



**Cambridge City Council**

**Anti-social behaviour service**

**Satisfaction survey report**

Year ending 31 December 2011

# About this report

This is one of a series of quarterly reports about how people using the Council's anti-social behaviour service feel about how we handled things. This report covers the year from 1 January 2011 until 31 December 2011. It also looks at the quarter from 1 October 2011 to 31 December 2011 (Quarter 3 in the financial year 2011-12).

Most neighbourhood or domestic anti-social behaviour is dealt with by housing officers working for City Homes, or by anti-social behaviour officers within the Council's safer communities section. Often, however, other sections within the Council (such as environmental health) will also be involved. As each case is closed, clients are sent a satisfaction survey (see [appendix 1](#)). This report is based on the results of returned questionnaires.

## What we do with this information

Satisfaction survey information is put to several uses. If someone gives us a low score we follow this up to see why they were dissatisfied. We might, for example, telephone them and discuss the case and its outcome. The ASB team will then decide whether there are any lessons to be learned about the way we do things. If necessary, we will change our policies or procedures.

On a broader level, we compare our quarter-to-quarter results looking for possible trends and we also compare ourselves to other housing providers.

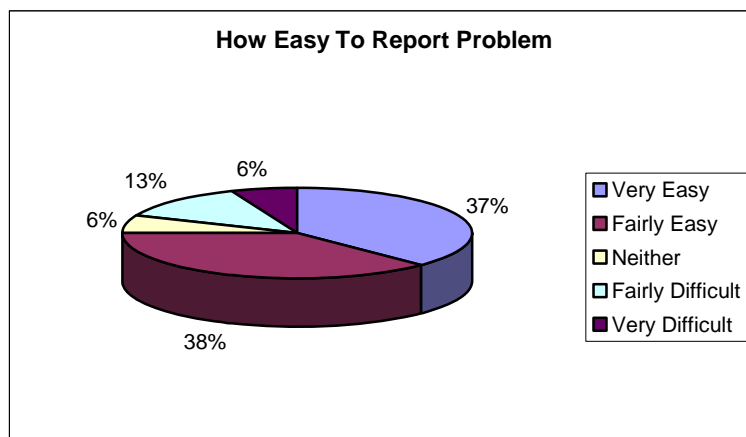
## Response rate this quarter (October 2011 – December 2011)

Number of cases closed in period	8
Number of questionnaires returned	6
Response rate	75%

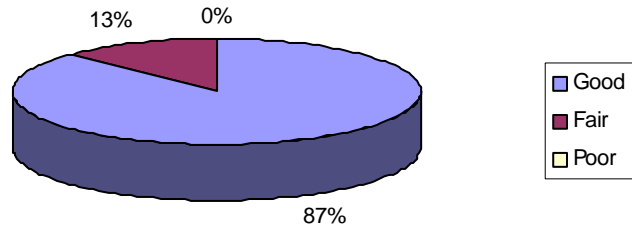
## Scoring system and results

### Responses to individual questions (Year to 30 June 2011)

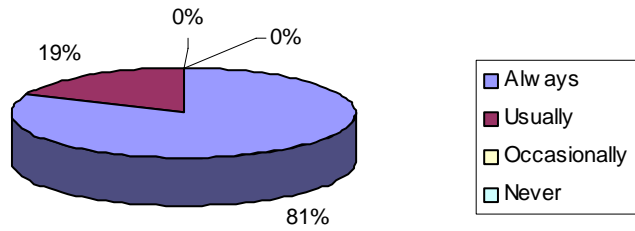
One way we look at the satisfaction survey results is to show how clients completing the satisfaction form rated different aspects of the service they received, as follows:



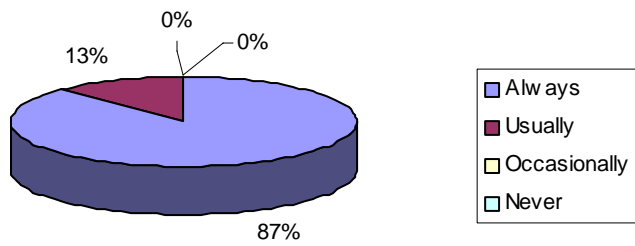
**Speed Of Response To Complaint**



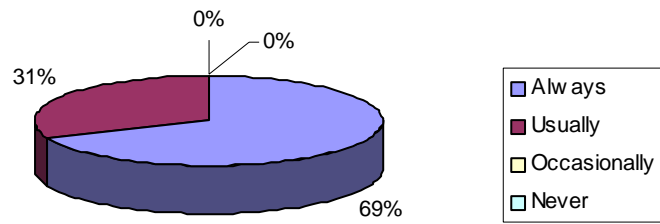
**How Helpful Did You find Staff To Be?**



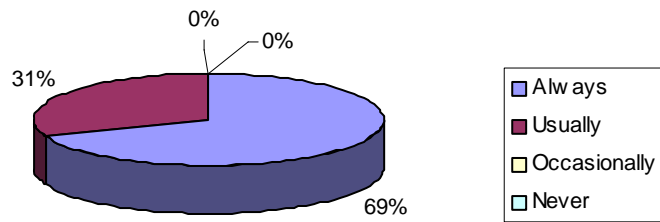
**How Courteous Did You find Staff To Be?**



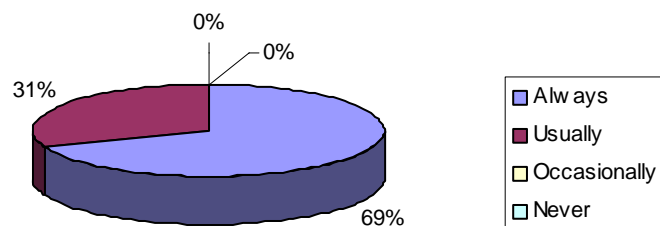
### How Sensitive Did You find Staff To Be?



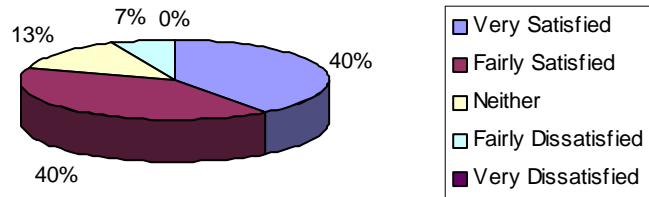
### How Responsive Did You find Staff To Be?



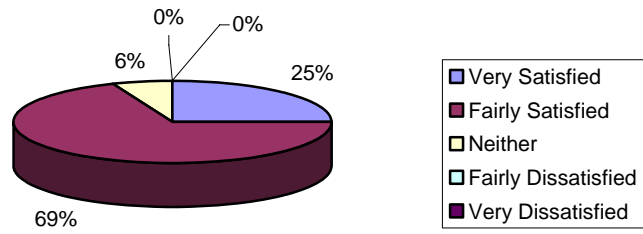
### How Knowledgeable Did You find Staff To Be?



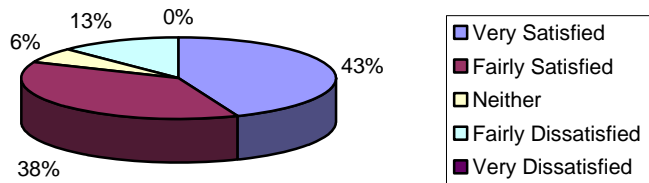
### How Satisfied With Being Kept Informed



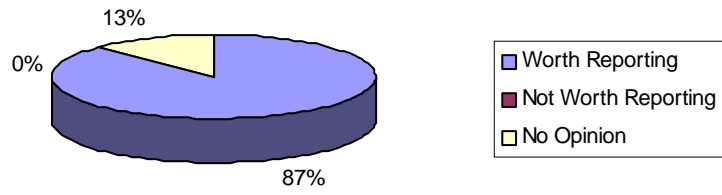
### How Satisfied With Support Given



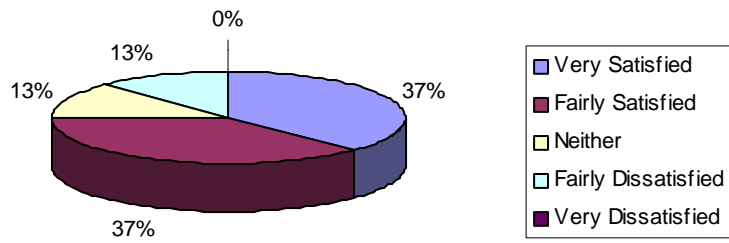
### How Satisfied With Support Given



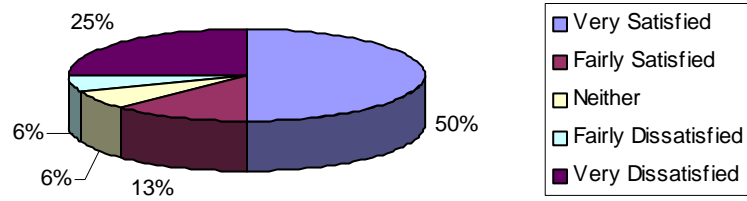
### Was Problem Worth Reporting

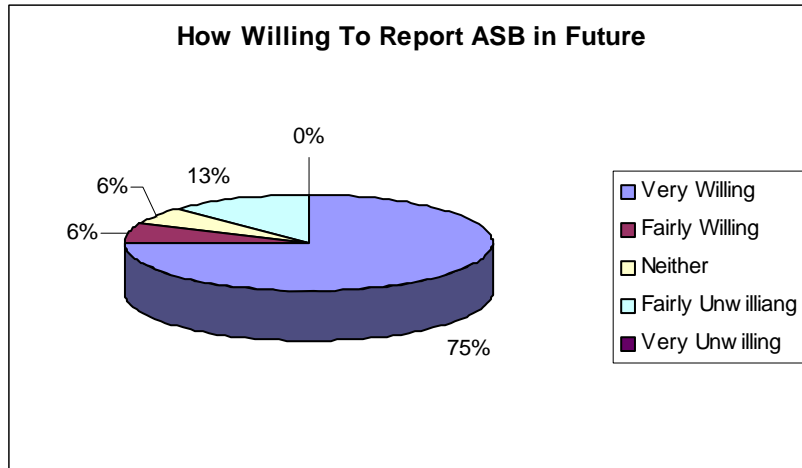


### Satisfaction With How Case Was Dealt With



### How Satisfied With Outcome





The second way that results are presented is as a percentage of a maximum possible score. The scoring system is explained in [appendix 2](#):

Question number (see appendix)	Q.1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Max possible score for question	5	2	4 (x5)	5	5	5	3	5	5	5
Aggregate of all scores (Year)	3.88	1.88	3.75	3.88	4.19	4.13	2.75	4.00	3.56	4.44
% maximum score (Year)	77.5	93.8	93.7	77.5	83.8	82.5	55.0	80.0	71.3	88.8
Aggregate of all scores (Qrt 3)	3.8	1.8	3.6	3.0	4.0	4.4	2.6	4.0	3.4	4.0
% maximum score (Qrt 3)	90.0	90.0	90	60.0	80.0	88.0	52.0	80.0	68.0	100.0

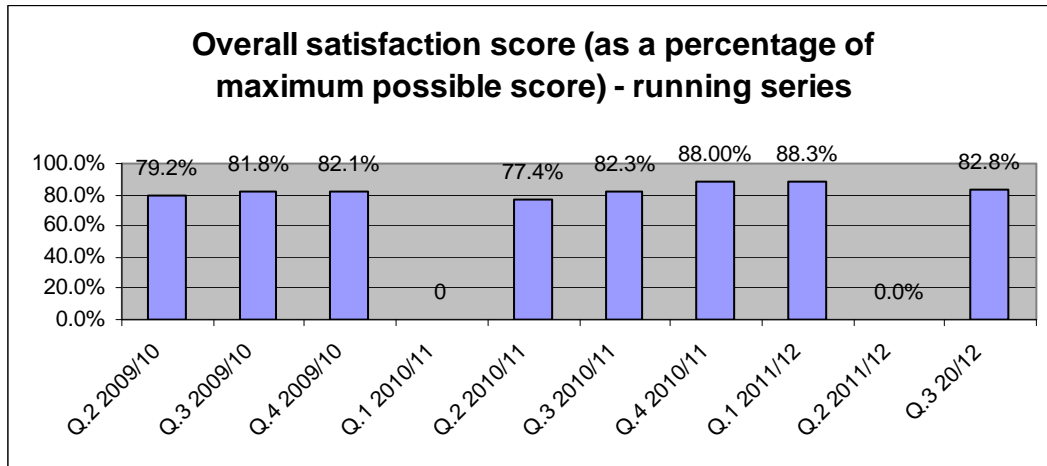
Max possible average overall score	60.0
Actual average score in period (Qrt 3)	49.0
Overall satisfaction percentage (Qrt 3)	82.8
<b>Overall satisfaction percentage (Year)</b>	<b>86.2</b>

**Individual case scores (cases closed in Qrt 1 2011-12)**

Case number	Satisfaction percentage
2728	81.7
2837	83.6
2785	75.0
2804	85.0
2785	78.3

## Running series

(Please note: due to limited data, no report was produced for Q.1 2010 –11 or Q.2 2011-12)



## How we compare to other housing organisations

“HouseMark” is an organisation which specialises in helping council and housing association landlords to measure how well they are providing services to tenants. Cambridge City Council is a member of HouseMark’s ASB group or ‘club’. All members of this group use the same ASB satisfaction form (see appendix) so that scores can be compared across organisations.

The following table compares the score of Cambridge City Council’s ASB service to that of other housing organisations. The relative scores should be seen as indicative but not conclusive as the data is not always directly comparable. This is due to several factors including:

- differing sample size (some organisations are submitting data based on (necessarily) very small sample sizes);
- differing data collection periods (HouseMark collects this data annually. We collect data quarterly so seasonal variations may be present);
- differing kinds of organisation (Cambridge City Council deals with ASB both as a landlord and a local authority with a duty to the wider community. The largest submitters of data to HouseMark are housing associations dealing only with ASB relating to its own housing stock).

## Comparison of Cambridge ASB service with HouseMark 'ASB club' members' data 2010-11

	Upper quartile	Median	Lower quartile	Cambridge score	Cambridge position in group (number in sample)
Percentage very or fairly satisfied with how easy to report case	91.2	86	77.5	<b>82</b>	60 (95)
Percentage rating speed of response as good	82.3	76	64.6	<b>70</b>	49 (79)
Percentage very or fairly satisfied with how well they were kept informed	86	77	66.1	<b>76</b>	49 (95)
Percentage very or fairly satisfied with support given	85.3	76	63.8	<b>70</b>	55 (92)
Percentage very or fairly satisfied with way case was dealt with	86.3	77	66.7	<b>75</b>	68 (124)
Percentage very or fairly satisfied with outcome of case	84	73	62.2	<b>64</b>	64 (121)

# Appendix 1 – sample survey form

**Anti-Social Behaviour Service  
Safer Communities Section  
Hobson House  
44 St Andrew's Street  
Cambridge  
CB2 3AS**



**01223 457950**

[asbsection@cambridge.gov.uk](mailto:asbsection@cambridge.gov.uk)

**ASB case number:**

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Dear Service User,

We are committed to providing a good anti-social behaviour service. As someone who has recently used the service, we are keen to know about your experience. What you tell us will help us to find out how well we are doing and how we might improve.

Please take a few minutes to answer the questions and then return your form in the envelope provided. You do not need to use a stamp.

If you would prefer to do this by email please use the email address above to ask for an electronic version of this questionnaire.

## **How to complete the questionnaire**

- The questionnaire should only be completed by the person to whom it is addressed.
- These questions are about the case referred to in the covering letter. If you have made a further complaint more recently, please make sure that your answers relate to the closed case.
- Please place a cross in **one** box only for each question.
- Please check that you have answered all the questions.

## Questions:

### About the help and advice you received

1. At the beginning, how easy or difficult was it to contact a member of staff to report your complaint? (place a cross in one box from the list below)

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult

2. How would you rate how quickly you were interviewed about your complaint (either in person or over the phone)? (place a cross in one box from the list below)

- Good
- Fair
- Poor
- Don't know

3. How would you describe the member of staff dealing with your complaint? (place a cross in **one** box for **each** option below)

- Helpful: Always  Usually  Occasionally  Never
- Courteous: Always  Usually  Occasionally  Never
- Sensitive: Always  Usually  Occasionally  Never
- Responsive: Always  Usually  Occasionally  Never
- Knowledgeable: Always  Usually  Occasionally  Never

4. How satisfied were you that you were kept up to date with what was happening throughout your case? (place a cross in one box from the list below)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

5. How satisfied were you with advice given to you by our staff during your case? (place a cross in one box from the list below)

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

6. How satisfied were you with support given to you by our staff during your case? (place a cross in one box from the list below)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

7. Did you feel it was worth reporting your complaint of anti-social behaviour? (place a cross in one box from the list below)

- Worth reporting
- No feelings either way
- Not worth reporting

**Overall satisfaction**

8. Taking everything into account, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with? (place a cross in one box from the list below)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

9. Taking everything into account, how satisfied or dissatisfied are you with the outcome of your anti-social behaviour complaint? (place a cross in one box from the list below)

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

10. How willing would you be to report anti-social behaviour to us in the future? (place a cross in one box from the list below)

- Very willing
- Fairly willing
- Neither willing nor reluctant
- Fairly reluctant
- Very reluctant

**Any other comments?**

11. Please use this space to write any further comments you may feel help us improve our service.

## About yourself

Cambridge City Council is committed to promoting equality. Finding out about the people who use our services can help us to do this, but you do not have to answer all, or any, of the following questions.

My age is:

I am:

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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Please tick ( ✓ ) the ethnic group that you think best describes you

<b>White</b>	British	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Gypsy / Roma	<input type="checkbox"/>
	Irish Traveller	<input type="checkbox"/>
	Other traveller	<input type="checkbox"/>
	Any other white background	<input type="checkbox"/>
	Please say which:	

<b>Mixed</b>	White and black Caribbean	<input type="checkbox"/>
	White and black African	<input type="checkbox"/>
	White and Asian	<input type="checkbox"/>
	Any other mixed background	<input type="checkbox"/>
	Please say which:	

<b>Asian or Asian British</b>	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Any other Asian background	<input type="checkbox"/>
	Please say which:	

<b>Black or Black British</b>	Caribbean	<input type="checkbox"/>
	African	<input type="checkbox"/>
	Any other black background	<input type="checkbox"/>
	Please say which:	

<b>Other</b>	Please say which:	<input type="checkbox"/>
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Prefer not to answer	
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**Health or disability**

<b>Disability and long-term sickness</b>	I have a disability / long-term illness	
	A member of my household has a disability / long-term illness	
	The number of people in my household with a disability / long-term illness is -	
	No-one in the household is disabled / long-term sick	
	Prefer not to answer	

**My sexual orientation is:**

Heterosexual	
Gay man	
Gay woman	
Bisexual	
Trans-sexual / Trans-gender	
Other	
Prefer not to say	

**I would describe my faith / belief as:**

None	
Buddhist	
Christian	
Hindu	
Jewish	
Muslim	
Sikh	
Other (please state)	

## Appendix 2 Scoring system

Code for questions 1, 4, 5, 6, 8, 9					Code for question 2			
Very satisfied	Fairly satisfied	Neither	Fairly Dissatisfied	Very dissatisfied	Good	Fair	Poor	Don't Know
5	4	3	2	1	2	1	0	D/K
Code for question 3 (NB. 5 parts to this question)				Code for question 7				
Always	Usually	Occasionally	Never	Worth reporting	No Feelings	Not Worth		
4	3	2	1	3	2	1		
Code for question 10								
Very Willing	Fairly Willing	Neither	Fairly Reluctant	Very Reluctant				
5	4	3	2	1				