



---

**REPORT TO: COMMUNITIES COMMITTEE ON 18 AUGUST 2015**

**SUBJECT: COMMUNITY SAFETY SERVICE CUSTOMER SATISFACTION SURVEY RESULTS**

**BY: CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT, PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 The Committee is asked to consider the customer satisfaction levels within the Antisocial Behaviour and Community Wardens services as provided from within Community Safety.
- 1.2 This report is submitted to Committee in terms of Section III (G)(13) of the Council's Scheme of Administration relating to Safer Communities.

**2. RECOMMENDATION**

- 2.1 **The Communities Committee is asked to consider the outcomes in terms of the customers' satisfaction in using the Community Safety and Community Warden services where there continues to be a very high satisfaction level from respondents.**

**3. BACKGROUND**

- 3.1 A customer satisfaction survey has been in existence since 2007 and is sent to every complainant who reports a complaint to the service. The questions as well as the answer options within the questionnaire have again been reviewed and updated to provide more streamlined and precise information.
- 3.2 The survey assists in ensuring that the best possible service is provided to the public as well as obtaining their views on how their recent experience of antisocial behaviour was handled by this service.
- 3.3 The breakdown of the survey shows that 96% of all respondents were either 'very satisfied' or 'satisfied' with every aspect of the service they received from both the Community Safety Service and the Community Wardens, which is a slight decrease of 4% from the previous survey (**APPENDIX 1**). 88% of respondents stated that there was some form of resolution to their complaint.

- 3.4 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 that high levels of satisfaction are maintained.

#### 4. **SUMMARY OF IMPLICATIONS**

(a) **Moray 2023 A Plan for the Future/Service Plan**

Moray 2023 identifies that Moray is a safe place to live, though more should be done to protect those vulnerable and at risk and that a proactive approach is taken to ensure communities feel safe in the years ahead. Reporting performance against the outcomes and actions of the Community Safety & Antisocial Behaviour Strategy allows partners to ensure activity is targeted correctly and that any emerging issues relating to Community Safety are addressed promptly.

(b) **Policy and Legal**

The Antisocial Behaviour (Scotland) Act 2004 places a statutory obligation on The Moray Council to implement the range of antisocial behaviour measures and continue joint working as necessary to tackle such behaviour.

(c) **Financial implications**

All resources are met by the Community Safety service from existing budget.

(d) **Risk Implications**

Identified risks of not carrying out the survey and its identified improvements would be potentially dissatisfied customers reluctant to use service again or inadequate service being provided and resources potentially targeted in wrong way.

(e) **Staffing Implications**

There are no additional staffing implications. The co-ordination, evaluation and clerical support required for carrying out the survey, evaluation and implementation of improvements are being met by the existing Antisocial Behaviour Coordinator and Clerical Assistant within the Community Safety Service.

(f) **Property**

There are no property implications in this case.

(g) **Equalities**

All surveys are sent out with an additional Equal Opportunities Monitoring Form to be completed and returned along with the survey to allow monitoring of individuals using the service.

The survey has also been issued in 'Large Print' for partially sighted individuals.

**(h) Consultations**

All complainants to the Antisocial Behaviour service have been consulted and these responses have informed this evaluation.

**5. CONCLUSION**

- 5.1 The Customer Satisfaction Survey continues to show consistently very high satisfaction levels from the public in relation to the service they receive. By using the feedback from the surveys constant improvements are being made to the service provided. The Communities Committee are asked to consider the satisfaction levels of customers reporting antisocial behaviour and the service provided by the Community Wardens. The survey also allows for identified changes to be made to our policy and procedures which will ensure continued identified improvements to the service.**

Author of Report: Andy Jamieson (Community Safety Officer)

Background Papers: