

Anti-social Behaviour Satisfaction Survey

Introduction

The Community Safety and Neighbourhood Services Team at Winchester City Council launched an anti-social behaviour satisfaction survey in December 2018.

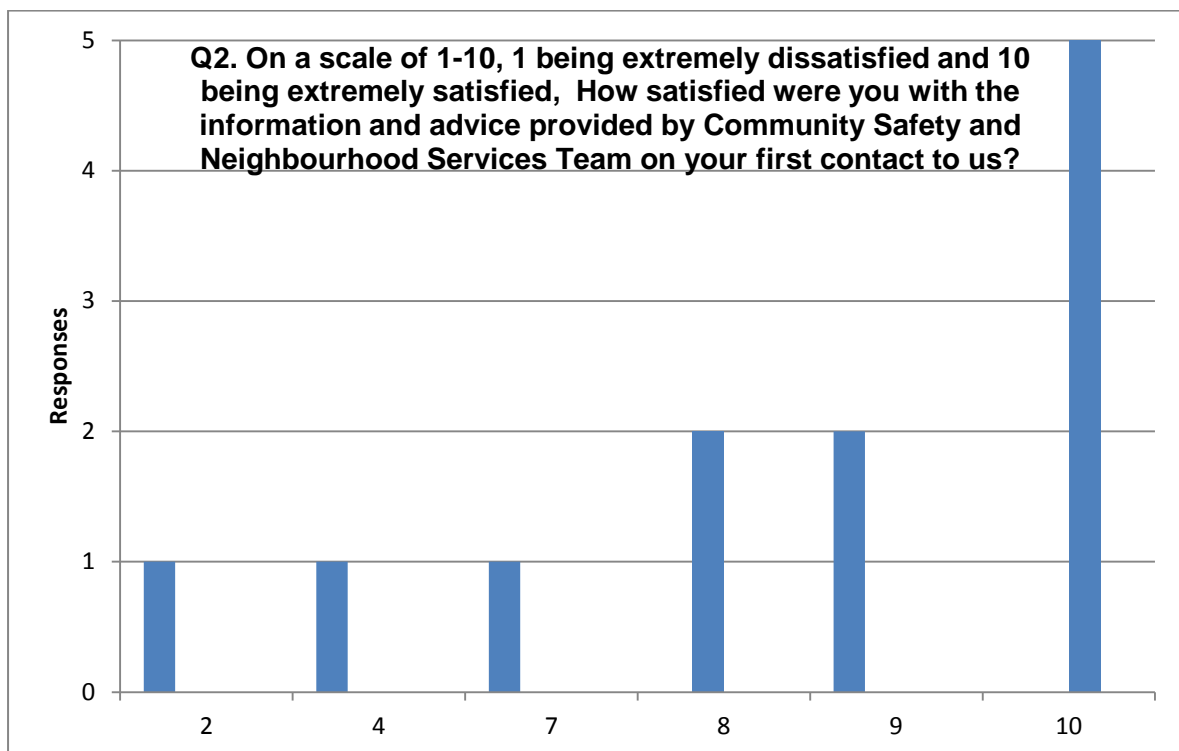
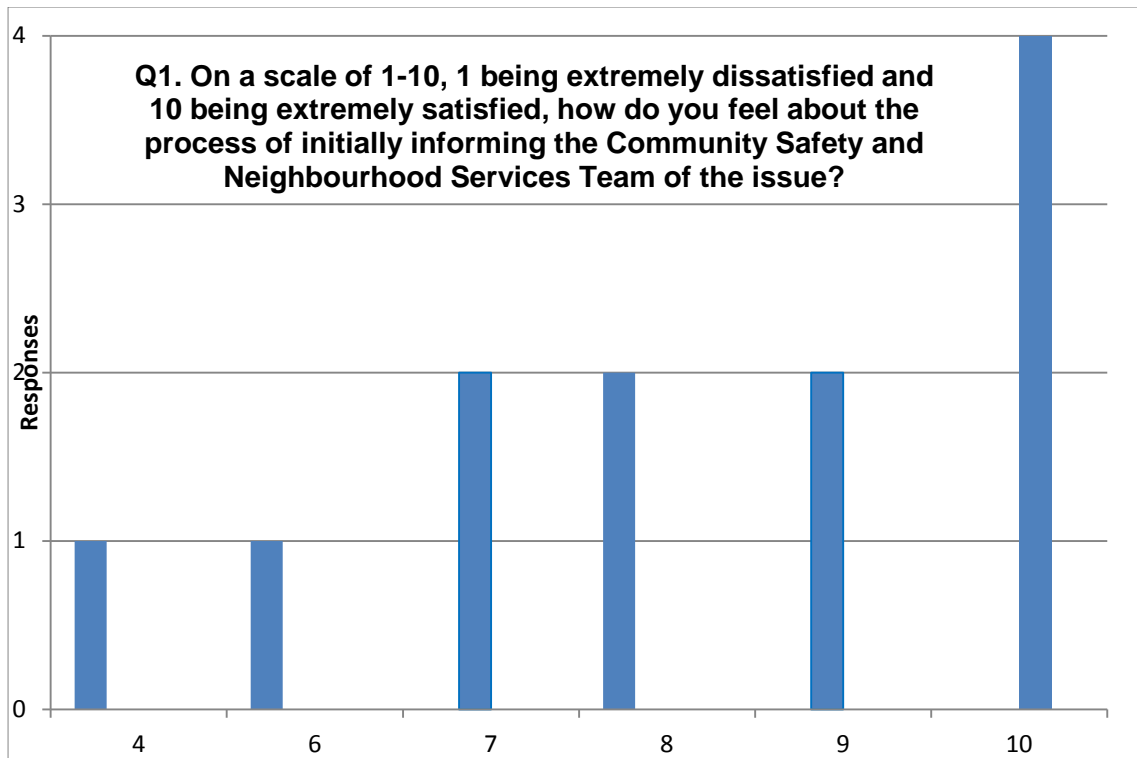
We asked residents, external partners and ward members to complete a survey, in order to ensure that the current process for dealing with ASB concerns meets the needs of those reporting incidents or individuals. The City Council is aware of the impact that ASB has on individuals and communities alike and are keen to ensure the satisfaction of those who take the time to report their concerns. The survey also provided participants with an opportunity to help us identify any gaps in service delivery and collect suggestions on ways in which things can be improved overall.

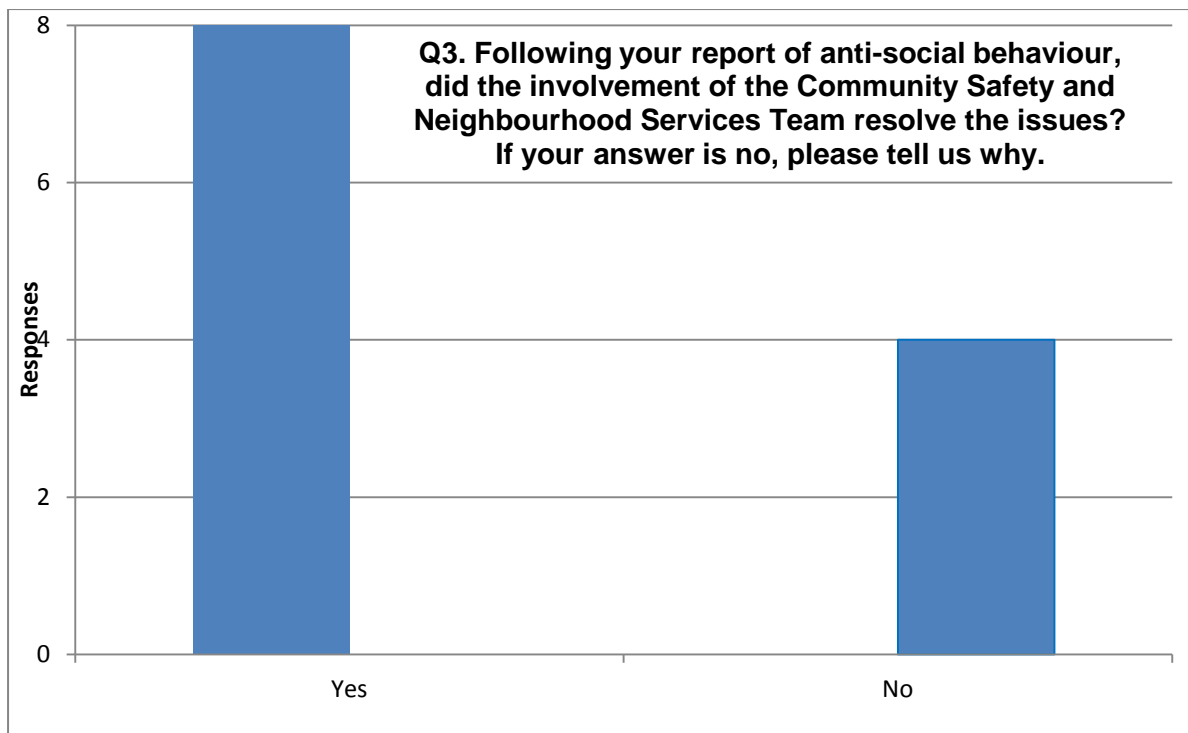
Scope and Methodology

This consultation was published on Citizen Space and sent as an electronic link to partner agencies, businesses and residents who had reported an incident of anti-social behaviour in the previous 12 months. The consultation was open from the 18th December 2018 – 26th January 2019.

Results

The survey was sent to 33 individuals and we received 12 responses, which is a 39.6% return. We have collated responses for each question and where appropriate those answers have been put into a graph to provide a visual summary.

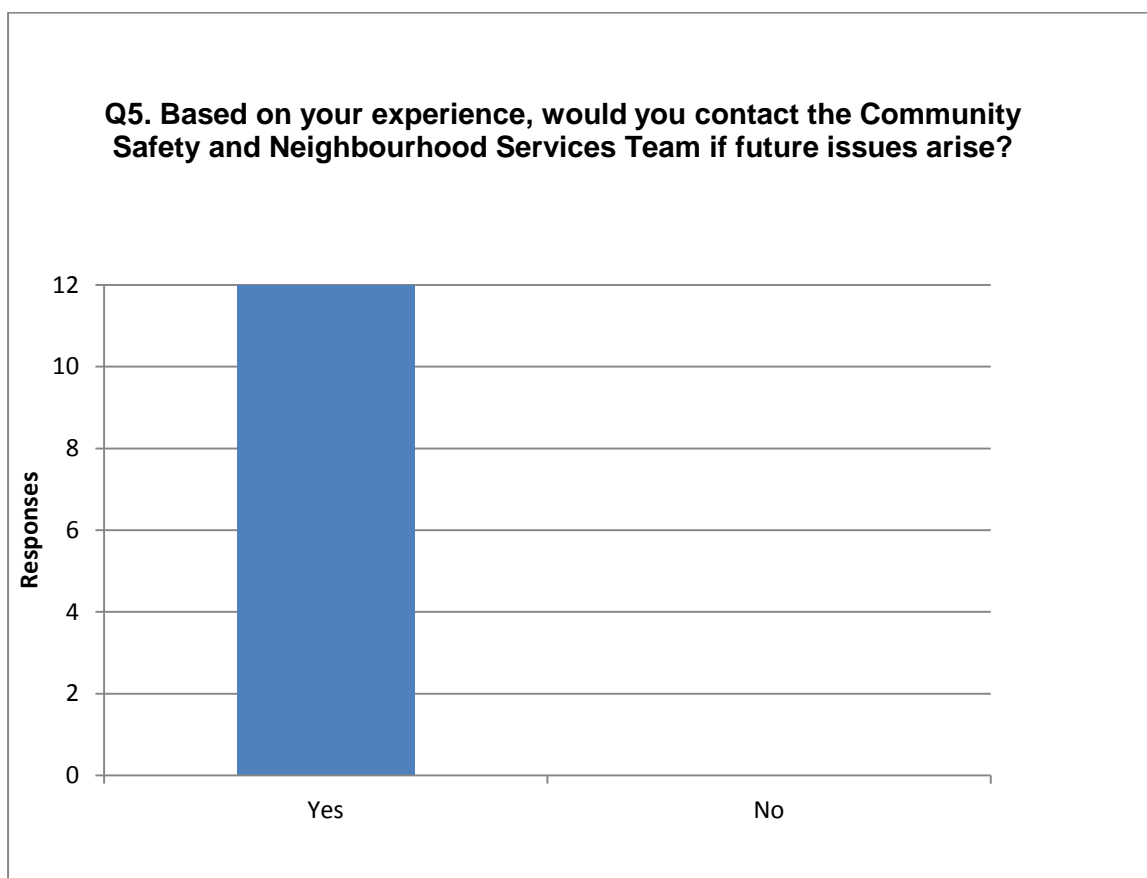
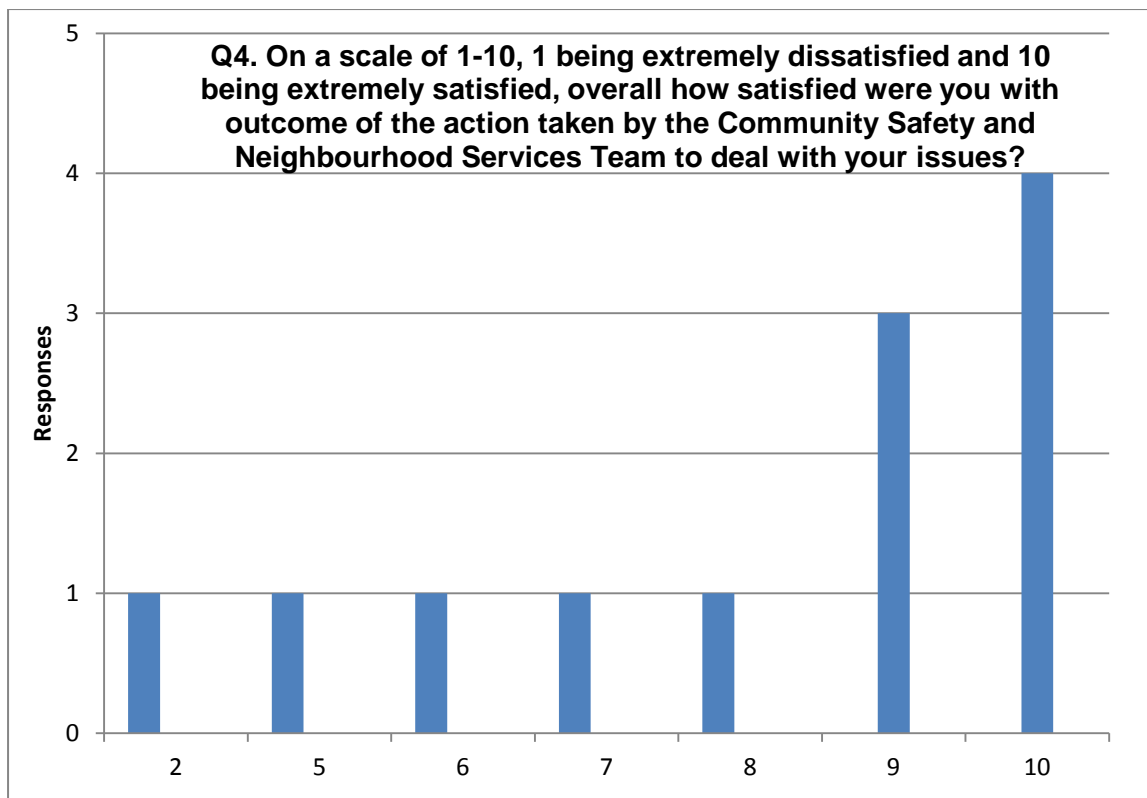




Response – “If your answer is no, please tell us why”¹

- Drug dealers still live in **** House and they still smoke cannabis in the lift.... :(
- This is a great problem involving antisocial behaviour.
- Unsure if it was a result of informing you but the anti social behaviour in question has now moved away from the vicinity of our home.
- Because the problem is longstanding and intermittent - just when you think it is at an end it starts up again

¹ Comments Received – The comments related to question 3 (blue) are reported exactly as we received them.



Q6. The following observations were made when asked if there were any further comments that may assist us with improving the service we provide².

- Davina is efficient and addressed the issue in the best manner possible. Still there is a risk of anti-social behaviour in Hyde Church Lane as the steps at Lido are open to use and abuse of anyone looking for a sheltered spot for drugs and alcohol.
- Put CCTV in the building!!!!
- Police patrol would help and be a deterrent.
- Really Professional Team and a real asset to work in partnership with
- I don't know enough about the service to say really - but I think you can't go far wrong if you employ the kind of person who can empathise and be realistic - your Davina D-H is an excellent communicator face to face so maybe she should be put in charge of recruitment, training and development if not the whole unit.
- I feel that the absence of the overhead canopy shielding the Lido steps at the side entrance due to maintenance of the building is a present deterrent.
- Not enough people know of your existence or the excellent work you do

Conclusion

It is of interest that of the 39.6% of responses 33.3% were extremely satisfied with the process of informing our service and consistently satisfied with the outcome of the action taken by the Community Safety and Neighbourhood Services Team.

Question 3: "Following the report of antisocial behaviour did the involvement of the community safety and neighbourhood services team resolve the issues? The lowest rating of satisfaction score received in the survey was a 4. Unfortunately sometimes there is a good reason for a case not to come to fruition and that is largely due to reasons beyond our control e.g. physical changes to the environment needs to take place. Should this be the case we will endeavour to offer advice and guidance to those concerned.

Examples are listed below:

- Improved lighting
- Timely reporting to the police/housing landlords in relation to ongoing drug issues
- Signposting to other services

² Comments Received – The comments related to question 6 (blue) are reported exactly as we received them.

- Encouraging consistent reporting of the issues directly to relevant agencies

All 12 respondents to the question “based on your experience, would you contact Community Safety and Neighbourhood Services Team if future issues arise” confirmed they would be happy to contact the team again.

It is important to note that following question 6, “is there any further comment that may assist us with improving the service” the responses did not suggest anything in relation to improving the service. However there was a suggestion that “not enough people know of our existence or the excellent work you do” so by way of a response we will increase the profile of our service and publish our successes using social media, “Report It” fliers and posters, positive press releases and attendance at neighbourhood forums.

With regards to question 6, ‘unresolved issues’, the following recommendations would have been made³:

- “Put CCTV in the building!!!” – Recommendations/advice would have been provided to owners/landlords of the building as appropriate.
- “Police patrol would help and be a deterrent” – We work very closely in partnership with the Police and if consent had been given we would have shared the case with our local neighbourhood policing team and requested high visibility patrols.

A summary of this consultation will be published on the ‘We asked, You said, We did’ section of Citizen Space and sent to Winchester Community Safety Partnership Strategic Group, along with the recipients of the initial consultation.

The survey questions in this baseline year will be used for future ASB satisfaction surveys.

³ Unresolved Issues – The ASB Satisfaction Survey encouraged anonymous replies, therefore none of the answers were considered on a case specific basis.