ensure our spaces deliver real social value.



33

Number of community and voluntary groups delivering activities within our Community Spaces

2025/26  
Q1Previous  
QCurrent  
YTDPrevious  
YTD

235

255

235

N/A

34

Number of places available for attendees at activities within our Community Spaces

4149

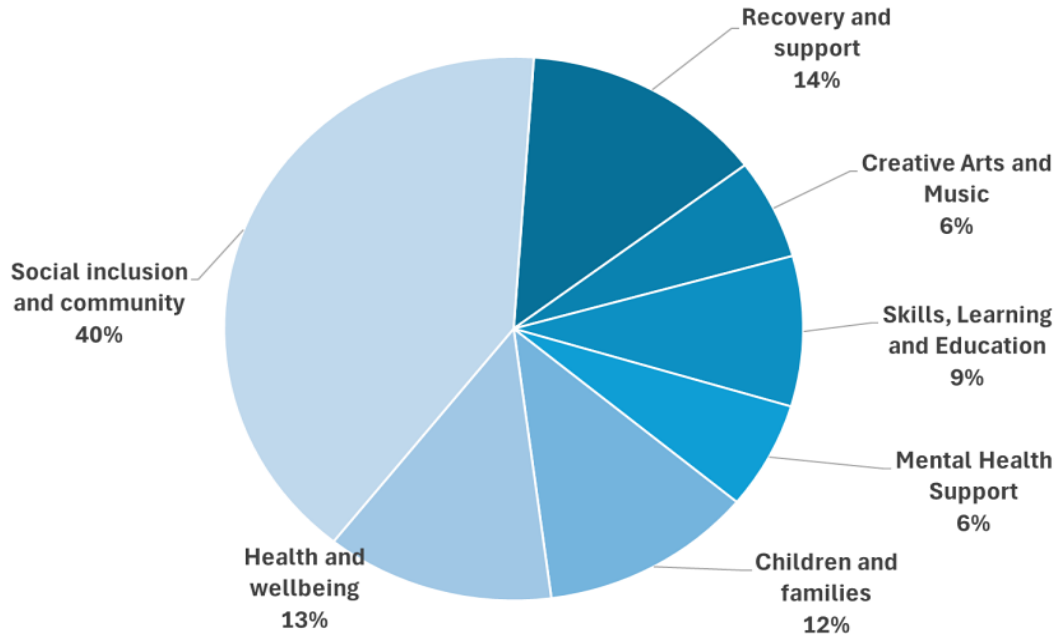
N/A

4149

N/A

35 Types of activities delivered within our 22 Community Spaces

08J



## SAFEGUARDING



### Referrals

#### Why is this important?

This helps us promote transparency and build trust with our customers by demonstrating our commitment to taking safeguarding seriously.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
36	Number of Adult Safeguarding Referrals Completed	39	N/A	39	N/A
37	Number of Children Safeguarding Referrals Completed	37	N/A	37	25



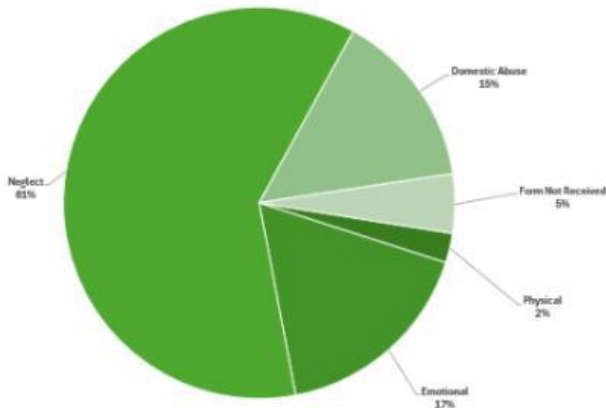
## Referral categories

### Why is this important?

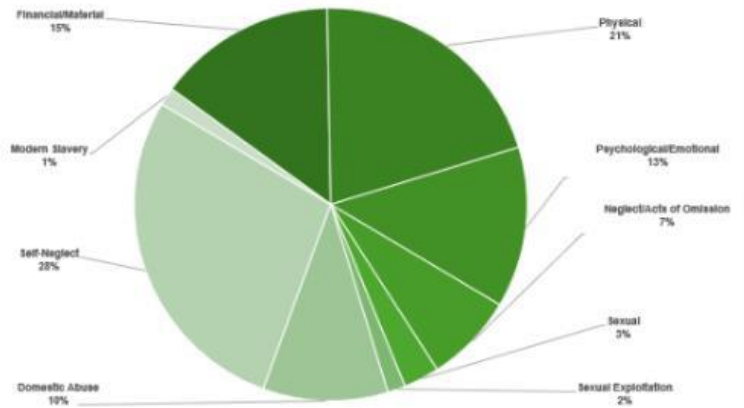
This helps us promote transparency and build trust by showing that safeguarding concerns are taken seriously and addressed appropriately. Sharing data on types of abuse and care needs demonstrates our commitment to protecting vulnerable individuals, fulfilling our duty of care, and fostering a safe, supportive community where people feel confident their concerns will be recognised and acted upon.

## 38 Types of abuse or category of care & support needs associated with safeguarding referrals

Categories of Risk – Safeguarding (Children)



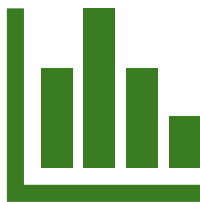
Categories of Risk – Safeguarding (Adult)



## Safeguarding Performance

### Why is this important?

This helps us demonstrate our commitment to safeguarding by monitoring our performance against the four KPIs set by the Derby and Derbyshire Safeguarding Adults Board. It ensures alignment with local priorities, supports continuous improvement, and reassures customers that we take the protection of vulnerable adults seriously.



39

Safeguarding concerns discussed with adult at point of referral - 80% target

40

Consent to make referral obtained at point of referral - 80% target

	2025/26 Q1	Previous Q	Current YTD	Previous YTD
39	100%	100%	100%	100%
40	70%	97%	70%	90%

41	Mental Capacity of the Adult to participate in safeguarding established at point of referral - 80% target	100%	95%	100%	88%
42	Safeguarding referral meets the criteria - 95% target	94.9%	75%	94.9%	100%



## Domestic abuse support

### Why is this important?

This helps us demonstrate our commitment to supporting victims and survivors of domestic abuse. Monitoring the number of people supported and referrals made highlights the effectiveness of our interventions, ensures accountability, and reinforces our role in creating safe, secure homes for those affected.

		2025/26 Q1	Previous Q	Current YTD	Previous YTD
43	Number of people living in council houses being supported in relation to domestic abuse	21	N/A	21	N/A
44	Number of referrals to specialist support services in relation to domestic abuse	7	N/A	7	N/A

## PARKLAND VIEW EXTRA CARE

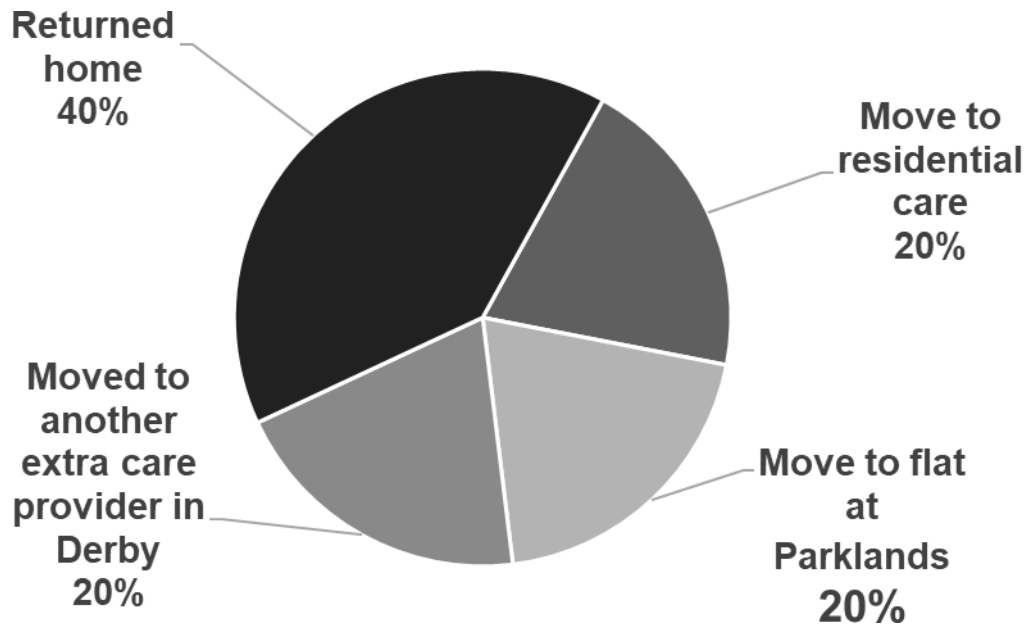


## Assessments

### Why is this important?

This helps us ensure individuals are placed in the most appropriate long-term housing or care settings based on their needs. Monitoring outcomes like rehousing in Parkland View, placement in other extra care facilities, residential care, or returning home with a care package allows us to evaluate assessment effectiveness, improve service planning, and use resources efficiently to support safe and independent living.

## 45 Outcomes of Assessment Flat – Cumulative YTD



### Fire Safety

#### Why is this important?

This helps us ensure the safety and wellbeing of residents by identifying and addressing potential hazards early. Regular flat safety inspections, including Home Fire Safety Checks, enable us to maintain a secure living environment, comply with safety standards, and provide peace of mind to residents and their families.

46

**Number of flat safety inspections completed**  
This includes Home Fire Safety Checks

	2025/26 Q1	Previous Q	Current YTD	Previous YTD
Number of flat safety inspections completed	13	8	13	N/A



### Tenancy breaches

#### Why is this important?

This helps us prevent further tenancy issues by enabling early intervention, limiting the impact on other residents, and ensuring compliance with tenancy agreements.

47

**Number of new Tenancy Breach Cases**

	2025/26 Q1	Previous Q	Current YTD	Previous YTD
Number of new Tenancy Breach Cases	11	6	11	N/A

