

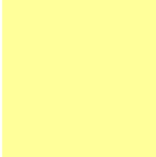
## Viewpoint 32 - May 2012

### Introduction

Viewpoint 32, with a special focus on the Council's Customer Services and Community Protection work was distributed to Viewpoint Panel members in March 2012. The deadline for response was 5<sup>th</sup> April 2012. In line with their requests, 56.5% of Panel members were invited to complete Viewpoint 32 online and the remaining 43.4% were invited to complete paper questionnaires.

In total, 454 responses were received from the Panel (which is currently comprised of 1,028 individuals), giving a response rate of 44.1%. 55.1% of Panel members completed and returned paper questionnaires and the remaining 44.9% did so online

Using the original questionnaire as its overall format, this document reports the 'headline line' results of that questionnaire. To do that, the percentage and number of all responses to each question (with the percentage figure illustrating how many of all responses to each individual question relates to individual elements of it, e. g 39.9% (220))<sup>1</sup>.



To improve access to key findings in this document, the dominant response to each question is shaded thus. Please note that responses to questions vary widely and sometimes the 'dominant' result, from the majority of respondents, is only a small amount more than the 'second most dominant' result.

Responses to open ended questions are reported in terms of key themes. Where possible, types of comments received in relation to those themes are identified. Also to improve access to key findings, themes and key words are highlighted in bold text.

The report is divided into the following sections:

- Customer Services
- Taxi Trade in Stockton on Tees
- Community Safety
- Trading Standards
- Environmental Health

## Community Safety

Community safety is a high priority for the Council. The following questions will help us understand to what extent residents are aware of and happy to report Anti-Social Behaviour (ASB) incidents to the Council's dedicated ASB Team. If you have any queries about the ASB Team or these questions please do not hesitate to contact Claire Sills, Preventions Manager, on Tel. 01642 527616.

- 34 As far as you can recall, have you ever contacted Stockton-on-Tees Borough Council's ASB Team? Please tick the most appropriate option in the table below.

Yes	17.3% (77)
No	79.6% (355)
Don't know	3.1% (14)

If your answer to Q.34 was 'NO' or 'DON'T KNOW' please proceed to Q.41 below.

- 35 If your answer to Q.34 was 'YES', when you last contacted the Team, why was this? Please tick all appropriate options in the table below and/or provide brief details under 'other'.

Rowdy, noisy behaviour in otherwise quiet neighbourhoods	10.8% (49)	Litter and fly-tipping	1.8% (8)
Night time noises from houses or gardens, especially between 11pm and 7am	3.7% (17)	Aggressive begging	-
Threatening, drunken or 'yobbish' behaviour	5.3% (24)	Drinking in the street	1.1% (5)
Vandalism, graffiti and fly-posting	2.4% (11)	Setting off fireworks late at night	0.9% (4)
Dealing or buying drugs on the street	2.0% (9)	Abandoned cars on the street	0.7% (3)

A number of other comments were received, identifying the following reasons why respondents had made contact with the Council's ASB Team previously:

- **Children/teenagers** (trespassing; throwing objects at cars; gathering in groups; setting up dens)
- **Vehicles** on paths/green spaces (use of motorbikes on paths; use of trials bikes near houses; and, cars being driven on green areas)
- **Football** (games late at night; and, being played in the street)
- **Dogs** (barking; fouling on the pavement)
- Concerns about **how a taxi driver was driving**
- **Speeding vehicles**
- **Fly tipping**
- **Fires** (in back yards)
- **Parking** problems

- 36 How long ago were you last in touch with the ASB Team? Please tick the most appropriate option in the table below.

Yesterday	-
In the last week	2.6% (2)
In the last fortnight	2.6% (2)
In the last month	9.0% (7)
In the last 6 months	17.9% (14)
In the last year	17.9% (14)
Over a year ago	50.0% (39)

- 37 How did you last contact the ASB Team? Please tick the most appropriate option in the table below and if necessary provide brief details under 'other'

Telephoned the Council and was put through to the Team	32.9% (24)
Telephoned the Police and was advised to contact the Team direct	23.3% (17)
Telephoned the Team direct	37.0% (27)
Emailed the Council and was put through to the Team	-
Emailed the Police and was advised to contact the Team direct	-
Emailed the Team direct	4.1% (3)
Face to face meeting with a member of the Team	2.7% (2)
<p>Some additional means of contacting the Council's ASB Team were identified by eight (8) respondents. These related to the following themes:</p> <ul style="list-style-type: none"> <li>• Using a <b>combination of the above methods</b></li> <li>• Told <b>Warden Control</b></li> <li>• Via a <b>neighbour</b></li> <li>• <b>Enforcement officer</b></li> </ul>	

- 38 How easy or difficult was it to make contact with the ASB Team last time you contacted them? Please tick the most appropriate option in the table below.

Very easy	Quite easy	Neither easy nor difficult	Quite difficult	Very difficult
41.6% (32)	33.8% (26)	15.6% (12)	7.8% (6)	1.3% (1)

- 39 When you last contacted the ASB Team, how satisfied were you with the speed of their response? Please tick the most appropriate option in the table below.

Very satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
39.0% (30)	35.1% (27)	7.8% (6)	11.7% (9)	6.5% (5)

- 40 When you last contacted the ASB Team, how satisfied were you with the overall service you received in response to your call? Please tick the most appropriate option in the table below.

Very satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied
34.6% (27)	35.9% (28)	6.4% (5)	14.1% (11)	9.0% (7)

- 41 If in future you need to contact the ASB Team, would you know how to? Please tick the most appropriate option in the table below.

Yes	48.1% (204)
No	43.4% (184)
Don't know	8.5% (36)

- 42 How certain do you feel that reporting an issue to the ASB team would make a difference to an ASB situation? Please tick the most appropriate option in the table below.

Very certain	Quite certain	Neither confident nor uncertain	Quite uncertain	Very uncertain
8.1% (34)	27.1% (114)	47.9% (201)	12.6% (53)	4.3% (18)

- 43 If you answered 'QUITE UNCERTAIN' or 'VERY UNCERTAIN' to Q.42, please briefly tell us why in the space below:

A wide **variety of comments** were made in this respect. The key themes and types of comments made in relation to each theme are summarised below.

**Perceptions of ASB Team:**

- General **lack of faith in Council/agencies** to make a difference
- It **depends on how quickly the team responds** (as to whether a difference is made)
- **ASB Team's approach** to dealing with comments and complaints **is not always seen as helpful**

**It's a 'no win situation':**

- **ASB officers don't have enough power/authority** to make a lasting difference
- There **aren't enough ASB officers** to make a difference
- **CCTV doesn't stop people committing ASB**, so why would the ASB Team
- **Young people are proud to have an ASBO**
- When perpetrators are young children **nothing can be done**

**Experience and awareness of the ASB Team:**

- Have **no experience of the team** so cannot comment
- **Don't know how to contact the ASB Team**

**No particular reason:**

- **Don't know**

**Personal concerns:**

- **Fear of reprisal** stops me using the ASB Team

**Other:**

- **The police should deliver this service**

