

ASB Survey 2010 - 2011



1 How satisfied/dissatisfied were you with the outcome of your case?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Very satisfied	56%	61%	71%	67%	65%									
Fairly satisfied	30%	25%	21%	20%	23%									
Neither satisfied nor dissatisfied	7%	7%	0%	4%	5%									
Fairly dissatisfied	2%	5%	4%	2%	3%									
Very dissatisfied	5%	2%	4%	7%	5%									

Overall Satisfaction		2008/09	2009/10	Apr-10	May-10	Jun-10
Cumulative responses		N/A	N/A	26/28	44/51	56/65
Cumulative satisfaction		86%	86%	93%	86%	86%
Monthly responses		N/A	N/A	26/28	18/23	12/14
Monthly satisfaction		N/A	N/A	93%	78%	86%

2 At the beginning, how easy or difficult was it to contact a member of staff to report your complaint?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Very easy	57%	72%	79%	71%	69%									
Fairly easy	26%	21%	14%	20%	22%									
Neither easy nor difficult	7%	3%	0%	2%	2%									
Fairly difficult	6%	3%	4%	4%	5%									
Very difficult	4%	1%	4%	4%	3%									

Overall Satisfaction		2008/09	2009/10	Apr-10	May-10	Jun-10
Cumulative responses		N/A	N/A	26/28	46/51	59/65
Cumulative satisfaction		83%	93%	93%	90%	91%
Monthly responses		N/A	N/A	26/28	20/23	13/14
Monthly satisfaction		N/A	N/A	93%	87%	93%

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

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Good	72%	80%	89%	80%	78%									
Fair	21%	15%	11%	14%	17%									
Poor	6%	5%	0%	6%	5%									
Don't know	1%	0%	0%	0%	0%									

Overall Satisfaction														
Cumulative responses	N/A	N/A	24/27	48/51	60/63									
Cumulative satisfaction	83%	93%	89%	94%	95%									
Monthly responses	N/A	N/A	24/27	24/24	12/12									
Monthly satisfaction	N/A	N/A	89%	100%	100%									

4 Would you describe the member of staff dealing with your complaint as always or usually...?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Helpful	91%	94%	96%	92%	93%									
Courteous	93%	96%	96%	87%	85%									
Sensitive	88%	96%	96%	87%	86%									
Responsive	86%	95%	96%	83%	83%									
Knowledgeable	88%	95%	96%	83%	83%									

5 When you reported your case, did the person dealing with your case develop an action plan with you for dealing with the issue?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Yes	76%	84%	93%	87%	86%									
No	9%	10%	7%	13%	12%									
Don't know/not sure	15%	6%	0%	0%	2%									

Overall Satisfaction														
Cumulative responses	N/A	N/A	26/28	45/52	57/66									
Cumulative satisfaction	76%	84%	93%	87%	86%									
Monthly responses	N/A	N/A	26/28	19/24	12/14									
Monthly satisfaction	N/A	N/A	93%	79%	86%									

6 If yes, did you agree with the action plan?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Yes	86%	88%	93%	86%	88%									
No	2%	5%	7%	12%	10%									
Don't know/not sure	12%	7%	0%	2%	2%									

Overall Satisfaction														
Cumulative responses	N/A	N/A	25/27	44/51	53/60									
Cumulative satisfaction	86%	88%	93%	86%	88%									
Monthly responses	N/A	N/A	25/27	19/24	9/9									
Monthly satisfaction	N/A	N/A	93%	79%	100%									

7 How satisfied were you with support given to you by our staff during your case?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Very satisfied	52%	62%	75%	69%	66%									
Fairly satisfied	27%	28%	18%	19%	22%									
Neither satisfied nor dissatisfied	12%	4%	0%	4%	3%									
Fairly dissatisfied	12%	3%	4%	2%	3%									
Very dissatisfied	12%	3%	4%	6%	6%									

Overall Satisfaction														
Cumulative responses	N/A	N/A	26/28	45/51	57/65									
Cumulative satisfaction	86%	88%	93%	88%	88%									
Monthly responses	N/A	N/A	26/28	19/23	12/14									
Monthly satisfaction	N/A	N/A	93%	83%	86%									

8 How satisfied were you that you were kept up to date with what was happening throughout your case?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Very satisfied	46%	69%	75%	69%	68%									
Fairly satisfied	34%	12%	18%	20%	21%									
Neither satisfied nor dissatisfied	12%	5%	0%	4%	3%									
Fairly dissatisfied	5%	10%	4%	2%	3%									
Very dissatisfied	3%	4%	4%	6%	5%									

Overall Satisfaction					
Cumulative responses	N/A	N/A	26/28	45/51	56/63
Cumulative satisfaction	80%	81%	93%	88%	89%
Monthly responses	N/A	N/A	26/28	19/23	11/12
Monthly satisfaction	N/A	N/A	93%	83%	92%

9 Taking everything into account, how satisfied or dissatisfied are you with the way your anti-social behaviour complaint was dealt with?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Very satisfied	54%	61%	75%	69%	65%									
Fairly satisfied	30%	26%	18%	18%	23%									
Neither satisfied nor dissatisfied	5%	4%	0%	6%	5%									
Fairly dissatisfied	6%	5%	4%	2%	3%									
Very dissatisfied	5%	4%	4%	6%	5%									

Overall Satisfaction					
Cumulative responses	N/A	N/A	26/28	44/51	57/65
Cumulative satisfaction	84%	87%	93%	86%	88%
Monthly responses	N/A	N/A	26/28	18/23	13/14
Monthly satisfaction	N/A	N/A	93%	78%	93%

10 How have your circumstances changed following the outcome of the case...?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Improved a lot	54%	52%	37%	38%	42%									
Improved slightly	26%	31%	26%	32%	27%									
No change	16%	15%	33%	28%	29%									
Got slightly worse	2%	2%	4%	2%	2%									
Got a lot worse	2%	0%	0%	0%	0%									

Overall Satisfaction					
Cumulative responses	N/A	N/A	17/27	35/50	43/62
Cumulative satisfaction	80%	83%	63%	70%	69%
Monthly responses	N/A	N/A	17/27	18/23	8/12
Monthly satisfaction	N/A	N/A	63%	78%	66%

11 How willing would you be to report anti-social behaviour to us in the future?

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Very willing	75%	89%	93%	88%	85%									
Fairly willing	17%	5%	0%	6%	8%									
Neither willing or reluctant	3%	2%	4%	2%	3%									
Fairly reluctant	1%	2%	0%	0%	0%									
Very reluctant	4%	1%	4%	4%	5%									

Overall Satisfaction														
Cumulative responses	N/A	N/A	26/28	49/52	61/66									
Cumulative satisfaction	80%	83%	93%	94%	93%									
Monthly responses	N/A	N/A	26/28	23/24	12/14									
Monthly satisfaction	N/A	N/A	93%	96%	86%									

12 Breakdown of Satisfaction by Team

	2008/09	2009/10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
ASB Team														
Number of cases	N/A	21	2	0	1									
Satisfied with the way the case was dealt with (fairly and very)	N/A	85%	100%	0%	100%									
Satisfied with outcome of case (fairly and very)	N/A	85%	100%	0%	100%									
North Office														
Number of cases	N/A	26	5	12	5									
Satisfied with the way the case was dealt with (fairly and very)	N/A	96%	100%	75%	80%									
Satisfied with outcome of case (fairly and very)	N/A	88%	100%	75%	80%									
South														
Number of cases	N/A	24	8	8	5									
Satisfied with the way the case was dealt with (fairly and very)	N/A	82%	88%	88%	80%									
Satisfied with outcome of case (fairly and very)	N/A	77%	88%	88%	80%									
Central														
Number of cases	N/A	18	13	4	3									
Satisfied with the way the case was dealt with (fairly and very)	N/A	88%	92%	50%	100%									
Satisfied with outcome of case (fairly and very)	N/A	94%	92%	50%	100%									
Overall														
Number of cases	N/A	89	28	24	14									
Satisfied with the way the case was dealt with (fairly and very)	N/A	87%	93%	78%	92%									
Satisfied with outcome of case (fairly and very)	N/A	86%	93%	78%	86%									