

Appendix 1

Community Safety Service Customer Satisfaction Survey 2014-15

The Antisocial Behaviour (ASB) element of the Community Safety Service introduced a Customer Satisfaction Survey, which is sent out to complainants following the closure of their ASB complaint. This evaluation looks at the surveys returned during the year 2014/15

A total of 78 surveys were returned out of 213 that were sent out, which gives a reasonable return rate of 37%.

COMMUNITY SAFETY OFFICE

Method Used to Report Antisocial Behaviour

Antisocial Behaviour Reporting line 28%

Direct to Community Safety Office 55%

Online Reporting Form 17%

The number of complaints received on the ASB reporting line has increased by 16%, while incidents reported direct to the Community Safety Office has also increased by 16%. Incidents reported online has decreased by 32%

Manner in which initial call handled

97% 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

97% of respondents thought the advice given on the initial call was excellent or good.

Time taken between initial complaint and contact from Warden/Agency

81% of respondents were very satisfied with the time taken between making the initial complaint to receiving contact from the Community Warden or dealing agency. 13% were fairly satisfied.

6% were dissatisfied with the response time.

As a service amendments have been made to procedures to allow on duty Community Wardens to be allocated reported incidents which should ensure a reduction in time to respond to reported incidents.

Action taken by ASB Office

96% of respondents were very satisfied or satisfied with the action taken by the Community Safety Office.

Updates on progress of complaint

87% of the respondents thought the updates they received on the progress of their complaints were informative and helpful.

Overall service received

95% of respondents were either very satisfied or satisfied with the overall service provided by Community Safety Office and Community Wardens.

COMMUNITY WARDENS**Manner of Wardens**

80% of respondents thought the manner of the Wardens was excellent with 16% stating the manner was either very satisfactory or satisfactory.

Advice Given by Wardens

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

Action taken by Wardens

92% of respondents thought the action taken by Wardens was either; excellent, very satisfactory or satisfactory.

Updates on Progress by Wardens

86% of respondents thought the updates provided by Wardens on the progress of the complaint were either; excellent, very satisfactory or satisfactory.

Resolution of Complaint

88% of respondents reported that their complaint had either been resolved or improved as a result of the action taken by the community Safety Service and Community Wardens.

Community Wardens and the Community Safety Service continue to achieve very high percentages of customer satisfaction across all areas of the service. The challenge is to ensure the high levels of satisfaction are maintained in the future.

Comment written by Customers.

"This is an excellent service provide both by the ASB office and the Warden. Very helpful"

"Keep up the good work."

"Warden succeeded where others had failed to sort the problem. Thanks"

"The Warden handled the whole situation very tactfully. Thanks"

"Very pleased with the way my complaint was dealt with and the professionalism of the ASB staff"

"Thank you for the opportunity to comment."