



# ASB Benchmarking Service

## Analysis of results 2009/10

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## Executive summary

HouseMark's anti-social behaviour benchmarking system is the country's leading tool to help social landlords measure and understand the ASB they are tackling on a day-to-day basis.

This is its fourth year in operation and the third annual report looking at totals and trends across the full range of measures benchmarked by users of the system.

### ASB benchmarking club

- ASB benchmarking is more popular than ever – more organisations input more data in 2009/10 than ever before. Dataset sizes have more than doubled in benchmarked areas such as actions taken to tackle ASB.
- 94 per cent of benchmarking social landlords are engaged in partnerships with other agencies to reduce ASB.
- Landlords are becoming more sophisticated at recording ASB – two thirds now use a specialist ASB system or have integrated it with their housing management software – up from 58 per cent last year.

### Caseload

- The number of cases taken on by users has remained stable - at around 70 cases a year per 1,000 properties.
- Organisations based in London and the South record fewer new cases of ASB than those in the Central and North regions.
- The average number of days to resolve ASB decreased very slightly – the median dropped from 68 days in 2008/09 to 65 days in 2009/10.

### Types of anti-social behaviour

- Noise continues to be the main cause of ASB complaints - showing a year on year increase in most quarters.
- ASB differs between the regions - the North has the biggest proportion of garden nuisance whereas London has the largest share of loiterers.

### Actions taken to tackle anti-social behaviour

- Early intervention by housing management continues to be the most effective method of stopping ASB - being used to resolve 76 per cent of cases in 2009/10.
- ABCs (Acceptable Behaviour Contracts) resolved nearly 10 times as many cases as ASBOs did in 2009/10.
- Demotions are rarely used – resolving just 0.1 per cent of cases in 2009/10.
- Eviction continues to be the ultimate sanction used in around 1 per cent of cases.

### Outcomes

- Landlords stopped ASB occurring in 76 per cent of cases in 2009/10. ALMOs and local authorities resolve around 10 per cent more of their cases than housing associations.
- Just over a third of unresolved cases were closed due to lack of contact from the complainant.
- Only 10 per cent of perpetrators are complained about more than once.

### **Complainant satisfaction**

- 82 per cent of complainants were satisfied with the way their complaint was dealt with.
- Complainants are less happy with the time it takes for their case to be investigated – on average 68 per cent were satisfied.
- There is a wide variation in satisfaction with the service complainants receive during their case.

### **Financial cost of anti-social behaviour**

- The lowest spending 25 per cent of landlords pay out less than £35 per property tackling ASB each year.
- London based landlords spend around double this figure - yet record fewer cases of ASB.
- Local authorities have the least expensive ASB services.
- The correlation between costs and other measures is weak - a high cost ASB service does not necessarily equate to better performance, satisfaction or take-up of new cases.

## Introduction

### HouseMark's ASB benchmarking club

In 2006 HouseMark started a cross-sector UK wide anti-social behaviour benchmarking club. ASB benchmarking is available at no additional cost to those full HouseMark members who register to take part in the service.

The suite of performance measures was drawn up by HouseMark working in conjunction with members as well as regulators and other stakeholders. HouseMark is keen to make the service work for members, and has developed the measures over the past three years to reflect the changing needs of its users.

The last major changes to the system were in November 2008 when new measures were added to look at a wide range of tools available to social landlords, as well as extra annual measures looking at end-to-end time, sustainability and complainant satisfaction.

HouseMark's annual ASB Benchmarking Conference gives members an opportunity to express their views on the suite of measures and discuss amendments and additions to the system.

HouseMark's core benchmarking exercise contains cost data on anti-social behaviour together with a few headline performance focused measures that are shared with the ASB benchmarking service. Cost information from core data returns is included in this report for the first time.

### Links with the Respect toolkit

The service directly links with the publication 'Respect Standard for Housing Management: A Performance Improvement Toolkit for Landlords' (the Toolkit). The Toolkit was produced by HouseMark and the Social Landlords Crime and Nuisance Group (SLCNG) for Communities and Local Government (CLG) and was published in September 2007.

The Toolkit is primarily an internal performance measurement tool that enables social landlords to develop a sound evidence base from which to plan the development and improvement of their ASB services.

### The benefits of the ASB Benchmarking Service

HouseMark's ASB Benchmarking Service provides the following benefits to member landlords:

- online comparison with other users (regionally and nationally)
- online reporting without delay, whenever you want – reports can be viewed on screen and downloaded in PDF or Excel
- contextual information to help interpret the results (eg specialist or generic ASB service, IT system used)
- online discussion forum supported by SLCNG and Whiteheads solicitors
- annual report for all club members to identify key findings
- support from HouseMark by e-mail, phone and face-to-face at events.

### Joining the service

If your organisation would like to take part in the ASB Benchmarking Service, please contact [benchmarking@housemark.co.uk](mailto:benchmarking@housemark.co.uk) for a registration form and guidance document.

### What do we measure and why?

ASB benchmarking uses an online data entry system. Members collect data according to the requirements of each measure and input their data onto the benchmarking system within six weeks of the end of each quarter or financial year.

The ASB benchmarking service comprises of a suite of nine measures covering core areas of social landlord activity in tackling ASB:

<b>Title</b>	<b>What it measures</b>	<b>Why measure it?</b>	<b>Frequency</b>
Number of new ASB cases	The number of ASB cases with a start date in the period.	To track the level of reported ASB cases over time and compare with other landlords.	Quarterly
Number of new ASB cases by type of ASB	This measure records types of ASB when a new case is recorded.	To track the types of ASB being reported in new cases – useful to flag up rises in certain types.	Quarterly
Actions taken to tackle ASB	A count of all the different actions taken to tackle ASB during the period.	To track the number and type of actions taken to tackle ASB cases over time and compare with other landlords.	Quarterly
Number of live, resolved and unresolved ASB cases	Live cases is a count of cases without an end date on last day of period. Resolved and unresolved are cases with closed dates during the period split by resolution status.	To compare workload and resolution rates between landlords.	Quarterly
Types of ASB recorded for cases closed during the period	This records the types of ASB for each case with a closed date in the period.	To build an accurate picture of the types of ASB being tackled over time and compare the level and type of ASB with other landlords.	Quarterly

Title	What it measures	Why measure it?	Frequency
Number of resolved cases by main intervention	A count of the <b>main</b> actions taken to resolve ASB cases.	To track the single action judged to be most instrumental in each successfully resolved ASB case and to build up a picture of the effectiveness of various interventions.	Quarterly
Complainant satisfaction	The results from 12 specified complainant satisfaction survey questions.	To track the level of complainant satisfaction with ASB cases.	Annually
Average number of days taken to resolve ASB cases	The time in calendar days from the date when each case is opened, up to and including the date when each case is closed as resolved.	To track the average length of time that ASB cases are open.	Annually
Repeat perpetrators by closed cases	Percentage of closed ASB cases in the benchmarked period where the perpetrator(s) were involved as a perpetrator in another ASB case resolved in the previous 12 months.	To assess the sustainability of resolved cases.	Annually

### Using and interpreting the data

Benchmarking data – for core and the ASB system – should be used as a ‘can-opener’ to raise questions – it does not, in itself, provide answers. ASB practitioners are urged to use HouseMark’s ASB events and the online discussion forum to explore the underlying reasons for the differences that the benchmarking will undoubtedly reveal. Such discussions can be one of the most valuable outcomes from the benchmarking exercise.

It is important to underline that the ASB Measures are not traditional performance indicators. This is because most ASB Measures do not have valuative polarity, which simply means whether a high or low score is good or bad. Landlords will need to look beyond their actions to measure the outcomes of their activities, and hence their progress in tackling ASB.

### How the datasets were obtained

For each measure a robust dataset was obtained by using only organisations that had input the relevant data for each quarter analysed – depending on the measure this could be just 2009/10, 2009/10 and 2008/09 or all 12 quarters from 2007/08 to 2009/10.

The data for each robust dataset is checked for anomalies. Any data entry queries are referred by HouseMark’s benchmarking team back to the inputting organisation for explanation or amendment.

### Presentation of data

In order to best understand the data, it has been analysed and presented in a number of different ways – depending on the measure. The following calculations are used in this report:

- Count or sum – this is used where the actual numbers input by members conveys the most meaning. It is especially useful to highlight types of ASB or actions where the numbers are relatively small.
- Per 1,000 properties managed – this has been used to compare data from housing organisations of different size.
- Percentage – ASB satisfaction measures are input as percentages. Also, percentages are used to highlight the proportion of cases and actions falling into certain categories or that have a particular outcome.
- Average – the arithmetic mean (or average) is used for the section on cost measures, where cost per property is presented as the mean of the dataset.

### Using quartiles and medians

Quartile information is used to analyse benchmarking data and is an effective way of ranking results. The following terms are used in this report:

When the data is ranked in ascending or descending order, **the median** is the value at the mid-point. It can be used to give organisations an idea of how close to ‘the average’ or ‘normal’ their figures are. It has been used on its own where the measure has no valuatative polarity – where it is neither better nor worse to have a high number.

The **upper quartile value** ‘cuts off’ the top 25% of the data – eg lowest cost or highest resolution rate. An organisation’s performance in the top 25% of organisations in the dataset will be in the upper quartile.

The **lower quartile value** ‘cuts off’ the bottom 25% of the data – eg highest cost or lowest resolution rate. An organisation’s performance is in the bottom 25% of organisations in the dataset will be in the lowest quartile.

The following table shows example satisfaction scores for eight organisations and how the median value and quartile information is reached.

Organisation	Data values	Quartile
A	99	Upper quartile – top 25%
B	97	
C	95	2 <sup>nd</sup> quartile
D	87	
E	83	3 <sup>rd</sup> quartile
F	79	
G	77	Lower quartile – bottom 25%
H	75	

← Upper quartile value = 96

← Median value = 85

← Lower quartile value = 78

## **Correlation**

Correlation is a technique for investigating the relationship between two variables, for example, age of stock and maintenance costs. We have used Pearson's correlation coefficient to measure the strength of the association between the two variables.

Pearson's method rates correlation on a scale ranging from -1 to +1, where +1 and -1 are perfect linear correlations. If the value is 0, then there is no apparent linear relationship between the two variables. The closer the correlation coefficient gets to +1 or -1, the stronger the correlation; the closer it gets to 0, the weaker it is.

In this report we have looked at the relationship between cost of the ASB service and various other measures representing capacity for new cases, performance and satisfaction.

## Policy framework

### The coalition government

The outcome of the May 2010 general election was a hung parliament, which has resulted in a coalition between the Conservatives and the Liberal Democrats. At the time of writing, it is too early to show any real changes that have occurred as a result of the new government, but the general direction the coalition appears to be about 'Big Society'- local leadership with libertarian principles.

The coalition government website [programmeforgovernment.hmg.gov.uk](http://programmeforgovernment.hmg.gov.uk) has a brief outline of the government's thinking across all areas of public policy. Anti-social behaviour fits into two categories:

- Justice
- Crime and policing.

The localism angle comes into play with the new government's plans for justice, stating that "We will introduce effective measures to tackle anti-social behaviour and low-level crime, including forms of restorative justice such as Neighbourhood Justice Panels". This implies that the government wants to move away from centrally set policy programmes such as Respect and towards local people deciding how perpetrators can make up for their misdemeanours.

The programme's crime and policing page outlines a libertarian approach intended to help people experiencing crime and ASB, "We will give people greater legal protection to prevent crime and apprehend criminals" and "We will ensure that people have the protection that they need when they defend themselves against intruders". Judging by the general tone of the policy, the definition of intruders and criminals will extend to perpetrators of ASB.

Another libertarian strand of the new government's thinking relates to use of CCTV by local authorities, which includes tackling ASB in communal areas. It has published plans to tighten up RIPA (Regulation of Investigatory Powers Act) so that only magistrates can sanction its use. In contrast to the coalition's other plans, this extra regulation could make it more difficult for landlords to deal with ASB.

### Central government departments

Under the coalition government, the Home Office continues to have a prominent role in tackling anti-social behaviour alongside Communities and Local Government (CLG). A consultation, to take place over the summer of 2010, will ask ASB practitioners – police, local authorities and landlords – about how to respond ASB and how the different agencies should collaborate to prevent harm to people, property and the community.

All information relating to anti-social behaviour on the Home Office and CLG websites carries a caveat stating that is under review or archive material.

The previous Government's Respect flagship for ASB practitioners has been moved to the National Archives website. Much of the same information for residents experiencing ASB is still available un-archived on the Direct.gov.uk website.

### Tenant Services Authority

The Tenant Services Authority (TSA) was set up under the 2008 Housing and Regeneration Act. It took on its full statutory powers to regulate registered housing providers on 1 April 2010.

Following Housing Minister Grant Shapps's announcement in June 2010 to 'delete' the organisation, it looks likely that some regulatory powers will cross to the Homes and Communities Agency. The remaining regulatory powers look to be shared out between local

government, tenant scrutiny panels and a public services Ombudsman, drawing together local authority and housing association complaints.

Until the new government's ideas are fully formed and legislated, the current framework of TSA standards and regulation will remain in place.

The TSA's standards represent a clear shift away from previous regulation in that it sets out general guidelines and places the onus on landlords to agree the fine detail with residents. Instead of following instructions, landlords must now be proactive in seeking tenants' views and responding to them – whilst making sure the process is recorded.

The neighbourhood and community standard has a specific required outcome for anti-social behaviour. It quite simply states that landlords should “work in partnership with other public agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes”.

The work landlords do to tackle ASB should be “set out in an annual report for tenants [showing] how they are meeting these obligations and how they intend to meet them in the future”.

### **Audit Commission**

With the TSA's fate sealed by the new government, the inspection regime under the Audit Commission is also in some doubt.

The current statutory powers of the TSA have some overlap with the Audit Commission. In 2009 the two organisations set up a memorandum of understanding, which stated who did what and when. The Audit Commission has plans to review its KLOEs (Key Lines Of Enquiry) as a result of the framework set up by the TSA. This review will almost certainly be delayed while the TSA is deconstructed.

This means that the inspection methodology set out in the Audit Commission and TSA's memorandum of understanding is still in operation until the review takes place. The Tenancy and Estate Management KLOE covers dealing with anti-social behaviour. Questions asked by inspectors split into three areas:

- prevention and early intervention – to deal with ASB before needing court action
- enforcement – using tenancy conditions and other legal remedies
- excellence in dealing with ASB – understanding and applying good practice.

The KLOE standards are used throughout the Audit Commission's inspection regime – including full, partial and short notice inspections.

When deciding which organisations to inspect, the TSA and the Audit Commission both have a role. Broadly speaking, the TSA selects organisations to be inspected and the Audit Commission carries out the inspection.

The overwhelming majority of the regulators' resources are now being put into Short Notice Inspections (SNIs), which focus on specific service areas rather than full organisation inspections. Up to the end of May 2010, two SNI reports had been published that covered anti-social behaviour, out of a total of 56.

In the reports covering ASB, inspectors praised landlords' multi agency approaches to tackling ASB as well as steps taken to prevent ASB and use of early intervention.

### **ASB Housing Action team**

In 2009, the TSA commissioned the Chartered Institute of Housing (CIH) to work with landlords across the social housing domain to support them in tackling ASB. The team is managed by CIH, and seeks to share existing good practice to help landlords make the best use of existing resources and improve services delivered to tenants.

In June 2010, the team published a baseline report 'Tacking action against anti-social behaviour' with survey data showing landlords' relative positions in tackling ASB.

### **Welsh Assembly Government**

In 2008, the Welsh Assembly Government launched the Wales Housing Management Standard for Tackling Anti-Social Behaviour, which supports the 'One Wales' commitment to a fair and just society. The standard is a voluntary measure and all social landlords are encouraged to sign up in order to demonstrate publicly their commitment to delivering effective ASB services and raising standards of service across the sector.

Landlords, in conjunction with their residents, are required to undertake a self assessment of the services they currently deliver to determine whether their existing level of services meets each of the seven core commitments set out within the standard.

In March 2010 CIH Cymru published guidance to help landlords looking to meet the standards. It contains a number of good practice checklists and self assessment questions to help landlords assess the effectiveness of existing activity to tackle ASB. The guidance can be used to support resident evaluation of existing services, and helps those working towards the standard to identify their strengths and weaknesses, and formulate an action plan for improvement.

### **Tackling Hate Incidents: A Toolkit for Social Landlords in Wales**

In 2009 'Tackling Hate Incidents – a toolkit for Social Landlords in Wales', was published by members of the Wales Social Landlords Anti Social Behaviour Forum.

The purpose of the toolkit, which was written by HouseMark, is to develop a common approach, based on good practice that enables social landlords to deliver a focused service to victims of hate crime and anti-social behaviour.

## Profile of ASB club members

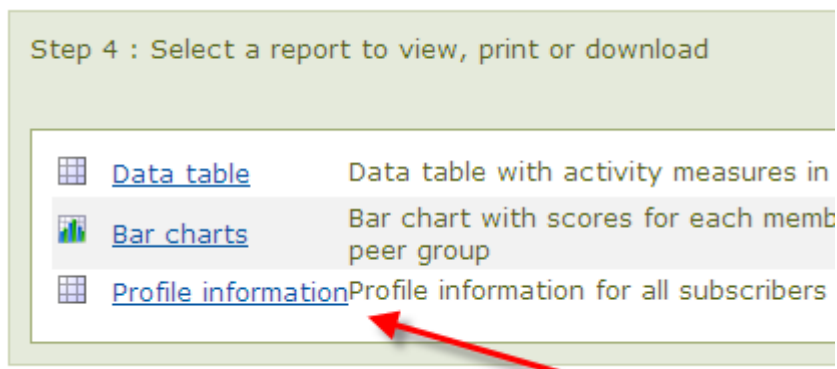
### Club membership

HouseMark members must register to join the ASB club and commit to input data on a quarterly and annual basis to an agreed timetable. If a member has not input any data over a year, HouseMark may remove them from the club.

In 2009, HouseMark undertook a rationalisation of benchmarking clubs and removed 24 members who had not input data and, when contacted, asked to leave or did not respond to any contact about their membership.

### Introduction

ASB club members are asked to input details for a number of contextual items to help others understand their organisation's background. In addition to this, HouseMark's customer database adds details to show region and organisation type. Profile information reports can be run by all users by selecting Profile information in the Create Report screen.



HouseMark has agreed the questions for profile information with users of the service. Questions can be added, amended or removed if there is sufficient demand from users.

### Sector, size and region

Organisational data about members' sector and region is drawn into the ASB system from HouseMark's customer database. The information on size is drawn into the profile report from the number of properties managed field in the caseload domain, or from the customer database if this has been omitted.

The report on the benchmarking system uses English regions and Wales to denote the general location of an organisation. In the table above some regions have been grouped: East, East Midlands and West Midlands are 'Central'; North West, North East and Yorkshire / Humber are 'North'; and South East and South West are 'South'.

**Figure 1: ASB club members by region**

Region	Total	Percentage
Central	57	25%
London	39	17%
North	67	29%
South	54	24%
Wales	11	5%
Total	228	

The club continues to have a members based across England with equitable proportions in each grouped region. There is a considerably smaller proportion of members in Wales, but this is commensurate with the size of the country.

**Figure 2: ASB club members by sector**

Organisation Type	Total	Percentage
ALMO	52	23%
Housing Association	148	65%
Local Authority	28	12%
Total	228	

The largest sector represented is housing associations, which would be expected as there are many more housing associations than ALMOs or local authority landlords.

Compared to last year the proportion of housing associations has dropped, whilst the proportion of ALMOs has increased. This is because a number of housing associations that had not input data left the club in 2009.

**Figure 3: ASB club members by size**

Size Band	Total	Percentage of organisations
Large - over 10,000 units	73	32%
Medium - 5,000 - 10,000 units	84	37%
Small - under 5,000 units	71	31%
Total	228	

This table shows the number of properties managed for members grouped together into broad size bands. Organisations are distributed between the size bands fairly evenly. Compared to 2009, the proportion of small organisations with fewer than 5,000 units has fallen, with a corresponding increase in the proportion of medium sized organisations.

## Specialist anti-social behaviour teams

Figure 4: The types of teams used by ASB club members

Item	Specialist	Generic	Mixed	Total
Large	40	12	5	57
Medium	39	24	1	64
Small	24	25	2	51
Central	27	17	1	45
London	16	9	1	26
North	36	15	3	54
South	20	18	2	40
Wales	4	2	1	7
ALMO	28	10	1	39
HA	62	44	6	112
LA	13	7	1	21
<b>Total</b>	<b>103</b>	<b>61</b>	<b>8</b>	<b>172</b>

Although the majority of organisations reported that they used a team of specialist officers to deal with anti-social behaviour, a considerable number continue to use generic housing officers. These proportions have changed very little from last year's figures.

When analysed, the data shows that larger organisations are more likely to have specialist teams than small organisations. ALMOs are more likely to have specialist teams than housing associations. By region, the South has the highest proportion of generic teams dealing with ASB – this corresponds with the region's characteristics of few ALMOs and fewer large landlords.

## Links with police and other agencies

Figure 5: Membership of a Crime and Disorder Reduction Partnership or Community Safety Partnership (Wales)

CDRP or CSP participants	Total	Percentage
Yes	150	94%
No	9	6%
Total	159	

Established under the 1998 Crime and Disorder Act, these partnerships bring together the police, local authority, fire and rescue and NHS trusts with other interested parties to consider ways to reduce crime and anti-social behaviour. The partnerships must include local authorities, but are optional for ALMOs and housing associations.

In proportions very similar to 2008/09, the overwhelming majority respondents are members of the partnerships – including all 19 local authority respondents and all six Welsh respondents. Two ALMOs and seven housing associations stated they were not members.

It is interesting to note that only 159 answered this profile question compared to 225 respondents to the question about specialist ASB teams. This could mean that non-respondents were unsure if their organisation was a member of a partnership.

## Systems used to administer ASB cases

Figure 6: Type of ASB system

ASB System	Total	Percentage
Access database	21	12%
Adapted housing management system	51	30%
ASB specific system	55	33%
Excel spreadsheet	29	17%
Paper system	6	4%
Other	7	4%
Grand Total	169	

Compared to last year, the data shows that organisations are increasingly turning to purpose built IT systems to manage their ASB work. Nearly two thirds of respondents use either an ASB specific system or a module of their housing management system. The five percentage point rise of adapted and specific systems since 2009 corresponds with a fall in those using Excel.

Looking at the data by organisation type, local authorities are more likely to use an adapted housing management system than any other recording system. By region, there is a preponderance of ASB specific system users in the North, a pattern that isn't apparent elsewhere. By size, larger organisations are far more likely to use a purpose built system than Access or Excel.

Figure 7: Adapted housing management systems

Adapted Housing IT System	Total	Percentage
Aareon QL Housing	4	5%
Academy Housing	16	19%
Anite Housing	7	8%
Comino/Civic Universal Housing System	6	7%
IBS OPENHousing	16	19%
MIS ActiveH Housing Management System	1	1%
Northgate Housing/Sx3	10	12%
Orchard arcHouse Plus	7	8%
Other	17	20%
Grand Total	84	

Amongst those who answered the question on their housing management system, there is virtually no change to the figures from 2009. IBS and Academy still have 16 sites each, whereas 20% of users said that their system was different from those listed.

**Figure 8: ASB specific systems**

<b>ASB Specific System</b>	<b>Total</b>	<b>Percentage</b>
Civica Public Protection (formerly Flare)	4	6%
EBS ReACT	23	33%
Hub Solutions CASEWORKS	5	7%
InCase ASBO	2	3%
NonStopGov TAB	4	6%
Serros ASBD	1	1%
TASBIT	1	1%
Other	29	42%
Grand Total	69	

Again, there is virtually no change between 2009 and 2010 in the proportions for the different types of ASB specific systems. EBS ReACT is the most used system, but those answering 'Other' still make up the largest proportion of respondents.

## Caseload

### Introduction

The caseload domain contains measures that record the number of cases, the time taken to resolve them and the number of properties managed by each landlord.

### Number of new ASB cases

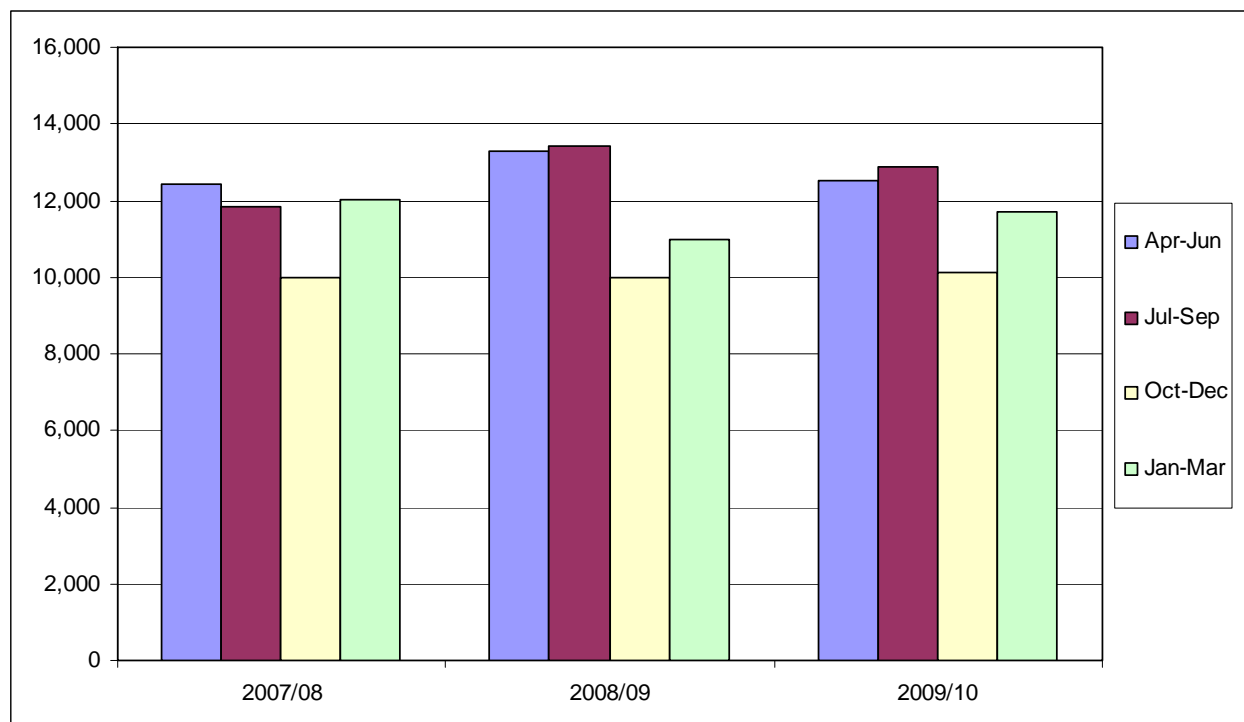
The number of new cases recorded by a landlord in a quarter is a measure that does not have any valuative polarity (ie neither a high nor a low score is necessarily best).

**Figure 9: Total number of new ASB cases per quarter**

Item	2007/08				2008/09				2009/10			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Upper quartile	237	254	199	231	266	264	231	204	232	273	187	203
Median	102	103	88	88	91	120	70	87	105	114	85	80
Lower quartile	43	49	40	38	48	57	32	38	48	55	36	40
Total	12,426	11,845	10,006	12,006	13,280	13,426	9968	10,993	12,530	12,892	10,112	11,701

The data was taken from a dataset of 63 organisations that input the relevant data for all 12 quarters across the three financial years.

**Figure 10: Total new cases over a three year period**



The data clearly shows that the seasonal trend in ASB has continued through 2009/10. There is a definite increase each summer in the number of new cases reported to landlords, with a corresponding tailing off in the October to December period.

The total number of cases has remained fairly steady across the three years, with peaks of around 13,000 each July to September (Q2) and troughs of around 10,000 each October to December (Q3).

The pattern is reflected in the quartile data, indicating that the surge of ASB cases during warmer months applies across the range of organisations in the dataset.

#### Prevention activities in the summer

Staff at Poole Housing Partnership (PHP) have engaged younger residents and involved them in developing new local facilities for young people as well as helping to run clubs and social groups.

Through joint working with the young people and the local authority's leisure department, PHP has managed to change local perceptions and win residents over into supporting the drive for new amenities.

A football club has been helped through the work of PHP staff. When Baiter Town lost its volunteer coach, PHP stepped in to find new coaches and re-launch the club over the summer holidays.

*Good practice from HouseMark's Knowledge base*

**Figure 11: Median rate of new ASB cases by organisation size**

Size in units	Per 1,000 properties 2007/08	Per 1,000 properties 2008/09	Per 1,000 properties 2009/10
Large – over 10,000	68.42	68.99	72.10
Medium – 5,000-10,000	73.77	80.75	68.16
Small – under 5,000	52.24	52.09	55.23
Dataset Total	68.49	70.54	69.90

By presenting the same new cases data per 1,000 properties, it is possible to compare new cases between differently sized organisations.

The data shows that medium and large organisations record higher rates of anti-social behaviour. It is also interesting to note that medium sized organisations overall have recorded a considerable reduction in the number of new ASB cases from 2008/09 to 2009/10.

**Figure 12: Median rate of new cases by region**

Size in units	Per 1,000 properties 2007/08	Per 1,000 properties 2008/09	Per 1,000 properties 2009/10
Central	74.90	76.13	66.14
London	46.66	46.25	48.01
North	87.86	91.82	93.92
South	48.63	51.16	48.84
Total	68.49	70.54	69.90

When split by region, the data shows that London and South based organisations recorded considerably lower rates of ASB than other regions – consistently across the three years. Organisations in the North recorded rates of ASB are almost double that of London and the South.

**Increasing ASB Reporting**

Q. Does anyone have good practice examples of how they have managed to improve and encourage reporting of ASB in areas where there are longstanding and serious ASB issues? Tenants and residents often say to us that they are too scared of reprisals to report incidents.

A. I had a similar case and I got together with the police and we did a door knocking exercise and some reassurance work in the area where we knew the problems were.

One evening we visited every house on the particular street with a housing staff member and a PC or PCSO. We approached the residents from the angle of 'this is what we have available and this is how to use it if you ever need to'. We also visited the 'problem' address.

This worked in a number of ways – as we were visibly knocking on everyone's door, the complainants weren't easily identified; and we gave contact details to every household. We obtained a lot of evidence from residents who said that the only reason they complained was because we were visiting everyone so they felt that they had a buffer to being identified.

This was so successful that we regularly carry out door knocking exercises in all our areas two years on!

*Thread from HouseMark's online forum*

**Number of live cases**

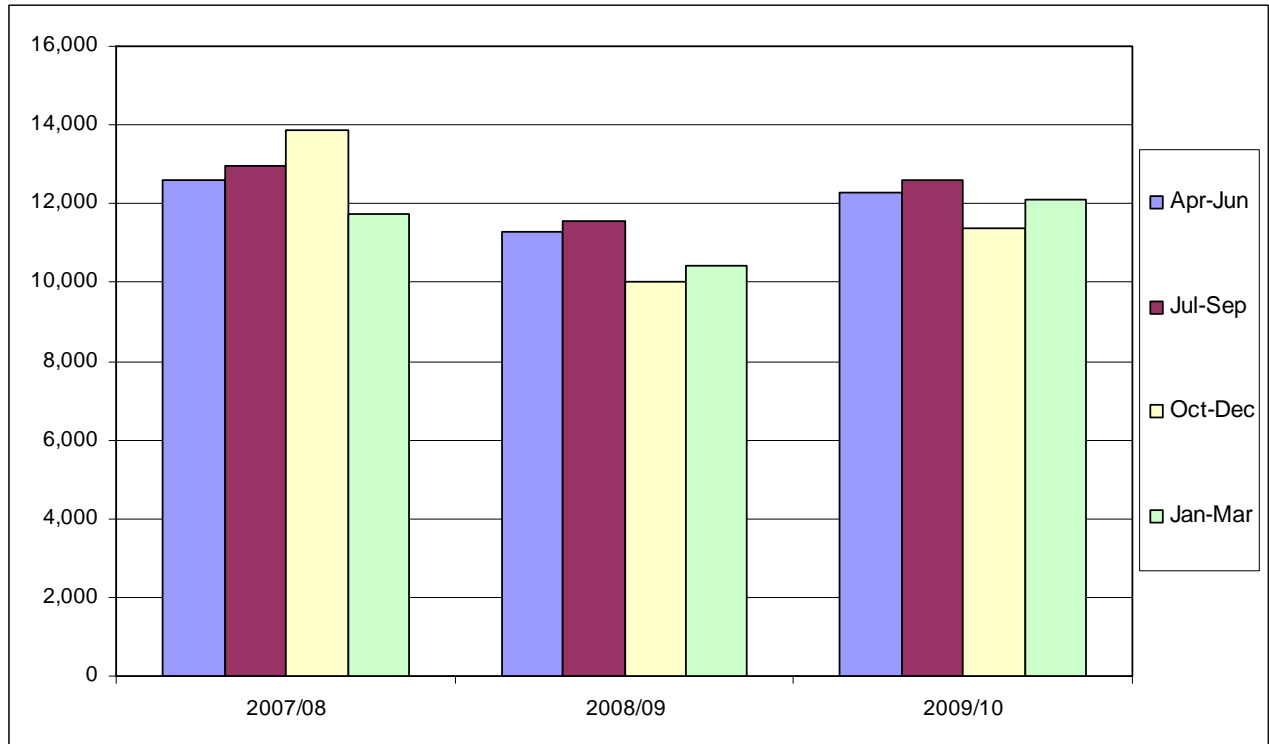
This measure looks at how many cases are ongoing (ie do not have a closed date) on the last day of the quarter.

**Figure 13: Live cases at the end of each quarter**

Period	2007/08				2008/09				2009/10			
	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Upper quartile	257	240	188	220	232	211	185	183	220	238	242	276
Median	96	107	89	110	92	117	88	85	108	108	103	120
Lower quartile	54	62	45	39	51	55	43	45	57	49	37	51
Dataset total	12,603	12,943	13,867	11,719	11,286	11,546	10,008	10,432	12,286	12,596	11,394	12,107
Median per 1,000	15.53	17.31	14.39	17.79	14.88	18.92	14.23	13.75	17.47	17.47	16.66	19.41

The dataset for this measure was based on 57 organisations that had input their caseload at the end of every quarter in 2007/08, 2008/09 and 2009/10.

**Figure 14: Chart of live cases at the end of each quarter over time**



The same dataset shows that 2008/09 and 2009/10 have almost identical patterns, with a slight rise in caseloads between the two years. The only anomalous quarter is Oct-Dec 2007. The overall pattern very much follows the seasonal trend in new cases recorded by members.

### Live caseloads by region, type and size in 2009/10

128 organisations submitted caseload data every quarter in 2009/10. This large dataset provides a good breakdown to give an indication of different organisations' experiences. The rate per 1,000 properties provides a consistent basis on which to compare the data of organisations of differing sizes.

**Figure 15: Median rate of live cases per 1,000 properties by region, size and type**

Item	Apr-Jun 2009	Jul-Sep 2009	Oct-Dec 2009	Jan-Mar 2010	Whole year	Dataset size
Large	19.38	20.73	17.67	17.86	75.67	45
Medium	19.46	20.15	17.52	18.39	75.58	51
Small	24.41	21.70	21.74	21.73	89.82	32
Central	20.04	21.50	18.31	17.52	77.43	34
London	18.15	18.44	16.93	17.18	70.76	21
North	21.67	23.29	19.35	19.67	84.03	39
South	17.17	17.62	16.00	18.20	69.07	30
Wales	20.90	13.43	14.38	15.82	65.22	4
ALMO	22.68	23.39	19.69	20.28	86.10	29

Item	Apr-Jun 2009	Jul-Sep 2009	Oct-Dec 2009	Jan-Mar 2010	Whole year	Dataset size
HA	18.12	19.10	16.68	17.24	71.17	85
LA	19.33	20.32	18.43	17.68	75.85	14
Overall	19.76	20.66	17.92	18.27	76.63	128

The data shows that smaller organisations have consistently higher caseloads over the course of a year, which could mean that these organisations are more accessible. The pattern of fewer new cases recorded in London and the South is apparent with live caseloads, with consistently lower rates than the North and Central regions. By type, ALMOs report the biggest caseloads compared to both housing associations and local authorities.

### Average number of days taken to resolve ASB cases

This annual measure was first collected in 2008/09 and looks at the number of calendar days between a case opening and a case being closed as resolved. It has been modelled on performance indicators for void re-let times such as the old BVPI 212.

Although it does have a degree of valutive polarity (less is better), very short resolution times may not provide complainants with a fully rounded service.

**Figure 16: Average number of days to resolve ASB cases**

Item	2008/09	2009/10
Upper quartile	47 days	48 days
Median	68 days	65 days
Lower quartile	97 days	114 days
Dataset size	33	33

The figures show that top quartile organisations take up to six weeks to resolve ASB cases – this figure doesn't include unresolved cases.

In 2009/10, the shortest average resolution time recorded was six days and the longest 325 days. In spite of this wide range in resolution times, the quartile thresholds between the two years are remarkably similar.

## Types of anti-social behaviour

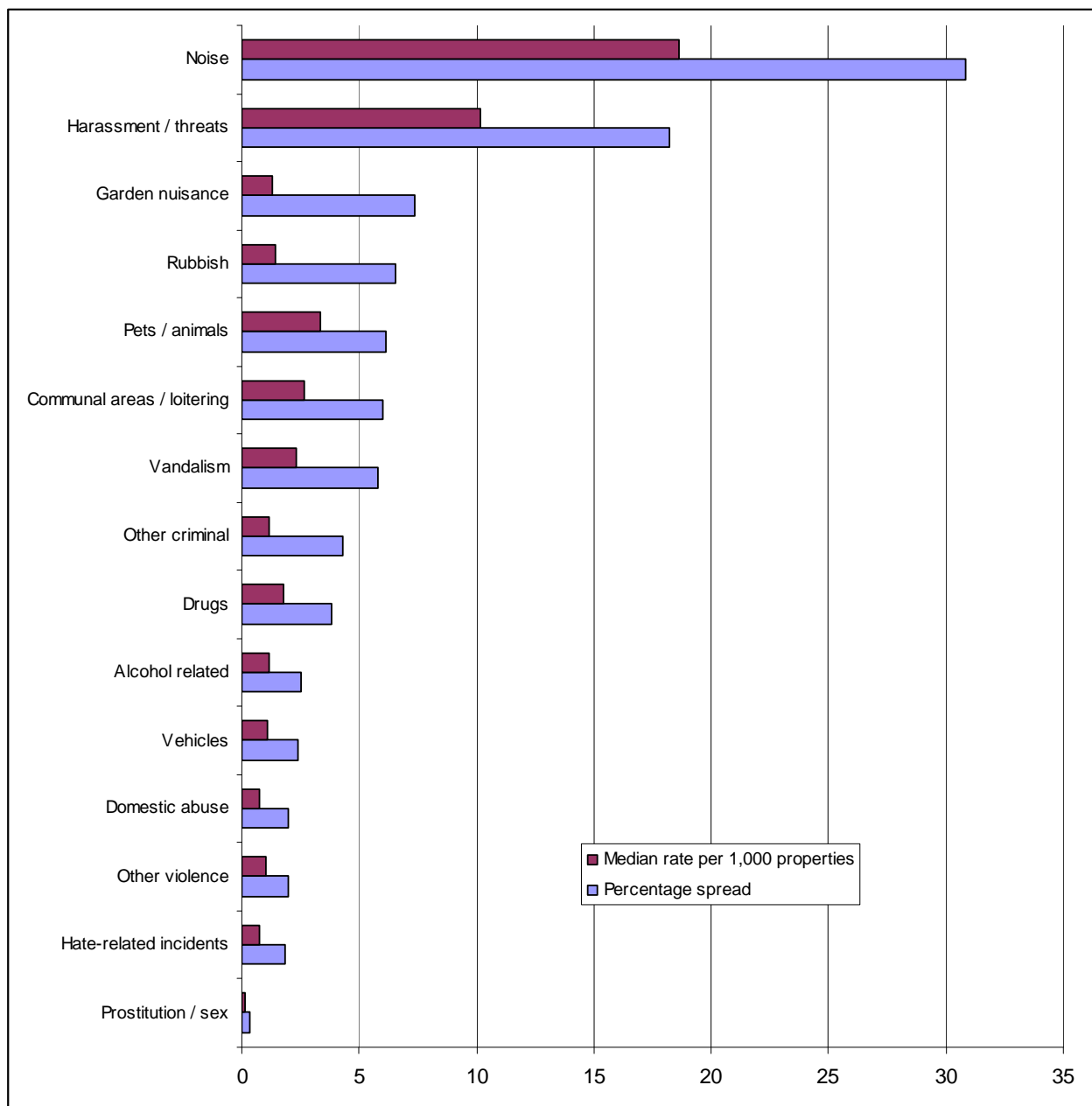
### Introduction

ASB benchmarking users record the types (also called categories) of ASB at two stages of the process – when the case is first reported, and when it is closed.

Users have found recording types of ASB for cases opened during the period provides an up-to-date snapshot of the types of anti-social behaviour being dealt with at that moment in time. Recording types when a case closes provides a backward look at the total number of incidents dealt with by the landlord.

### Closed ASB cases by category of ASB

Figure 17: Types of ASB for closed cases in 2009/10



This measure records the types of ASB reported for all cases with a closed date in the period. The different types of ASB are split up into 15 broad categories. A total of 92 organisations

submitted category data for each quarter in 2009/10 – 29 more than submitted this data consistently in 2008/09.

The split between categories and rates per 1,000 properties is very similar to previous years. Noise continues to be the most reported type of anti-social behaviour, with harassment and garden nuisance proportions coming second and third.

**Figure 18: Regional breakdown of ASB categories**

Category	Central	London	North	South	Wales
Noise	28%	30%	32%	32%	40%
Harassment / threats	19%	15%	18%	19%	19%
Hate-related incidents	2%	3%	1%	1%	1%
Vandalism	8%	5%	5%	4%	5%
Pets / animals	5%	6%	6%	8%	6%
Vehicles	2%	1%	2%	4%	3%
Drugs	5%	5%	3%	3%	3%
Alcohol related	2%	1%	3%	3%	3%
Domestic abuse	1%	4%	2%	2%	2%
Other violence	2%	3%	2%	2%	2%
Rubbish	6%	9%	5%	9%	6%
Garden nuisance	5%	2%	12%	7%	2%
Communal areas / loitering	6%	13%	4%	5%	4%
Prostitution / sex	0%	0%	0%	0%	0%
Other criminal	7%	3%	3%	2%	4%
Dataset size	24	13	30	21	4

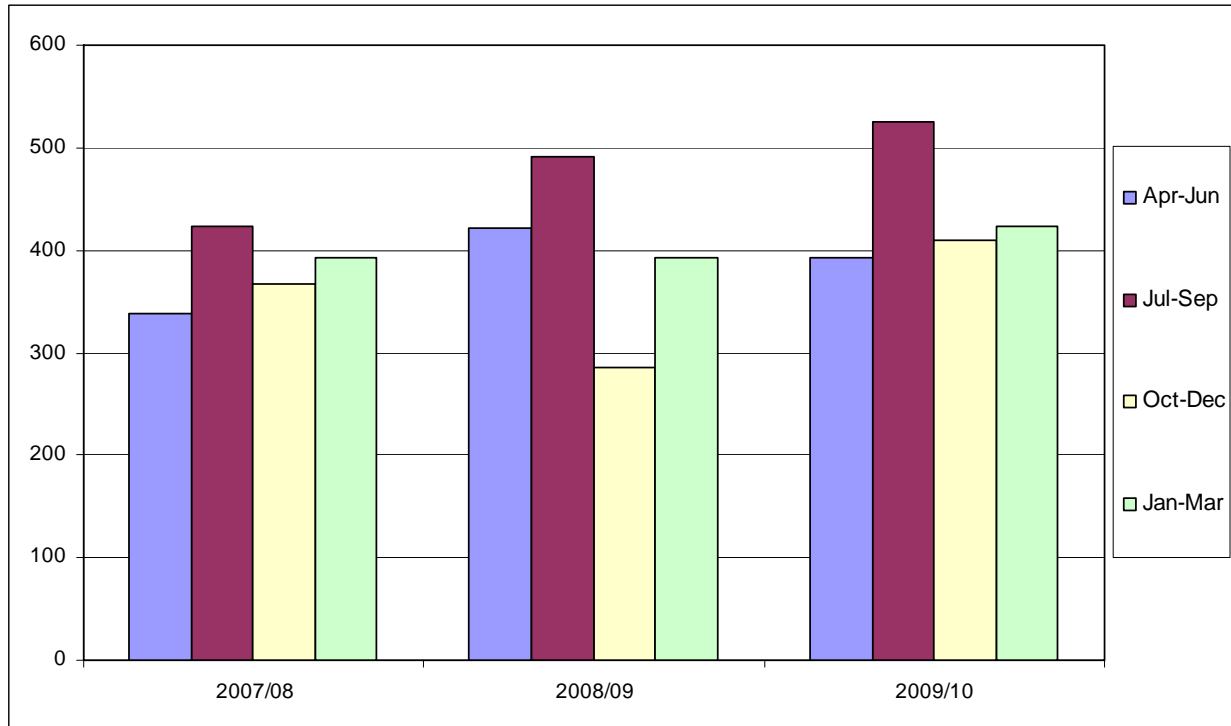
By looking at the categories of ASB broken down regionally it is possible to analyse how different types of ASB affect different parts of the country. The top two types – noise and harassment affect all regions fairly evenly – Wales has the most noise as a proportion, although the dataset size is quite small.

This even spread regionally is evident for a number of categories including drugs, alcohol, hate crime and other violence. However, there are some marked regional differences.

Garden nuisance is particularly prevalent in the North region, accounting for 12% of all incidents in this region. Similarly, loitering accounts for 13% of incidents in London, a proportion that is two or three times as large as other regions. Both these observations could be attributed to the mix of stock in the two regions.

London also has the highest proportion of domestic abuse cases – around double the proportion reported by other regions. Rubbish incidents are recorded more in London and the South than Central and North regions. The Central region has the largest proportion of vandalism and other criminal behaviour.

**Figure 19: Noise incidents over three years**



This chart shows the number of noise cases closed by a consistent group of 17 organisations that entered data for every quarter over a three year period.

The data shows a consistent pattern over the three years that noise cases rise in Q2 (Jul-Sep) every year, with much lower numbers of cases over the winter months. This fits the pattern of ASB cases shown elsewhere in the report.

### Noise monitoring equipment

Q. I am looking to purchase noise monitoring equipment in order to be able to monitor and record levels of excessive noise alleged within neighbour nuisance cases and am keen to find out what experiences other organisations have in this area. Also to establish where organisations have purchased such equipment from and what their views are with regards to effectiveness.

A. We have purchased two 'MATRON' systems and have an SLA in place with the council's Environmental Services team. If we feel there is a statutory nuisance they will come and listen to our recordings then arrange the Noise Abatement Notice if appropriate. We purchased one initially but demand has been so high we got the second one. They are very expensive pieces of kit but worth every penny! I suggest you take out any warranty cover on offer as they can be expensive to repair if they break down.

*Thread from HouseMark's online forum*

## Actions taken to tackle anti-social behaviour

### Introduction

Actions look at what landlords are doing to tackle ASB. They divide into two main areas – early intervention and enforcement. Early intervention looks at what can be done to prevent the behaviour escalating to the point at which enforcement action needs to be taken – which may or may not relate to the tenancy.

By recording the actions they take, ASB Benchmarking users can see how much work they are doing as well as analysing what works best.

### Actions taken within the period

The ASB Benchmarking system gives users the opportunity to record all the actions they took to tackle ASB within the period. The actions are broken down into 28 types for this measure. This measure does not relate directly to the number of cases as actions taken in the period are recorded for all cases - new, live and closed.

**Figure 20: Breakdown of actions taken in 2009/10**

Type	Number of actions	% spread
Early intervention by housing management staff	28,304	72.4%
Joint visit	2,011	5.1%
Referral to police	1,834	4.7%
Other intervention	1,549	4.0%
Multi-agency	932	2.4%
NSP	799	2.0%
Other support	608	1.6%
ABCs / ABAs	501	1.3%
Mediation	446	1.1%
Family / tenancy support	446	1.1%
Surrender	321	0.8%
Injunction	281	0.7%
Referral to, or provision of, mental health/community care services	181	0.5%
Possession order	124	0.3%
Eviction	115	0.3%
Surrender of property by complainant of ASB	113	0.3%
Referral to, or provision of, drug or alcohol support services	104	0.3%
Undertaking	98	0.3%

Type	Number of actions	% spread
Individual Support Order	85	0.2%
Extension of a starter/introductory tenancy	64	0.2%
Referral to Youth Offending Team	43	0.1%
ASBO	36	0.1%
Parenting agreement	28	0.1%
Demotion	26	0.1%
Referral to, or provision of, a parenting programme	16	0.0%
Management transfer of complainant or perpetrator	3	0.0%
Dispersal Order	3	0.0%

The results in the table are compiled from the 58 organisations that entered data against every type of action in all four quarters of 2009/10 – considerably higher than the 2008/09 dataset of 25. A total of 39,072 actions were taken by landlords in the dataset over the year.

The data shows that early intervention by housing management staff continues to be the main type of action taken by social landlords – this encompasses interviews, warning letters and certain kinds of mediation. We will look into expanding this section to try and discover what early intervention happens, and what works.

Some of the more specialised actions, such as referrals to particular programmes or use of legal tools appear very low down the list, indicating perhaps that landlords do not use them if they can resolve the case another way. It brings into question whether landlords need such a large range of tools at their disposal if they cannot or do not use them.

It is heartening to note that over 5,000 actions (13%) taken by landlords involved other agencies. This fits neatly with current thinking and shows that landlords do not operate in isolation.

#### Partnership working to tackle nuisance neighbours

North Tyneside Council's Safer Estates Team have conducted a series of high profile operations branded 'Operation Respect' in partnership with Northumbria Police to target people known to be involved in crime and anti-social behaviour in various areas of the district.

The joint operations are designed to help tackle crime and disorder in North Tyneside by targeting offenders as well as dealing effectively with problems of nuisance neighbours who cause disruption in the lives of the law abiding majority.

*Good practice from HouseMark's Knowledge base*

## Actions effective in resolving ASB cases

This measure looks at the main action taken in cases where anti-social behaviour has ceased. Staff use their professional judgement to decide the single most important action that resolved the ASB.

**Figure 21: Breakdown of actions taken in 2009/10**

Main reason for resolving ASB case	Number of actions	% spread
Early intervention	76.0%	10,052
Other intervention	6.7%	892
Mediation	2.0%	269
NSP	1.9%	255
Other support	1.7%	220
Joint visit	1.6%	210
Family / tenancy support	1.2%	165
ABCs / ABAs	1.2%	163
Multi-agency	1.2%	159
Eviction	1.0%	126
Management transfer of complainant or perpetrator	0.9%	124
Possession order	0.9%	124
Injunction	0.8%	105
Referral to police	0.8%	102
Surrender of property by a complainant	0.7%	98
Undertaking	0.3%	45
Extension of a starter/introductory tenancy	0.3%	39
Referral to, or provision of, mental health/community care services	0.2%	20
Referral to, or provision of, drug or alcohol support services	0.1%	19
ASBO	0.1%	17
Demotion	0.1%	8
Referral to Youth Offending Team	0.0%	6
Parenting agreement or contract	0.0%	6
Referral to, or provision of, a parenting programme	0.0%	5
Parenting order	0.0%	1

Main reason for resolving ASB case	Number of actions	% spread
Dispersal Order	0.0%	1
Individual Support Order	0.0%	0

The data in the table is based on a consistent group of 60 organisations who submitted complete datasets for the measure in 2009/10 – this is considerably higher than the group of 25 submitting data for every quarter in 2008/09.

The proportion of cases resolved by early intervention of housing management staff remains at around the three-quarters mark, as has been shown in the two previous ASB benchmarking reports. For this dataset, early intervention was the main factor – resolving 76% of the group's 13,231 cases.

Other intervention continues to resolve the second largest proportion of cases. High numbers of 'Other' cases are recorded by a small number of users. If 'Other' is being used consistently to record a specific action not listed, we will amend the choices to include the action from next year.

Support actions feature heavily in the top ten actions used to resolve cases. This shows that landlords' partnerships with external agencies are being used to good effect – this reflects the pattern of actions taken over the course of each quarter.

There are two enforcement actions in the top ten – NSP and eviction. Notice Seeking Possession is the first legal step that many landlords will take after exhausting early intervention methods. It seems that this formal legal notice makes some tenants realise that their home is at risk and that they should change their behaviour. Eviction will always be necessary as the ultimate sanction for the 1% of tenants who refuse to change their behaviour. The intermediate action demotion is rarely used – resolving just 0.1% of cases.

As might be expected, given the total of actions taken over the year, it seems very few actions resolve cases other than early intervention, support and possession proceedings. Court orders that resolve ASB – ASBOs, Parenting Orders, Dispersal Orders and Support Orders – total less than 20 – just 0.1% of the total. In fact no one in the dataset cited Individual Support Order as resolving an ASB case.

### Resolving ASB with injunctions

Poole Housing Partnership (PHP) started using injunctions as an enforcement measure to combat existing ASB; they are used once all other interventions have failed. PHP has worked closely with the police to obtain injunctions for ASB as wide-ranging as garden and property condition, drunken noise, drug taking and domestic abuse.

Injunctions have proved to be more cost effective than seeking possession and are looked upon favourably by the courts as the tenants do not become homeless. Injunctions also show perpetrators that their behaviour must change or they risk prosecution and eviction.

*Good practice from HouseMark's Knowledge base*

## Outcomes

### Introduction

Outcomes look at how well landlords are dealing with anti-social behaviour. Outcome measures are more overtly performance oriented than others and include proportion of cases resolved and the sustainability of case resolution.

### Case resolution rates

ASB Benchmarking users input two measures for closed cases. They record the number of cases closed in the period that are resolved and the number of cases that are unresolved. Resolved cases are those where the landlord has evidence that the ASB has ceased.

Adding the two figures together gives the total number of cases closed during the period and enables us to calculate a 'resolution rate', or percentage of closed cases resolved. The data in the table below uses a dataset of 121 organisations that input the relevant data for every quarter in 2009/10.

**Figure 22: Case resolution rates 2009/10**

Measure	2009/10 result
Total closed cases in the year	82,237
Number of closed successfully resolved cases	62,327
Number of closed unresolved cases	19,910
Percentage resolved: upper quartile	89%
Percentage resolved: median	81%
Percentage resolved: lower quartile	60%
Total resolved	76%

The data shows that the difference between resolution rates is still quite large. Anecdotal evidence suggests that low resolution rates could be because an organisation has had a 'cull' of old cases and closed a number of live cases with no recent contact.

The lowest resolution rate in the dataset was 9% with 30 organisations in the lowest quartile recording resolution rates under 60%. At the other end of the scale, six organisations recorded that they resolved every ASB case closed during the year.

### ASB performance information

Metropolitan Housing Partnership (MHP) uses HouseMark's anti-social behaviour benchmarking data to create comparative reports, to keep residents informed about its activity to address ASB and to manage performance within the ASB service.

MHP uses the HouseMark definitions of closed resolved and closed unresolved cases to calculate a local performance indicator of the percentage of successfully closed cases. This encourages staff to consider the full range of ASB actions available when managing a case. They are discouraged from taking no action and closing cases due to 'no further contact' as these unresolved cases would affect their resolution rate.

This measure and other performance criteria such as complainant satisfaction and average days to resolve cases can be used to build an overall performance picture of an organisation's ASB service.

*Good practice from HouseMark's Knowledge base*

**Figure 23: Case resolution rates 2009/10**

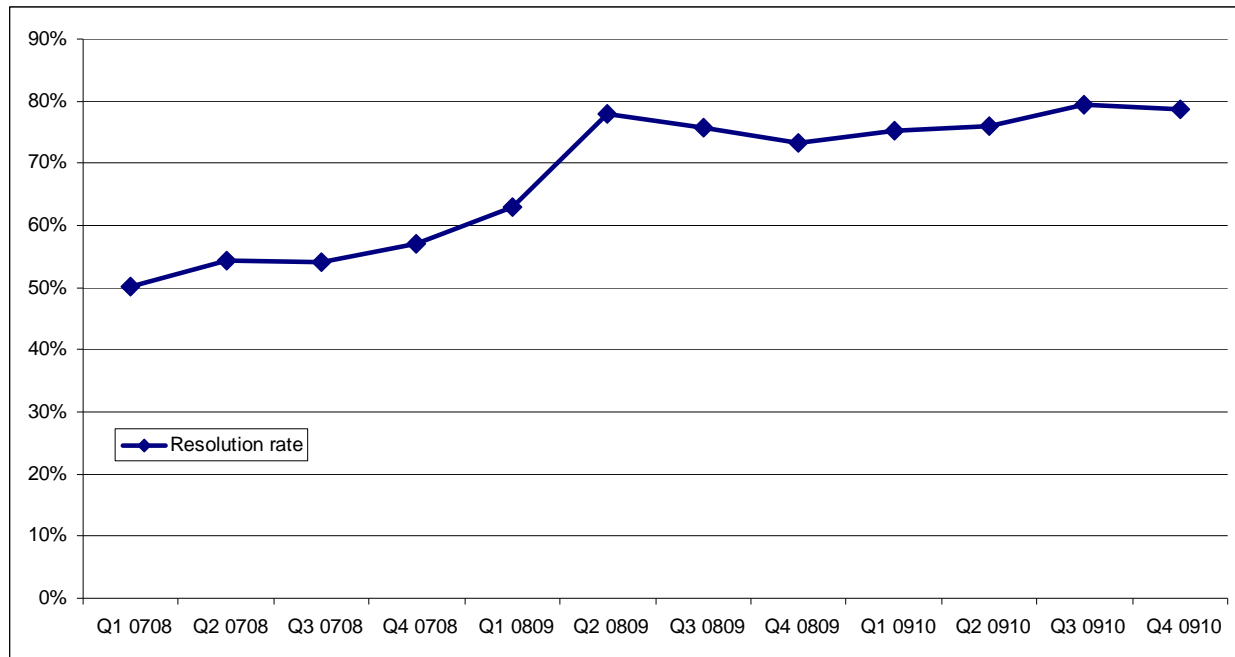
Item	Resolved total	Unresolved total	% Resolved	No. of orgs	Properties managed
Large	41,852	12,230	77%	41	862,927
Medium	17,376	6,649	72%	51	352,279
Small	3,099	1,031	75%	29	87,650
Central	16,027	5,921	73%	31	300,156
London	7,485	4,309	63%	22	302,278
North	28,624	5,892	83%	37	478,897
South	8,890	3,516	72%	27	190,999
Wales	1,301	272	83%	4	30,525
ALMO	20,528	5,386	79%	28	408,446
HA	29,517	12,071	71%	78	659,772
LA	12,282	2,453	83%	15	234,637
Total	62,327	19,910	76%	121	1,302,855

The data shows that size doesn't make that much difference when it comes to resolving ASB. All three sizebands are within five percentage points of each other and around the overall mark of 76%.

By region, the table shows that London based landlords resolve the fewest cases. This is consistent with previous years and reflects lower figures recorded by this region throughout the report. Organisations based in the North and Wales both tend to have resolution rates higher than the median, although the Wales dataset is small.

Looking at organisation type, local authorities reported the highest resolution rates. When combined with ALMOs, the rate is 81%, 10% points higher than resolution rates of housing associations.

**Figure 24: Resolution rates by quarter**



This graph shows the resolution rate over time for a group of 44 organisations who submitted the relevant data every quarter over the three year period.

The data shows that, after an initial rise, the resolution rate has remained reasonably stable since Q2 (Jul-Sep) 2008/09. There is no discernable seasonal trend as there is with new cases and types of ASB. This indicates that the proportion of new cases being resolved by staff is consistent throughout the year and unaffected by the number of new cases being reported.

### Unresolved cases through lack of contact

This measure allows users to differentiate between unresolved cases because the landlord was unable to act and those where the complainant did not respond to subsequent attempts to contact them about their report of ASB. Cases closed due to no further contact are unresolved because the landlord has no evidence to say that the ASB has ceased.

This measure is useful because landlords will need to adopt different strategies to improve their resolution rate depending on which is the main reason for failure to resolve.

**Figure 25: 2009/10 unresolved cases closed due to no further contact**

Measure	Total unresolved	Unresolved due to no contact	% no contact
Upper quartile	169	59	54%
Median	53	10	32%
Lower quartile	20	1	0%
Total	7,145	2,553	36%

The dataset for the table above is based on the 52 organisations that entered data for all four quarters for all unresolved cases and those unresolved through no further contact. This dataset is more than double the size of the 2008/09 sample – when 21 were included.

The overall percentage closed due to no further contact for the dataset stands at 36% - over a third. Although this isn't strictly a performance measure, organisations falling into the upper quartile of the results closed over half of their unresolved cases due to no further contact.

Looking at the source data, there are wide variations in the proportions of cases closed due to no further contact – from 100% of unresolved cases for two landlords down to 0% recorded by 14 landlords.

### Sustainability of case resolution

This annual measure looks at whether perpetrators continue to behave anti-socially after a case has been recorded as successfully resolved. It is useful to analyse whether ASB occurs again where previously it had been deemed to cease.

**Figure 26: Repeat perpetrators by resolved cases (sustainability of interventions)**

Item	Result
Repeat cases in the dataset	959
Closed resolved cases in dataset	9,551
Repeat cases per 1,000 properties	5.14
Repeat cases as % of resolved cases	10%
Dataset size	25

The table above shows the results compiled from the 25 landlords who submitted the relevant data for this measure. Landlords in the dataset recorded repeat perpetrators in 10% of their closed resolved cases.

Within the dataset there is a fair degree of consistency. Most of the group have results in single figures, with a handful reporting figures over 25%. The highest figure is 40% and the lowest the 0%.

Overall the figures show that the vast majority of perpetrators are not complained about again if the case is resolved. This could be because they amend their behaviour or, conversely, it could be that the complainant gives up on the landlord.

#### Re-occurring ASB

Q. Has anyone got any specific procedures that deal with ASB cases that keep re-occurring over a long period of time but are never so serious for legal action to be taken? We have a few cases where the case is opened for a few months then closed and then re-opens a few months or weeks later with similar complaints.

A. I guess the question is: why have you not resolved the case so that it stops coming back? At Southampton City Council, we operate a mediation assessment service that is independent of the Council and allows a simple 1-2-1 case to be dealt with within 15 days - the success rate is over 90% every year - success being measured as a case not returning in a 6 month period. HouseMark has written a good practice article about the service.

*Thread from HouseMark's online forum*

## Complainant satisfaction

### Introduction

HouseMark's ASB Benchmarking system has collected annual satisfaction data since its inception. The survey is based on that contained as an appendix to the Respect Toolkit. Members can use their own survey, but the questions and response scales benchmarked must be identical. Fifteen satisfaction items are collected on the system, including survey response rates.

### Response rates

Users are asked to input the number of surveys sent out and the number returned. The benchmarking system uses these numbers to calculate a response rate.

**Figure 27: Complainant satisfaction survey response rates 2009/10**

Item	Result
Response rate upper quartile	29%
Response rate median	23%
Response rate lower quartile	20%
Total number of surveys sent out	11,965
Total number of surveys returned	3,532

The dataset is based on the 28 organisations that input the relevant data for each satisfaction question. Three organisations recorded response rates over 75%; the highest score was 77%. Two organisations recorded response rates below 10%; the lowest was 8%.

#### How many attempts to make contact?

Q. We are currently reviewing our process for collating satisfaction data following the closure of a case. We are trying to determine attempts it is reasonable to make to contact the complainant to get the survey completed.

A. We phone three times – on different days at different times of the day. If there is no reply we send a copy of the survey out in the post with a prepaid envelope. If there is no reply in seven days we record it as "Not Stated".

*Thread from HouseMark's online forum*

### Satisfaction with the service provided

The benchmarking system records satisfaction rates on 12 different questions measuring complainant satisfaction with the service received and with the outcome of the case.

**Figure 28: Complainant satisfaction quartiles by question**

Question	Upper quartile	Median	Lower quartile
% of respondents very or fairly satisfied with the way their ASB complaint was dealt with	89	82	73
% of respondents very or fairly satisfied with the outcome of their ASB complaint	87	78	70
% of respondents who found it very or fairly easy to contact a member of staff to report a complaint	91	87	79

Question	Upper quartile	Median	Lower quartile
% of respondents who rated the time taken for them to be interviewed as good	82	68	66
% respondents finding staff helpful	86	80	71
% respondents finding staff courteous	89	85	77
% respondents finding staff sensitive	86	80	68
% respondents finding staff responsive	86	80	69
% respondents finding staff knowledgeable	86	78	70
% of respondents very or fairly satisfied that they were kept informed about what was happening thro	88	79	68
% of respondents very or fairly satisfied with the support given to them during their ASB case	88	76	67
% of respondents who have already made a complaint of ASB that would be very or fairly willing to report ASB again in the future	93	88	85

The quartiles are fairly consistent across the 12 measures – upper quartiles tend to be in the high 80s with lower quartiles either side of 70%. There are, however a few notable exceptions.

The proportion of complainants who found it easy to contact a member of staff and those willing to report ASB again both score comparatively highly – indicating that most landlords have good systems in place for receiving the complaint in the first instance.

Respondents' rating of time taken to be interviewed as good is quite low compared to the other measures. This could mean that landlords are noting the details but not investigating the complaint as quickly as complainants expect, although anecdotal evidence suggests that complainants don't necessarily count their interaction as an interview – because they did not have face-to-face contact with an officer.

The largest variations between quartiles are shown in respondents' satisfaction with being kept informed and the support given to them during their case. This means that there are considerable differences in the service provided to complainants during the case – some landlords are very good and some are quite poor in this respect.

#### ASB performance management framework

Sheffield Homes has undergone a series of service improvement initiatives to ensure that its residents receive the best possible service and can see positive outcomes as a result of reporting anti-social behaviour.

The framework monitors the quality of the services provided at each stage of a case and clearly spells out roles, responsibilities and tasks for all staff, up to and including reporting to Board. The result has been a 20% increase in satisfaction.

*Good practice from HouseMark's Knowledge base*

## Financial cost of anti-social behaviour

### Introduction

HouseMark started collecting data on the costs of ASB following the launch of its new core benchmarking service in 2009. In the first year of the new service, over 400 organisations submitted their annual cost and performance data. These organisations may or may not also collect data for the specialist ASB benchmarking system.

The core benchmarking service is online and user-friendly, so members can generate reports to suit their needs at any time. HouseMark also produce bespoke benchmarking reports for specific customer groups. The first report on 2009/10 data will be available by the end of July 2010. As this report is written before the first report on 2009/10 data is available, this section uses the results from 2008/09.

### Cost per property of ASB

This measure covers all costs and employee time spent dealing with ASB. It includes the following functions: case management, collating witness evidence, instigating legal action, partnership working, implementing other powers available, monitoring performance and collecting feedback.

The data takes into account the actual costs of staff, how much time they spend dealing with ASB and how much is spent on non-pay items (such as court costs) and how much is spent on overheads – such as IT, HR and finance.

It shows the total cost of delivering the ASB service, calculated per property that receives a housing management service. It includes direct employee costs and direct non-pay costs and overhead costs.

Direct cost per property and overhead cost per property strip out the direct costs and overheads from the total figure to show the split between 'front line' and 'back office' services.

**Figure 29: Costs per property of delivering an ASB service**

Item	Direct cost per property	Overhead cost per property	Total cost per property
Upper quartile	£21.54	£12.21	£35.18
Median	£32.19	£20.23	£53.32
Lower quartile	£44.85	£29.25	£74.55

This table is based on a dataset of 370 organisations who submitted ASB cost data for the 2008/09 year.

The figures show quite a wide range of ASB costs. This probably reflects the different priorities placed on tackling ASB, and how much ASB affects individual organisations.

Some organisations spent very little on ASB overheads, where the service is wholly or fully outsourced to another party (eg a council running its ALMO's ASB service). This tends to be reflected proportionately in direct and total costs.

**Community Payback - value for money**

Poole Housing Partnership engaged Community Payback Dorset to undertake onerous, physical work such as clearing open spaces and landscaping gardens. It paid expenses for up to ten offenders to clear up an open space affected by ASB. A contractor had quoted £2,000 for the work; but, using offenders, Community Payback carried out the task for £700.

Community Payback is a punishment handed out by the courts. The work is carried out by offenders in the community. Led by the Probation Service, it is a national scheme delivered locally. All offenders working on Community Payback are vetted and closely supervised.

*Good practice from HouseMark's Knowledge base*

**Figure 30: Average cost per property by size, region and type**

Demographic	Average direct cost per property	Average total overhead cost per property	Average total cost per property	Dataset size
Large	£37.25	£19.71	£56.96	93
Medium	£33.38	£20.91	£54.29	112
Small	£34.63	£24.52	£59.15	165
Central	£30.56	£20.67	£51.23	113
London	£43.82	£26.39	£70.20	56
North	£38.93	£23.02	£61.95	109
South	£30.44	£20.96	£51.39	89
Wales	£18.74	£10.87	£29.61	3
ALMO	£38.11	£17.63	£55.74	64
HA	£35.65	£24.96	£60.61	263
LA	£25.59	£12.26	£37.85	43
<b>Total</b>	<b>£34.91</b>	<b>£22.22</b>	<b>£57.13</b>	<b>370</b>

When viewed by size, region and type the data can be cross tabulated to show the average cost per property. By size there is very little difference between the organisations – medium sized organisations have the lowest total costs.

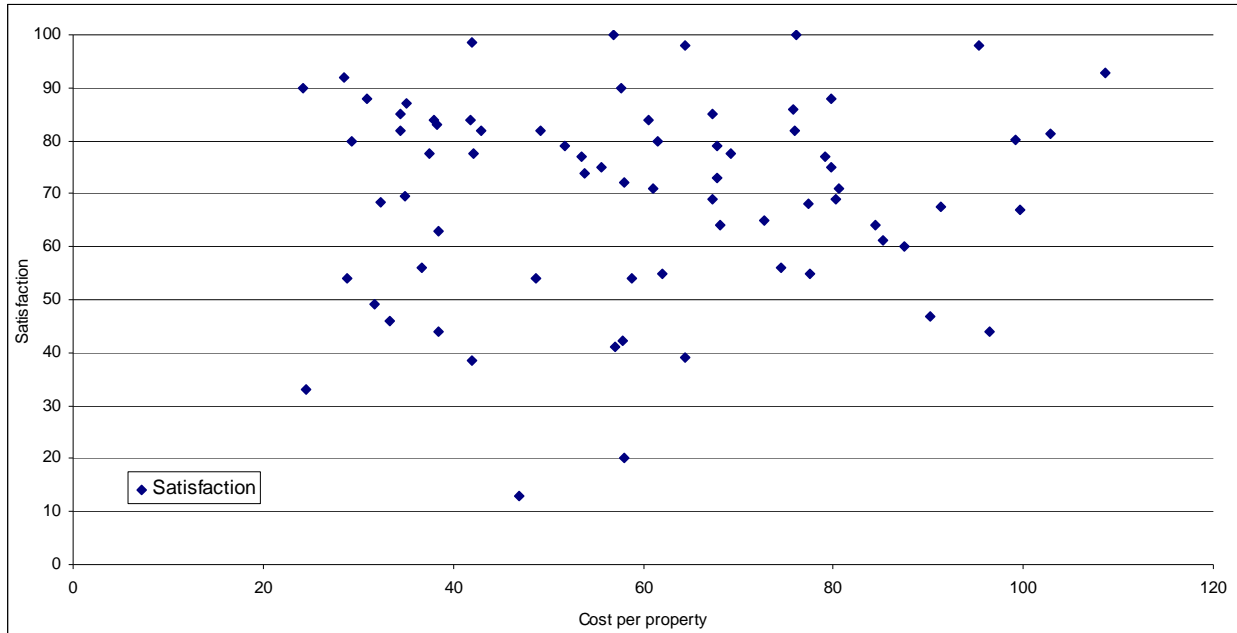
HouseMark applies a cost adjustment factor for organisations based in London and the South East. Even with this adjustment, London is still the most expensive region in the country. It is interesting to note that the North is the second most expensive region – this correlates with higher recorded levels of ASB records highlighted throughout this report. It seems that organisations based in the North spend more money tackling more ASB.

The costs between different types of organisation show that local authorities provide the cheapest service, with ALMOs and housing associations being considerably more expensive. This could be because local authorities buy into, or provide an ASB service that covers the whole local authority area – lower costs through shared overheads and economies of scale.

### Cost by satisfaction

It is possible to plot how cost relates to satisfaction by comparing organisations who submitted both cost and satisfaction data for 2008/09.

**Figure 31: ASB total cost per property by 2008/09 satisfaction**

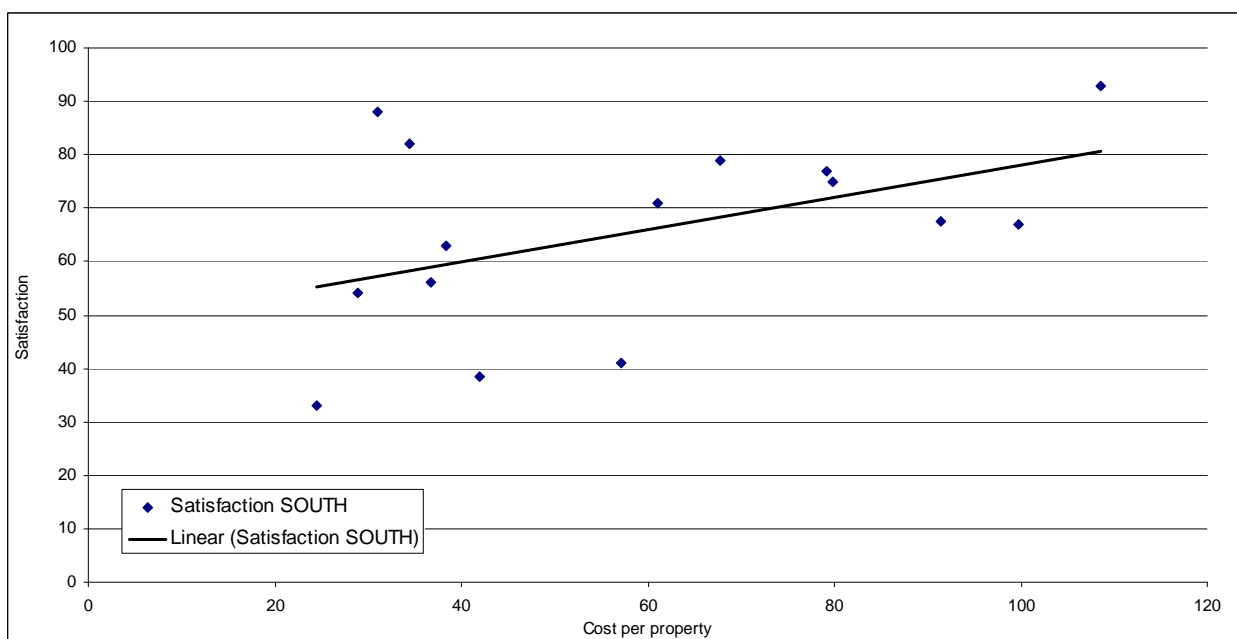


This graph is based on a group of 73 organisations who submitted total cost core benchmarking data and overall satisfaction data for 2008/09.

There is a very weak correlation between costs and satisfaction, but in general, organisations spending a lot of money on ASB do not see it translate into satisfaction. This is shown in the organisations recording over 90% overall satisfaction with case handling, one organisation spent £24.19 per property, while another spent £108.56.

If the dataset is broken down, some correlations can be seen more strongly.

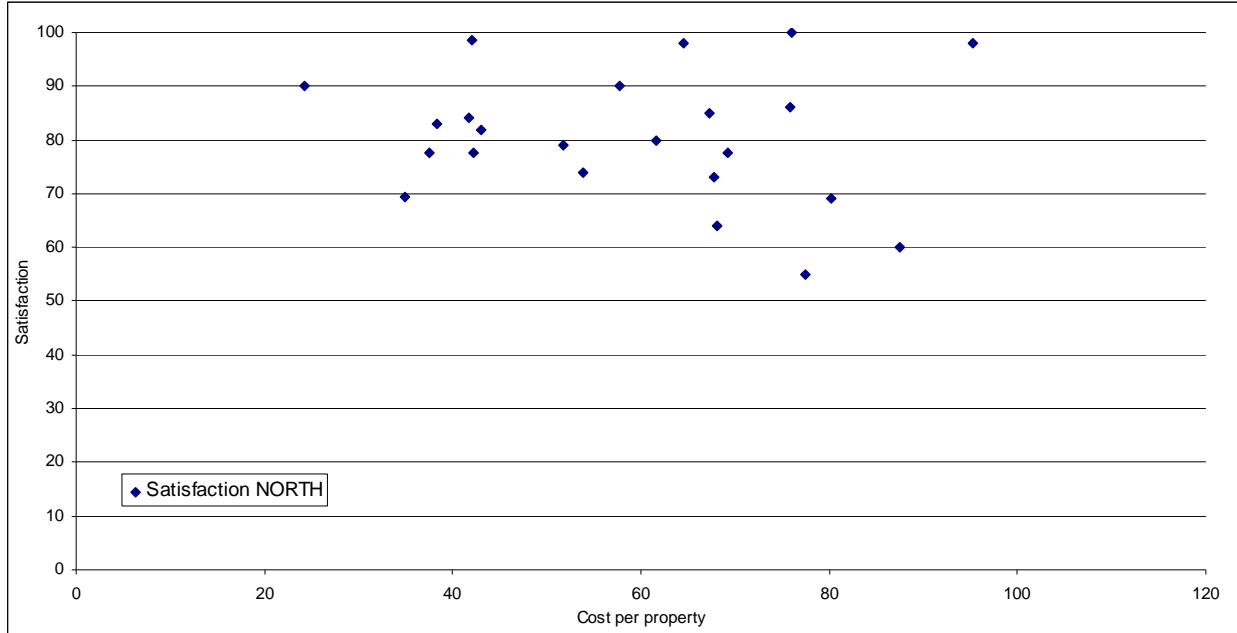
**Figure 32: ASB total cost and overall satisfaction for South based organisations**



A line of 'best fit' has been added to show that there is moderate, though not statistically significant correlation between cost and satisfaction – the higher the cost, the greater the satisfaction.

However for organisations based in the North, there is no apparent correlation.

**Figure 33: ASB total cost and overall satisfaction for North based organisations**



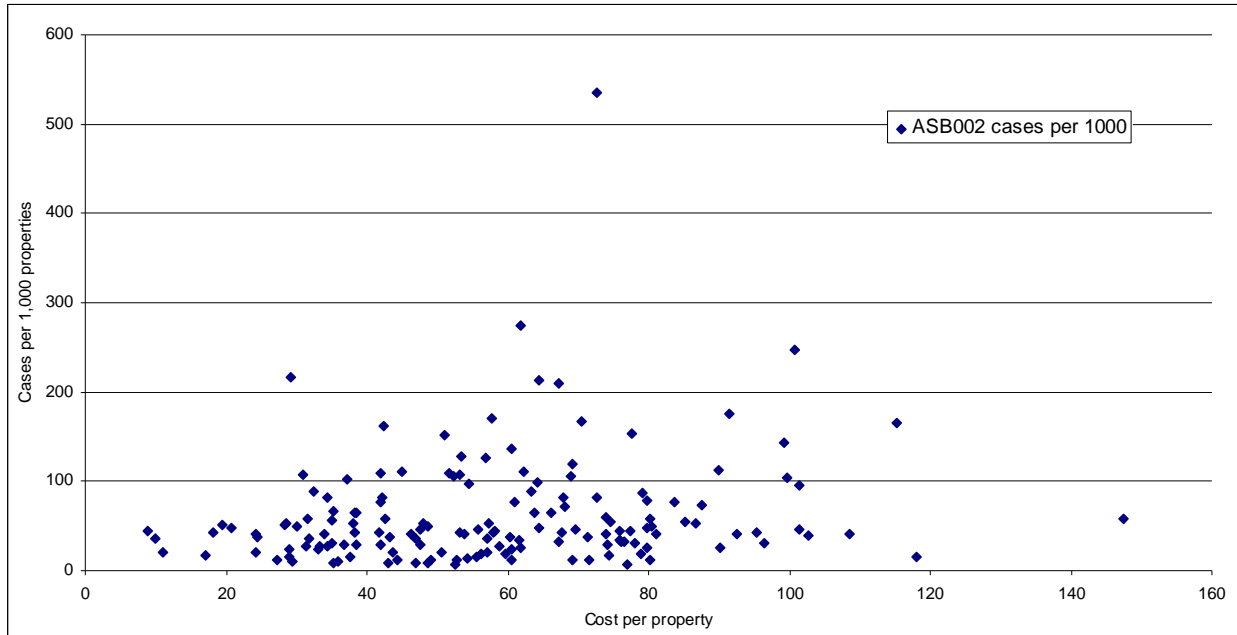
The data for the 23 North region organisations in the group shows that cost bears little relation to satisfaction. If anything, higher cost organisations have a tendency for slightly lower satisfaction levels.

Central region and London based organisations showed weak correlation that was in between the examples shown for the South and North.

### Cost by new cases

The lack of correlations can be shown when plotting cost against other areas of the ASB benchmarking service.

**Figure 34: ASB total cost and cases per 1,000 properties**

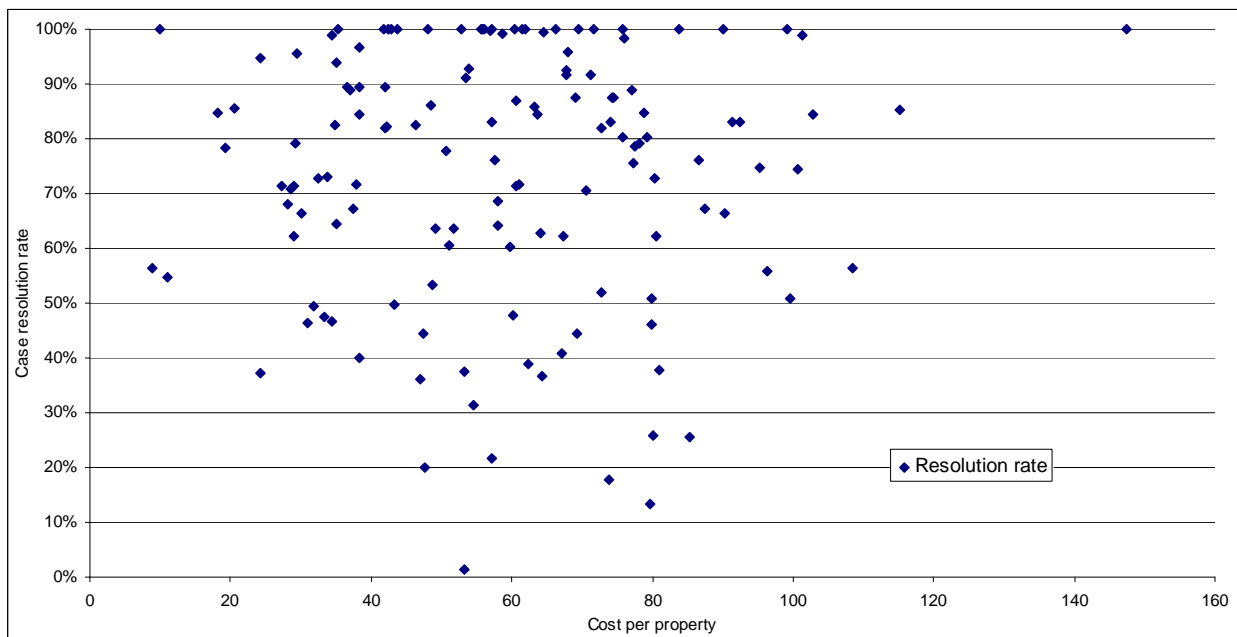


There is no correlation between costs and recording new cases. This shows that high cost organisations do not take on more new cases than low cost organisations. The dataset for this chart includes 157 organisations.

### Cost by case resolution

There is no correlation for the proportion of cases resolved and cost per property.

**Figure 35: Total cost per property and case resolution rate**



The data shows that organisations with high ASB costs are almost no more likely to resolve more cases than those spending far less. The dataset for this chart includes 137 organisations.

Overall, the contrast between costs and other measures shows that a high cost ASB service does not mean better performance, satisfaction or take-up of new cases. This is an area for social landlords to consider for further analysis.

#### **Cost effective mediation**

Q. Do you use a recognised mediation company for ASB between tenants for neighbour disputes? How much on average do they charge per session?

A. I recommend buying in the service from a recognised mediation company – but it is worth knowing that the prices charged by mediation companies in the UK differ significantly. A number of good companies charge in the region of £300 per case. However, prices between £600 and £800 are not uncommon, and sometimes as high as £1,200 per case!!

I would advise you to look for mediation services with a dedicated neighbourhood mediation programme, as their prices are likely to be more competitive.

*Thread from HouseMark's online forum*

## **Benchmarking improvements and planned enhancements**

The ASB Benchmarking service has been developed with users for users. HouseMark is always open to suggested improvements and responsive to new ideas. Since ASB Benchmarking was first introduced there have been a number of changes and upgrades.

Each year, HouseMark's ASB Benchmarking conference provides users with an opportunity to suggest further changes to the system and speak to HouseMark staff about how it can be enhanced to meet their needs.

### **Automated data entry**

Over the last year, HouseMark and EBS have developed an auto-upload facility for subscribers using version 3.4 of EBS's ReACT system. This allows users to export benchmarking data from their ReACT database and send it electronically to HouseMark's benchmarking system. It means that users no longer have to manually enter data to take part in benchmarking.

We are currently talking to other suppliers about the possibility of uploading data directly from their systems.

### **PI finder**

Over the summer of 2010, we will be integrating all our performance measures into a single, searchable database. Accessed via the website, this means users can access the definition for that PI, together with details of which systems the PI can be found in.

The PI finder can be searched by keyword, business area, cross cutting service and TSA Standard. ASB performance measures will feature under the relevant systems and subject areas.

## **ASB consultancy and accreditation**

### **ASB accreditation**

HouseMark's ASB accreditation service enables landlords to demonstrate to their tenants, partners and the regulator how they are responding to anti-social behaviour.

Developed in partnership with Social Landlords Crime and Nuisance Group, the accreditation process is designed to offer an independent assessment and provide robust critical challenge to anti-social behaviour services. Trained, experienced tenant assessors are a core part of the team.

Landlords volunteering for ASB accreditation have their service assessed against a series of 'ASB commitments and building blocks', which are based on regulatory expectations and sector best practice.

The service is delivered and supported by HouseMark staff and overseen by a joint HouseMark and SLCNG steering group. The accreditation is awarded for three years and is independently validated by HouseMark.

So far, nine organisations have received the accreditation - Acis Group, South Essex Homes, Worcester Community Housing, Trent and Dove Housing, Nottingham City Homes, Solihull Community Housing, Salix Homes, Bron Afon Community Housing and New Charter Housing Trust Group.

### **ASB consultancy**

HouseMark provides ASB performance measurement and improvement support for social landlords.

Drawing on our wealth of good practice and ASB data, we can help you identify where change is required and support you through the improvement process. Our ASB consultancy services fall into three broad areas.

#### **Implementation**

We can help you to implement ASB performance measurement systems – we can assess existing manual and IT based ASB performance measurement systems to ensure that they are effective and embedded within your organisation. We can also offer practical advice and assistance to implement effective ASB performance measurement systems to monitor and manage ASB internally and benchmark with peers.

#### **Validation**

We validate ASB performance measurement systems. We can provide assistance to enable you to demonstrate to tenants and regulators that systems for producing ASB performance data, and the basis for their calculation, are robust and reliable according to an accepted good practice methodology.

#### **Interpretation**

We can help you to interpret ASB performance data to provide greater understanding about what it means, and identify priorities for further investigation. We provide assistance in utilising the ASB performance data collected to continually improve ASB services through effective improvement planning and adopting a good practice approach to service improvement.

## Using HouseMark good practice to help improve ASB services

HouseMark's knowledge base at [www.housemark.co.uk](http://www.housemark.co.uk) contains a wealth of searchable information and good practice about anti-social behaviour (and many other housing topics).

All staff, board members and tenant representatives of HouseMark subscribers can use the HouseMark website and good practice service, provided they have been issued with a user name and password.

Requests for access should be directed to the designated 'HouseMark Local Administrator' within your organisation. If you don't know who this is, please call us on 024 7646 0500 and we'll let you know.

If you have a password, but can't remember what it is, use the reminder facility in the log-in box on HouseMark's website to get an instant reminder by email.

### Knowledge base

Once logged onto the website, click on Knowledge base in top menu bar. You will see a directory of topics, which allows you to "browse" around the site to look for material on topics of interest, and the search box at the top of every screen allows you to search for exactly what you need.

There is a section of the topic directory devoted to anti-social behaviour, and browsing through the material in this section of the site should find a lot of useful information.

### Search engine

If you are looking for specific information, use the search facility, which you will find at the top of the screen. You can search within a particular topic in the knowledge base from a box to the right of the screen. If you enter more than one word in the search box, it is usually best to select the option to match all words.

### Inspection Focus

Inspection Focus is HouseMark's online database of good practice identified by Housing Inspectors. You will find it in the green menu bar on the home page or on the left hand panel once you enter the Knowledge base.

Developed in partnership with the Audit Commission, Inspection Focus brings together information on inspection for English local authorities, ALMOs and housing associations to help you:

- find ideas for service development and improvement;
- identify who is good at what and who is trying innovative ideas and approaches;
- understand inspectors' expectations and build a picture of good practice in any given service area; and
- link through to related material from HouseMark's Knowledge base.

Inspection Focus is divided into two parts – 'Positive Practice' and 'Inspection Reports'. They each provide a gateway to find documents of these types.

Positive Practice is identified by housing inspectors when making judgements about services. Inspection Focus allows you to filter Positive Practice by Key Lines of Enquiry (KLOEs), search within Positive Practice for a particular KLOE and sort the results so you see the practices from the best performers first.

Inspections carried out by the Wales Audit Office and Scottish Housing Regulator are now included in a separate searchable database. Inspections reports can be found for specific organisations and on the right hand side bar you can see the latest reports that have been published.

### **Ombudsman says**

Ombudsman says is a section of the website in which you will see case notes of the most important ombudsman decisions – by the Housing Ombudsman Service, the Local Government Ombudsman and the Public Services Ombudsman for Wales. You will find it in the green menu bar on the home page or on the left hand panel once you enter the Knowledge base.

Ombudsman says allows searches by keyword, topic, tenure, and Ombudsman. You will also be able to:

- comment on a particular case digest and share your thoughts in HouseMark's Forum
- read the latest and most relevant publications on complaints management in the 'related content' section
- browse for and read any related documents in the Knowledge base.

### **Local offers**

This new section of the website has examples of how social housing providers are tailoring their services based on what tenants want. All providers must ask tenants if they want local offers against the TSA's national standards, and those offers must come into force by 1 April 2011.

You will find local offers in the green menu bar on the home page or on the left hand panel once you enter the Knowledge base. You can search for examples of local offers by keyword, TSA standard and region.

### **Supporting content**

In the right hand panel of all case studies and some Positive Practice, you will find a list of "supporting content". These are links to electronic copies of documents supplied by the featured organisation that you can download and possibly adapt for your own use, eg procedure manuals, customer leaflets and forms. There may also be other useful links at the bottom of the page.

### **Discussion Forum**

Use the forum on the HouseMark web site to ask colleagues in other organisations how they have tackled various issues and what the outcome was, eg:

- legal issues
- prevention ideas
- managing the service
- reporting ASB

There is a button in the top menu bar that takes you to the forum, and you'll find a link from the Topic Directory to forum postings that are particularly relevant to the topic.

### **Ask for help**

Knowledge Management staff are more than happy to assist you find what you want and to find your way around the website. Call us on 024 7647 2704.

## Appendices

### Appendix 1 Disclosure of information

The information and data contained in this report are subject to the following clauses in HouseMark members' subscription agreements. These refer to future and further use of the information.

Where any compilations of Benchmarking Data or statistics or Good Practice Examples produced from data (other than Data submitted by the Subscriber) stored on the database forming part of the System are made for internal or external reports by or on behalf of the Subscriber, the Subscriber shall ensure that credit is given with reasonable prominence in respect of each part of the data used every time it is used (whether orally or in writing) and such credit shall include the words "SOURCE: HouseMark".

The Subscriber shall use best endeavours to ensure that any and all uses of the System shall be made with reasonable care and skill and in a way which is not misleading.

The Subscriber may not sell, lease, license, transfer, give or otherwise dispose of the whole or any part of the System or any Copy. The provisions of this clause shall survive termination or expiry of this Agreement, however caused.

The Subscriber shall not make any Copy or reproduce in any way the whole or a part of the System except that the Subscriber may make such copies (paper based or electronic) of the data and information displayed on the System as are reasonably necessary to use the System in the manner specifically and expressly permitted by this Agreement.

The Subscriber agrees not to use the System (or any part of it) except in accordance with the express terms and conditions of this Agreement.

### Appendix 2 Benchmarking datatables

The following tables list the organisations included in the dataset for each measure.

Number of new ASB cases			
A1 Housing Bassetlaw	Arches Housing	Beechwood Ballantyne	Blackpool Coastal Housing
Bolton At Home	Boston Mayflower	Bournemouth BC	Broadacres Housing Association
Canterbury City Council	Carrick Housing	Cheltenham Borough Homes	CityWest Homes
Coast and Country Housing	Coastline Housing	Colchester Borough Homes	Community Gateway Association
Crawley BC	Dudley MBC	Eastlands Homes	Endeavour Housing Association
Gateshead Housing Company (The)	H and F Homes	Halton Housing Trust	Harvest Housing Group
Helena Partnerships	Hillingdon Homes	Homes for Islington	Homes in Havering
Housing Hartlepool	Hundred Houses Society	Industrial Dwellings Society	Lincoln City Council
London and Quadrant Group	Luminus Group	Metropolitan Housing Trust	Muir Group Housing Association
Newark and Sherwood Homes	Newlon Housing Trust	Northampton BC	Origin Housing Group
Places for People Group	Poole Housing Partnership	Raven Housing Trust	Saffron Housing Trust
Saxon Weald Homes	Sheffield Homes	Soha Housing	South Essex Homes
South Yorkshire Housing Association	Sovereign Housing Association	Staffordshire Housing Association	Swan Housing Association
Synergy Housing Group	Testway Housing	Tower Hamlets Community Housing	Trent and Dove Housing
Tristar Homes	Vale Housing Association	Wakefield and District Housing	Wellingborough Homes
Western Challenge Housing Association	Wrekin Housing Trust	Yorkshire Housing	

Number of live cases – data entered for all quarters 2007/08 to 2009/10			
A1 Housing Bassetlaw	Arches Housing	Beechwood Ballantyne	Blackpool Coastal Housing
Bolton At Home	Boston Mayflower	Bournemouth BC	Broadacres Housing Association
Carrick Housing	Cheltenham Borough Homes	CityWest Homes	Coast and Country Housing
Coastline Housing	Colchester Borough Homes	Community Gateway Association	Crawley BC

## HouseMark ASB benchmarking service: analysis of results 2009/10

Number of live cases – data entered for all quarters 2007/08 to 2009/10			
Dudley MBC	Eastlands Homes	Endeavour Housing Association	Gateshead Housing Company (The)
H and F Homes	Halton Housing Trust	Harvest Housing Group	Helena Partnerships
Hillingdon Homes	Homes for Islington	Housing Hartlepool	Hundred Houses Society
Industrial Dwellings Society	Lincoln City Council	London and Quadrant Group	Metropolitan Housing Trust
Muir Group Housing Association	Newark and Sherwood Homes	Northampton BC	Origin Housing Group
Places for People Group	Poole Housing Partnership	Raven Housing Trust	Saxon Weald Homes
Sheffield Homes	Soha Housing	South Yorkshire Housing Association	Sovereign Housing Association
Staffordshire Housing Association	Swan Housing Association	Synergy Housing Group	Testway Housing
Tower Hamlets Community Housing	Trent and Dove Housing	Tristar Homes	Vale Housing Association
Wakefield and District Housing	Wellingborough Homes	Western Challenge Housing Association	Wrekin Housing Trust
Yorkshire Housing			

Live caseloads- -data entered all quarters in 2009/10			
A1 Housing Bassetlaw	Amber Valley Housing	AmicusHorizon Kent	AmicusHorizon London
AmicusHorizon Sussex	Arches Housing	Barnet Homes	Beechwood Ballantyne
Birmingham City Council	Blackpool Coastal Housing	Bolton At Home	Boston Mayflower
Bournemouth BC	Brent Housing Partnership	Bristol City Council	Broadacres Housing Association
Broxbourne Housing Association	Caerphilly CBC	Carrick Housing	Castle Vale Community HA
Charnwood Neighbourhood Housing	Chelmer Housing Partnership	Cheltenham Borough Homes	Cheshire Peaks and Plains Housing Trust
Chevin Housing Association	CityWest Homes	Clapham Park Homes	Coast and Country Housing
Coastline Housing	Colchester Borough Homes	Community Gateway Association	Crawley BC
Cross Keys Homes	Dudley MBC	East Thames Group	Eastlands Homes
Endeavour Housing Association	Enfield Homes	Family Housing Association (Birmingham)	Family Mosaic
Gallions Housing Association	Gateshead Housing Company (The)	Granta Housing Society	Great Places Housing Group
H and F Homes	Halton Housing Trust	Harvest Housing Group	Helena Partnerships
Hillingdon Homes	Homes for Islington	Housing Hartlepool	Hundred Houses Society
Incommunities	Industrial Dwellings Society	Kensington Housing Trust	Kingston upon Hull City Council
Lewisham Homes	LHA ASRA Group	Lincoln City Council	London and Quadrant Group
Maidenhead and District HA	Metropolitan Housing Trust	MHS Homes	Mid Devon DC
Muir Group Housing Association	New Fylde Housing	Newark and Sherwood Homes	North Tyneside MBC
Northampton BC	Octavia Housing	Origin Housing Group	Paradigm Housing Group
Peabody	Penwith Housing Association	Places for People Group	Plus Dane Merseyside
Plymouth Community Homes	Poole Housing Partnership	Raven Housing Trust	RCT Homes
Rooftop Housing Group	Saffron Housing Trust	Salix Homes	Sandwell Homes
Sarsen Housing Association	Saxon Weald Homes	Sentinel Housing Association	Sheffield Homes
Six Town Housing	Soha Housing	Solihull Community Housing	South Essex Homes
South Kesteven DC	South Yorkshire Housing Association	Sovereign Housing Association	Spirita
Staffordshire Housing Association	Stockport Homes	Swan Housing Association	Swindon BC
Synergy Housing Group	Testway Housing	Thames Valley Housing Group	Tor Homes
Tower Hamlets Community Housing	Trafford Housing Trust	Trent and Dove Housing	Tristar Homes
Twin Valley Homes	United Welsh Housing Association	Vale Housing Association	Valleys to Coast Housing
Villages Housing Association	Viridian Housing	Wakefield and District Housing	Walsall Housing Group
Weaver Vale Housing Trust	Wellingborough Homes	West Devon Homes	Western Challenge Housing Association
Wigan and Leigh Housing	Willow Park Housing Trust	Wolverhampton Homes	Worcester Community Housing
Wrekin Housing Trust	Wycombe DC	Yorkshire Housing	Your Homes Newcastle
A1 Housing Bassetlaw	Amber Valley Housing	AmicusHorizon Kent	AmicusHorizon London
AmicusHorizon Sussex	Arches Housing	Barnet Homes	Beechwood Ballantyne
Birmingham City Council	Blackpool Coastal Housing	Bolton At Home	Boston Mayflower

Average number of days taken to resolve ASB cases			
Amber Valley Housing	AmicusHorizon London	Ascham Homes	Bristol City Council
Broadacres Housing Association	Castle Vale Community HA	Chelmer Housing Partnership	Chevin Housing Association
East Durham Homes	Eastlands Homes	Halton Housing Trust	Hillingdon Homes
Luminus Group	MHS Homes	New Fylde Housing	Nottingham Community Housing Association
Octavia Housing	Peabody	Places for People Group	Sadeh Lok Housing Group
Saxon Weald Homes	South Lakes Housing	Testway Housing	Tower Hamlets Community Housing
Vale Housing Association	Vale of Aylesbury Housing Trust	Valleys to Coast Housing	Viridian Housing
Weaver Vale Housing Trust	Wellingborough Homes	Worcester Community Housing	Wrekin Housing Trust
Wycombe DC			

Closed ASB cases by category of ASB			
A1 Housing Bassetlaw	Amber Valley Housing	AmicusHorizon Kent	AmicusHorizon London
AmicusHorizon Sussex	Arches Housing	Barnet Homes	Beechwood Ballantyne
Birmingham City Council	Blackpool Coastal Housing	Boston Mayflower	Bournemouth BC
Brent Housing Partnership	Broadacres Housing Association	Canterbury City Council	Carrick Housing
Castle Vale Community HA	Charnwood Neighbourhood Housing	Chelmer Housing Partnership	Cheshire Peaks and Plains Housing Trust
Chevin Housing Association	CityWest Homes	Coast and Country Housing	Colchester Borough Homes
Community Gateway Association	Dudley MBC	East Durham Homes	East Thames Group
Eastlands Homes	Family Housing Association (Birmingham)	Gateshead Housing Company (The)	Great Places Housing Group
H and F Homes	Hafod Housing Association	Halton Housing Trust	Harvest Housing Group
Helena Partnerships	Homes in Havering	Housing Hartlepool	Incommunities
Industrial Dwellings Society	LHA ASRA Group	Lincoln City Council	Maidenhead and District HA
MHS Homes	Mid Devon DC	Muir Group Housing Association	New Fylde Housing
Newark and Sherwood Homes	Newlon Housing Trust	Nomad E5 Housing Association	North Tyneside MBC
Northampton BC	Octavia Housing	Peabody	Plus Dane Merseyside
Plymouth Community Homes	Poole Housing Partnership	RCT Homes	Sadeh Lok Housing Group
Saffron Housing Trust	Salix Homes	Sandwell Homes	Saxon Weald Homes
Sentinel Housing Association	Soha Housing	Solihull Community Housing	South Kesteven DC
Sovereign Housing Association	Swan Housing Association	Swindon BC	Synergy Housing Group
Testway Housing	Thames Valley Housing Group	Tower Hamlets Community Housing	Twin Valley Homes
United Welsh Housing Association	Valleys to Coast Housing	Viridian Housing	Wakefield and District Housing
Waverley BC	Weaver Vale Housing Trust	Wellingborough Homes	West Devon Homes
Western Challenge Housing Association	Willow Park Housing Trust	Worcester Community Housing	Wrekin Housing Trust
Wycombe DC	Wyre Forest Community Housing	Yorkshire Housing	Your Homes Newcastle

Noise incidents over three years – 2007/08 to 2009/10			
A1 Housing Bassetlaw	Arches Housing	Beechwood Ballantyne	Boston Mayflower
Bournemouth BC	Carrick Housing	Coast and Country Housing	Community Gateway Association
H and F Homes	Muir Group Housing Association	Northampton BC	Poole Housing Partnership
Saxon Weald Homes	Tower Hamlets Community Housing	Waverley BC	Wellingborough Homes
Western Challenge Housing Association			

Actions taken within the period 2009/10			
AmicusHorizon Kent	Arches Housing	Beechwood Ballantyne	Birmingham City Council
Blackpool Coastal Housing	Boston Mayflower	Bournemouth BC	Broadacres Housing Association
Broxbourne Housing Association	Canterbury City Council	Carrick Housing	Castle Vale Community HA
Chelmer Housing Partnership	Chevin Housing Association	CityWest Homes	Coast and Country Housing
Community Gateway Association	Crawley BC	Dudley MBC	East Durham Homes
East Thames Group	Eastlands Homes	Family Housing Association (Birmingham)	Gallions Housing Association

## HouseMark ASB benchmarking service: analysis of results 2009/10

Actions taken within the period 2009/10			
Harvest Housing Group	Helena Partnerships	Hillingdon Homes	Housing Hartlepool
Hundred Houses Society	Industrial Dwellings Society	LHA ASRA Group	MHS Homes
Mid Devon DC	Muir Group Housing Association	New Fylde Housing	Nomad E5 Housing Association
Plymouth Community Homes	Poole Housing Partnership	RCT Homes	Salix Homes
Saxon Weald Homes	South Kesteven DC	Sovereign Housing Association	Synergy Housing Group
Tor Homes	Tower Hamlets Community Housing	Twin Valley Homes	Valleys to Coast Housing
Viridian Housing	Wakefield and District Housing	Waverley BC	Wellingborough Homes
West Devon Homes	Willow Park Housing Trust	Worcester Community Housing	Wrekin Housing Trust
Wycombe DC	Wyre Forest Community Housing		

Actions taken to resolve ASB cases			
AmicusHorizon Kent	AmicusHorizon Sussex	Arches Housing	Beechwood Ballantyne
Birmingham City Council	Boston Mayflower	Broadacres Housing Association	Canterbury City Council
Carrick Housing	Castle Vale Community HA	Charnwood Neighbourhood Housing	Chelmer Housing Partnership
Chevin Housing Association	CityWest Homes	Clapham Park Homes	Coast and Country Housing
Community Gateway Association	Crawley BC	Dudley MBC	East Durham Homes
East Thames Group	Eastlands Homes	Gallions Housing Association	Gateshead Housing Company (The)
Granta Housing Society	H and F Homes	Harvest Housing Group	Hillingdon Homes
Housing Hartlepool	Hundred Houses Society	Incommunities	Industrial Dwellings Society
LHA ASRA Group	Lincoln City Council	Metropolitan Housing Trust	MHS Homes
Muir Group Housing Association	New Fylde Housing	Newark and Sherwood Homes	Newlon Housing Trust
Octavia Housing	Plymouth Community Homes	RCT Homes	Sadeh Lok Housing Group
Salix Homes	Saxon Weald Homes	Sovereign Housing Association	Spirita
Tor Homes	Tower Hamlets Community Housing	Twin Valley Homes	Valleys to Coast Housing
Wakefield and District Housing	Waverley BC	Wellingborough Homes	West Devon Homes
Willow Park Housing Trust	Worcester Community Housing	Wrekin Housing Trust	Wycombe DC

Case resolution rates – 2009/10			
2010 Rotherham	A1 Housing Bassetlaw	Amber Valley Housing	AmicusHorizon Kent
AmicusHorizon London	AmicusHorizon Sussex	Arches Housing	Ascham Homes
Barnet Homes	Beechwood Ballantyne	Birmingham City Council	Blackpool Coastal Housing
Boston Mayflower	Bournemouth BC	Brent Housing Partnership	Bristol City Council
Broadacres Housing Association	Caerphilly CBC	Canterbury City Council	Carrick Housing
Castle Vale Community HA	Charnwood Neighbourhood Housing	Chelmer Housing Partnership	Cheltenham Borough Homes
Cheshire Peaks and Plains Housing Trust	Chevin Housing Association	CityWest Homes	Clapham Park Homes
Coast and Country Housing	Coastline Housing	Colchester Borough Homes	Community Gateway Association
Crawley BC	Cross Keys Homes	Dudley MBC	East Durham Homes
East North East Homes Leeds	East Thames Group	Eastlands Homes	Family Housing Association (Birmingham)
Gallions Housing Association	Gateshead Housing Company (The)	Granta Housing Society	Great Places Housing Group
H and F Homes	Halton Housing Trust	Harvest Housing Group	Helena Partnerships
Hillingdon Homes	Homes for Islington	Homes in Havering	Housing Hartlepool
Hundred Houses Society	Incommunities	Industrial Dwellings Society	Kingston upon Hull City Council
Lewisham Homes	LHA ASRA Group	Lincoln City Council	London and Quadrant Group
Luminus Group	Maidenhead and District HA	Metropolitan Housing Trust	MHS Homes
Mid Devon DC	Muir Group Housing Association	New Fylde Housing	Newlon Housing Trust
North Tyneside MBC	Northampton BC	Octavia Housing	Origin Housing Group
Pennine Housing 2000	Penwith Housing Association	Places for People Group	Plus Dane Merseyside
Plymouth Community Homes	Raven Housing Trust	RCT Homes	Redbridge Homes
Sadeh Lok Housing Group	Saffron Housing Trust	Salix Homes	Sandwell Homes
Saxon Weald Homes	Sentinel Housing Association	Sheffield Homes	Six Town Housing
Soha Housing	Solihull Community Housing	South Essex Homes	South Kesteven DC

## HouseMark ASB benchmarking service: analysis of results 2009/10

### Case resolution rates – 2009/10

Sovereign Housing Association	Spirita	Staffordshire Housing Association	Sutton Housing Partnership
Swan Housing Association	Swindon BC	Synergy Housing Group	Testway Housing
Thames Valley Housing Group	Tor Homes	Tower Hamlets Community Housing	Trafford Housing Trust
Twin Valley Homes	United Welsh Housing Association	Valleys to Coast Housing	Villages Housing Association
Viridian Housing	Wakefield and District Housing	Walsall Housing Group	Wellingborough Homes
West Devon Homes	Western Challenge Housing Association	Willow Park Housing Trust	Worcester Community Housing
Wrekin Housing Trust	Wycombe DC	Wyre Forest Community Housing	Yorkshire Housing
Your Homes Newcastle			

### Resolution rates by quarter – 2007/08 to 2009/10

A1 Housing Bassetlaw	Arches Housing	Beechwood Ballantyne	Boston Mayflower
Bournemouth BC	Broadacres Housing Association	Canterbury City Council	Carrick Housing
Cheltenham Borough Homes	CityWest Homes	Coast and Country Housing	Community Gateway Association
Dudley MBC	Gateshead Housing Company (The)	H and F Homes	Halton Housing Trust
Harvest Housing Group	Helena Partnerships	Hillingdon Homes	Hundred Houses Society
Lincoln City Council	Luminus Group	Metropolitan Housing Trust	Muir Group Housing Association
Newlon Housing Trust	Northampton BC	Origin Housing Group	Places for People Group
Raven Housing Trust	Saxon Weald Homes	Sheffield Homes	Soha Housing
Sovereign Housing Association	Swan Housing Association	Testway Housing	Thames Valley Housing Group
Tower Hamlets Community Housing	Trafford Housing Trust	Wakefield and District Housing	Wellingborough Homes
Western Challenge Housing Association	Wrekin Housing Trust	Wyre Forest Community Housing	Yorkshire Housing

### Unresolved cases through lack of contact in 2009/10

Barnet Homes	Beechwood Ballantyne	Boston Mayflower	Brent Housing Partnership
Broadacres Housing Association	Caerphilly CBC	Canterbury City Council	Charnwood Neighbourhood Housing
Cheshire Peaks and Plains Housing Trust	Chevin Housing Association	CityWest Homes	Clapham Park Homes
Colchester Borough Homes	East Thames Group	Eastlands Homes	Family Housing Association (Birmingham)
Gallions Housing Association	Granta Housing Society	Great Places Housing Group	Halton Housing Trust
Housing Hartlepool	Hundred Houses Society	LHA ASRA Group	Lincoln City Council
Metropolitan Housing Trust	MHS Homes	Mid Devon DC	Muir Group Housing Association
New Fylde Housing	Octavia Housing	Penwith Housing Association	RCT Homes
Saffron Housing Trust	Salix Homes	Sandwell Homes	Saxon Weald Homes
Six Town Housing	South Essex Homes	South Kesteven DC	Sovereign Housing Association
Spirita	Staffordshire Housing Association	Tower Hamlets Community Housing	Twin Valley Homes
Valleys to Coast Housing	Wellingborough Homes	West Devon Homes	Western Challenge Housing Association
Willow Park Housing Trust	Worcester Community Housing	Wrekin Housing Trust	Wyre Forest Community Housing

### Sustainability of case resolution – 2009/10

2010 Rotherham	Broadacres Housing Association	Castle Vale Community HA	Chelmer Housing Partnership
Chevin Housing Association	CityWest Homes	Cross Keys Homes	East Durham Homes
Gloucester City Homes	Great Places Housing Group	Industrial Dwellings Society	Leeds Federated Housing Association
MHS Homes	Sadeh Lok Housing Group	Salix Homes	Saxon Weald Homes
Stockport Homes	Synergy Housing Group	Tower Hamlets Community Housing	Valleys to Coast Housing
Wellingborough Homes	Willow Park Housing Trust	Worcester Community Housing	Wrekin Housing Trust
Wycombe DC			

## HouseMark ASB benchmarking service: analysis of results 2009/10

Complainant satisfaction – 2009/10			
2010 Rotherham	Arches Housing	Blackpool Coastal Housing	Bolton At Home
Broadacres Housing Association	Cambridge City Council	Charnwood Neighbourhood Housing	Chesterfield BC
Chevin Housing Association	East Durham Homes	MHS Homes	Mid Devon DC
Peabody	Places for People Group	Rooftop Housing Group	Saxon Weald Homes
Selwood Housing	Sentinel Housing Association	Stockport Homes	Sutton Housing Partnership
Tor Homes	Tower Hamlets Community Housing	Twin Valley Homes	United Welsh Housing Association
Wakefield and District Housing	Weaver Vale Housing Trust	Wellingborough Homes	Worcester Community Housing

Cost per property of ASB – 2008/09			
2010 Rotherham	A1 Housing Bassetlaw	Accent Foundation	Accent Nene
Accord Housing Association	Acis Group	Amber Valley Housing	Anchor Trust - Retirement Housing
Aragon Housing Association	Arcadia Housing Group	Arches Housing	Arcon Housing Association
Arena Homes	Arhag Housing Association	Ascham Homes	Ashfield Homes
Aspire Housing	ASRA Greater London Housing Association	Axiom Housing Association	Barnet Homes
Barrow-in-Furness BC	Beechdale Community Housing Association	Beechwood Ballantyne	Berneslai Homes
Blackpool Coastal Housing	Bolton At Home	Boston Mayflower	Bournville Village Trust
BPHA	Bracknell Forest Homes	Brent Housing Partnership	Brighton and Hove City Council
Broadacres Housing Association	Broadland Housing Association	Bromford Carinthia	Bromsgrove District Housing Trust
Broxbourne Housing Association	Broxtowe BC	Caldmore Area Housing Association	Calico Housing
Cambridge City Council	Cannock Chase DC	Canterbury City Council	Caradon DC
Carrick Housing	Castle Morpeth Housing	Castle Vale Community HA	Catalyst Communities Housing Association
CBHA	CDS Housing Association	Cestria Community Housing	Charnwood Neighbourhood Housing
Chelmer Housing Partnership	Cheltenham Borough Homes	Cheshire Peaks and Plains Housing Trust	Cheshire West and Chester Council
Chester and District Housing Trust	Chesterfield BC	Chevin Housing Association	Cheviot Housing Association
Christian Action Housing	Circle 33 Housing Trust	City of London	City of York Council
City South Manchester Housing Trust	Clapham Park Homes	Clapton Community Housing Trust	Coast and Country Housing
Cobalt Housing	Colchester Borough Homes	Community Gateway Association	Connect Housing
Contour Homes	Corby BC	Cosmopolitan Housing Association	Cottsway Housing Association
Crawley BC	Cross Keys Homes	Dacorum BC	Dale and Valley Homes
Dales Housing	Dane Housing Group (The)	Derby Homes	Derwent and Solway Housing Association
Derwent Living	Derwentside Homes	Devon and Cornwall Housing Association	Drum Housing Association
Dudley MBC	Durham Aged Mineworkers Homes Assoc	Ealing Homes	East Devon DC
East Dorset Housing Association	East Durham Homes	East Homes	East Midlands Housing Association
East North East Homes Leeds	East Thames Group	Eastbourne Homes	Eastend Homes
Eastlands Homes	Eden Housing Association	Elgar Housing Association	Elmbridge Housing Trust
Epping Forest DC	Equity Housing Group	Erimus Housing	Estuary Housing Association
Family Housing Association (Birmingham)	Family Mosaic	First Choice Homes	First Wessex Housing Group
Flourish Homes	Fortunegate Community Housing	Fosseway Housing Association	Foundation Housing Association
Freebridge Community Housing	Gallions Housing Association	Gateshead Housing Company (The)	Gateway Housing Association
Genesis Housing Group	Gentoo Group	Gloucester City Homes	Gloucestershire Housing Association
Golden Gates Housing	Gosport BC	Granta Housing Society	Gravesham BC
Green Vale Homes	Greenfields Community Housing	Guinness Hermitage	Guinness Midsummer
Guinness Northern Counties	Guinness Trust	H and F Homes	Hackney Homes
Halton Housing Trust	Hastoe Housing Association	Havebury Housing Partnership	Headrow Housing Group
Helena Partnerships	Herefordshire Housing	Hexagon Housing Association	High Peak Community Housing
Hillingdon Homes	Homes for Haringey	Homes for Islington	Homes for Northumberland

## HouseMark ASB benchmarking service: analysis of results 2009/10

Cost per property of ASB – 2008/09			
Homes in Havering	Homes in Sedgemoor	HomeZone Housing	Hornby Homes
Hounslow Homes	Housing Hartlepool	Howard Cottage Housing Association	Hundred Houses Society
Hyde Housing Association	Hyndburn Homes	Incommunities	Industrial Dwellings Society
Inquilab Housing Association	Irwell Valley Housing Association	James Butcher Housing Association	Johnnie Johnson Housing Trust
Joseph Rowntree Housing Trust	Kensington and Chelsea TMO	Kensington Housing Trust	Kettering BC
Kingfisher Housing Association	Kings Forest Housing	Kingston upon Hull City Council	Kirklees Neighbourhood Housing
Knowsley Housing Trust	LB of Barking and Dagenham	LB of Camden	LB of Greenwich
LB of Southwark	Leasowe Community Homes	Leeds and Yorkshire Housing Association	Leeds Federated Housing Association
Leicester Newark Housing Association	Lewisham Homes	Lincoln City Council	Liverpool Housing Trust
Liverpool Mutual Homes	London and Quadrant Group	Luminus Group	Magna Housing Association
Magna West Somerset Housing Association	Maidenhead and District HA	Manchester and District Housing Association	Marches Housing Association
Medina Housing Association	Medway Council	Mercian Housing Association	Meres and Mosses Housing Association
Merlin Housing Society	Metropolitan Housing Trust	MHS Homes	Midland Heart
Moat Homes	Mole Valley Housing Association	Monmouthshire Housing Association	Moorlands Housing
Moseley and District Churches HA	Mossbank Homes	Mosscares Housing	Muir Group Housing Association
New Fylde Housing	New Progress Housing Association	Newark and Sherwood Homes	Newham Homes
Newlon Housing Trust	Nomad E5 Housing Association	North Devon Homes	North Hertfordshire Homes
North Kesteven DC	North Lincolnshire Homes	North Tyneside MBC	North Warwickshire BC
Northampton BC	Northwards Housing	Norwich City Council	Notting Hill Housing Trust
Nottingham City Homes	NS Housing	Oadby and Wigston BC	Octavia Housing
Old Ford Housing Association	One Vision Housing	Optima Community Association	Orbit Group
Orbit Heart of England	Orbit South	Origin Housing Group	Orwell Housing Association
Oxford Citizens Housing Association	Oxford City Council	Paradigm Housing Group	Parkway Green Housing Trust
PCHA	Peabody	Peak Valley Housing Association	Peddars Way Housing Association
Pennine Housing 2000	Penwith Housing Association	People 1st (Slough)	Places for People Group
Poole Housing Partnership	Purbeck Housing Trust	Raglan Housing Association	Railway Housing Association
Raven Housing Trust	RCT Homes	Redbridge Homes	Richmond Upon Thames Churches HT
Riversmead Housing Association	Rochdale Boroughwide Housing	Rockingham Forest Housing Association	Roddons Housing Association
Rooftop Housing Group	Rosebery Housing Association	Rugby BC	Russet Homes
Rykned Homes	Saffron Housing Trust	Salix Homes	Salvation Army Housing Association
Sandwell Homes	Sarsen Housing Association	Saxon Weald Homes	Selwood Housing
Sentinel Housing Association	Seven Locks Housing	Severn Vale Housing Society	Sevenside Housing
Sheffield Homes	Shepherds Bush Housing Group	Shoreline Housing Partnership	Signpost Housing Association
Six Town Housing	SLH Group	Soha Housing	Solihull Community Housing
Solon South West Housing Association	Somer Community Housing Trust	South Anglia Housing	South Essex Homes
South Kesteven DC	South Lakes Housing	South Northants Homes	South Shropshire Housing Association
South Staffordshire Housing Association	South Tyneside Homes	South Wight Housing Association	South Yorkshire Housing Association
Southampton City Council	Southern Housing Group	Southway Housing Trust	Sovereign Housing Association
Spa Housing Association	Spire Homes (LG)	Spirita	St Georges Community Housing
St Leger Homes of Doncaster	Stafford and Rural Homes	Staffordshire Housing Association	Stevenage Homes
Stockport Homes	Stroud DC	Suffolk Heritage Housing Association	Sutton Housing Partnership
Swan Housing Association	Swindon BC	Tarka Housing	Tees Valley Housing
Teign Housing	Testway Housing	Three Rivers Housing Group	Three Valleys Housing
Thrive Homes	Tor Homes	Tower Hamlets Community Housing	Tower Hamlets Homes
Town and Country Housing Group	Trafford Housing Trust	Trent and Dove Housing	Trident Housing Association
Tristar Homes	Tung Sing Housing Association	Two Rivers Housing	Twynham Housing Association

## HouseMark ASB benchmarking service: analysis of results 2009/10

Cost per property of ASB – 2008/09			
United Housing Association	Vale Housing Association	Vale of Aylesbury Housing Trust	Valleys to Coast Housing
Venture Housing Association	Victory Housing Trust	Villages Housing Association	Viridian Housing
Wakefield and District Housing	Walsall Housing Group	Wandle Housing Association	Warrington Housing Association
Waverley BC	Weaver Vale Housing Trust	Wellingborough Homes	West Devon Homes
West Kent Housing Association	West North West Homes Leeds	Westcountry Housing Association	Western Challenge Housing Association
Westlea Housing Association	Weymouth and Portland Housing	Wherry Housing Association	Wigan and Leigh Housing
Willow Park Housing Trust	Wiltshire Council	Winchester City Council	Wirral Partnership Homes
Wokingham BC	Wolverhampton Homes	Worcester Community Housing	Worthing Homes
Wrekin Housing Trust	Wulvern Housing	Wyre Forest Community Housing	Yarlington Housing Group
Yorkshire Coast Homes	Your Homes Newcastle		

ASB total cost per property by satisfaction – 2008/09			
A1 Housing Bassetlaw	Ascham Homes	Barnet Homes	Beechwood Ballantyne
Blackpool Coastal Housing	Broadacres Housing Association	Broxbourne Housing Association	Canterbury City Council
Carrick Housing	Catalyst Communities Housing Association	CDS Housing Association	Chamwood Neighbourhood Housing
Chelmer Housing Partnership	Cheltenham Borough Homes	Chevin Housing Association	Coast and Country Housing
Derby Homes	Ealing Homes	East Durham Homes	Eastlands Homes
Elgar Housing Association	Gateshead Housing Company (The)	Green Vale Homes	H and F Homes
Halton Housing Trust	Helena Partnerships	Hillingdon Homes	Homes in Havering
Hornby Homes	Kettering BC	Leeds Federated Housing Association	Luminus Group
Mercian Housing Association	Metropolitan Housing Trust	MHS Homes	Newark and Sherwood Homes
Newlon Housing Trust	Northampton BC	Octavia Housing	One Vision Housing
Origin Housing Group	Peabody	Pennine Housing 2000	Places for People Group
Poole Housing Partnership	Raven Housing Trust	Saxon Weald Homes	Sentinel Housing Association
Sevenside Housing	Solihull Community Housing	South Essex Homes	Southern Housing Group
Sovereign Housing Association	Spa Housing Association	St Leger Homes of Doncaster	Sutton Housing Partnership
Swan Housing Association	Tor Homes	Tower Hamlets Community Housing	Trent and Dove Housing
Twynham Housing Association	Vale Housing Association	Vale of Aylesbury Housing Trust	Viridian Housing
Wakefield and District Housing	Waverley BC	Weaver Vale Housing Trust	Wellingborough Homes
West Devon Homes	Wigan and Leigh Housing	Wrekin Housing Trust	Yorkshire Coast Homes
Your Homes Newcastle			

ASB total cost per property by new cases – 2008/09			
2010 Rotherham	A1 Housing Bassetlaw	Amber Valley Housing	Arches Housing
Ascham Homes	Barnet Homes	Beechwood Ballantyne	Blackpool Coastal Housing
Bolton At Home	Boston Mayflower	Brighton and Hove City Council	Broadacres Housing Association
Broxbourne Housing Association	Canterbury City Council	Carrick Housing	Castle Vale Community HA
Catalyst Communities Housing Association	CDS Housing Association	Cestria Community Housing	Chamwood Neighbourhood Housing
Chelmer Housing Partnership	Cheltenham Borough Homes	Cheshire Peaks and Plains Housing Trust	Chester and District Housing Trust
Chevin Housing Association	Coast and Country Housing	Colchester Borough Homes	Community Gateway Association
Cosmopolitan Housing Association	Crawley BC	Cross Keys Homes	Dane Housing Group (The)
Derby Homes	Derwent Living	Drum Housing Association	Dudley MBC
Ealing Homes	East Durham Homes	East Midlands Housing Association	East North East Homes Leeds
East Thames Group	Eastlands Homes	Elgar Housing Association	Family Housing Association (Birmingham)
Family Mosaic	Flourish Homes	Gateshead Housing Company (The)	Gentoo Group
Gloucester City Homes	Golden Gates Housing	Green Vale Homes	H and F Homes
Hackney Homes	Halton Housing Trust	Helena Partnerships	Hillingdon Homes
Homes for Islington	Homes in Havering	Homes in Sedgemoor	Hornby Homes
Housing Hartlepool	Hundred Houses Society	Industrial Dwellings Society	Irwell Valley Housing Association
Joseph Rowntree Housing Trust	Kettering BC	Kingfisher Housing Association	Kingston upon Hull City Council
Kirklees Neighbourhood Housing	Leeds Federated Housing	Lincoln City Council	London and Quadrant Group

## HouseMark ASB benchmarking service: analysis of results 2009/10

<b>ASB total cost per property by new cases – 2008/09</b>			
	Association		
Luminus Group	Maidenhead and District HA	Mercian Housing Association	Metropolitan Housing Trust
MHS Homes	Muir Group Housing Association	New Fylde Housing	New Progress Housing Association
Newark and Sherwood Homes	Newham Homes	Newlon Housing Trust	North Tyneside MBC
Northampton BC	Norwich City Council	Notting Hill Housing Trust	NS Housing
Octavia Housing	One Vision Housing	Origin Housing Group	Oxford City Council
Peabody	Pennine Housing 2000	Penwith Housing Association	People 1st (Slough)
Places for People Group	Poole Housing Partnership	Raven Housing Trust	Redbridge Homes
Rooftop Housing Group	Rosebery Housing Association	Saffron Housing Trust	Salix Homes
Sandwell Homes	Sarsen Housing Association	Saxon Weald Homes	Sentinel Housing Association
Sevenside Housing	Sheffield Homes	Shepherds Bush Housing Group	Six Town Housing
Soha Housing	South Essex Homes	South Lakes Housing	South Staffordshire Housing Association
South Tyneside Homes	South Yorkshire Housing Association	Sovereign Housing Association	Spa Housing Association
St Georges Community Housing	St Leger Homes of Doncaster	Staffordshire Housing Association	Sutton Housing Partnership
Swan Housing Association	Swindon BC	Testway Housing	Tor Homes
Tower Hamlets Community Housing	Town and Country Housing Group	Trafford Housing Trust	Trent and Dove Housing
Tristar Homes	Twynham Housing Association	Vale Housing Association	Vale of Aylesbury Housing Trust
Valleys to Coast Housing	Villages Housing Association	Viridian Housing	Wakefield and District Housing
Walsall Housing Group	Wandle Housing Association	Waverley BC	Weaver Vale Housing Trust
Wellingborough Homes	West Devon Homes	Westcountry Housing Association	Western Challenge Housing Association
Wigan and Leigh Housing	Willow Park Housing Trust	Wokingham BC	Wolverhampton Homes
Worcester Community Housing	Wrekin Housing Trust	Wyre Forest Community Housing	Yorkshire Coast Homes
Your Homes Newcastle			

<b>ASB total cost per property by case resolution 2008/09</b>			
A1 Housing Bassetlaw	Acis Group	Arches Housing	Ascham Homes
Barnet Homes	Beechwood Ballantyne	Blackpool Coastal Housing	Bolton At Home
Boston Mayflower	Brighton and Hove City Council	Broadacres Housing Association	Broxbourne Housing Association
Canterbury City Council	Carrick Housing	Castle Vale Community HA	Catalyst Communities Housing Association
CDS Housing Association	Charnwood Neighbourhood Housing	Chelmer Housing Partnership	Cheltenham Borough Homes
Cheshire Peaks and Plains Housing Trust	Chester and District Housing Trust	Chevin Housing Association	Coast and Country Housing
Colchester Borough Homes	Community Gateway Association	Crawley BC	Cross Keys Homes
Dane Housing Group (The)	Derby Homes	Derwent Living	Drum Housing Association
Dudley MBC	East Durham Homes	East Midlands Housing Association	East North East Homes Leeds
East Thames Group	Eastlands Homes	Elgar Housing Association	Family Housing Association (Birmingham)
Gateshead Housing Company (The)	Gentoo Group	Gloucester City Homes	Green Vale Homes
H and F Homes	Hackney Homes	Halton Housing Trust	Helena Partnerships
Hillingdon Homes	Homes in Havering	Homes in Sedgemoor	Hornby Homes
Housing Hartlepool	Hundred Houses Society	Industrial Dwellings Society	Irwell Valley Housing Association
Joseph Rowntree Housing Trust	Kettering BC	Kingfisher Housing Association	Kingston upon Hull City Council
Kirklees Neighbourhood Housing	Leeds Federated Housing Association	Lincoln City Council	London and Quadrant Group
Luminus Group	Mercian Housing Association	Metropolitan Housing Trust	MHS Homes
Muir Group Housing Association	New Fylde Housing	New Progress Housing Association	Newark and Sherwood Homes
Newham Homes	Newlon Housing Trust	North Tyneside MBC	Northampton BC
Notting Hill Housing Trust	NS Housing	Octavia Housing	One Vision Housing
Origin Housing Group	Oxford City Council	Pennine Housing 2000	Penwith Housing Association
People 1st (Slough)	Places for People Group	Poole Housing Partnership	Raven Housing Trust
Redbridge Homes	Rooftop Housing Group	Rosebery Housing Association	Saffron Housing Trust
Sandwell Homes	Saxon Weald Homes	Sentinel Housing Association	Sevenside Housing
Sheffield Homes	Shepherds Bush Housing Group	Six Town Housing	Soha Housing

<b>ASB total cost per property by case resolution 2008/09</b>			
Solihull Community Housing	South Essex Homes	South Lakes Housing	South Staffordshire Housing Association
South Tyneside Homes	Sovereign Housing Association	Spa Housing Association	St Leger Homes of Doncaster
Staffordshire Housing Association	Sutton Housing Partnership	Swan Housing Association	Testway Housing
Tor Homes	Tower Hamlets Community Housing	Town and Country Housing Group	Trafford Housing Trust
Trent and Dove Housing	Twynham Housing Association	Vale of Aylesbury Housing Trust	Valleys to Coast Housing
Villages Housing Association	Viridian Housing	Wakefield and District Housing	Walsall Housing Group
Waverley BC	Weaver Vale Housing Trust	Wellingborough Homes	West Devon Homes
Western Challenge Housing Association	Wigan and Leigh Housing	Willow Park Housing Trust	Wokingham BC
Wolverhampton Homes	Wrekin Housing Trust	Wyre Forest Community Housing	Yorkshire Coast Homes
Your Homes Newcastle			

# Further information

For further information visit our website

[www.housemark.co.uk](http://www.housemark.co.uk) or call 024 7646 0500.

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## About HouseMark

HouseMark is the leading provider of performance improvement and value for money solutions to the social housing sector and is jointly owned by the Chartered Institute of Housing and the National Housing Federation; two not-for-profit organisations which reinvest their surpluses in the social housing sector.