

REPORT TO: HOUSING SUB COMMITTEE ON 21 JUNE 2012

**SUBJECT: CUSTOMER FEEDBACK – ANTI SOCIAL BEHAVIOUR –
1 JANUARY – 31 MARCH 2012**

BY: CORPORATE DIRECTOR (ENVIRONMENTAL SERVICES)

1. REASON FOR REPORT

1.1 This report provides the Housing Sub Committee with details of the responses received in the customer feedback processes for anti social behaviour for the period 1 January to 30 March 2012.

1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to its housing management functions.

2. RECOMMENDATION

2.1 It is recommended that the Housing Sub Committee:-

(i) welcomes the high levels of customer satisfaction presented in this report;

(ii) considers the report; and

(iii) notes that further reports on customer feedback will be presented to future committee meetings in 2012 aligned with the financial year and not the calendar year cycle.

3. BACKGROUND

3.1 At its meeting on 22 March 2012, the Housing Sub Committee noted a report giving details of customer satisfaction levels in relation to the Council's management of neighbour disputes. This covered the period of the calendar year from 1 January to 31 December 2011. It was also agreed to implement a number of improvement actions recommended in the report (Paragraph 6 of the minute refers).

3.2 The Council categorises anti social behaviour complaints by severity:-

Category A: involving violence/extreme behaviour

Category B: involving noise, threats or disturbance

Category C: disputes between 2 neighbours

Category D: ordinary breaches of tenancy conditions e.g. untidy garden.

4. ANALYSIS OF FEEDBACK FOR PERIOD 1 JANUARY TO 31 MARCH 2012

4.1 **APPENDIX I** provides an analysis of the responses received between 1 January and 31 March 2012. As can be seen, a total of 30 questionnaires were sent to tenants, with a total of 10 returned. At 33%, this is lower rate of return than 2011 of 43%. Some caution is however required with some specific areas of the feedback given due to the low numbers of questionnaires returned. During 2012, no questionnaires were sent to Category A complaints and only 3 sent to Category B complaints, reflecting that the majority of

complaints do not involve the most extreme end of the spectrum of anti social behaviour.

4.2 **Initial contact**

The responses indicate that the majority of complaints made during this period (6 cases/60%) were made in writing or in person. This is slightly different to the reporting pattern over the calendar year of 2011 which previously suggested a change to reporting complaints over the phone. This illustrates the importance of tenants having a range of options when reporting neighbour disputes.

- 4.3 The level of satisfaction with the way in which initial complaints was handled continues to remain high with 7 households (70%) of respondents indicating that they were very satisfied or satisfied compared with the way in which initial contact about their complaint was handled. This compares to an overall satisfaction figure for 2011 of 79%. 3 households or (30%) of respondents, indicated that were either dissatisfied or very dissatisfied with the initial handling of their complaint. Details of this dissatisfaction are being investigated. 4 cases or (40%) of respondents indicated satisfaction with the information and advice provided compared to 79 % of cases in 2011. Some caution however is required with these figures given they represent only 4 cases. These are being investigated in more detail to establish if there are areas for improvement.

4.4 **Complaint management**

2 (20%) respondents indicated satisfaction with the time in which a visit by the Area Housing Officer took place. This is the same numerically on the previous quarter's figures of 2 cases (25%). However, 3 (30%) respondents were dissatisfied with this area of activity. This will be investigated to establish if this area of performance can be improved. 2 (20%) respondents were satisfied with the explanation of how the complaint would be managed, with dissatisfaction levels of 2 cases (20%). 4 respondents (40%) were neither satisfied nor dissatisfied.

- 4.4 4 (40%) respondents were satisfied with the way in which they were kept informed of progress in contrast to 5 (62.5%) last quarter, with 3 (30%) respondents being dissatisfied with this aspect of case management.
- 4.5 5 respondents (50%) indicated that the Council had made an improvement to their dispute since it was reported. This is compared to an overall figure of 2 (25%) in the previous quarter and 78% overall for 2011. In 3 cases (30%) respondents felt that there had been no improvement. This compares to 1 case in the previous quarter and 5 cases (20%) overall in 2011.

5. **IMPROVEMENT ACTIONS**

- 5.1 The responses received indicate a falling pattern in levels of satisfaction with the service, albeit some caution is required given the low rate of return of questionnaires and the numbers involved. It is anticipated that further analysis, along with the current review of our Neighbour Dispute and

Antisocial Behaviour Policy and procedures, will enable identification of areas for improvement in addition to those agreed in 2011. Means of improving response rates will also be examined.

- 5.2 The current review of the Council's Anti-Social Behaviour Procedures will encompass feedback during 2011, lessons learned and improvements identified from this period and. Further reports on feedback received from tenants will be presented to Housing Sub Committee meetings in 2012.

6. SUMMARY OF IMPLICATIONS

(a) Single Outcome Agreement/ Service Improvement Plan

Improving the quality of service provision is a priority in the Service Plan.

(b) Policy and Legal

There are no policy or legal implications arising from this report.

(c) Financial Implications

There are no financial implications arising from this report.

(d) Risk Implications

There are no risk implications arising from this report.

(e) Staffing Implications

There are no staffing implications arising from this report.

(f) Property

There are no property implications arising from this report.

(g) Equalities

There are no equalities implications arising from this report.

(h) Consultations

Consultation on this report has been carried out with the Head of Housing and Property, Area Housing Managers (Moray East and West) and Aileen Scott, Legal Services Manager (Property and Contracts).

7. CONCLUSION

- 7.1 This report presents the analysis of customer feedback in relation to the management of anti social behaviour complaints in council housing.**

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Background Papers: Held by author

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