Satisfaction surveys

Why do surveys?
Satisfaction surveys are a good way of assessing the performance of a service and finding out how it needs to improve.

In addition they are needed to get top marks from the inspectors:

- Audit Commission’s Tenancy and Estate Management KLoE (6.4.2.1) criteria for an ‘excellent service’: "Has strong evidence that its actions have resulted in increased satisfaction levels and less ASB" and "Has service users who report a high level of satisfaction with the way the organisation manages ASB, whether or not they are victims of ASB."

- Respect Standard (Commitment 1): "Delivery of outcomes defined by measurable local targets (e.g. year on year increases in resident satisfaction by estate or neighbourhood as measured by regular surveys)."

Tips on sending surveys

- **Reference number**: Include this on the survey so that it can be connected to other data held by the anti-social behaviour team or on the tenancy database.

- **Letter to respondents**: Include instructions and explain the policy on confidentiality and anonymity.

- **Send reminders about three weeks later**: These increase response rates for postal surveys by about two thirds.

- **Brief staff**: So that they can respond to or pass on queries

- **Incentives**: Prize draws or free gifts can increase response rates.
**Survey design**
The design of the survey depends on who is completing it:

- **Residents or tenants**: Use the same indicators as the ‘Place Survey’ (NIs 17, 21 and 27), which is a survey of local residents run by local authorities each year. See [Appendix A](#).

- **Victims or witnesses**: Should be in the same format as the Complainant Satisfaction Survey as included in the Respect Standard. See [Appendix B](#).

- **Perpetrators**: Broxbourne Housing Association came runners-up in the ASBActionNet Awards 2009 because they conduct satisfaction surveys of perpetrators. See ASBActionNet for details.

**Analysing results**
For the results to be meaningful it is important that they are analysed correctly. In general, if the underlying population is large (say over 1,000 people) then a sample size of around 100 people provides results which are reliable to within ±10 per cent.

For example, if the survey indicates that 50 per cent of respondents give a particular answer then one can be very sure that the true answer for the underlying population is between 40 and 60 per cent. For more accurate results a larger sample size is needed.

**ASBActionNet eReporting**
ASBActionNet eReporting was launched in May 2009. It includes an easy-to-use, accessible website through which tenants can report ASB. Online satisfaction surveys are automatically sent to tenants when a case is closed.
## Place Survey & APACS Indicator

### NI 17: Perceptions of anti-social behaviour

<table>
<thead>
<tr>
<th>Is data provided by the LA or a local partner?</th>
<th>Y</th>
<th>Is this an existing indicator?</th>
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### Rationale

Anti-social behaviour (ASB) is a high profile national priority for Government. Local authorities are the key partner in tackling ASB and have statutory duties to enforce ASB legislation (this ASB indicator is mandatory in the 2006/07 LAAS). They are an applicant agency for Anti-social behaviour orders (ASBOs); they lead on housing-related ASB, tackling litter/graffiti, and are responsible for licensing of premises and in securing and designing environments to reduce likelihood of alcohol-fuelled disorder and ASB.

The question that feeds this indicator was previously used in the 2006/7 BVPI satisfaction survey and the BCS. Note that the methodology for the Place Survey is different to the British Crime Survey (BCS) as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.

### Definition

Percentage of respondents with a high level of perceived anti-social behaviour combines responses to seven questions about anti-social behaviour problems. The questions are as follows:

Thinking about this local area, how much of a problem do you think each of the following are....

1) … noisy neighbours or loud parties?
2) … teenagers hanging around on the streets?
3) … rubbish or litter lying around?
4) … vandalism, graffiti and other deliberate damage to property or vehicles?
5) … people using or dealing drugs?
6) … people being drunk or rowdy in public places?
7) … abandoned or burnt out cars?

### Formula

The combined measure of ASB is calculated by allocating scores to the responses to the question about the seven anti-social behaviours, whereby:

- 0 = Not a problem at all
- 1 = Not a very big problem
- 2 = Fairly big problem
- 3 = Very big problem

A total score for each respondent is calculated based on the responses to the seven questions. The maximum possible score is 21. High perception of ASB is a score of 11 or above.

The indicator is the percentage of respondents whose score was 11 or above out of the total answering the question.

No opinions should be included in the score as zero (this was the method used on the BVPI survey).
**NI 17: Perceptions of anti-social behaviour (continued)**

**Worked example**

Set up scores from 0 to 3 for each code of the different ASB strands, sum the scores across the individual ASB strands to give each person (case) a score of between 0 and 21. Run a frequency of the summed scores eg:

<table>
<thead>
<tr>
<th>Score</th>
<th>No of cases</th>
</tr>
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<tbody>
<tr>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>150</td>
</tr>
<tr>
<td>...</td>
<td></td>
</tr>
<tr>
<td>11 or more</td>
<td>200</td>
</tr>
</tbody>
</table>

Total 1000

Percentage of respondents whose score was 11 or above = 200/1000 = 20%

**Good performance**

Good performance typified by lower percentages

**Data Source**

Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets.

**Collection Interval**

Biennial

**Return Format**

Percentage

**Decimal Places**

One

**Reporting organisation**

Audit Commission

**Spatial level**

Single tier, district and county council

**Further Guidance**

This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:


At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.
<table>
<thead>
<tr>
<th><strong>Place Survey &amp; APACS Indicator</strong></th>
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<tr>
<td><strong>NI 21:</strong> Dealing with local concerns about anti-social behaviour and crime issues by the local council and police</td>
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| **Rationale** | This is about partnership working with local agencies. This measure is also being employed as a proxy to measure confidence in local agencies to tackle the community safety issues that matter to local people (i.e. a measure of Neighbourhood Policing in the widest sense). It is an indicator of people's view about those issues which are important to their quality of life. A similar question to the one that feeds this indicator was previously used in the British Crime Survey (BCS). Note that the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level. |

| **Definition** | The question being asked is as follows: How much would you agree or disagree that the police and other local public services are successfully dealing with these issues in your local area? |
|----------------|Strongly agree; tend to agree; neither agree nor disagree; tend to disagree; strongly disagree; don’t know |

| **Formula** | \( \text{(Using weighted data): } \frac{x}{y} \times 100 \) where: 
\[ 
\begin{align*} 
x &= \text{total number of respondents who strongly agree/tend to agree} \\
y &= \text{total number of respondents giving valid answer to question including don’t knows.} 
\end{align*} 
\] |

| **Worked example** | Strongly Agree (DA) = 516  
Tend to Agree (TA) = 3048  
Neither Agree or Disagree (TAD) = 3878  
Tend to Disagree (TD) = 200  
Strongly Disagree (DD) = 1800  
Don’t Know (DK) = 441  
\[ 
\begin{align*} 
((\text{DA + TA}) & / (\text{DA + TA + TAD + TD + DD + DK})) \times 100 \\
3564 & / 9883 \times 100 = 36\% 
\end{align*} 
\] |

| **Good performance** | Good performance typified by higher percentages |

| **Data Source** | Collection will be through the new Place Survey and through the British Crime Survey (BCS). For the Place Survey local authorities will submit data to the Audit Commission, who will weight it and submit it to Communities and Local Government directly, and provide authorities with weighted copies of their own data sets. |
### NI 21: Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (continued)

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<td>Audit Commission</td>
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### Further Guidance

This indicator is a Statutory Performance Indicator (SPI) within the APACS (Assessments of Policing and Community Safety) framework. Detailed information is therefore available in the APACS technical guidance which is available at:


At local authority level, the national indicator will be based on data obtained through the Place Survey and this will provide the basis for any targets agreed by partners for inclusion in the Local Area Agreement. At police force level, the SPI will be measured through BCS data.
### Place Survey & APACS Indicator

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<th>NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police</th>
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**Rationale**

This is about partnership working with local agencies. It measures confidence in local agencies to seek views on anti-social behaviour and crime in your area.

Its focus is on quality of life issues, specifically with an element of community engagement through asking about ‘seeking people’s views’. Understanding and agreeing what priorities are critical to this ‘listening and responding’ to deliver ‘two way’ engagement.

A similar question to the one that feeds this indicator was previously used in the British Crime Survey (BCS). Note that the methodology for the Place Survey is different to the BCS as the Place Survey is conducted by post biennially, while the BCS is conducted face to face on a continuous basis, with rolling annual data reported quarterly at Police force level.
### NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (continued)

| Definition | Anti-social behaviour – as part of the overall seven strand anti-social behaviour indicator, NI 17.  
The question being asked is as follows:  
It is the responsibility of the police and local council working in partnership to deal with anti-social behaviour and crime in your local area  
How much would you agree or disagree that…  
The police and local council seek people’s views about the anti-social behaviour and crime issues that matter in this area  
Strongly agree; tend to agree; neither agree nor disagree; tend to disagree; strongly disagree |
| --- | --- |

| Formula | \( (\text{Using weighted data}): \frac{x}{y} \times 100 \) where:  
x = total number of respondents who strongly agree/tend to agree  
y = total number of respondents giving valid answer to question including don’t knows. |
| --- | --- |

| Worked example | Strongly Agree (DA) =516  
Tend to Agree (TA) =3048  
Neither Agree or Disagree (TAD) =3878  
Tend to Disagree (TD) = 200  
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\( \left(\frac{(DA + TA)}{(DA + TA + TAD + TD + DD + DK)}\right) \times 100 \) |
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| Reporting organisation | Audit Commission |
**NI 27: Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (continued)**

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COMPLAINANT SATISFACTION SURVEY

Tenant Reference: XXXXX

Case Reference: XXXXXX

Dear

Anti-Social Behaviour Service Questionnaire

It is important for us to know whether or not the anti-social behaviour service we provide meets the needs of our customers. To help us understand this, and improve our service, we would be grateful if you would complete this questionnaire.

How to complete the questionnaire

- The questionnaire should be completed by the person to whom the covering letter is addressed.
- The questions relate to the anti-social behaviour case outlined in the covering letter. If you have made further complaints about anti-social behaviour more recently, please ensure that your answers to the questionnaire relate to the specific case outlined in the covering letter.
- Please read the instructions for answering each question carefully. Most ask you to tick one box only.
- Please check that you have answered all the questions.
Please return the questionnaire in the envelope provided.

Questionnaire

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? (tick 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)? (tick one option from the list below)
   - Good
   - Fair
   - Poor
   - Don’t know

3. How would you describe the member of staff dealing with your complaint? (circle one answer 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? (tick one option from the list below)

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

5. How satisfied were you with support given to you by our staff during your case? (tick one box from the list below)

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

**Overall satisfaction**

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

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
7. Taking everything into account, how satisfied or dissatisfied are you with the outcome of your anti-social behaviour complaint? (tick one box from the list below)
- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

8. How willing would you be to report anti-social behaviour to us in the future? (tick one box from the list below)
- Very willing
- Fairly willing
- Neither willing nor reluctant
- Fairly reluctant
- Very reluctant
Any other comments?

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