

## Appendix 1



### **Antisocial Behaviour Customer Satisfaction Survey 2014**

In October 2007, the Antisocial Behaviour (ASB) service introduced a Customer Satisfaction Survey, which is sent out to complainants following the closure of their complaint. This evaluation looks at the surveys returned during Quarter 2, Quarter 3 2013.

A total of 32 surveys were returned out of 75 that were sent out, which gives a reasonable return rate of 43%.

#### **ASB OFFICE**

##### **Method Used to Report Antisocial Behaviour**

Antisocial Behaviour Reporting line 24%  
 Direct to Antisocial Behaviour Office 41%  
 Online Reporting Form 35%

##### **Manner in which initial call handled**

100% of respondents were either 'very satisfied' or 'satisfied' with the manner in which their initial call was handled by the ASB office.

##### **Initial advice given during call**

100% of respondents thought the advice given was excellent or good.  
 96% of respondents stated their complaints had either been resolved or had improved which demonstrates a 5% increase from the last survey and an 17% over the last two surveys.

##### **Time taken between initial complaint and contact from Warden/Agency**

97% of respondents were very satisfied with the time taken between making the initial complaint to receiving contact from the Community Warden or dealing agency.

##### **Action taken by ASB Office**

94% of respondents were very satisfied and 6% were fairly satisfied with the action taken by the ASB Office.

**Updates on progress of complaint**

100% of the respondents thought the updates they received on the progress of their complaints were informative and helpful.

**Overall service received**

100% of respondents were very satisfied with the overall service provided by Antisocial Behaviour Office and Community Wardens.

**COMMUNITY WARDENS****Manner of Wardens**

94% of respondents thought the manner of the Wardens was excellent with 6% stating the manner was very satisfactory.

**Advice Given by Wardens**

100% of respondents thought the advice given by the Wardens was either excellent or very satisfactory.

**Action taken by Wardens**

100% of respondents thought the action taken by Wardens was either excellent or very satisfactory.

**Updates on Progress by Wardens**

100% of respondents thought the updates provided by Wardens on the progress of the complaint were either excellent or very satisfactory.

**Resolution of Complaint**

96% of respondents reported that their complaint had either been resolved or improved as a result of the action taken by the Antisocial Behaviour service.

**The Antisocial Behaviour service continues to achieve very high percentages of customer satisfaction across all areas of the service. The challenge for the service is to ensure the high levels of satisfaction are maintained.**