

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 17 January 2018

Subject: Anti Social Behaviour Questionnaire

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1.0 SUMMARY OF MAIN ISSUES

1.1 As part of the Boards' evidence gathering, Tenant Scrutiny Board agreed a questionnaire would be appropriate.

1.2 In the Boards previous inquiries this approach has been the most effective way to ensure that a wider audience views are consulted.

1.3 Previously, questionnaires have been sent to; Councillors, all residents groups who have email addresses and Service Improvement Volunteers.

2.0 RECOMMENDATIONS

2.1 The Board is requested to consider the survey questions and raise any amendments to the questionnaire as required.

2.2 The Board is requested to agree who the survey should be sent out to.

3.0 BACKGROUND DOCUMENTS¹

3.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

ASB SURVEY TENANT SCRUTINY BOARD

	Question	Response options				
Q1	Have you reported anti-social behaviour to Housing Leeds in the last 12 months?	Yes	No			
Q1a	What type of ASB did you suffer?					

Q2	At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?	Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
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Q3	How would you describe the member of staff dealing with your anti-social behaviour complaint?					
Q3a	Helpful	Always	Usually	Occasionally	Never	
Q3b	Courteous	Always	Usually	Occasionally	Never	
Q3c	Sensitive	Always	Usually	Occasionally	Never	
Q3d	Responsive	Always	Usually	Occasionally	Never	
Q3e	Knowledgeable	Always	Usually	Occasionally	Never	

Q4	How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?	Good	Fair	Poor	Don't know	
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Q5	How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?					
Q5a	The advice provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5b	How well you were kept up to date with what was happening throughout your anti-social behaviour case	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5c	How well Housing Leeds kept to the agreed action plan	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5d	The support provided by staff	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Q5e	The speed with which your anti-social behaviour case was dealt with overall	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied

Q6	Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour complaint?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
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Q7	Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
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Q8	How willing would you be to report any anti-social behaviour to Housing Leeds in the future?	Very willing	Fairly willing	Neither	Fairly reluctant	Very reluctant
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Q9	Did you report the Anti Social Behaviour?	Yes to LASBT	Yes to Housing Leeds	Yes, to the Police	Yes, to someone else	No
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