

ASB Service Satisfaction Survey

April 2023 - March 2024



We contact residents who have reported ASB to ask about their experience with our service. This does not include any serious ASB case which is handled by Barnsley Council. In 2023/24 we only contacted 144 residents and only received 25 completed surveys. Here's a summary of this feedback.



81%

Found it easy to report in
the first instance
New indicator



60%

Said when reporting ASB we
were easy to deal with
-31% (*)



52%

Satisfied that we kept
them up to date
-48%



56%

Satisfied with the support
and service from staff
-36%



52%

Satisfied with the final outcome
of their ASB complaint
-14% (*)



56%

Satisfied with the overall
experience
-21% (*)



40%

Said our action had improved
their issues
New indicator

Please note we changed the survey questions in November 2023. We have included the results from the most recent survey questions and where possible the previous survey.

From April 2024 we aim to increase the sample size to increase feedback.

(*) Since 2022-2023

What does your feedback tell us?

We only have limited feedback but from this we know we can improve our service in the following ways:

- Better communication
- Improved guidance and advice online and through our contact centre
- Staff training, as we have a lot of new staff
- Easier reporting and the facility to provide evidence
- Better partnership working

What are we doing as a result of your feedback?

- We now have a dedicated ASB team, and clear thresholds for escalation to this team and the Council SNS for legal intervention.
- We now have an ASB app – an all round tool that allows residents or service users to record, monitor, and report ASB such as noise, nuisance, and disputes.
- We've introduced an ASB Respect line for residents to call out of hours if they are experiencing anti-social behaviour. The line is provided by Case Management Solutions Group who are external customer service professional with specialist knowledge to support our residents. They can take note of ASB incidents that have happened since a customer last contacted us and they can give advice on what action should be taken next. This can include contacting the police.
- The information collected by the out of hours service is sent directly to the investigating officer to help progress the case.
- The Respect line also provides outbound welfare calls out of hours on request to support victims and witnesses of ASB.
- Our Neighbourhood and ASB teams are undertaking Housing Professional Passports, and have received externally delivered ASB Training within the last 12 months making sure they keep up to date in respect of ASB tools and powers, along with good practice.
- We've refreshed our ASB Policy and procedures.
- We've implemented a Good Neighbour Policy and Good Neighbour Agreements.
- We've implemented a reporters Contract – a formal agreement between Officers and reporters outlining how we are going to keep the reporter updated and collect evidence from them.
- We've implemented a standardised letter to both reporters and subjects – informing the reporter / alleged perpetrator who is the investigating officer and their contact details.
- We are working with our partners at SNS to streamline the ASB review procedure following feedback from residents who have been involved in an ASB Review.
- We have revised our support checklist to include a risk assessment - so we can identify levels of vulnerability, risk, and harm and to evidence distance travelled
- We have delivered an internal training session with all NO and ASB officers outlining what is and what isn't ASB and how to manage cases efficiently.