

**REPORT TO: SAFER & STRONGER STRATEGIC GROUP – 10  
SEPTEMBER 2009**

**SUBJECT: CUSTOMER SATISFACTION RESULTS FOR  
ANTISOCIAL BEHAVIOUR SERVICE**

**BY: CORPORATE POLICY UNIT MANAGER**

## **1. REASON FOR REPORT**

- 1.1 The Safer & Stronger Strategic Group is asked to note the satisfaction of customers using the Antisocial Behaviour and Community Warden Services.

## **2. RECOMMENDATION**

- 2.1 **The Safer & Stronger Strategic Group are asked to note the progress being made by the antisocial behaviour service in terms of the satisfaction of customers using the antisocial behaviour and community warden services.**

## **3. BACKGROUND**

- 3.1 A customer satisfaction survey was implemented within the antisocial behaviour service in 2007 to gauge public opinion of the service and gauge the value of the service provided.
- 3.2 The survey assists in ensuring 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 approximately 70-80% of all respondents were either 'very satisfied' or 'satisfied' with every aspect of the service they had received from both the antisocial behaviour service and the community wardens **(APPENDIX 1)**
- 3.4 The survey also obtains views on how we can improve the service. The suggestions will inform service improvements as detailed. **(APPENDIX 2)**
- 3.5 The survey is ongoing and is sent to every complainant who reports a complaint to the service. It has recently been reviewed and updated to provide more precise information. An annual report on the overview opinion of the service will be produced.

- 3.6 The survey was presented to the Communities Committee on 11 August 2009 where it was noted that the service provided by the Antisocial Behaviour Office provides an excellent example of customer service within the council and should be replicated by other services across the council. It was also noted the Community Warden Service is extremely proactive with a very wide remit which provides tremendous value throughout Moray.

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

**(a) Community Plan / Theme Plans / Partner Plans**

Safer is a strand of the Safer & Stronger Theme of Community Planning.

- (i) The antisocial behaviour service supports the Single Outcome Agreement, Outcome 9 - We live our lives safe from crime, disorder and danger.
- (ii) The antisocial behaviour service supports Priority 6 of the Service Improvement Plan, ensuring effective early intervention for young people and improving the life chances of looked after children.

**(b) Policy and Legal**

The Moray Council has a duty under the Antisocial Behaviour (Scotland) Act 2004 to tackle antisocial behaviour in Moray.

**(c) Resources (Financial, Staffing and Risks)**

All resources are met by the antisocial behaviour service.

**(d) Consultations**

All complainants to the Antisocial Behaviour service throughout 2008/09 have been consulted and these responses have informed this evaluation.

#### **5. CONCLUSION**

- 5.1 The Safer & Stronger Strategic Group are asked to note the progress being made by the antisocial behaviour service in terms of the satisfaction of customers using the antisocial behaviour and community wardens services.**

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**Background Papers:** Antisocial Behaviour Customer Satisfaction Survey Evaluation 2008/09 (**APPENDIX 1**)  
Antisocial Behaviour Customer Satisfaction Improvement Suggestions (**APPENDIX 2**)

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