

Anti-Social Behaviour

Survey Results

23 June 2009



London Office: 50 Broadway, St James Park, London SW1H 0RG. Tel: 0800 083 6973
Cardiff Office: Haywood House North, Dumfries Place, Cardiff CF10 3GA. Tel: 029 20383653
Website: www.Lmrmc.co.uk

Demographics

Are you...?

Q1. % Response	Overall
1. Tenant	72
2. Tenant's Spouse / Partner	22
3. A member of the household	6

Please state if you agree or disagree with the following statements...

1. **When you first contacted the Anti-social Behaviour team, it was easy to report your complaint**

Q6. % Response	Overall
1. Strongly agree	47
2. Agree	31
3. Neither agree nor disagree	12
4. Disagree	4
5. Strongly disagree	2
6. Don't know	4

2. **You were contacted by phone or in person within a week of reporting your complaint**

Q6. % Response	Overall
1. Strongly agree	47
2. Agree	24
3. Neither agree nor disagree	14
4. Disagree	4
5. Strongly disagree	0
6. Don't know	11

3. **The officer dealing with your complaint was very helpful**

Q6. % Response	Overall
1. Strongly agree	57
2. Agree	24
3. Neither agree nor disagree	14
4. Disagree	2
5. Strongly disagree	0
6. Don't know	3

4. BHP contacted me to keep me informed about what was happening on my case

Q6. % Response	Overall
1. Strongly agree	56
2. Agree	29
3. Neither agree nor disagree	8
4. Disagree	2
5. Strongly disagree	0
6. Don't know	5

5. How satisfied are you with the support you received from BHP staff during your case?

Q6. % Response	Overall
1. Very satisfied	57
2. Fairly satisfied	22
3. Neither satisfied nor dissatisfied	18
4. Fairly dissatisfied	3
5. Very dissatisfied	0
6. Don't know	0

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

Q6. % Response	Overall
1. Very satisfied	41
2. Fairly satisfied	34
3. Neither satisfied nor dissatisfied	8
4. Fairly dissatisfied	3
5. Very dissatisfied	2
6. Don't know	12

7. How satisfied are you with the outcome of your anti-social behaviour complaint?

Q7. % Response	Overall
1. Very satisfied	41
2. Fairly satisfied	37
3. Neither satisfied nor dissatisfied	10
4. Fairly dissatisfied	2
5. Very dissatisfied	2
6. Don't know	8

8. Would you report an incident of anti-social behaviour to BHP again in the future?

Q8. % Response	Overall
1. Definitely	64
2. Probably	28
3. Unlikely	2
4. No	2
5. Don't know	4

9. Do you have any further comments on the anti-social behaviour service provided by BHP?

A handful of tenants made general comments re the warden service being better than more general ASB measures in other places where they have previously lived or where they have family / friends living.