

## ASB SURVEY Summary Quarter 1-4, 2020-21

An external company carried out external telephone satisfaction surveys for residents who had an Anti-Social Behaviour case closed in 2020-21.

**The survey included the following questions:**

1. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?
2. How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?
3. How well were you kept informed about the progress of your anti-social behaviour case?
4. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour case was handled by Phoenix?
5. What one thing would improve the anti-social behaviour service?
6. How satisfied or dissatisfied are you with Phoenix as a landlord?

The questions were developed with the housing managers and then the Residents Communication Group were consulted on the questions.

Details of 101 complaints were passed to K-West, the external company, in Quarter 1-4, 2020-21.

### **THE FINDINGS - Response rates**

74 ASB surveys were completed out of a possible 101 that was sent to K-West. This represents a 73% response rate. As there is a small overall population (number of complainants) the results have a margin of error of 5.92%. This means that if all ASB complainants were interviewed, the results would have been plus or minus 5.92% of the results below.

**Due to low numbers, results may be displayed as x out of y rather than %'s and results should be considered with caution.**

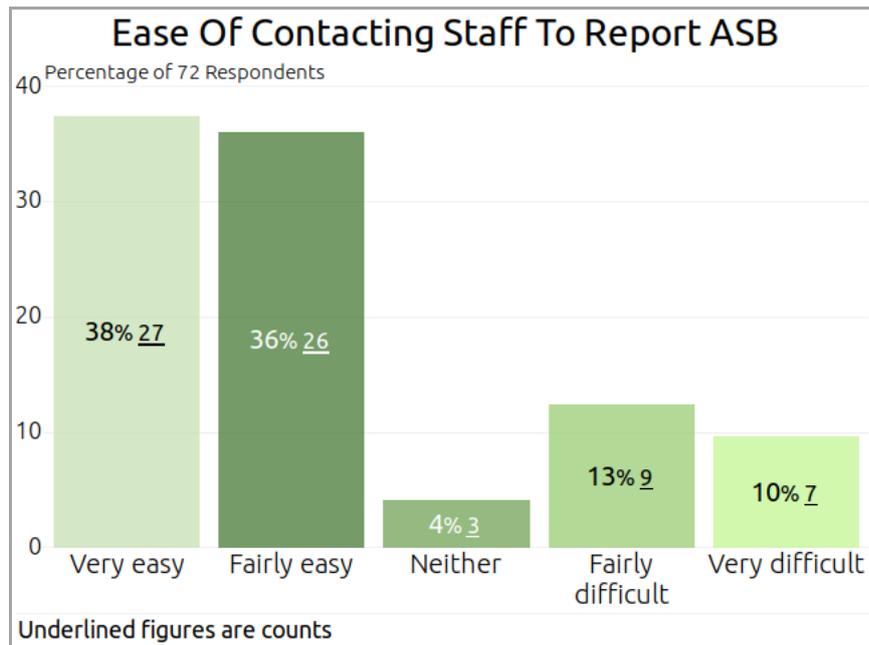
#### **Overall result**

61% (44 out of 73) of respondents said they were very or fairly satisfied with the way their anti-social behaviour case was handled by Phoenix, compared to 58% in 2019-20.

**The results are summarised below:**

#### **1. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?**

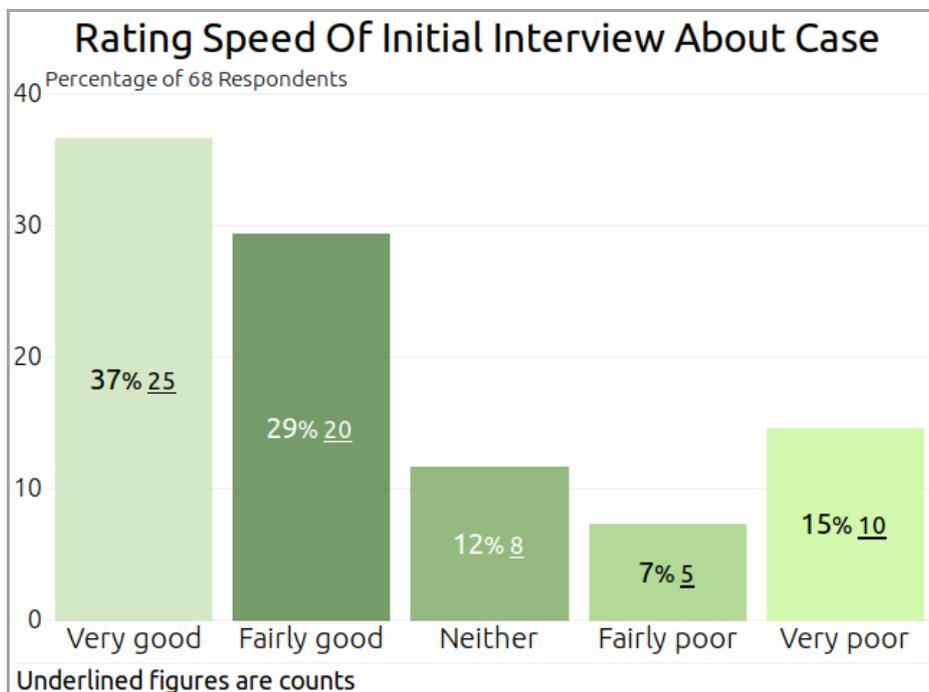
74% (53 out of 72) of respondents said it was very or fairly easy to contact a member of staff to report their anti-social behaviour complaint in 2020-21 and 23% of respondents said it was very or fairly difficult to contact a member of staff to report their anti-social behaviour complaint.



*\*Some of the numbers have been rounded*

**2. How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?**

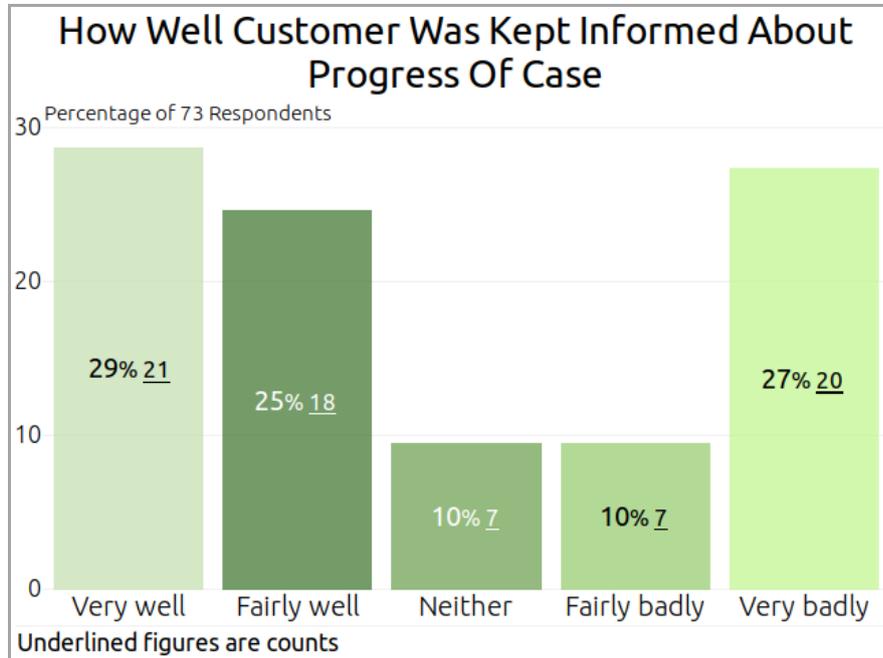
66% (45 out of 68) of respondents rated the speed of the initial interview about their case as very or fairly good in 2020-21, and 22% of respondents rated the speed of the initial interview as very or fairly poor.



*\*Some of the numbers have been rounded*

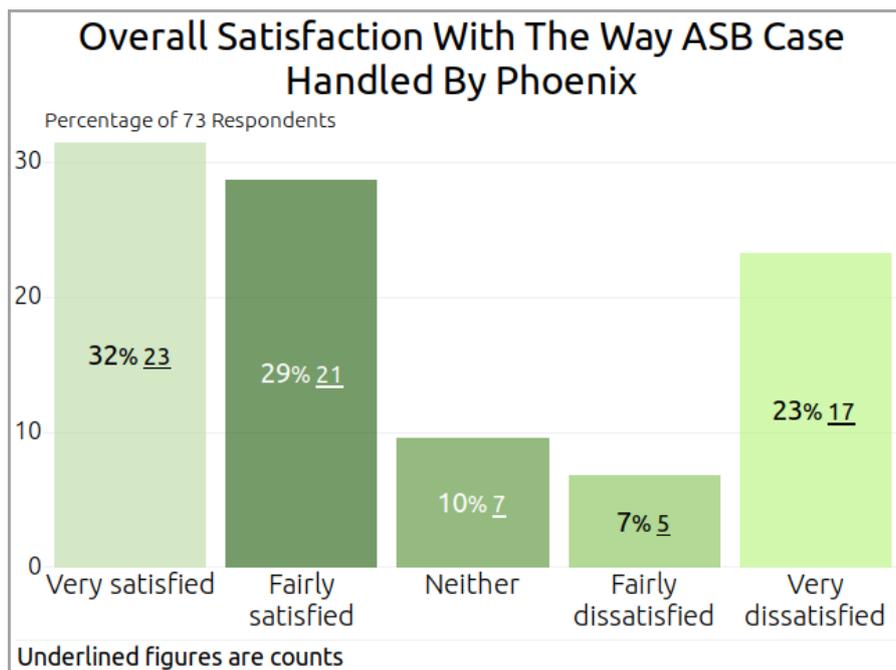
### 3. How well were you kept informed about the progress of your anti-social behaviour case?

54% (39 out of 73) of respondents said they were very or fairly well kept informed about the progress of their case in 2020-21, and 37% of respondents said they were very or fairly badly kept informed about the progress of their anti-social behaviour case.



### 4. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour case was handled by Phoenix?

61% (44 out of 73) said they were very or fairly satisfied with the way their anti-social behaviour case was handled by Phoenix in 2020-21, and 30% of respondents said they were very or fairly dissatisfied with the way their anti-social behaviour case was handled.



*\*Some of the numbers have been rounded*

## 5. What one thing would improve the anti-social behaviour service?

20/74 (27%) of respondents suggested ways the service could be improved. These can be split into the following themes from which service improvement actions could be considered. (note that residents who left 'no or no further' comments have been removed)

- Poor customer service
- Further support to residents (e.g. after complaint has been raised)
- Better communication
- Being kept informed (on process, updates etc.)
- ASB issue not resolved
- Time taken to resolve ASB complaint
- Environmental rules should be enforced

The suggestions for improvement also identified that some complainants feel they are not being communicated with or kept informed after they have made their ASB complaint.

Due to the number of comments, a sample list has been provided below; -

A full list of comments is available upon request.

<b>Sample list of suggestions for improvement</b>
<i>'It would be nice to speak someone more sympathetic instead of someone rude. You want to feel like the person you're speaking to actually cares instead of them just laughing at you.'</i>
<i>'I was told that because the family in question live in a private property Phoenix couldn't do anything'.</i>
<i>'The ASB team should send someone to the property unexpectedly so they can view the ASB for themselves'.</i>
<i>'There should be a specific email to contact about ant-social behaviour. Resident should be made aware of any changes to housing officers as it was difficult to find out who to contact. Nobody knew who I could talk to'.</i>
<i>'I don't think the service should be able to open a case. Not all of the case should be going through one person, as if the person does not do anything, the tenant is trapped. If someone has been reporting anti-social behaviour, they should check resident before they are moved. There should be more people that the resident can call. The person dealing with the case should be questioned if the resident is reporting the case for more than a year'.</i>
<i>'Phoenix could have done better in helping me and helped me to actually move home away from this problem'.</i>
<i>'Phoenix need to take complaints more seriously and actually take action'.</i>

### Satisfaction 2020-21

Question	Satisfaction % 2020-21	No's Very or Fairly Satisfied 2020-21	No's Very or fairly Satisfied 2019-20	% Very or Fairly satisfied 2019-20
<b>Ease in contacting staff.</b>	74%	53/72	29/38	76%
<b>Quickness in being initially interviewed.</b>	66%	45/68	25/37	68%
<b>The way the anti-social behaviour case was handled.</b>	61%	44/73	22/38	58%

The results from the table above shows that satisfaction has been maintained across all areas, with no significant changes in satisfaction.

The comments highlight the same themes for improvement as 2019-20 that need to be followed up and progress tracked through the service improvement plan, that is in place