

ASB SURVEY Summary Quarter 1-3, 2021-22

In Quarter 1-3, 2021-22 K-West, an external company carried out external telephone satisfaction surveys for residents who had an Anti-Social Behaviour case closed during the period.

The survey included the following questions:

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| 1. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? |
| 2. How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)? |
| 3. How well were you kept informed about the progress of your anti-social behaviour case? |
| 4. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour case was handled by Phoenix? |
| 5. What one thing would improve the anti-social behaviour service? |
| 6. How satisfied or dissatisfied are you with Phoenix as a landlord? |

The questions were developed with the housing managers and then the Residents Communication Group were consulted on the questions.

Details of 40 complaints were passed to K-West, the external company, in Quarter 1-3, 2021-22.

THE FINDINGS - Response rates

24 ASB surveys were completed out of a possible 40 that was sent to K-West. This represents a 60% response rate. The results have a margin of error of 12.81%. This means that if all ASB complainants were interviewed, the results would have been plus or minus 12.81% of the results below.

Due to low numbers, results may be displayed as x out of y rather than %'s and results should be considered with caution.

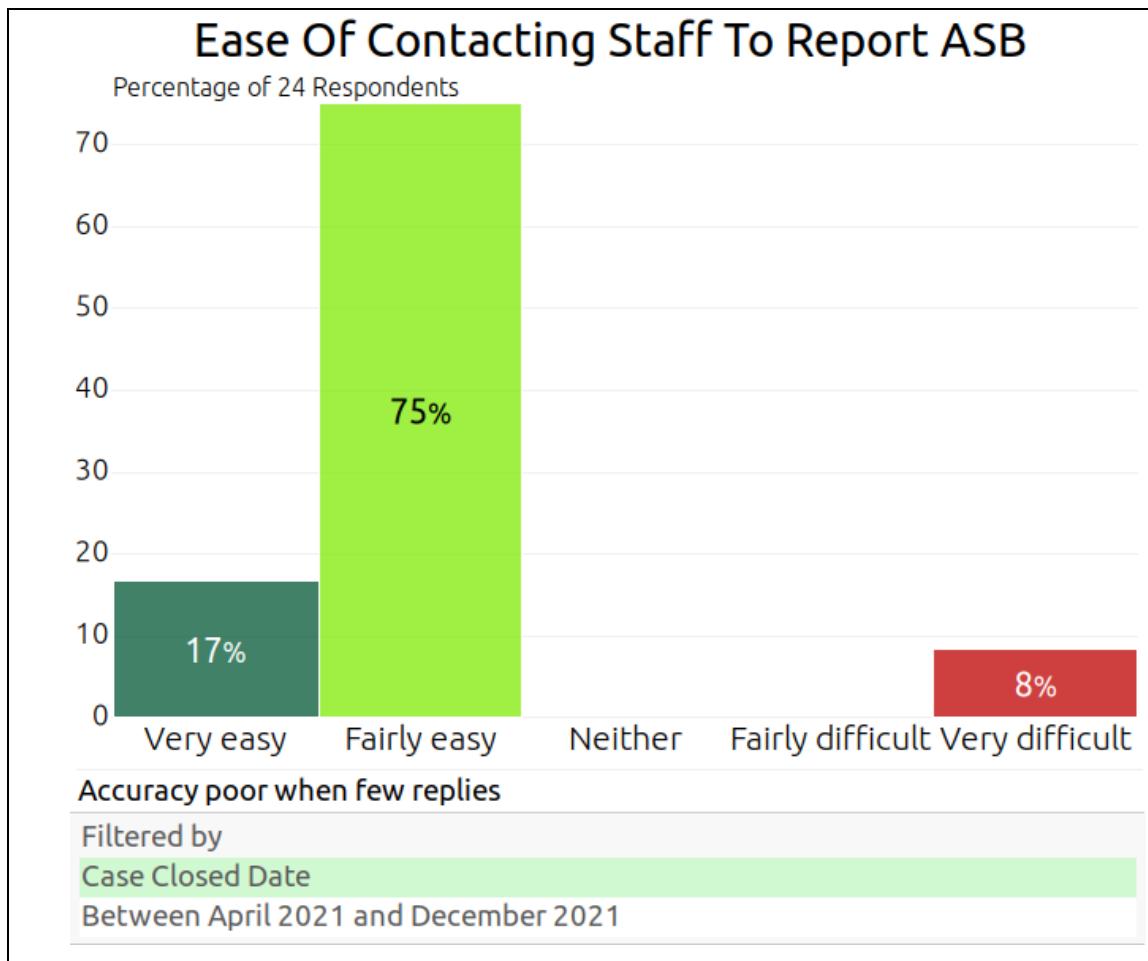
Overall result

58% (14 out of 24) of respondents said they were very or fairly satisfied with the way their anti-social behaviour case was handled by Phoenix, compared to 60% (44 out of 73) in 2020-21 (Quarter 1-4).
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The results are summarised below:

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

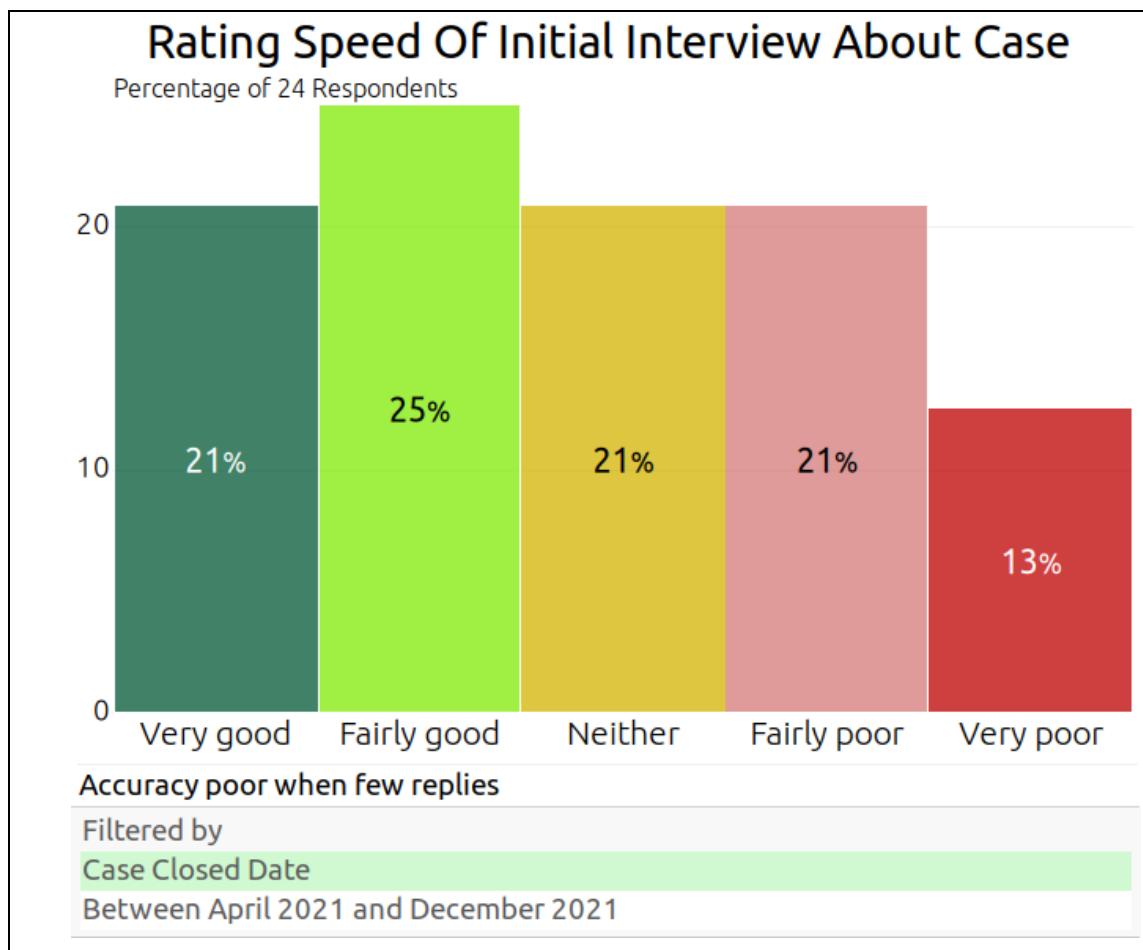
92% (22 out of 24) of respondents said it was very or fairly easy to contact a member of staff to report their anti-social behaviour complaint in Quarter 1-3 2021-22 and 8% of respondents said it was very or fairly difficult to contact a member of staff to report their anti-social behaviour complaint.



*Some of the numbers have been rounded

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

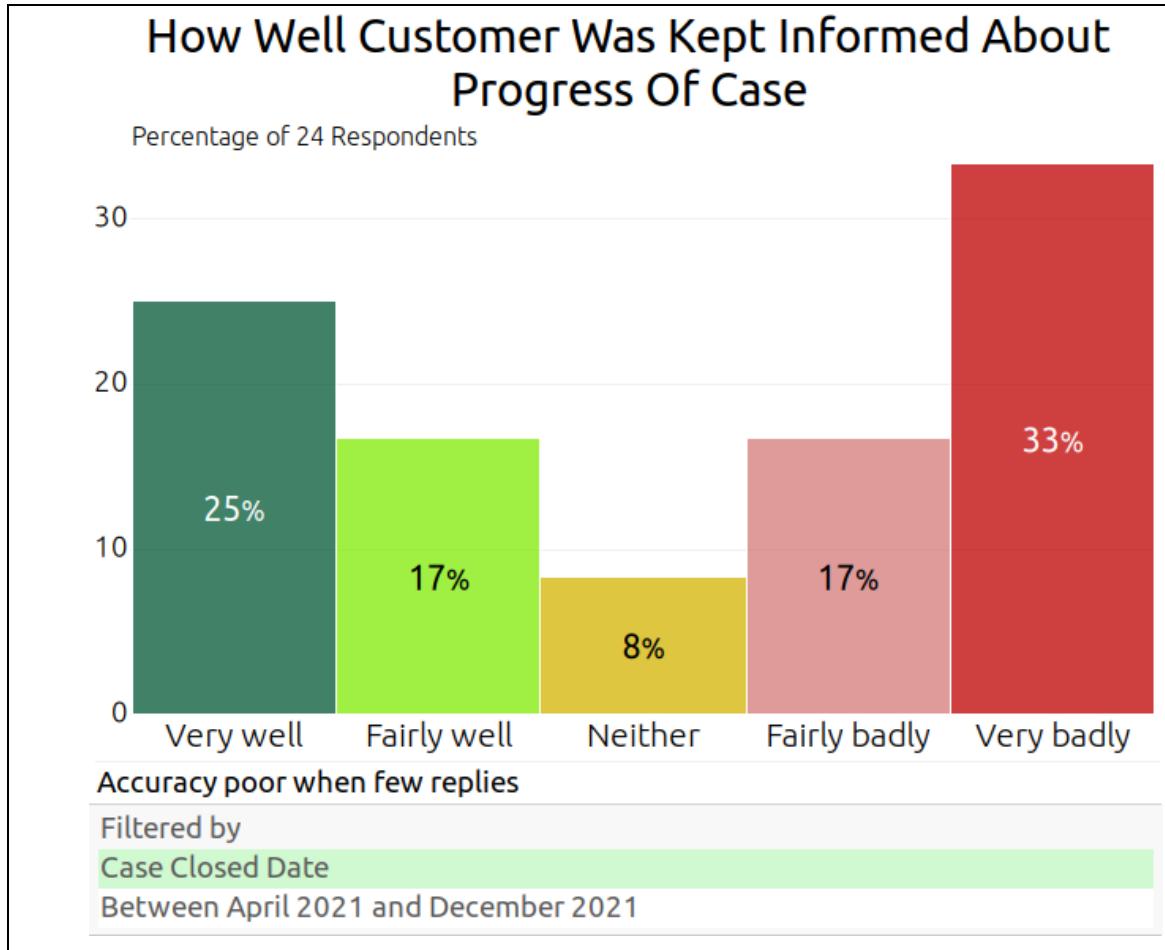
46% (11 out of 24) of respondents rated the speed of the initial interview about their case as very or fairly good in Quarter 1-3 2021-22, and 34% of respondents rated the speed of the initial interview as very or fairly poor.



*Some of the numbers have been rounded

3. How well were you kept informed about the progress of your anti-social behaviour case?

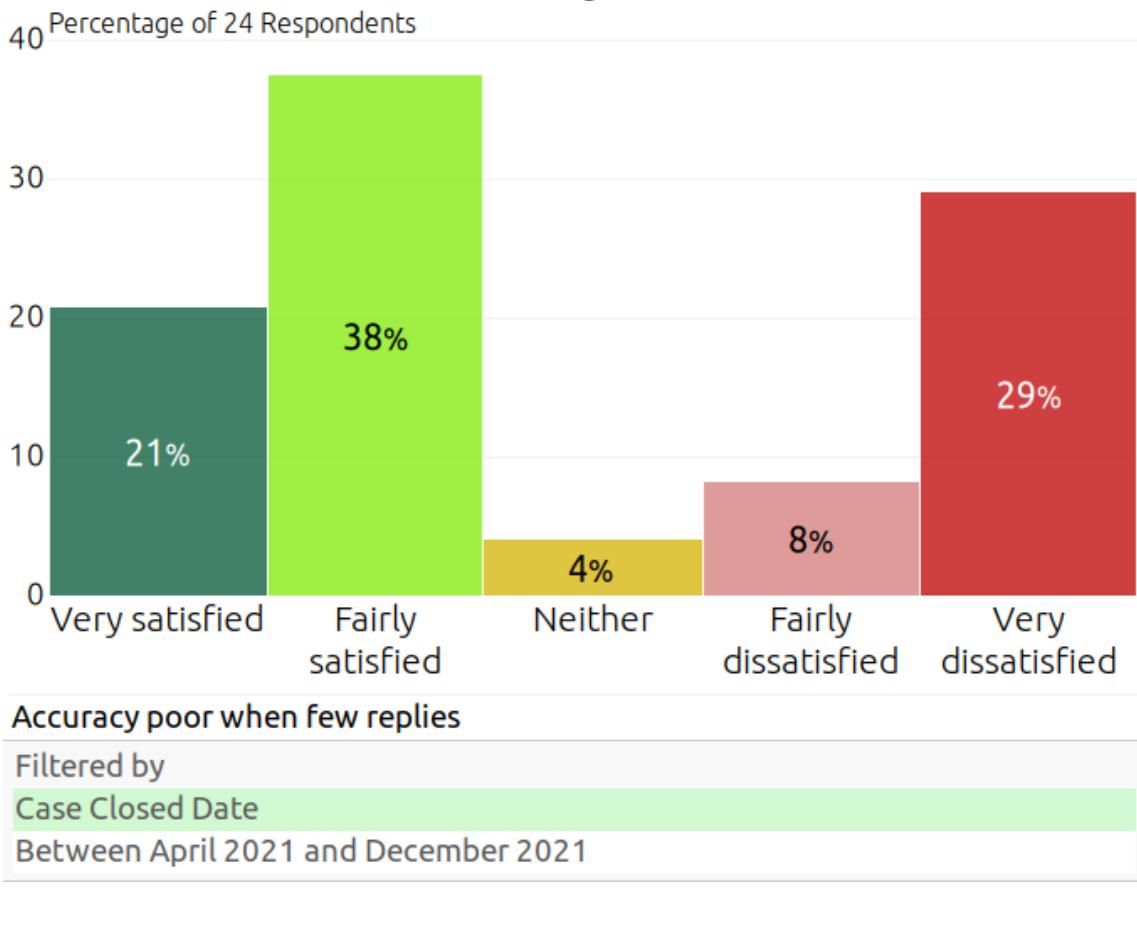
42% (10 out of 24) of respondents said they were very or fairly well kept informed about the progress of their case in Quarter 1-3 2021-22, and 50% of respondents said they were very or fairly badly kept informed about the progress of their anti-social behaviour case.



4. Overall, how satisfied or dissatisfied are you with the way your anti-social behaviour case was handled by Phoenix?

59% (24 out of 24) said they were very or fairly satisfied with the way their anti-social behaviour case was handled by Phoenix in Quarter 1-3 2021-22, and 37% of respondents said they were very or fairly dissatisfied with the way their anti-social behaviour case was handled.

Overall Satisfaction With The Way ASB Case Handled By Phoenix



*Some of the numbers have been rounded

5. What one thing would improve the anti-social behaviour service?

8/24 (33%) of respondents suggested ways the service could be improved. These can be split into the following themes from which service improvement actions could be considered. (note that residents who left 'no or no further' comments have been removed)

- Time taken to resolve ASB complaint
- Further support to residents (e.g. to resident complaint is concerning)
- Improved communication
- ASB issue not resolved or followed up
- To take ASB complaints more seriously

The suggestions for improvement also identified that some complainants feel they are not being communicated with as well as not being kept informed throughout the process. Suggestions for improvement also identified that some complainants feel ASB complaints are not being followed up adequately.

A sample list has been provided below. A full list of comments is available upon request.

Sample list of suggestions for improvement
'Phoenix should have contacted me about this issue after I'd raised it with them'.
'It would be better if Phoenix sent staff out to meet with the tenant I complained about and discussed with him why he is causing these noise issues and provide him with some support as he is alone all of the time'.
'It should not be such a long process for things to be resolved. We were dealing with this over a year. The process took a very long time and it seemed like nothing was changing. Now I have noticed a change and I don't get any problems'.
'The only action taken by Phoenix about the issue was to speak to the drug users and ask them to stop, but there was no follow up so the issue is still ongoing'.
'There should have been a follow up from the ASB service to follow up on the issue and check up on me. I thought the staff weren't sympathetic at all when I phoned up to give information about the ASB, and I never received a follow up'.
'I would suggest that Phoenix take anti-social behaviour complaints more seriously, and act more quickly in resolving them to limit the danger or damage experienced in the meantime'.

Annualised overall satisfaction 2021-22

Question	Annualised overall Satisfaction %	No's Very or Fairly Satisfied Annualised To December 2021	No's Very or fairly Satisfied Quarter 1-4 2020-21	% Very or Fairly satisfied Quarter 1-4 2020-21
Ease in contacting staff.	85%	29/34	53/72	74%
Quickness in being initially interviewed.	45%	15/33	45/68	66%
The way the anti-social behaviour case was handled.	61%	20/33	44/73	60%

The results from the table above shows the annualised overall satisfaction for 2021-22 until December 2021 when it is compared to satisfaction last year, in 2020-21. This table shows that satisfaction is improving considerably in the area of ease in contacting staff. The annualised overall satisfaction is currently 85% compared to 74% last year in 2020-21, an 11% improvement.

For the area portraying the way the anti-social behaviour case was handled, satisfaction is also gradually improving compared to 2020-21. Annualised overall satisfaction is currently 61% compared to 60% last year in 2020-21. For the quickness in being initially interviewed, the annualised overall satisfaction is currently 45% compared to 66% last year in 2020-21. To be taken into account when comparing annualised data for 2021-22 to 2020-21 data, there was a significantly larger survey sample size for 2020-21 compared to a smaller survey sample size for 2021-22 to date (to December 2021).

The comments highlight similar themes for improvement as 2020-21 that need to be followed up and progress tracked through the service improvement plan that is in place.