

June 2019 – Antisocial Behaviour

Why the survey is taking place and the purpose

This month's survey was produced by our Neighbourhoods Team. We are asking about antisocial behaviour (ASB) and any experiences you may have of it in your neighbourhood. ASB covers a wide range of unacceptable activity like noise, vehicle nuisance, graffiti, litter, pet nuisance, threatening language and behaviour and ASB related to drug and alcohol use. It can blight lives and leave victims feeling helpless and desperate. GreenSquare says that ASB is unacceptable and we do all we can to tackle the problem when it takes place in the homes we manage and support victims.

How many users took part in the survey

Total of surveys completed – 192

myGreenSquare – 123 Phone – 32 Post – 22 Unknown - 15

What you said

We asked 192 customers how concerned they were about ASB in their neighbourhood and just over 65% said they were not very or not at all concerned with ASB. 15.10% said they were very concerned with the remaining 19.27% quite concerned.

Nearly 66% of customers knew who to report incidents of ASB to.

Over half of the 192 customers surveyed said that their local area had stayed the same over the last 12 months with a quarter saying it has greatly or slightly declined. The remaining customers felt their area had slightly or greatly improved.

Over 50% of customers said No to them or a member of their household personally been affected by or witnessed ASB in the neighbourhood where they live. 189 customers responded to this.

Of the 88 (46.56%) customers who responded Yes to being affected by or witnessing ASB, 85 gave answers to what type of ASB they had experienced. These included:

Answer choice	Customer responses / %		
Noise	45/85	/	52.94%
Vehicle nuisance	25/85	/	29.41%
Graffiti	3/85	/	3.53%
Pet nuisance	8/85	/	9.41%
Threatening language and/or behaviour	45/85	/	52.94%
ASG related to drug or alcohol use	30/85	/	35.29%
Other	12/85	/	14.12%

Three quarters of these customers said the ASB that they been affected by or witnessed took place in the last 12 months.

Over half of the 85 respondents reported the ASB to GreenSquare and another agency.

When asking customers if they did report ASB to us, did they receive regular updates about what was happening? We had 59 responses to this with just over 60% saying they did not receive regular updates.

58 customers commented on how pleased they were with the advice we gave, and the options involved in tackling ASB. These responses included:

Answer choices	Customer responses /		%
Very pleased	10/58	/	17.24%
Fairly pleased	10/58	/	17.24%
Neither pleased or displeased	18/58	/	31.03%
Fairly displeased	9/58	/	15.52%
Very displeased	11/58	/	18.97%

Over half of customers surveyed said they would be very willing to report ASB in the future.

What we did

Outcomes/Changes made as a result of the survey:

This Greenview survey was undertaken to find out how satisfied customers are 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 and community officers managing low to medium level cases.

To provide the service we work in partnership with other agencies such as the local authority and the police.

The 2019 report highlights are as follows:

How concerned are you about ASB in your neighbourhood?

Of those who responded, 65% of respondents said they were not very/not at all concerned about ASB in their neighbourhood. This is a small improvement of 3% on 2018.

Would you say that your local area has improved or declined over the last 12 months? Of those who responded, around 77% said that the local area had either improved or stayed the same over the previous 12 months. This is similar to 2018.

Have you or a member of your household personally been affected by or witnessed ASB in the neighbourhood where you live? Of those who responded, less than 50% said they had. This is slightly lower than in 2018 which was around 51%.

How pleased were you with the advice we gave you and the options involved in tackling ASB? Of those who responded, 35% said they were not pleased, and 35 % said they were pleased or very pleased with the advice. The remaining respondents were neither pleased or displeased.

How willing would you be to report ASB to us in the future? Over half said they would be willing to make a report again.

If you did report your ASB to us, did you receive regular updates about how we were progressing your report? Of those who responded, over 60% said they did not receive regular updates which is an improvement on the 2018 figures.

Improvements to Services

Despite making *keeping in contact* a primary focus for all team members who manage antisocial behaviour cases, improvements in customer satisfaction have not been achieved as the results of the 2019 survey show. As a result, we asked an external consultant to visit the organisation to look at the ASB service we provide. The aim is to provide a quicker and simpler service that aims to resolve reports of nuisance at the earliest possible stage that is cost effective and consistent with high customer satisfaction.

In October 2019, the consultant visited GreenSquare and carried out a Quality Assessment of the service. Their final report is awaited which we will act upon.

As part of the assessment, customers were invited to comment on the service and some customers took part in a meeting with the consultant which took place simultaneously in Chippenham and Oxford. Greater customer involvement will be part of the redeveloped service.

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

Anna Kelly – Tenancy Enforcement Manager - 04/11/19