

Scrutiny Panel

Mini ASB Review

September 2017

Background & Purpose

The Community Safety Manager is currently undertaking a review of this service and a number of service users and tenant groups have been approached to assist with identifying areas for improvement.

As part of this consultation exercise, the Scrutiny Panel carried out a short investigation in the following areas and findings/recommendations will feed into the main review:

- Service Standards
- Accessibility

Acknowledgements

Due to the nature of this review, a sub-group has been formed to undertake this work and we would like to thank Tony Poynton, Morris Arthur, Patrick Dukes, John Swift and Margaret Harris for their assistance.

Scoping the Review

During deliberations the Scrutiny Panel have considered a plethora of data to ascertain the wider perceptions and experiences amongst fellow tenants. In addition, Panel members have reviewed communication tools used and analysed effectiveness of these tools. They have had discussions with neighbours (using a structured approach) and also considered non-service users expectations.

As mentioned above, the review has been split into two parts.

Service Standards

The group focused on the question: Are the current service standards correct and, if not, what would we change?

In understanding the wider view, the group needed to consider results of surveys relating to this specific area of the business and the following bytes of data were used during analysis:

- ✓ Latest results from the **Tenant Satisfaction Survey (TSS)** (Q51 relating to initial response times)
- ✓ **Non-service user questionnaire (NSU)** (completed by members of the Community Safety Team) more specifically Q6 which relates to initial response times.

- ✓ A snapshot of **ASB cases logged** between 1st February – 16th August 2017 detailing type of ASB issue; urgency; status (open or closed); logged by and date; responsible officer and closure date.
- ✓ **Locality Survey** – 22 respondents interviewed in the locality of the Panel Members' homes.

In addition, the Panel also considered the speed of resolving ASB issues overall and discussed the results within the **TSS**, specifically Q52(e) and results within Q7 of the **NSU** survey.

Accessibility

The Panel members considered how accessible and available this service was to stakeholders. The group focused on the following areas during their deliberations:

- What methods of communication are currently promoted?
- What methods of communication are currently used?
- How effective are they?
- What other methods of communication can we use?

Again, in understanding the wider perspective the Panel members considered a range of data to aid discussions:

- ✓ Communication vehicles used to report ASB over a 6 month period, captured by the CSA Team (see Appendix for results)
- ✓ **Website analytics** report covering the financial period 2016/17 plus 01 April 2017 to 31 July 2017.
- ✓ Latest results from the **Tenant Satisfaction Survey** (Q49 ease of contact to report ASB)
- ✓ **Locality Survey** – specifically Q2, Q3 and Q4
- ✓ Results of **non-service user questionnaire** – specifically Q2-Q5 relating to getting in touch, confidence that this will be dealt with properly and methods of communications available.

All data considered has been attached within Appendices.

Findings & Recommendations

Service Standards

Speed of response from initial contact

Considering the results of 2017's TSS (Q51 – How would you rate the speed you were initially interviewed about your complaint), members felt that 67.3% satisfaction was positive (good and fair). However, debate followed why over a quarter of respondents would select 'fair' (25.2%) and 'poor' (21.5%). Members felt that this view had to be based on personal experiences, whether this be with reporting ASB or general estate issues in the past. Overall, the group felt that there was an element of apathy and reluctance to say that the experience had been 'good' and would have hoped for a higher response against this. Having said that, all understood the general negativity linked to ASB, particularly if outcomes differ from the one intended.

Members compared these results with 2012 and 2015 surveys and noted that response options differed on previous years so it was difficult to draw any conclusions (i.e. satisfaction scoring very satisfied to very dissatisfied compared with this year's survey options: good, fair, poor and don't know). Satisfaction (very or fairly satisfied) achieved 53% - 2012 and 55.2% - 2015.

When considering expectations of those who had not used the service, the current standards appear to be set at the right level.

- Urgent Cases - 13 respondents expected to prompt a reaction within 1 working day, 8 others felt that MHA should react much quicker (2 respondents felt within 30 minutes). Again, debate considered what was classed as 'urgent' in these circumstances and, realistically, did MHA have the power to act or was this an issue for Police response.
- Non-urgent cases – 15 respondents felt that 'within 5 working days' was appropriate with 4 others feeling this was too long (see comments above).

Generally, the Panel considered that 16.2% of respondents who felt that an urgent case should prompt a response within 1 week was unrealistic and, again, challenged the data. They concluded that either respondents were unclear what an 'urgent' case equated to, lived in an area of low ASB or had lower expectations as they had not experienced such an issue in the past.

In Summary...

The Panel felt that the existing service standard times were set at the right level but requested officers take on board the comments made above and look to improve perceptions and experiences in order to convert 'fair' to 'good'.

Speed of resolving and closing cases

When considering the results in this area, the latest TSS survey has thrown up some challenging responses. 48.9% were either very or fairly satisfied with resolution

timescales. The Panel were disappointed that less than half were happy and discussed the many reasons why over 52% had no view or were dissatisfied.

With this in mind the Panel further considered all cases logged between 07.02.17 and the 15.08.17 and felt that this piece of data painted a picture of customers' actual experience and how quickly MHA took to respond to issues. However, this information did not demonstrate if MHA met the initial service standard response times but it did give an indication of how long the case took to resolve and close. The Panel randomly selected a number of examples with lengthy resolution times:

| Case No. | Category | Actual/Logged Date? | Monitoring Officer | Responsible Officer | Closure Date | Time taken to resolve |
|----------|------------|---------------------|--------------------|---------------------|--------------|-----------------------|
| 10,237 | Urgent | 09.02.17 | BFITZ | TMAC | 28.03.17 | 47 days |
| 10,354 | Non-urgent | 27.02.17 | BFITZ | TMAC | 29.03.17 | 30 days |
| 10,536 | Non-urgent | 14.03.17 | AWALL | GHOUSE | 03.08.17 | 142 days |
| 10,702 | Urgent | 03.04.17 | BFITZ | TMAC | 11.07.17 | 96 days |
| 10,897 | Urgent | 02.05.17 | BFITZ | TMAC | 11.07.17 | 70 days |
| 11,177 | Non-urgent | 02.06.17 | AWALL | NPOC | 01.08.17 | 60 days |

The Panel excluded those 'logged for information' or 'opened in error' cases. Regardless, when understanding the possible reasons for dissatisfaction they felt that some of the cases were taking too long to process. However, it is unclear what the actual and logged dates refer to or whether delays were caused by court involvement and **the Panel recommend further investigation into individual cases to understand where delays lie, if applicable.** It was also difficult to draw any conclusions surrounding responses times per team for the same reason but this maybe worth further investigation.

In summary...

The Panel appreciated that all cases are different and sometimes complex but felt that further probing was needed to understand if this was the case or whether MHA should have been more responsive (see above), particularly the more urgent cases. This information may prove to be the link with the results of the TSS and the reason for the apathy and reluctance to award MHA with higher satisfaction in this area.

Interestingly, there appears to be a reluctance to report ASB compared to those who have experienced ASB in or near their homes, see below:

| Year | Experienced ASB | (of those) Reported the ASB issue |
|------|-----------------|-----------------------------------|
| 2012 | 26% | 41% |
| 2015 | 23% | 28% |
| 2017 | 21.1% | 28.5% |

Considering this year's results the Panel discussed why almost 40% (84 out of a possible 211 respondents) did not report ASB in their area. Reasons could include:

- Recrimination

- Afraid
- Apathy ('nothing to do with me')
- Upsetting the neighbours
- Trust issues with MHA (see comments and results from surveys)
- Reported to the Police or another agency

The above are possible barriers and will need to be taken into account when considering accessibility.

Accessibility

The Panel considered the variety of methods available to report ASB to MHA (see list below). There is a wide range of literature available on the website (and in hardcopy) together with a helpful FAQ section. A section within the Tenancy Handbook also signposts and explains how to report problems.

It was pleasing to note that out of 124 respondents, 80 found it very or fairly easy to contact a member of staff to report their ASB complaint, but 19 found it fairly or very difficult, although we do not have further information indicating why.

Overall, telephone is the most popular way to report ASB. Other vehicles include:

- Website (general enquiry form, ASB form)
- General MHA Email
- Live Chat
- In person
- In writing
- Third Party

Considering those who have never used the service the Panel found it interesting to see that only 81 out of 100 would know they are able to make a report to MHA but 22 would not know how to. The Panel felt this number was too high and more promotion was needed here. Dependent upon the confidence of the respondent it would appear that some would also relay the problem to a friend/neighbour. Some would contact other third parties (Police) rather than contact MHA directly. Again, this depended upon the severity/urgency (14 out of 22 – Locality survey).

The mainline contact number is promoted via literature and website, together with the central website address and contact details for the Police.

Over a period of 6 months (February to August), it would appear that only 1 person used the general enquiries form to communicate ASB issues, no-one reported using email, only 3 through live-chat with 12 through the specific ASB Form (located on the website).

The website is full of useful information but the Panel encountered difficulties locating the ASB Form within this section and had to use the search engine or scroll to the bottom of the page to locate it. This is concerning as over 40% access the website through a tablet or phone. Considering the website analytics available it

would appear that the FAQ section is used the most and the Panel recommend officers delve into this report a little deeper to understand where the barriers lie, where the most relevant information is accessible and improve this section of the website further by deformatizing and removing unnecessary information. They also recommended increasing the 'key words' to assist those seeking help.

The Panel also recommend that all literature be brought up to date to include the variety of methods available to report ASB. In addition, and considering the results of the Locality survey feedback and NSU results, it is recommended that officers introduce a text facility, a central ASB e-mail (if appropriate) and encourage people to also communicate through social media should they be encountering problems.

Disappointingly, only 62.2% felt willing to report ASB in the future. In tackling negative perceptions it is recommended that more case studies be publicised demonstrating how working together has achieved positive outcomes in the community which may increase trust and remove reluctance to contact us in the future. Regular articles in Tenant Matters was suggested and some short clips available on the website/promoted through social media.

Recommendations:

1. Further investigation into individual cases to understand where unnecessary delays can be removed. Suggested randomly selecting 15 cases dealt with across the Neighbourhood and ASB Team.
2. Website development, using the analytics report work with the Corporate Services Dept. to:–
 - a. Deformatizing and removal of unnecessary information
 - b. Increasing 'key words' to assist those seeking help
 - c. Promote all methods of communication together with links
 - d. Re-arrange the website according to actual usage (according to the website report)
3. A literature review to include the whole range of communication tools available.
4. Introduce a text facility for reporting ASB issues and promoted widely
5. Introduce a central ASB reporting email address (if appropriate)
6. Encourage increased usage of social media tools to get in touch and report problems (and promote availability)
7. Positive case studies and stories promoted through Tenant Matters
8. Short films available on website/promoted through social media – demonstrating positive outcomes of engaging in the community and tackling ASB to improve perceptions.
9. Aim to maximise satisfaction through increasing PI targets to align with other satisfaction targets across the organisation.

APPENDICES

Tenant Satisfaction Survey Results (September 2017) *extract...*

Q49. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint?

| | | | | |
|-------------------------|---------------------------|-----------------------|-------------------------------|----------------------------|
| Very easy 40 (32.3%) | Fairly Easy 40 (32.3%) | Neither 25 (20.2%) | Fairly Difficult 10 (8.1%) | Very Difficult 9 (7.3%) |
|-------------------------|---------------------------|-----------------------|-------------------------------|----------------------------|

Q51. How would you rate how quickly you were initially interviewed about your complaint (either in person or over the phone)?

| | | | |
|--------------------|--------------------|----------------------|--------------------------|
| Good 45 (42.1%) | Fair 27 (25.2%) | Poor (23 (21.5%)) | Don't know 12 (11.2%) |
|--------------------|--------------------|----------------------|--------------------------|

Q52(e). How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

(e) The speed with which you anti-social behaviour case was dealt with overall?

| | | | | |
|------------------------------|--------------------------------|-----------------------|---------------------------------|---------------------------------|
| Very satisfied 28 (30.4%) | Fairly satisfied 17 (18.5%) | Neither 22 (23.9%) | Fairly dissatisfied 7 (7.6%) | Very dissatisfied 18 (19.6%) |
|------------------------------|--------------------------------|-----------------------|---------------------------------|---------------------------------|

TSS – Your Priorities

Q5. How satisfied or dissatisfied are you with the way MHA deals with the following:

| | Very Satisfied | Fairly Satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|---------------------------|----------------|------------------|----------------|---------------------|-------------------|
| (a) Anti-Social Behaviour | 387 (43.7%) | 203 (22.9%) | 214 (24.2%) | 50 (5.6%) | 32 (3.6%) |

Non-Service User Questionnaire Results (September 2017) *extract...*

Q2. Do you know you are able to make a report about anti-social behaviour to MHA should you be concerned about the behaviour of your neighbours or their visitors?

| | |
|-----------------|----------------|
| Yes: 81 (81.8%) | No: 18 (18.2%) |
|-----------------|----------------|

Q3. Should you decide to report ASB to MHA, would you know how you are able to do so?

| | |
|-----------------|----------------|
| Yes: 76 (77.6%) | No: 22 (22.4%) |
|-----------------|----------------|

Q4. Should you make a report of ASB to MHA, are you confident that it would be properly and thoroughly investigated?

| | |
|-----------------|--------------|
| Yes: 91 (93.8%) | No: 6 (6.2%) |
|-----------------|--------------|

If No, why not:

- Wouldn't report
- Just a feeling that MHA would let it slide
- Poor resolution of past estate management issues
- Based on previous unresolved estate management issues
- Previous issue
- Issues when dealing with case when MCC
- Past experience with Neighbourhood Officer
- Issues with another incident

Q5. If you were to report ASB to MHA, which of these methods of doing so would you be most likely to use?

| | | | | | |
|---------------------|------------------|-------------------------|----------------|---------------------|---------------------------------|
| In person 3 (3%) | Online 2 (2%) | Telephone 91 (91.9%) | Live Chat 0 | Visit MHA 1 (1%) | 3 rd Party 2 (2%) |
|---------------------|------------------|-------------------------|----------------|---------------------|---------------------------------|

Q6. How quickly after making your report would you expect to be contacted:

| | Within 1 day | Within 1 week | Within 2 weeks |
|---|--------------|---------------|----------------|
| Urgent (Violence, threat of violence, unlawful damage etc.) | 83 (83.8%) | 16 (16.2%) | 0 |
| Not urgent (minor noise, nuisance, non-threatening behaviour) | 15 (15.3%) | 62 (63.3%) | 21 (21.4%) |

Q7. How long do you feel is a reasonable amount of time for MHA to resolve the issue you have reported.

| | Within 1 week | Within 2 weeks | Within 2 months |
|---------------|---------------|----------------|-----------------|
| If Urgent | 74 (75.5%) | 22 (22.4%) | 2 (2.0%) |
| If Non-Urgent | 11 (11.1%) | 60 (60.6%) | 28 (28.3%) |

Locality Survey Results (22 random respondents living locally to Panel Members' homes)

| Questions | Responses |
|---|---------------------|
| 1. Are you aware MHA has a dedicated CS Team who deal with anti-social behaviour? | No – 11 Yes - 11 |

| | | | | | |
|---|---|------------------|------------------------|----------------------|---|
| <p>2. If you had an issue in your areas what would you do?</p> | <p>MHA 8</p> | <p>CST 1</p> | <p>N/Officer 2</p> | <p>Police 12</p> | <p>Other: - Not sure - Bell Patrick - Contact member of steering com.</p> |
| <p>3. What method of communication would you use to get in touch with us about it?</p> | <p>Telephone only: 18 Telephone + - Website: 1 - Letter: 1 - Email: 2 - Text: 1 Other: Hub Team</p> | | | | |
| <p>4. Can you suggest other ways for people to get in touch?</p> | <p>Letter: 2 Website: 2 Skype (mobile or laptop): 1 Text: 5 Internet: 5 Email: 7 Facebook: 1 In person: 1</p> | | | | |
| <p>5. ASB normally respond within these times. Would you say these are about right and if not, why?</p> <p>a. Urgent – within 1 working day</p> | <p>About right: 13 Don't know: 1 Other comments: Within the hour, shorter, right away, within 30 minutes (2), same day response, immediately, too long.</p> | | | | |
| <p>b. Non-urgent – within 5 working days</p> | <p>About right: 15 Don't know: 1 Other comments: Too long (Frightened OAP example), 1 day, too long, shorter</p> | | | | |

Communication Methods used to report ASB (6 month period – compiled by the CSA Team)

| Month 2017 | ASB via General Enquiry Form via Website | ASB via ASB Form via Website | ASB Received Direct From Customer via Email | ASB Received via Live Chat | Contact Point ASB related enquiries | Contact Point ASB complaints raised |
|---------------|--|------------------------------|---|------------------------------|--|--|
| February | 0 | 1 | 0 | 0 | 105 | 23 |
| March | 0 | 2 | 0 | 0 | | |
| April | 0 | 3 | 0 | 1 *Completed on live chat | | |
| May | 0 | 4 | 0 | 0 | | |
| June | 1 | 0 | 0 | 1 *Completed on live chat | | |
| July | 0 | 2 | 0 | 1 *Completed on live chat | | |

Website Analytics – ASB (financial year 2016/17 and up to 15.08.17)

Website Analytics – Anti-Social Behaviour Sections

Analytics included in this document are for the whole of the financial year of 2016/17 and the start of 2017/18. The statistics included are for the main ASB page and the sub sections in this area of the website. A breakdown of the dates can be found below:

This document includes information about the total number of page views, the unique page views, average time spent on the page and the bounce rates. A definition of each term can be found below:

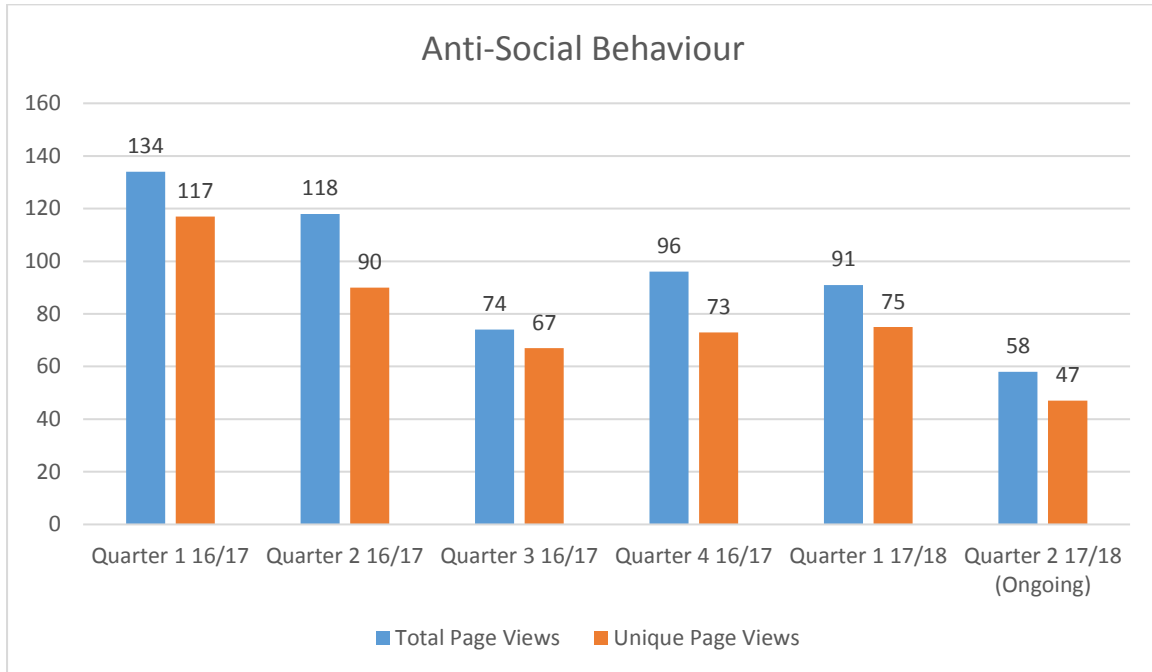
Total Page Views – This figure includes the total number of page views including if someone has visited the page multiple times.

Unique Page Views – This figure does not include multiple visits to the page by the same person. Visits to the page are only counted once.

Average time on page – This is the average time that visitors have spent on the page.

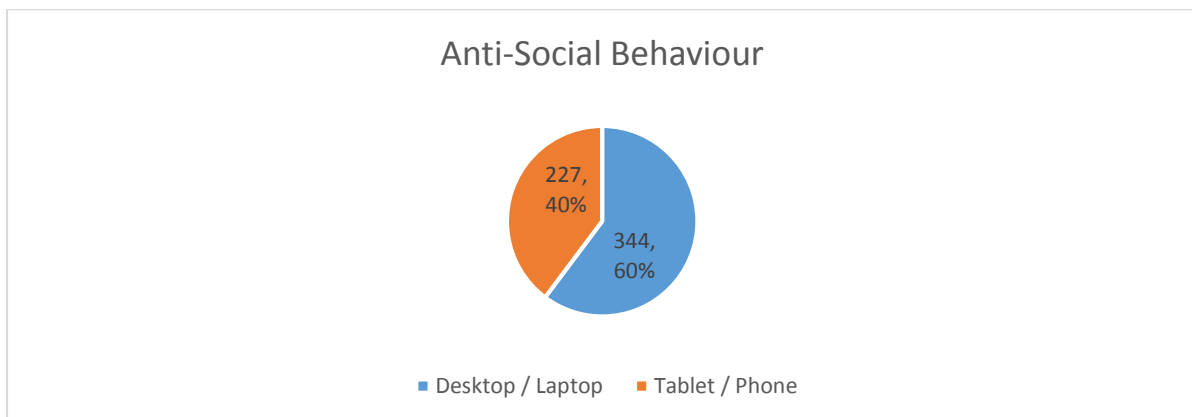
Bounce Rate – This is the percentage of visitors that have only viewed this page and have then navigated away from the site without viewing any further pages.

Anti-Social Behaviour



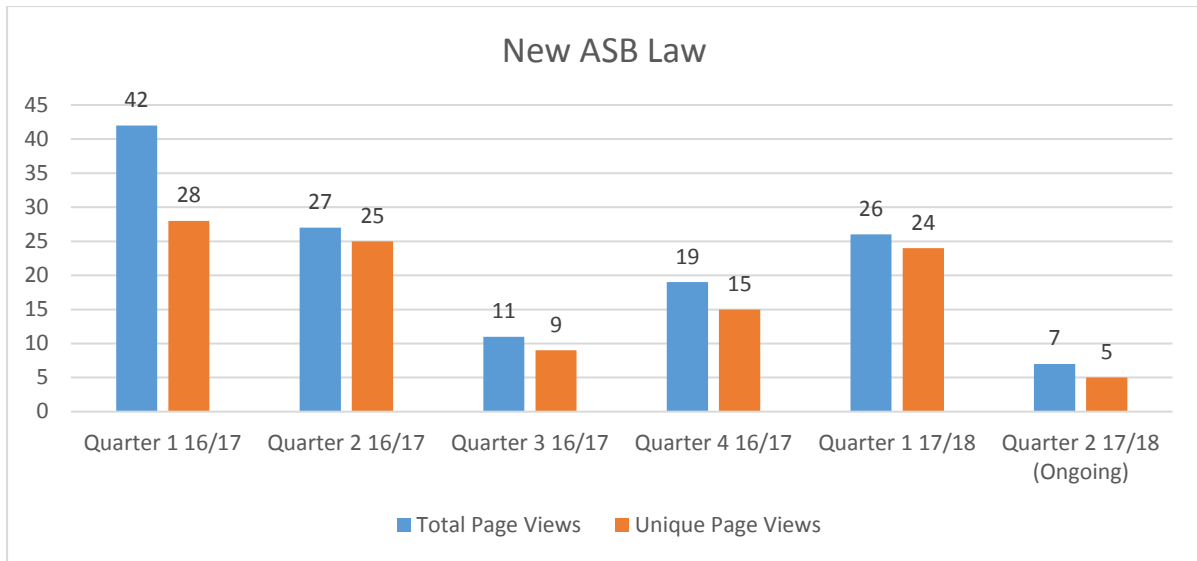
| Quarter | Average time spent on page | Bounce Rate |
|---------------------------|----------------------------|-------------|
| Quarter 1 16/17 | 00:01:36 | 66.67% |
| Quarter 2 16/17 | 00:01:55 | 81.82% |
| Quarter 3 16/17 | 00:01:00 | 75% |
| Quarter 4 16/17 | 00:01:00 | 87.50% |
| Quarter 1 17/18 | 00:01:58 | 66.67% |
| Quarter 2 17/18 (Ongoing) | 00:01:40 | 63.64% |

Accessing Page –



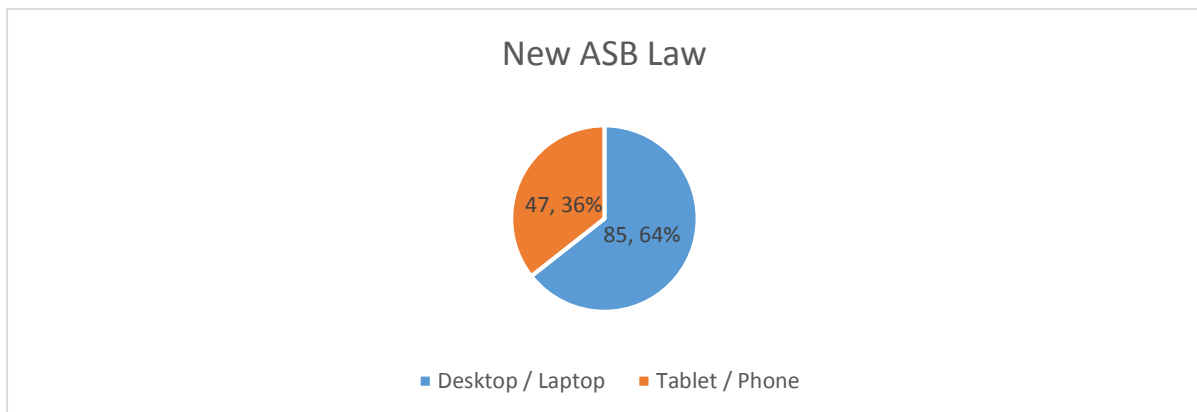
***Figures for 1st April 2016 – 15 August 2017**

New ASB Law



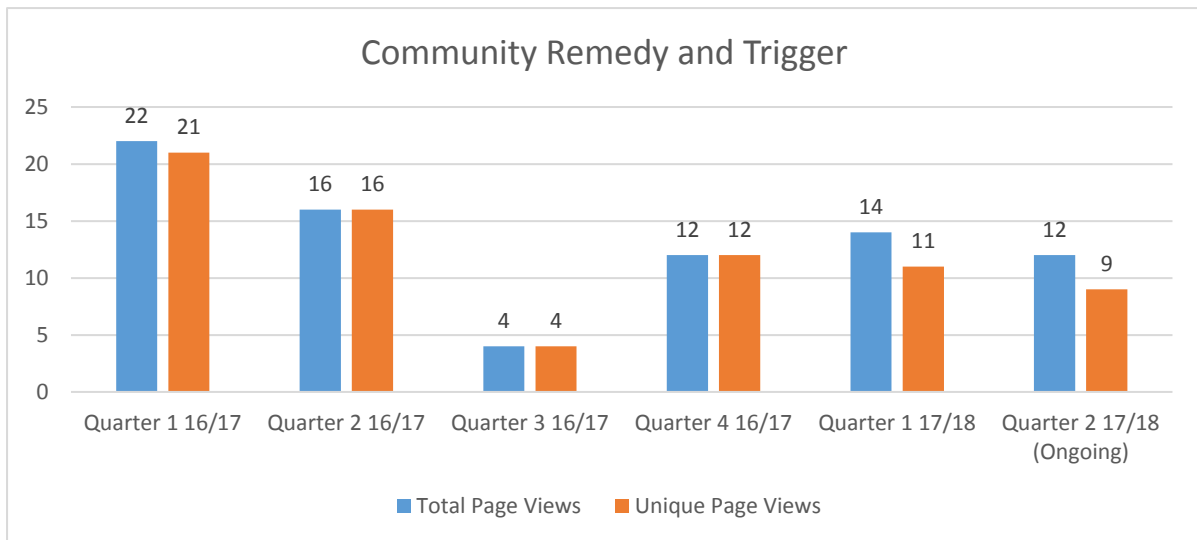
| Quarter | Average time spent on page | Bounce Rate |
|---------------------------|----------------------------|-------------|
| Quarter 1 16/17 | 00:00:28 | 62.50% |
| Quarter 2 16/17 | 00:01:08 | 62.50% |
| Quarter 3 16/17 | 00:01:06 | 50% |
| Quarter 4 16/17 | 00:01:17 | 83.33% |
| Quarter 1 17/18 | 00:00:26 | 66.67% |
| Quarter 2 17/18 (Ongoing) | 00:00:52 | 50% |

Accessing Page -



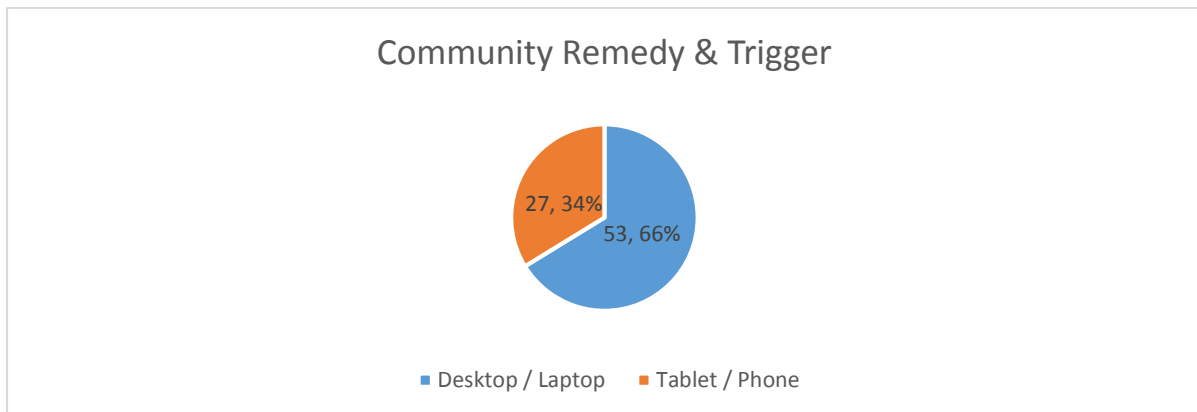
***Figures for 1st April 2016 – 15 August 2017**

Community Remedy and Trigger



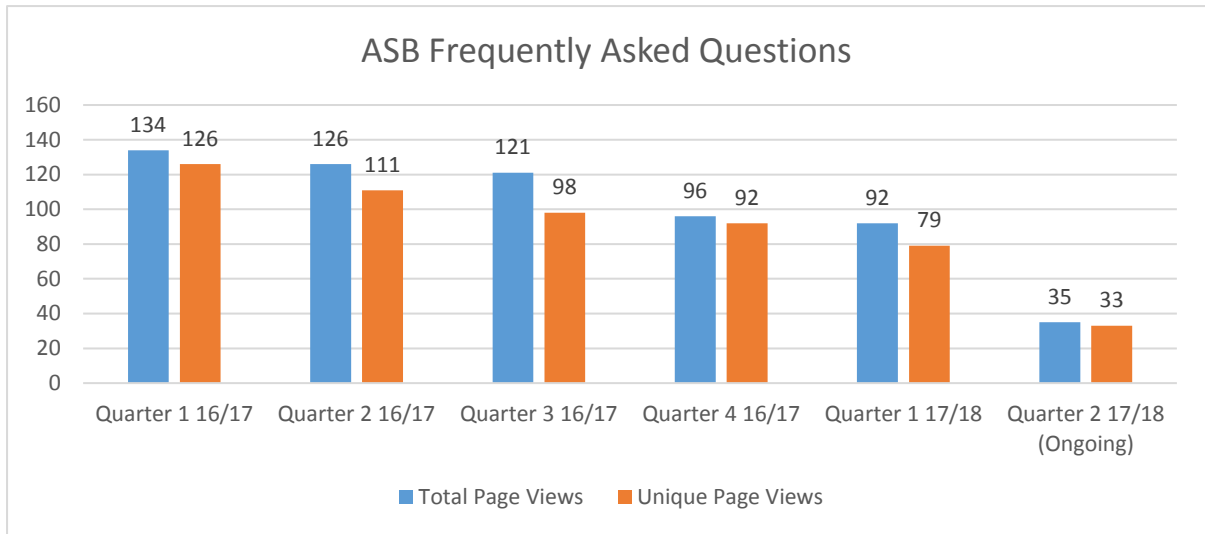
| Quarter | Average time spent on page | Bounce Rate |
|---------------------------|----------------------------|-------------|
| Quarter 1 16/17 | 00:00:42 | 100% |
| Quarter 2 16/17 | 00:02:06 | 50% |
| Quarter 3 16/17 | 00:00:06 | 100% |
| Quarter 4 16/17 | 00:00:49 | 75% |
| Quarter 1 17/18 | 00:00:43 | 0% |
| Quarter 2 17/18 (Ongoing) | 00:00:40 | 66.67% |

Accessing Page -



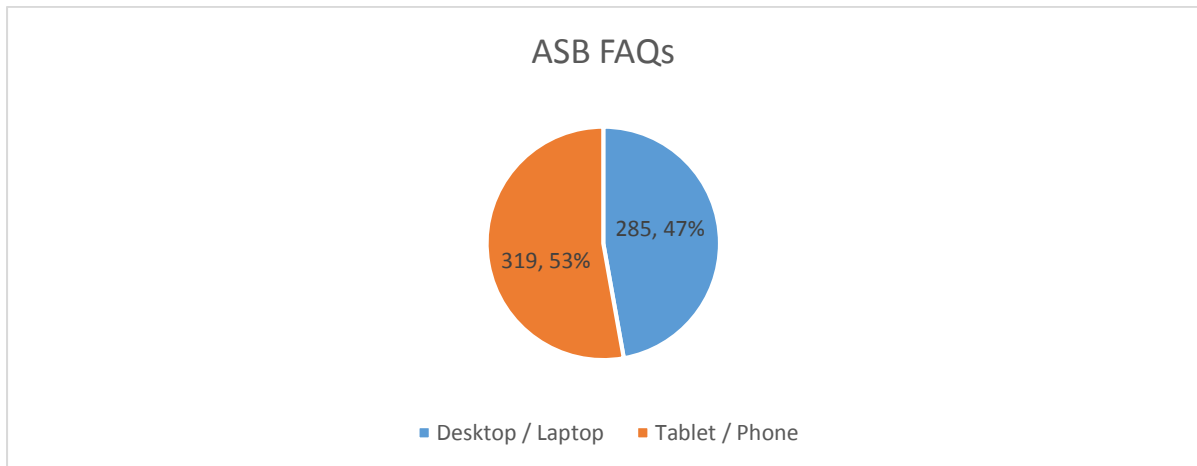
***Figures for 1st April 2016 – 15 August 2017**

ASB Frequently Asked Questions



| Quarter | Average time spent on page | Bounce Rate |
|---------------------------|----------------------------|-------------|
| Quarter 1 16/17 | 00:03:17 | 87.27% |
| Quarter 2 16/17 | 00:01:36 | 87.88% |
| Quarter 3 16/17 | 00:04:45 | 83.33% |
| Quarter 4 16/17 | 00:01:36 | 91.57% |
| Quarter 1 17/18 | 00:03:00 | 81.54% |
| Quarter 2 17/18 (Ongoing) | 00:05:03 | 88% |

Accessing Page -



***Figures for 1st April 2016 – 15 August 2017**