

November 2020 – Antisocial Behaviour

Why the survey is taking place and the purpose

This month our survey was about antisocial behaviour (ASB) and any experiences you might have of it where you live. ASB covers a wide range of behaviour like noise, vehicle, graffiti, litter, pets, threatening language and behaviour to drug and alcohol abuse. We understand how seriously ASB can affect customers. By answering the following questions, you will help us to tackle the problem when it takes place in one of our homes, and help us support customers affected by it.

How many users took part in the survey

Total of surveys completed – 258

myGreenSquare – 196 Phone – 48 Post – 0 Unknown – 14

What you said

We asked you the following questions and the responses given are shown below:

How satisfied are you with the ASB service provided by GreenSquare on a scale of 1-5?

1 Very dissatisfied	2	3	4	5 Very satisfied	Total of customers who answered
12.40% 30	11.16% 27	25.62% 62	21.49% 52	29.34% 71	242

How concerned are you about ASB where you live on a scale of 1-5?

1 Very Concerned	2	3	4	5 Not concerned at all	Total of customers who answered
16.73% 43	12.06% 31	19.84% 51	15.56% 40	35.80% 92	257

When thinking about antisocial behaviour, do you think your local area has got better or worse over the last 12 months?

Answer choices	Responses %	No of Responses
A lot worse	13.23%	34
Slightly worse	16.73%	43
Stayed the same	37.35%	96
Slightly better	11.67%	30
A lot better	9.37%	25
I can't answer this	11.28%	29

Have you or somebody in your household been affected by or witnessed ASB in your area?

Answer choices	Responses %	No of Responses
Yes	47.29%	122
No	52.71%	136

If you answered yes, which type(s) of ASB was this?

Answer choices	Responses %	No of Responses
Noise	57.39%	66
Vehicle	34.78%	40
Graffiti	4.35%	5
Pet	11.30%	13
Threatening language and/or behaviour	54.78%	63
ASB	47.83%	55
Other	18.26%	21
Total respondents		115

Just over 80% of these incidents took place within the last 12 months.

Did you report the incident to GreenSquare?

Answer choices	Responses %	No of Responses
Yes	51.75%	59
No	44.74%	51
I can't remember	3.51%	4
Total		114

Was the ASB reported to another agency?

Answer choices	Responses %	No of Responses
Yes	45.54%	51
No	50.00%	56
I can't remember	4.46%	5
Total		112

If you have reported ASB to us, did you receive regular updates about what was happening?
(If this was not applicable, please leave blank)

Answer choices	Responses %	No of Responses
Yes	26.03%	19
No	60.27%	44
I can't remember	13.70%	10
Total		73

How satisfied were you with the advice we gave you and the options available for dealing with the ASB on a scale of 1-5? (Again it this was not applicable, please leave blank).

1 Very dissatisfied	2	3	4	5	Total of customers who answered
34.29% 24	24.29% 17	14.29% 10	17.14% 12	10.00% 7	70

How willing would you be to report ASB to us in the future?

Answer choices	Responses %	Reponses No
Very willing	55.56%	135
Fairly willing	25.10%	61
Neither willing or unwilling	9.88%	24
Fairly unwilling	5.35%	13
I wouldn't report it	4.12%	10
Total		243

Just over half of you said you knew who to report incidents of ASB to.

What we did

Outcomes/Changes made as a result of the survey – Available February 2021