

## Community Safety Quarter 2 – Satisfaction Survey Results

There were 58 Community Safety clients identified in the second quarter to receive a request to complete a satisfaction survey by telephone or post. Service users were identified from ASB cases, Support cases, Landlord Liaison requests and Out of Hours (OOH) calls to the service. 14 were ASB/Support cases and 44 were OOH/Landlord Liaison requests.

The table below shows the overall results of all 58 surveys.

<b>Result</b>	<b>Total (%)</b>
Excellent	15 (25.9%)
Very Good	4 (6.9%)
Good	7 (12.1%)
Average	4 (6.9%)
Poor	1 (1.7%)
Declined to complete	10 (17.2%)
Unable to contact	17 (29.3%)
<b>Overall total:</b>	<b>58</b>

Unable to contact means we have made three calls that have not been answered and we have left messages if the facility is available but our calls have not been returned. Declined to complete means that the client, when contacted, has not been willing to take part in completing the survey although this is not necessarily for negative reason, for example one client declined to complete the survey as they said “things are quiet so I don’t want to upset the apple cart” and another client declined to complete at this stage while they were still in contact with the Team.

Of the 58 requests 49 (84.5%) were within the ASB section and 9 (15.5%) within the Preventions section of the Team.

31 out of the 58 requests resulted in completed surveys. All completed surveys asked for an overall rating of the service/response that they have received. Based on the 31 responses the table below shows the total percentage of response for each rating.

<b>Rating</b>	<b>%</b>
Excellent	48.5%
Very Good	13%
Good	22.5%
Average	13%
Poor	3%

84% of service users rated the response that they received as excellent, very good or good with 13% rating the service average and only 3% rating the service poor. The 15 excellent responses were made up of 53% ASB service users and 47% Preventions service users showing an equally excellent service provision across the whole Team, sustained for the second quarter.

The 13% of average ratings amounted to four responses of average in the surveys completed. On further examination the average ratings all related to factors out of the control of the ASB Team and were not a reflection on the quality of service received from the Team. For example one average response related to the client not hearing back from the PCSO's and another rated average because of the response time to attend an incident, both of which the ASB Officers have no control over other than to bring the feedback to the attention of other agencies when we receive it. Of the average responses received 100% felt confident to use the service in the future and 75% felt safer/never felt unsafe as a result of our intervention which reflects a confidence in the response clients receive from our Team when contacting us to request our service.

The 3% poor rating amounted to one response of poor. Any responses received for this rating are passed to Management for further action as required such as a call back for further investigation or tasking Officers with further actions to carry out. On further examination of the poor rating it did not highlight or identify any major concerns regarding Team or individual Officer performance as the ratings were given as a result of not meeting the expected outcome of the client and not that they had received poor quality service.

The service user that considered the response poor had reported an incident with street drinkers in Trinity Gardens and the poor rating is a result of the same people (drinkers) returning to the area each day despite the intervention of agencies including the ASB Team. The feedback was that people are getting sick of phoning and are getting disheartened but they did state that they would feel confident to use the service again in the future as they do get a response. A lot of work is being done in this area, it remains an open case with various agencies and action has been taken by the Police, Enforcement and ASB Team but it is difficult to manage the expectations of the clients in this case as ultimately the outcome they would like is the closing of a project in the area that supports the street drinkers. In cases of this nature Officers look at tackling the re-occurring issue long term making it often impossible to fully meet the client's expectations especially in the short term.

As briefly mentioned above some of the questions asked as part of the survey relate to confidence in the service, time taken to be contacted, frequency of contact/updates and feelings of safety. As well as the Community Safety Team preventing and tackling acts/incidents of ASB we also work to reduce the fear of crime and ASB so the feedback we receive from the surveys on feelings of safety are important to monitor and if necessary address.

One of the questions asked when surveying customer satisfaction on closed cases and the OOH reporting system is – Do you feel safer and more reassured as a result of the intervention? Of the 17 completed satisfaction surveys relating to these requests for service 47% of our service users felt safer, 47% reported never feeling unsafe to answer the question and only 6% reported not feeling safer. It is very encouraging to

see that nearly 50% of the service users felt safer after contact with our Team, highlighting the positive effect of calls backs from ASB Officers to clients of the OOH service in providing reassurance to the Community. The 6% that reported not feeling safer or more reassured amounted to only one service user who explained that this was due to the drug users that are being reported still coming in to the area although they did feedback that it was quieter since the issue with the quad bikes had been resolved as a result of the Teams intervention so there had been positive outcomes in this case. Any reports of someone not feeling safe would be of great concern to the Team and we are currently reviewing our procedures to ensure we are able to effectively address such a concern with interventions such as a referral to victim/witness support or a referral to counselling.

Another of the questions asked relating to these requests for service is – Would you feel confident to use the service again in the future? Of the 17 surveys completed we had a response of 100% of service users answering yes to this question. This 100% included the service users that had rated the service as average or poor which shows excellent work from the Team and is a credit to the Officers who are able to maintain the confidence of service users even though they can't always meet all of their expectations in the response/service that we are able to provide as the Community Safety Team.

When looking at the open cases in terms of customer satisfaction one of the questions asked is – How confident are you that your issue will be resolved? There were four completed satisfaction surveys for open cases and the table below shows the total responses for each possible rating.

<b>Rating</b>	<b>Total (%)</b>
Very Confident	1 (25%)
Fairly Confident	1 (25%)
Unsure	2 (50%)
Not Confident	0

The two ratings of unsure were a result of one service user being afraid that investigating may escalate the situation which was actually valuable feedback for the Officer so we would know to reassure the client and consider support options to help tackle this fear while also closely monitoring and trying to manage any reprisals as a result of our investigations. The other rating of unsure was explained as not being because people are not doing their job but that they were unsure because of the nature of the people that they were having problems with.

No one answered that they were not confident that their issue would be resolved which is very positive feedback for the Team to receive as it has been mentioned already in this report that the expectations of ASB clients can be hard to meet if we cannot give them the resolution that they are looking for.

In support specifically we ask the question – Has the involvement of support been beneficial/helped improve your situation? In all six cases of completed satisfaction surveys the service users answered yes to this question highlighting the importance of the support element for both the perpetrator and victim/witness when tackling and addressing ASB.

## Tristar Cases

Some of the satisfaction surveys conducted related to cases that the Team are working on on behalf of Tristar.

Of note none of the responses to OOH calls that were surveyed relate to Tristar, their call prompts go direct to them so the Team does not conduct call backs for Tristar OOH calls.

There were 4 cases out of the 14 for ASB and Support that were Tristar cases which is 29% of all of the cases we surveyed.

The table below shows the results of the 4 cases surveyed including ASB and Preventions.

<b>Results</b>	<b>Total (%)</b>
Excellent	2 (50%)
Unable to contact	2 (50%)

Half of the cases we were unable to contact but of the half that we did survey all of the satisfaction results were scored as excellent for the work/response of our Team on behalf of Tristar. These are very encouraging results for the joint/partnership working approach that we take to ASB along with Tristar, Customer satisfaction in ASB enforcement cases as we know can often be difficult to achieve when we are also managing the expectations of clients/complainants in these cases.

During the second quarter the ASB Officers made 3 applications for an ASBO and agreed 8 ABC's with perpetrators. Of the 3 ASBO applications one resulted in an ASBO being granted and two resulted in interim orders being granted. The two interim orders were taken out on young people living in Tristar properties and all evidence was shared with Tristar to take any necessary tenancy action alongside our ASB enforcement action.

Of the 8 ABC's 2 of these were agreed and signed by young people living in Tristar properties highlighting further joint/partnership work that is carried out by ASB Officers on behalf of Tristar as well as investigating the cases that we get referred from the Tristar ASB Reduction Officers.

As part of the support work that the Team carries out we take referrals of DA cases on behalf of Tristar. Although we are limited with reporting any detail regarding such cases for the purposes of customer satisfaction we can report on the amount of referrals received and whether they resulted in engagement with our service. Of the seven referrals of DA cases that we received in quarter 2 the table below shows the results for engagement/intervention from Support.

<b>Outcome</b>	<b>Total Cases</b>
Engaged/Interventions	6
Declined to Engage	1

**Along with the positive overall ratings of the service comments from the surveys included;**

“The Team are very thorough and provide valuable information” – Landlord Liaison

“Support Officer listened to me, took things on board and would be doing a follow up visit which is excellent”

“Response is always excellent and everybody from ASB Team and Enforcement Team are good”

“Officer was very helpful, reassuring, co-operative and understanding”

“Whenever I told them the problems I was having people listened and sorted the problem out”

“Good service, response was quite fast”

“Having Support to talk to over the trouble was a great help, the Officer was very calming and this is what we needed”

“Response was excellent because I was contacted straight away and actually got a follow up call”

“People don’t always get back in touch with me as soon as but the ASB Team were good at getting back in touch”