

## **March 2018 – Anti-Social Behaviour**

### **Why the survey is taking place and the purpose**

This Greenview survey was done to learn how satisfied customers were with how we manage antisocial behaviour (ASB). We have an in-house tenancy enforcement team who deal with serious or complex tenancy breaches, with housing or community officers managing low to medium level cases.

In doing this, we work with other agencies such as the local authority and the police. An example of this is in the case of noise nuisance, where we will ask customers to report this directly to the local authorities' Environmental Health department. This is because they have greater powers to deal with noise like this, through noise abatement notices or the seizure of goods.

### **How many users took part in the survey**

Total of surveys completed = 189

Online – 119      Post – 15      Phone – 55

### **What you said**

- **62% of customers said they were not very concerned or not at all concerned about ASB in their neighbourhood.**
- **65% of those surveyed knew who to report incidents of ASB to.**
- **62% of customers said that their local area had stayed the same, 22% decline or greatly declined and 15% it had slightly improved or greatly improved.**
- **42% of customers had reported ASB to another agency (such as the Police, Council).**
- **Of those who had reported it to GreenSquare, only 34% reported they had received regular updates and how we were progressing their report.**
- **34% were fairly pleased or very pleased with the advice we gave and the options involved in tackling ASB.**
- **82% of customers would be fairly willing or very willing to report ASB to us in future.**

### **What we did**

#### **Outcomes/Changes made as a result of the survey.**

We are making the following improvements as a result of this survey:

- keeping in contact will be a primary focus for all team members who manage anti-social behaviour cases
- regular case reviews for team members by their managers will be part of their objectives which emphasises contact and communication as being the key to improving our service

We also recognise there is some work to do around managing expectations about the powers we have and what we can do when dealing with ASB. We are amending some letters and other communications to customers to reflect this.

We hope these combined improvements will further increase customer's satisfaction in our handling of ASB.