

ASB SURVEY Summary Quarter 1, 2021-22

An external company carried out external telephone satisfaction surveys for residents who had an Anti-Social Behaviour case closed in Quarter 1, 2021-22.

The survey included the following questions:

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 10 complaints were passed to K-West, the external company, in Quarter 1, 2021-22.

THE FINDINGS - Response rates

8 ASB surveys were completed out of a possible 10 that was sent to K-West. This represents an 80% response rate. As there is a small overall population (number of complainants) the results have a margin of error of 16.33%. This means that if all ASB complainants were interviewed, the results would have been plus or minus 16.33% 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.

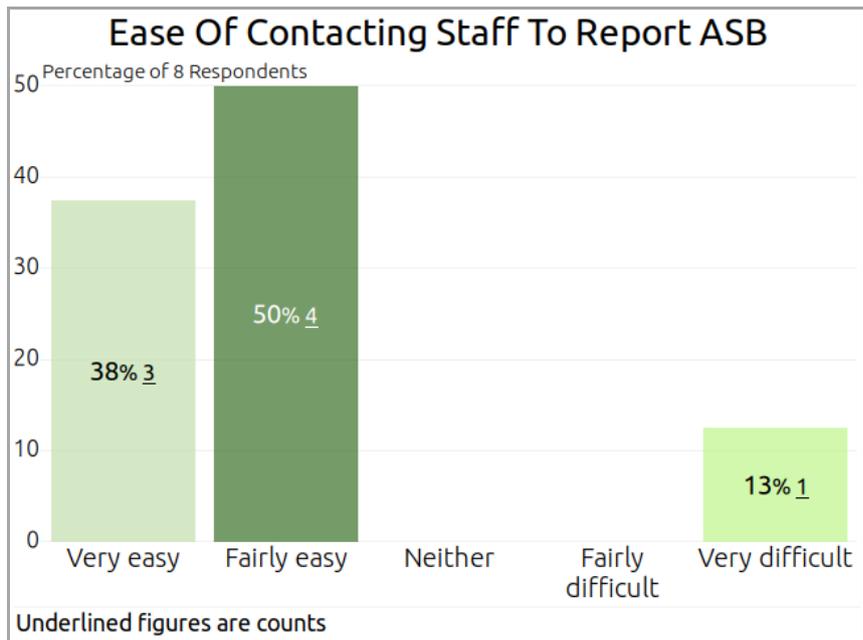
Overall result

50% (4 out of 8) of respondents said they were very or fairly satisfied with the way their anti-social behaviour case was handled by Phoenix, compared to 61% (44 out of 73) in 2020-21.

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?

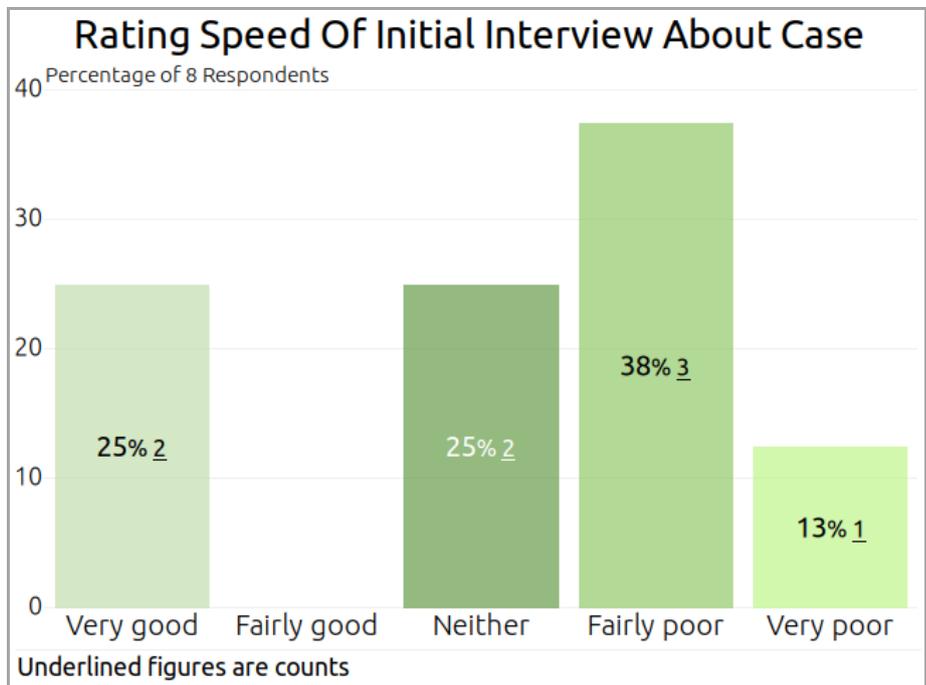
88% (7 out of 8) of respondents said it was very or fairly easy to contact a member of staff to report their anti-social behaviour complaint in Quarter 1, 2021-22 and 13% of respondents said it was very or fairly difficult to contact a member of staff to report their anti-social behaviour complaint.



**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)?

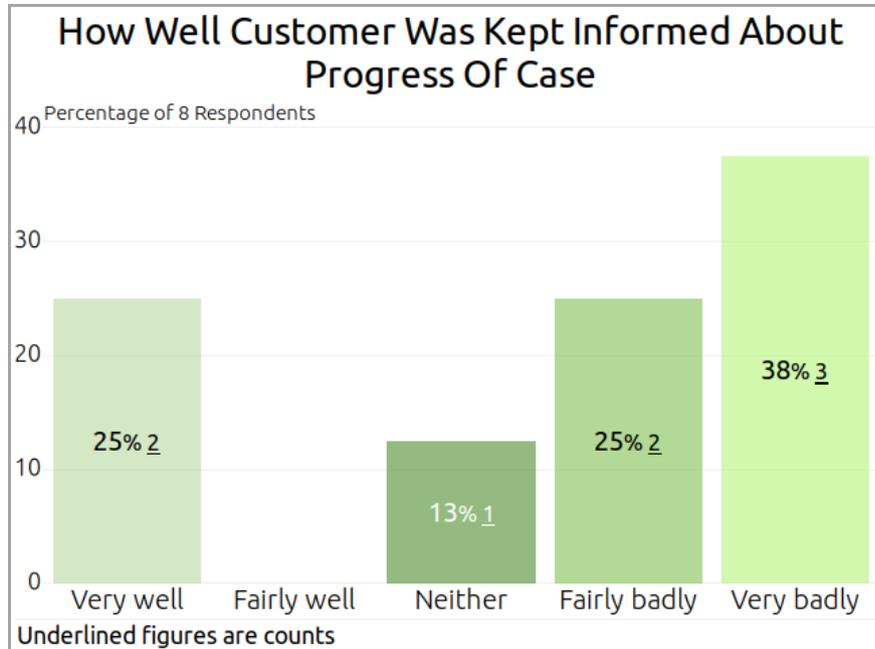
25% (2 out of 8) of respondents rated the speed of the initial interview about their case as very or fairly good in Quarter 1, 2021-22, and 51% of respondents rated the speed of the initial interview as very or fairly poor.



**Some of the numbers have been rounded*

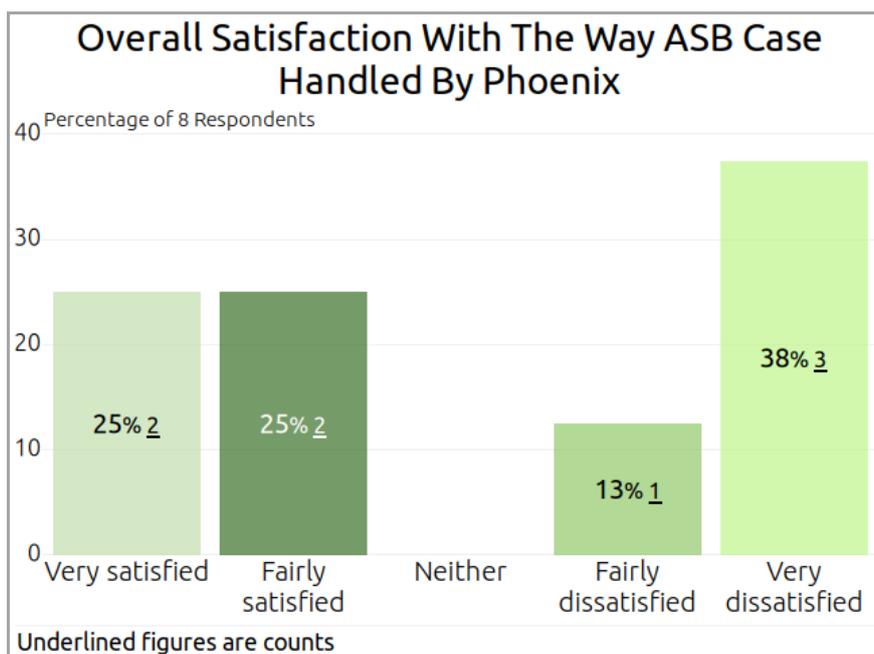
3. How well were you kept informed about the progress of your anti-social behaviour case?

25% (2 out of 8) of respondents said they were very or fairly well kept informed about the progress of their case in Quarter 1, 2021-22, and 63% 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?

50% (4 out of 8) said they were very or fairly satisfied with the way their anti-social behaviour case was handled by Phoenix in Quarter 1, 2021-22, and 51% of respondents said they were very or fairly dissatisfied with the way their anti-social behaviour case was handled.



**Some of the numbers have been rounded*

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

4/8 (50%) 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)
- Better communication
- ASB issue not resolved

The suggestions for improvement also identified that some complainants feel they are not being communicated with or the ASB complaint not resolved.

A sample list has been provided below; -

Sample list of suggestions for improvement
<i>'Phoenix should have contacted me about this issue after I'd raised it with them'.</i>
<i>'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'.</i>
<i>'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'.</i>

A full list of comments is available upon request.

Satisfaction 2020-21

Question	No's Very or Fairly Satisfied Quarter 1 in period 2021-2022	No's Very or Fairly Satisfied 2020-2021	Annualised at Quarter 1 2021-22 Satisfaction	% Very or Fairly Satisfied 2020-2021
Ease in contacting staff.	7/8	53/72	78%	74%
Quickness in being initially interviewed.	2/8	45/68	64%	66%
The way the anti-social behaviour case was handled.	4/8	44/73	59%	60%

The results from the table above shows that satisfaction has been maintained across all areas, with no significant changes in satisfaction.

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