

Report of Scrutiny Officer

Report to Tenant Scrutiny Board

Date: 14th March 2018

Subject: Survey Update

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 The Board has commissioned a survey to be carried out in order to gather evidence from a wide range of people.
- 1.2 The surveys was sent by email and post to approximately 100 involved tenants, which includes Tenant and Resident Associations and Service Improvement Volunteers.
- 1.3 To encourage responses and completion of the survey, no question was made mandatory, and as such some respondents skipped answering a question.
- 1.4 The data from the survey is provided as is, and Board Members may wish to consider the following:-
 - That residents with a negative perception or experience may be more inclined to reply to the survey than those who had a positive experience with the service
 - This is a relatively small sample in comparison to the number of ASB complaints dealt with by the service. This information should therefore be viewed in context and in conjunction with the other intelligence that the Board has received during their inquiry. By way of comparison, the overall satisfaction with the LASBT service is 76.42% as of February 2018.
 - The comments are taken verbatim. Whilst management action will be taking place to advance cases this this may suggestion the theme of communication and feedback for ongoing cases could be of interest to the Board,

- For some questions, low responses attract a relatively high % figure – the Board should note this is therefore unreliable in drawing conclusions using this data alone.
- The question asking about an ‘agreed action plan’ may not have been applicable to all respondents, depending on the nature of their ASB complaint.

2.0 RECOMMENDATIONS

- 2.1 The Board is requested to receive the results of the survey and ask any questions as appropriate.

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 Tenant Scrutiny Survey

Have you reported Anti Social Behaviour to Housing Leeds in the last 12 months?				
			Response Percent	Response Total
1	Yes		87.50%	28
2	No		12.50%	4
			Total	32

What type of Anti Social Behaviour did you suffer?				
			Response Percent	Response Total
1	Alcohol related		22.22%	6
2	Criminality		25.93%	7
3	Domestic Violence		7.41%	2
4	Drug/substance misuse/dealing		29.63%	8
5	Hate Crime		18.52%	5
6	Noise		48.15%	13
7	Nuisance Vehicles		22.22%	6
8	Rowdy Behaviour		29.63%	8
9	Sexual Acts & Prostitution		3.70%	1
10	Threats/Actual Violence		22.22%	6
11	Vandalism / Damage to Property		22.22%	6
12	Verbal Abuse		22.22%	6
13	Do not want to say		3.70%	1
14	Other (please specify):		37.04%	10
Other (please specify):				
<ul style="list-style-type: none"> • 2 separate incidents by two members of the same family verbal abuse and denying the use of a communal facility e.g. would not allow me to use the lift in the 16 storey high rise • Kids, young adults meeting on spare land on street • Over 15 years as a tenant the area has got bad this was once a sought after area but blighted by the above • Damage to car • Continual bell ringing trying to get in; turning off main heating supply • Drugs • Nuisance neighbour • Being asked for money • We have been harassed by our neighbours for 7 years nothing been done 				

Did you report the Anti Social Behaviour?

			Response Percent	Response Total
1	Yes, to Leeds Anti Social Behaviour Team		34.38%	11
2	Yes, to Housing Leeds (Housing Office)		75.00%	24
3	Yes, to the Police		68.75%	22
4	Yes, to someone else		18.75%	6
5	No		6.25%	2

At the beginning, how easy or difficult was it to contact a member of staff to report your anti social behaviour complaint?

			Response Percent	Response Total
1	Very Easy		13.79%	4
2	Fairly Easy		24.14%	7
3	Neither		31.03%	9
4	Fairly Difficult		17.24%	5
5	Very Difficult		13.79%	4
			Total	29
			Skipped	3

How would you describe the member of staff dealing with your anti-social behaviour complaint?

	Always	Usually	Occasionally	Never	Total
Helpful	20.8% (5)	37.5% (9)	29.2% (7)	12.5% (3)	24
Courteous	34.8% (8)	43.5% (10)	8.7% (2)	13.0% (3)	23
Sensitive	18.2% (4)	40.9% (9)	13.6% (3)	27.3% (6)	22
Responsive	16.0% (4)	28.0% (7)	28.0% (7)	28.0% (7)	25
Knowledgeable	18.2% (4)	45.5% (10)	18.2% (4)	18.2% (4)	22

6.1. Helpful			Response Percent	Response Total
1	Always		20.8%	5
2	Usually		37.5%	9
3	Occasionally		29.2%	7
4	Never		12.5%	3
			Total	24

6.2. Courteous			Response Percent	Response Total
1	Always		34.8%	8
2	Usually		43.5%	10
3	Occasionally		8.7%	2
4	Never		13.0%	3
			Total	23

6.3. Sensitive			Response Percent	Response Total
1	Always		18.2%	4
2	Usually		40.9%	9
3	Occasionally		13.6%	3
4	Never		27.3%	6
			Total	22

6.4. Responsive			Response Percent	Response Total
1	Always		16.0%	4
2	Usually		28.0%	7
3	Occasionally		28.0%	7
4	Never		28.0%	7

6.4. Responsive		Response Percent	Response Total
		Total	25

6.5. Knowledgeable		Response Percent	Response Total
1	Always	18.2%	4
2	Usually	45.5%	10
3	Occasionally	18.2%	4
4	Never	18.2%	4
		Total	22

How would you rate how quickly you were initially interviewed about your complaint (either in person or on the phone)?

		Response Percent	Response Total
1	Good	17.24%	5
2	Fair	17.24%	5
3	Poor	58.62%	17
4	Don't Know	6.90%	2
		Total	29
		Skipped	3

How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

	Very Satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very Dissatisfied	Response Total
The advice provided by staff	3.6% (1)	21.4% (6)	28.6% (8)	17.9% (5)	28.6% (8)	28
How well you were kept up to date with what was happening throughout your anti social behaviour case	3.4% (1)	13.8% (4)	31.0% (9)	24.1% (7)	27.6% (8)	29
How well Housing Leeds kept to the agreed action plan	3.4% (1)	10.3% (3)	27.6% (8)	27.6% (8)	31.0% (9)	29
The support provided by staff	3.7% (1)	14.8% (4)	33.3% (9)	29.6% (8)	18.5% (5)	27
The speed with which your anti social behaviour cases was dealt with overall	6.9% (2)	17.2% (5)	20.7% (6)	24.1% (7)	31.0% (9)	29

8.1. The advice provided by staff		Response Percent	Response Total
1	Very Satisfied	3.6%	1
2	Fairly Satisfied	21.4%	6

8.1. The advice provided by staff			Response Percent	Response Total
3	Neither		28.6%	8
4	Fairly Dissatisfied		17.9%	5
5	Very Dissatisfied		28.6%	8
			Total	28

8.2. How well you were kept up to date with what was happening throughout your anti social behaviour case			Response Percent	Response Total
1	Very Satisfied		3.4%	1
2	Fairly Satisfied		13.8%	4
3	Neither		31.0%	9
4	Fairly Dissatisfied		24.1%	7
5	Very Dissatisfied		27.6%	8
			Total	29

8.3. How well Housing Leeds kept to the agreed action plan			Response Percent	Response Total
1	Very Satisfied		3.4%	1
2	Fairly Satisfied		10.3%	3
3	Neither		27.6%	8
4	Fairly Dissatisfied		27.6%	8
5	Very Dissatisfied		31.0%	9
			Total	29

8.4. The support provided by staff			Response Percent	Response Total
1	Very Satisfied		3.7%	1
2	Fairly Satisfied		14.8%	4
3	Neither		33.3%	9
4	Fairly Dissatisfied		29.6%	8
5	Very Dissatisfied		18.5%	5
			Total	27

8.5. The speed with which your anti social behaviour cases was dealt with overall			Response Percent	Response Total
1	Very Satisfied		6.9%	2
2	Fairly Satisfied		17.2%	5
3	Neither		20.7%	6
4	Fairly Dissatisfied		24.1%	7
5	Very Dissatisfied		31.0%	9

8.5. The speed with which your anti social behaviour cases was dealt with overall	Response Percent	Response Total
	Total	29

Overall, how satisfied or dissatisfied are you with the final outcome of your anti social behaviour complaint?

			Response Percent	Response Total
1	Very Satisfied		6.90%	2
2	Fairly Satisfied		6.90%	2
3	Neither		20.69%	6
4	Fairly Dissatisfied		20.69%	6
5	Very Dissatisfied		44.83%	13
			Total	29
			Skipped	3

Overall, how satisfied or dissatisfied are you with the way your anti social behaviour complaint was dealt with?

			Response Percent	Response Total
1	Very Satisfied		7.41%	2
2	Fairly Satisfied		11.11%	3
3	Neither		18.52%	5
4	Fairly Dissatisfied		25.93%	7
5	Very Dissatisfied		37.04%	10
			Total	27
			Skipped	5

How willing would you be to report any anti social behaviour to Housing Leeds in future?

			Response Percent	Response Total
1	Very Likely		20.69%	6
2	Fairly Likely		10.34%	3
3	Neither / Not Sure		27.59%	8
4	Fairly Unlikely		20.69%	6
5	Very Unlikely		20.69%	6
			Total	29
			Skipped	3