

Research report



Housing Link Panel ASB Survey 2012

Prepared for: Wandsworth Council

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Prepared for: Wandsworth Council

Prepared by: BMG Research

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1 Executive summary

The following section of the report provides an overview of the opinions expressed by panel members of Wandsworth Council. In total 371 tenants' and 211 leaseholders' questionnaires were completed, and the total is subject to a maximum standard error of $\pm 2.9\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 2.9% of the percentages reported. The tenants sample alone is subject to a maximum standard error of $\pm 3.6\%$ at the 95% confidence level on an observed statistic of 50%, and the leaseholders sample is subject to a maximum standard error of $\pm 5.0\%$.

This overview is based on the 582 questionnaires completed with residents from an original total database of 1,207 contacts, providing an overall response rate of 48%; a response rate of 48% is just below what BMG would expect to achieve from a telephone survey of panel members – between 50% and 60% hit rate – but is considered to be a robust response rate.

Overall satisfaction with services for all residents reduced slightly between 2007¹ and May 2011 by 3% but then recovered and increased to 75% and has now increased further by 1 percentage point to 76%. The increase for leaseholders has risen by seven percentage points from 63% in December 2011 to the 70% reported in this survey, while the tenants' satisfaction with overall service has dropped slightly by two percentage points to the 80% reported here (but which still represents a seven percentage point increase on that reported in 2008²).

Table 1 Comparison of 2012, 2011 and 2007 survey results – all residents

	2007 %	May 2011 %	Dec 2011 %	Mar 2012 %	% point change since Dec 2011
Overall satisfaction with services	68%	65%	75%	76%	+1%

Table 2 Comparison of 2012, 2011, 2008 and 2007 survey results – tenants only

	2007 %	2008 %	May 2011 %	Dec 2011 %	Mar 2012 %	% point change since Dec 2011
Overall satisfaction with services	73%	70%	70%	82%	80%	-2%

Table 3 Comparison of 2012, 2011 and 2007 survey results – leaseholders only

	2007 %	May 2011 %	Dec 2011 %	Mar 2012 %	% point change since May 2011
Overall satisfaction with services	64%	58%	63%	70%	+7%

Three quarters (76%) of all residents are satisfied with the overall service provided by their landlord, whereas one in ten (10%) are dissatisfied. In December 2011, 75% of residents were satisfied and 17% dissatisfied. It can be seen, therefore, that this survey's result is higher than that produced in December 2011.

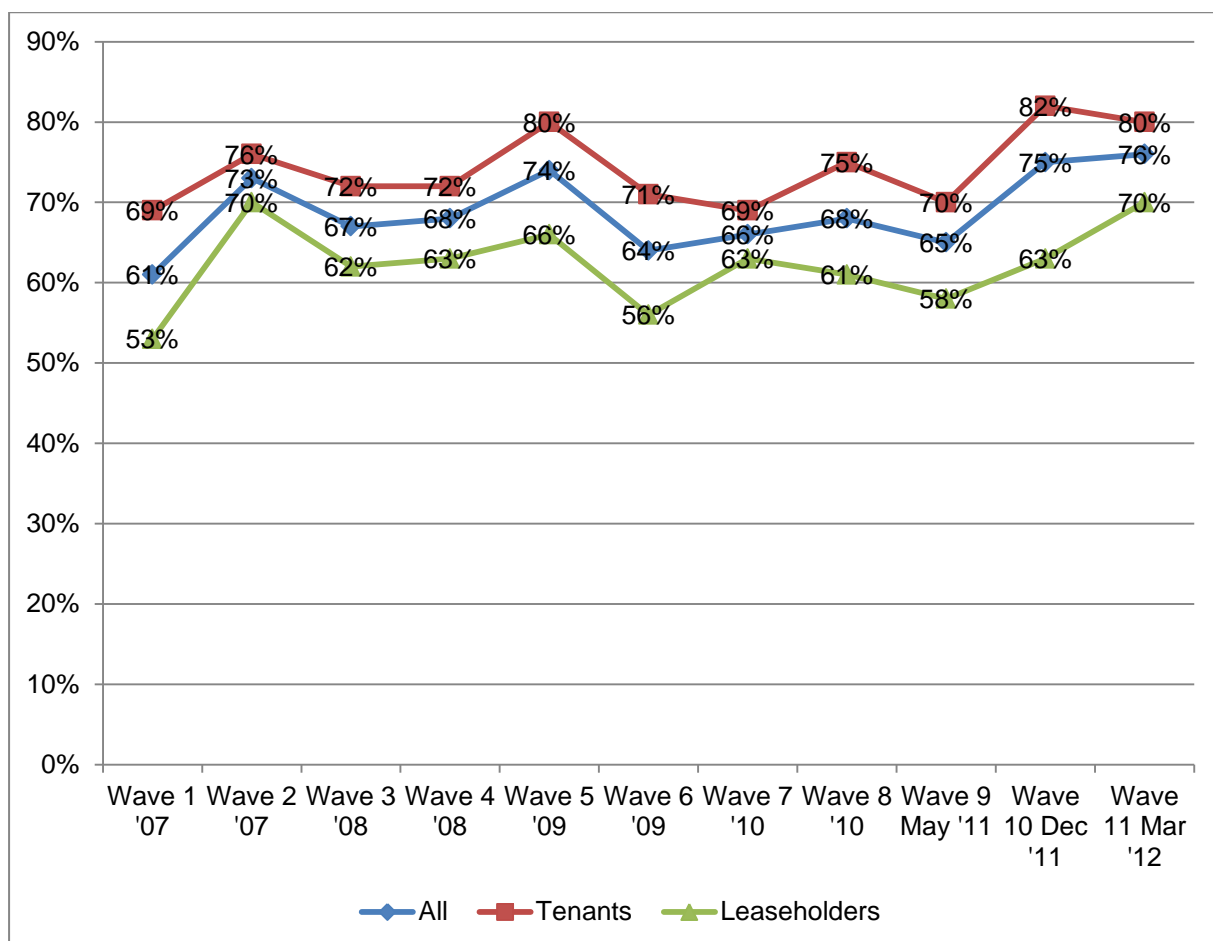
Satisfaction for leaseholders only is higher, from 63% in December 2011 to 70% in March 2012, while for tenants only satisfaction is also slightly lower, down from 82% in December 2011 to 80% in this current survey.

¹ Housing Link Panel Recruitment Survey 2007.

² Tenant Satisfaction Survey 2008 – this was a postal survey.

The following figure shows that while satisfaction is higher for all residents and for leaseholders since the last wave of interviewing was completed the gap between leaseholders and tenants has now decreased from the nineteen percentage point difference reported in Wave 10 to ten points in Wave 11.

Figure 1 Satisfaction with overall service provided by the landlord (All responses³)



It is also worth noting that tenants are *statistically significantly* more likely than leaseholders to be satisfied with the overall service provided by their landlord. Although this is a finding that will be repeated throughout the survey this is in line with what BMG has found in numerous other satisfaction surveys.

In support of the overall satisfaction figure is the finding that four fifths of all residents (80%) are satisfied with how the Council is running the local area. One in ten (10%) are dissatisfied and a similar proportion (11%) is neither satisfied nor dissatisfied.

While tenants are more likely than leaseholders to express satisfaction with how the Council is running the local area (82% cf. 76% - *not* statistically significant), both of these figures are creditable. Leaseholders, however, are only slightly more likely than tenants to express *dissatisfaction* (11% cf. 9%).

³ Figures are taken from several different surveys, as follows: wave 1 = repairs; wave 2 = estate services; wave 3 = ASB; wave 4 = communications; wave 5 = non-housing services; wave 6 = participation; wave 7 = green issues; wave 8 = tenant services; authority and service standards; wave 9 = housing management; wave 10 = repairs; wave 11 = ASB.

Satisfaction for both tenants and leaseholders has increased since December 2011 while dissatisfaction has gone down for all three groups. Leaseholders' satisfaction with how the Council is running the local area has increased by some eight percentage points since the last survey was conducted in December 2011 while looking at tenants alone, it can be seen that satisfaction has undergone a small increase of one percentage point between December 2011 and March 2012.

Table 4 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Dec 2011		Mar 2012	
	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %
All residents	76%	14%	80%	10%
Tenants	81%	11%	82%	9%
Leaseholders	68%	18%	76%	11%

In terms of the ASB service, almost seven in ten (68%) of all residents are satisfied, and one in ten (10%) dissatisfied, but there is very little difference in satisfaction between tenants and leaseholders (68% and 69% respectively).

Around a fifth (18%) of all residents said that they had reported ASB to their landlord in the twelve months preceding the survey. In 2008, a similar proportion (17%) of all respondents had reported ASB, while in May 2011 this rose to 19%. It can be seen then that reporting of ASB seems to be at a plateau, whereby any percentage between 17% and 20% would appear to be the norm and only if reportage dropped to around 16% or lower could a real change be deemed to have taken place.

Those who had reported ASB were asked a number of questions about their contact experience. It should be noted here that 18% of all residents equates to a sample of just 102 and therefore care should be exercised when interpreting any of the reported figures. However, it was found that three fifths (62%) found staff helpful during their first contact while just under half (48%) said that they were satisfied with the speed with which their ASB incident was investigated and approaching half (48%) were satisfied with the information or advice provided by staff. This means, however, that almost three in ten (28%) found the staff member unhelpful, two fifths (40%) were dissatisfied with the speed with which their ASB incident was investigated, and a third (33%) said they were dissatisfied with the information or advice provided by staff. Clearly there is scope here for improvement and Wandsworth Council may wish to conduct further research into this and perhaps conduct a mystery shopper exercise to verify these findings.

Further to this, while almost two in five (38%) said that they were satisfied with the way they were kept up to date with developments in their ASB case, almost half (47%) were dissatisfied. Similarly, while more than half (55%) said that they were clear about the service that could be offered by their landlord to deal with ASB around two in five (38%) said they were unclear. Again, there is clear scope for improvement here.

Added to this are the findings that almost two fifths (37%) said the service they received (or were receiving) was poor, and 38% said they were dissatisfied with the outcome of the action taken to deal with their case, while 42% do not feel they receive enough information on action being taken to address ASB by their landlord.

Awareness of services that deal with ASB ranges from three fifths who are aware of graffiti removal down to just 26% who are aware of the Stay Put Stay Safe scheme and 22% who are aware of FLASH, and this presents the Council with an opportunity to publicise not only these services but also the work it does with other agencies in this area, as the finding that a fifth (21%) do not know how well their landlord works with partners and agencies, for example the police, to tackle ASB implies that this area is also under-publicised.

On a more positive note, approaching nine in ten (85%) said they would be willing to report ASB to their landlord in the future, with only one in eleven (9%) who would be reluctant to do so. When asked if there is anything that prevents or stops them from reporting ASB, fear of reprisals (29%) is the most frequently mentioned reason for non-reportage; one in eight (12%), however, mentioned lack of confidence in their landlord as a reason for not reporting ASB and this is perhaps another avenue that could further be explored by Wandsworth Council.

Similarly, while just over half (51%) said they are concerned about ASB in their neighbourhood, a third (34%) are unconcerned and a similar proportion (32%) said their local area has got better over the last 12 months, and when they were provided with a list of 12 possible neighbourhood issues and asked to indicate how much of a problem each one is in their local neighbourhood, encouragingly for Wandsworth, for all but one of the issues (rubbish and litter) the majority of residents consider they are not a problem at all.

Those living in Co-operative properties are slightly more likely to be satisfied with overall service than those living in Area Team properties (79% cf. 76%), although due to the small number of respondents interviewed who live in Co-op properties – just 39 residents - the margin of error is more than 11%. Co-op residents are slightly less likely to be satisfied with the ASB service than Area Team residents (64% cf. 69%) and also slightly less likely to be satisfied with how the Council is running the local area than those living in Area Team properties (79% cf. 80%).

Perhaps unsurprisingly members of residents' associations are more likely to express satisfaction with most services than non-members, and the following table shows comparisons between the two groups of residents for the three main key indicators. With the exception of satisfaction with overall service, members are significantly more likely to express satisfaction than non-members

Table 5 Comparison of residents' association members and non-members

	Members %	Non-members %	% point difference
Overall satisfaction with services	83%	75%	+8
Satisfaction with how the Council runs the local area	89%	78%	+11
Satisfaction with ASB service	83%	66%	+17

2 Key Findings

2.1 Introduction and methodology

As part of its ongoing commitment to seek the views of its residents, in December 2009 Wandsworth Council commissioned BMG Research (BMG) to recruit a residents' panel on its behalf and thence to conduct three surveys a year with the panel. The overall objective of this survey was to assess and explore panel members' experiences of repairs.

The Wandsworth Council Panel consists of a total of 1,207 members (758 tenants and 449 leaseholders) and the survey of panel members was carried out between 14th January and 5th February 2012.

In total 371 tenants' and 211 leaseholders' questionnaires were completed, and this is subject to a maximum standard error of ± 2.9 at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 2.9% of the percentages reported.

The questionnaire used for residents was developed by BMG in conjunction with Wandsworth Council and included standard satisfaction questions against which BMG could benchmark against previous surveys.

In order to ensure that the survey results reflect the views of all tenants and leaseholders the data were weighted prior to analysis by tenancy type (i.e. tenants and leaseholders) and estate type (i.e. High Density inner; High Density outer; small estates & infills; and street properties). This weighting corrects the relative housing stock imbalances within the returns and grosses the data up to the total population.

The number of completed questionnaires, response rate and confidence interval for all panel members are provided in the table below.

Table 6 Returns and response rate

	Completed	Contacts	Response rate	Confidence interval
All	582	1,207	48%	+/-2.9%
Tenants	371	758	49%	+/-3.6%
Leaseholders	211	449	47%	+/-5.0%

As illustrated in the table above, the total residents' sample is subject to a maximum standard error of $\pm 2.9\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 2.9%.

A response rate of 48% is just below what BMG would expect to achieve from a telephone survey – we expect to get between 50% and 60% hit rate, and probably indicated that the panel is now ripe for refreshment.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

2.2 Housing and Services

2.2.1 Overall satisfaction with Wandsworth Council

Three quarters (76%) of residents are satisfied with the services provided by the Council. In contrast around one in ten (10%) are dissatisfied and a further 14% are neither satisfied nor dissatisfied. In the December 2011 survey, three quarters (75%) of residents were satisfied with the services provided by the Council while around one in six (17%) were dissatisfied and a further 8% were neither satisfied nor dissatisfied. It can be seen, therefore, that this survey's results show a very small increase in satisfaction from those reported in December 2011.

Tenants are significantly more likely to express satisfaction than leaseholders (80% cf. 70%). Satisfaction for leaseholders has increased by 7% since December 2011 while for tenants it has decreased slightly by 2%.

In 2008 the STATUS survey was conducted only with council tenants and between 2008 and May 2011 satisfaction remained the same at 70% and then increased in December 2011 to 82% but then dropped back slightly to 80% in this current survey. Dissatisfaction has dropped back by three percentage points from 12% to 9% since December 2011. The trend for tenants' satisfaction with overall service, therefore, has been to remain fairly stable between 2007 and May 2011 and then to increase to its current level in December 2011 and March 2012 (in line with trend for increase noted by BMG from other surveys undertaken by the agency).

2.2.2 Satisfaction with how Wandsworth Council is running the local area

Panel members were asked to rate their level of satisfaction with how the Council is running the local area. Four fifths (80%) are satisfied with how the Council is running the local area while one in ten (10%) are dissatisfied and a similar proportion (11%) is neither satisfied nor dissatisfied.

Tenants are more likely (though not significantly so) than leaseholders to express satisfaction with how the Council is running the local area (82% cf. 76%).

Members of residents' associations are significantly more likely to be satisfied than those who are not members (89% cf. 78%).

2.3 Satisfaction with the ASB service

2.3.1 Satisfaction

All residents were asked to rate their level of satisfaction with the ASB service provided by their landlord. Around two thirds (68%) of all respondents are satisfied, with almost a quarter (23%) feeling very satisfied. In contrast, one in ten (10%) are dissatisfied, and 16% neither satisfied nor dissatisfied.

In terms of the split between tenants and leaseholders, there is very little difference with 68% of the former and 69% of the latter expressing satisfaction.

2.3.2 Reporting ASB

All residents were asked if they had reported any anti-social behaviour to their landlord in the last 12 months. Around a fifth (18%) said that they had reported ASB to their landlord in the twelve months preceding the survey. In 2008, a similar proportion (17%) of all respondents had reported ASB, while in May 2011 this rose to 19%.

2.3.3 ASB report experience

Those residents who had been in contact with their landlord about anti-social behaviour (18% of all respondents) were asked a number of questions about their contact experience.

- Two fifths (39%) indicated they had found staff very helpful while a fifth (22%) found them fairly helpful; three fifths, then, found the staff member they dealt with during their first contact about ASB helpful. Almost three in ten (28%), however, reported finding the staff member unhelpful, while a further 10% found them to be neither helpful nor unhelpful.
- Just under half (48%) said that they were satisfied with the speed with which their ASB incident was investigated, while a further 13% were neither satisfied nor dissatisfied. Two fifths (40%), then, said they were dissatisfied with the speed with which their ASB incident was investigated.
- Approaching half (48%) said that they were satisfied with the information or advice provided by staff, while a further one in five (19%) were neither satisfied nor dissatisfied. A third (33%) said they were dissatisfied with the information or advice provided by staff.
- Approaching two in five (38%) said that they were satisfied with way they were kept up to date with developments in their ASB case, while a further 15% were neither satisfied nor dissatisfied. Almost half (47%), however, said they were dissatisfied with way they were kept up to date with developments in their ASB case.
- More than half (55%) said that they were clear about the service that could be offered by their landlord to deal with ASB, while a further 7% were neither satisfied nor dissatisfied. Around two in five (38%) said they were unclear about the service that could be offered by their landlord to deal with ASB.

- Asked to say how good they thought the service was that they received, half (49%) said that the service they received (or were receiving) was good, while around one in seven (15%) said it was neither good nor poor. Almost two fifths (37%) said the service they received (or were receiving) was poor.
- Those panel members who had reported ASB were also asked to say how satisfied they were with the outcome of the action taken to deal with their case. Equal proportions expressed satisfaction and dissatisfaction with the outcome (38% each), while a further 15% said they were neither satisfied nor dissatisfied. In May 2008 41% reported that they were satisfied with the final outcome of their ASB contact while 35% were dissatisfied.

2.3.4 Willingness to report ASB in the future

All panel members, regardless of whether they had made an ASB report or not, were asked to say how willing they would be to report ASB to their landlord in the future.

Approaching nine in ten (85%) said they would be willing to report ASB to their landlord in the future, with a further one in twenty (5%) saying they would be neither willing nor reluctant. Around one in ten (9%) would be reluctant to report ASB in the future, then.

2.3.5 Reasons for not reporting ASB

All residents were asked if there is anything that prevents or stops them from reporting ASB. Fear of reprisals (29%) is the most frequently mentioned reason for non-reportage, followed by concern about confidentiality (28%). One in eight (12%) mentioned lack of confidence in their landlord as a reason for not reporting ASB.

2.3.6 Encouragement to report ASB

Residents were also asked if there is anything more that could be done to encourage them to report ASB incidents. Knowing something will be done (10%) is the most frequently mentioned way of providing more encouragement, followed by confidentiality (9%). One in four (23%) said nothing more could be done.

2.3.7 Concern about ASB in the neighbourhood

All panel members were asked to say how concerned they are about ASB in their neighbourhood. Just over half (51%) said they are concerned about ASB in their neighbourhood, with a further 15% saying they are neither concerned nor unconcerned. A third (34%) are unconcerned about ASB in their neighbourhood.

2.3.8 Change in the local area in the last 12 months

Panel members were asked to say how they thought their local area has changed in the last 12 months. A third (32%) said their local area has got better over the last 12 months (14% much better), while a half (51%) said it is about the same. Around one in six (16%) think their local area has got worse.

2.3.9 Neighbourhood problems

All panel members were provided with a list of 12 possible neighbourhood issues and were asked to indicate how much of a problem, if at all, they are in their local

neighbourhood. Encouragingly for Wandsworth, for all but one of the issues (rubbish and litter) the majority of residents consider they are not a problem at all.

Rubbish or litter is identified as a big problem by 20% of residents with a further 35% saying it is a moderate problem (combined total = 55%) followed by noise which is identified as a big problem for 10% of panel members with a further 28% identifying it as a moderate problem (combined total = 38%).

2.3.10 ASB and the Landlord

All panel members were presented with a series of statements concerning ASB and were asked to rate their level of agreement with each one. Agreement is highest with 'my landlord needs the help of residents to deal effectively with ASB' (72% agree). *Disagreement*, however, is highest with 'my landlord is too lenient with people who are anti-social' – three in ten (29%) of all residents disagree with this statement.

2.3.11 Making views known

Residents were further asked how they would like to make their views about ASB known to their landlord. Half (50%) would like to make their views known through their Estate Manager, while three in ten (31%) would prefer to use Resident Associations and 29% e-mail.

2.3.12 Receiving information

All panel members were asked if they feel they receive enough information on action being taken to address ASB by their landlord. Just over half (53%) said they do feel they receive enough information while 42% do not and 6% do not know.

Asked how they would *prefer* to receive information on action being taken to combat ASB, the majority (76%) of residents would prefer to receive information from a newsletter.

2.3.13 Supporting victims and witnesses of ASB

All panel members were presented with a list of services and asked to prioritise the three most important ones that they think their landlord and other agencies should offer. The most important service to residents is priority transfer to alternative accommodation (33% of respondents named this as the first priority), followed by a direct telephone line to the police and provision of CCTV systems to individual properties/blocks (17% each).

2.3.14 Awareness of services that deal with ASB

Asked to say which services that deal with ASB they are aware of, three fifths (60%) of all panel members are aware of removal of graffiti while 52% are aware of removal of abandoned vehicles.

For each of the services of which residents were aware, they were then asked to rate how good they thought each one is: removal of graffiti receives the highest rating with 81% saying this service is good, while the discounted/free dog chipping service receives the lowest rating (64% rate this as good). All services, however, receive

very low 'poor' ratings, the highest being for the Wandsworth Emergency Control Service but even for this only 7% rate it as poor.

2.3.15 Working with partners and agencies

All panel members were then asked to say how well they think their landlord works with partners and agencies, for example the police, to effectively tackle ASB. Just over half (53%) think their landlord works well with other agencies, while a further one in five (19%) thinks they work neither well nor poorly and a further fifth (21% do not know). Only around one in fourteen (7%), then, think that their landlord works poorly with other agencies to effectively tackle ASB.

3 Overall views of the Council

This section will look at residents' level of satisfaction with the services provided by Wandsworth Council as well as overall satisfaction with the way their landlord deals with repairs and maintenance.

3.1 Overall satisfaction with services provided by Wandsworth Council

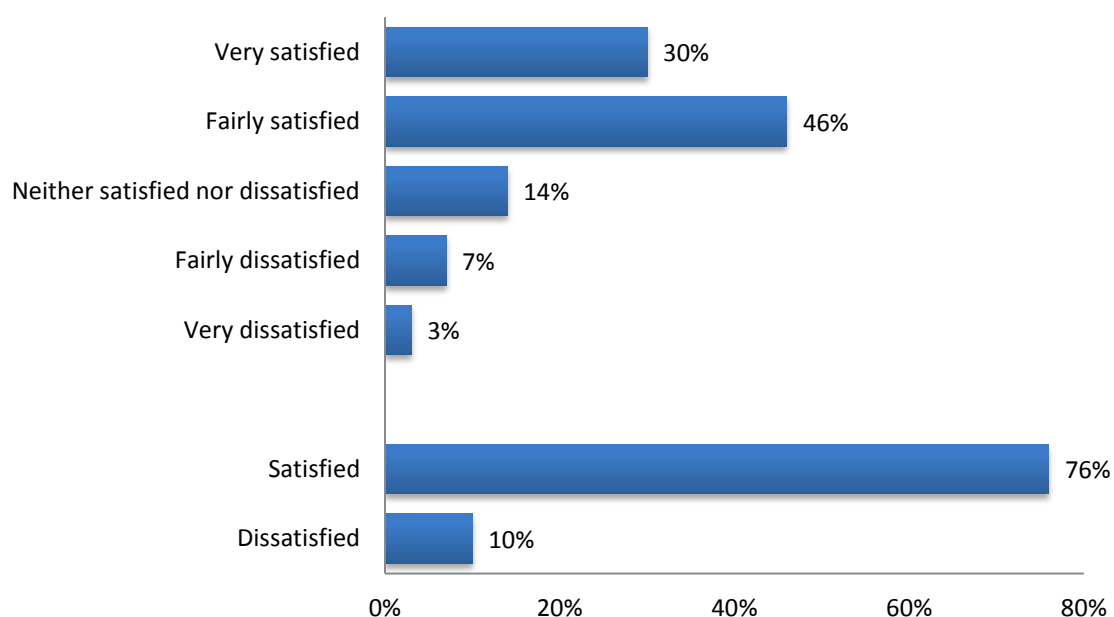
All respondents were asked to rate their level of satisfaction or dissatisfaction with the services provided by Wandsworth Council.

Three quarters (76%) of residents are satisfied with the services provided by the Council, with three in ten (30%) very satisfied. In contrast around one in ten (10%) are dissatisfied and a further 14% are neither satisfied nor dissatisfied.

In the December 2011 survey, three quarters (75%) of residents were satisfied with the services provided by the Council, with three in ten (29%) very satisfied. In contrast around one in six (17%) were dissatisfied and a further 8% were neither satisfied nor dissatisfied.

It can be seen, therefore, that this survey's results show a very small increase in satisfaction from those reported in December 2011.

Figure 2 Satisfaction with services provided by Wandsworth Council (All responses)



Unweighted sample base: 582

In terms of the split between tenants and leaseholders, the former are significantly more likely to express satisfaction than the latter (80% cf. 70%) while the latter are

more likely to be dissatisfied (though *not* significantly so) than the former (12% cf. 9%).

The following table shows that satisfaction for leaseholders has increased since December 2011 while for tenants it has decreased slightly. Dissatisfaction, however, has gone down substantially for leaseholders (by fourteen percentage points) and also reduced for tenants, by three percentage points. In 2008 the STATUS survey was conducted only with council tenants and between 2008 and May 2011 satisfaction remained the same at 70% and then increased in December 2011 to 82% but then dropped back slightly to 80% in this current survey. Dissatisfaction has dropped back by three percentage points from 12% to 9% since December 2011. The trend for tenants' satisfaction with overall service, therefore, has been to remain fairly stable between 2007 and May 2011 and then to increase to its current level in December 2011 and March 2012.

Leaseholders' satisfaction with overall service has increased by some seven percentage points since the last survey was conducted in December 2011 and has now surpassed the level reported in 2007.

Table 7 Satisfaction with services provided by Wandsworth Council (All responses)

	2007		2008		May 2011		Dec 2011		Mar 2012	
	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %
All residents [2007: 1212; May 2011: 1207; Dec 2011: 659; Mar 2012: 582]	68%	20%	N/A	N/A	65%	21%	75%	17%	76%	10%
Tenants [2007: 630; 2008: 936; May 2011: 758; Dec 2011: 414; Mar 2012: 371]	72%	17%	70%	16%	70%	19%	82%	12%	80%	9%
Leaseholders [2007: 582; 2008: N/A; May 2011: 449; Dec 2011: 245; Mar 2012: 211]	64%	23%	N/A	N/A	58%	25%	63%	26%	70%	12%
Unweighted sample bases in brackets										

Looking at tenants alone, it can be seen that over time dissatisfaction had remained fairly stable between 2003/4 and May 2011 but has now decreased, while satisfaction reduced by five percentage points between 2003 and 2006, recovered in 2007 to 72% and then went down slightly to 70% in 2008 where it remained in May 2011 and then increased substantially to 82% in December 2011 and dropped back slightly to the 80% reported in this survey.

Table 8 Satisfaction with services provided by Wandsworth Council – Tenants only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
2003/4 [849]	25%	46%	14%	8%	7%	71%	15%
2006/7 [750]	24%	42%	17%	9%	8%	66%	17%
2007 [630]	20%	53%	11%	13%	4%	72%	17%
2008 [936]	30%	40%	14%	9%	8%	70%	16%
May 2011 [758]	33%	37%	11%	8%	11%	70%	19%
Dec 2011 [414]	38%	44%	6%	5%	7%	82%	12%
Mar 2012 [371]	37%	42%	12%	5%	4%	80%	9%
Unweighted sample bases in brackets							

*2003/4 and 2006/7 figures are taken from BVPI surveys, while 2007 figures are from the Housing Link Panel Recruitment Survey 2007 and 2008 figures are from the 2008 Tenant Satisfaction Survey.

Looking at leaseholders only, it can be seen that satisfaction is higher now than it was in December 2011 (by seven percentage points) while dissatisfaction is substantially lower (by 14%).

Table 9 Satisfaction with services provided by Wandsworth Council – Leaseholders only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
2007 [582]	11%	54%	13%	18%	5%	65%	23%
2008	N/A	N/A	N/A	N/A	N/A	N/A	N/A
May 2011 [449]	16%	42%	17%	13%	11%	58%	24%
Dec 2011 [245]	14%	49%	11%	12%	14%	63%	26%
Mar 2012 [211]	18%	52%	18%	10%	2%	70%	12%
Unweighted sample bases in brackets							

There is a difference of some eight percentage points between those who are and who are not members of a residents' association (83% of the former and 75% of the latter are satisfied).

Those living in Co-operative properties are slightly more likely to be satisfied than those living in Area Team properties (79% cf. 76%), although the reader is reminded of the small number of respondents interviewed who live in Co-op properties – just 39 residents (and this applies throughout the summary report).

The following table shows levels of overall satisfaction by estate type. Those living in street properties are *significantly* more likely to be dissatisfied than those living in other estate types.

Table 10 Satisfaction with services provided by Wandsworth Council by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [582]	76%	14%	10%
High density inner [195]	73%	18%	10%
High density outer [192]	78%	16%	6%
Small estates and infills [132]	79%	11%	9%
Street properties [63]	72%	5%	22%
Unweighted sample bases in brackets			

Those living in houses (92%) and maisonettes (82%) are significantly more likely to be satisfied than those living in flats (71%).

As BMG has found from its many other tenant satisfaction surveys, older respondents, especially those aged 65 and over, are significantly more likely to be satisfied with the overall services provided by their landlord (86% compared with 82% of those aged 55-64, 72% of those aged 35-54 and 67% of 16-34 year olds), while those wholly retired from work (86%) are also significantly more likely to express satisfaction.

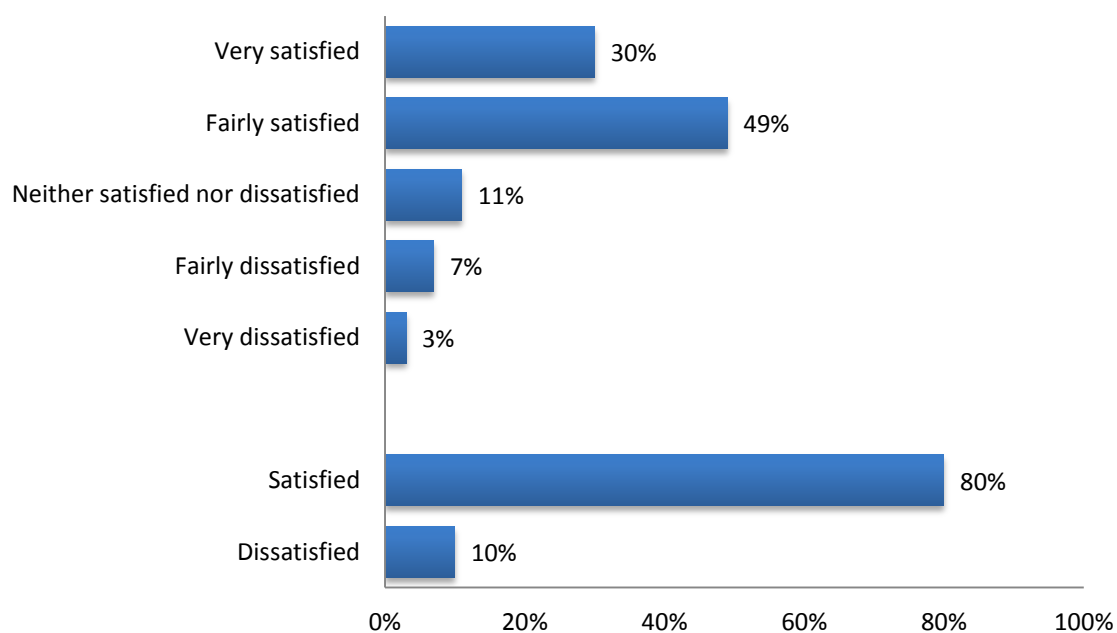
There is little difference in terms either of ethnicity with 78% of White residents satisfied compared with 74% of Asian and 71% of Black respondents, or gender (78% males, 75% females).

Significantly, half (49%) of respondents who are dissatisfied with the way the Council runs the local area are dissatisfied with the overall service it provides. Amongst respondents who expressed dissatisfaction with the ASB service 47% are dissatisfied with the overall service.

3.2 Satisfaction with how Wandsworth Council is running the local area

Panel members were asked to rate their level of satisfaction with how the Council is running the local area. Four fifths (80%) are satisfied with how the Council is running the local area while one in ten (10%) are dissatisfied and a similar proportion (11%) is neither satisfied nor dissatisfied.

Figure 3 Satisfaction with how Wandsworth Council is running the local area (All responses)



Unweighted sample base: 582

Tenants are more likely (though not significantly so) than leaseholders to express satisfaction with how the Council is running the local area (82% cf. 76%).

The following table shows that satisfaction for both tenants and leaseholders has increased since December 2011 while dissatisfaction has gone down for both sets of residents.

Leaseholders' satisfaction with how the Council is running the local area has increased by some eight percentage points since the last survey was conducted in December 2011 and is accompanied by a seven percentage point decrease in dissatisfaction.

Table 11 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Dec 2011		Mar 2012	
	Sat %	Dis %	Sat %	Dis %
All residents [Dec 2011: 659; Mar 2012: 582]	76%	14%	80%	10%
Tenants [Dec 2011: 414; Mar 2012: 371]	81%	11%	82%	9%
Leaseholders [Dec 2011: 245; Mar 2012: 211]	68%	18%	76%	11%

Looking at tenants alone, it can be seen that satisfaction has increased by one percentage point between December 2011 and March 2012.

Table 12 Satisfaction with how Wandsworth Council is running the local area – Tenants only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
Dec 2011 [414]	35%	46%	9%	7%	4%	81%	11%
Mar 2012 [371]	35%	47%	9%	7%	3%	82%	9%
Unweighted sample bases in brackets							

Looking at leaseholders only, it can be seen that satisfaction is higher now than it was in December 2011 (by eight percentage points) while dissatisfaction is lower (by 7%).

Table 13 Satisfaction with how Wandsworth Council is running the local area – Leaseholders only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
Dec 2011 [245]	22%	46%	14%	11%	7%	68%	18%
Mar 2012 [211]	23%	53%	13%	8%	3%	76%	11%
Unweighted sample bases in brackets							

Those living in Co-operative properties are slightly less likely to be satisfied than those living in Area Team properties (79% cf. 80%), while members of residents' associations are significantly more likely to be satisfied than those who are not members (89% cf. 78%).

Analysis by estate type shows that high density inner residents are least likely to be satisfied with how the Council is running the local area while those from small estates and infills are most likely. High density inner residents are more likely to be *dissatisfied* than high density outer residents or those from street properties or small estates and infills.

Table 14 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [582]	80%	11%	10%
High density inner [195]	74%	15%	11%
High density outer [192]	82%	9%	9%
Small estates and infills [132]	85%	7%	8%
Street properties [63]	79%	11%	10%
Unweighted sample bases in brackets			

House dwellers are again more likely to be satisfied (91% cf. 77% flat dwellers and 81% of those who live in maisonettes).

Again satisfaction levels are significantly higher amongst those aged 65 and over (90%) compared with those aged 55-64 (79%), 75% of those aged 35-54 and 72% of 16-34 year olds. This is again reinforced by the finding that those who are wholly retired (89%) are more likely to be satisfied than any other employment group.

In terms of ethnicity there is very little difference to be seen, with 80% of White respondents satisfied compared with 79% of Black respondents and 77% of Asian residents, while males are slightly more likely to express satisfaction in comparison with females (82% cf. 78%).

Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, half (49%) are dissatisfied with how the Council is running the local area.

Respondents dissatisfied with the ASB service are also more likely to be dissatisfied with how the Council is running the local area (37% cf. 6% satisfied).

4 Anti-social Behaviour

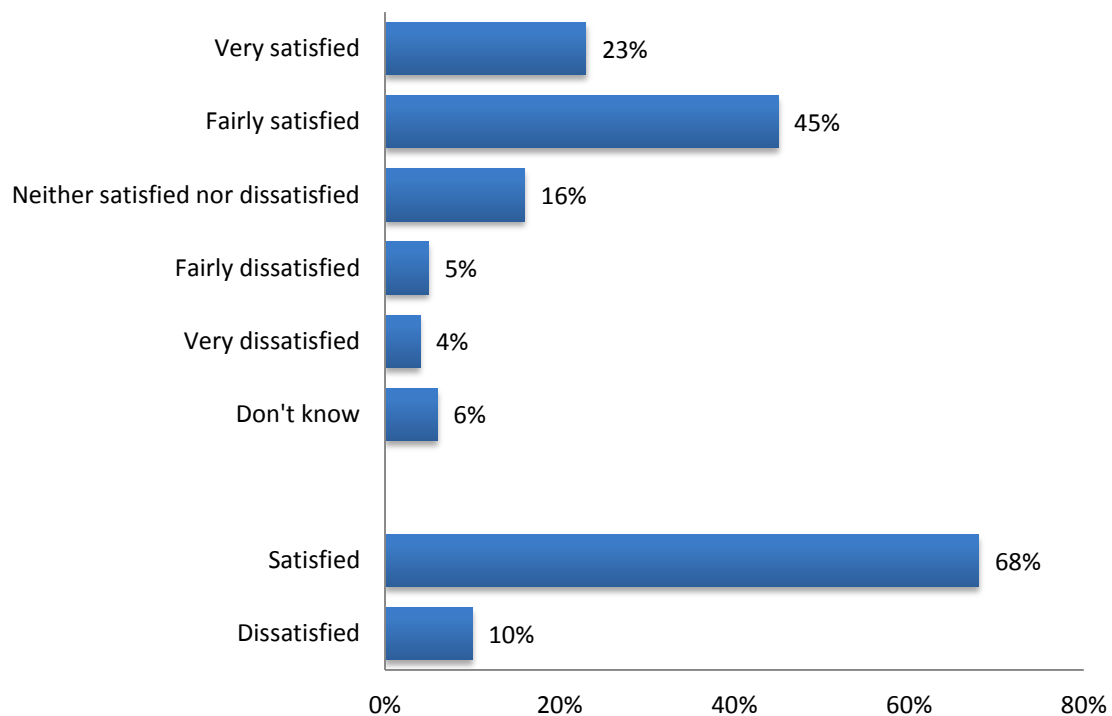
This section will focus on panel members' experience of anti-social behaviour (ASB) and will look at satisfaction with aspects of ASB reportage such as speed of investigation and outcome of any action taken to deal with the report.

4.1 Satisfaction with the ASB service

All residents were asked to rate their level of satisfaction with the ASB service provided by their landlord.

Around two thirds (68%) of all respondents are satisfied, with almost a quarter (23%) feeling very satisfied. In contrast, one in ten (10%) are dissatisfied.

Figure 4 Level of satisfaction with the ASB service provided by landlord (All responses)



Unweighted sample base: 582

In terms of the split between tenants and leaseholders, there is very little difference as may be seen from the following table.

Table 15 Level of satisfaction with the ASB service provided by landlord (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [582]	68%	16%	10%
Tenants [371]	68%	16%	10%
Leaseholders [211]	69%	16%	8%
Unweighted sample bases in brackets			

Members of residents' associations (83%) are significantly more likely than non-members (66%) to be satisfied, while those living in Co-op properties are slightly less likely to be satisfied than those living in Area Team properties (64% cf. 69%).

Street property residents are less likely to express satisfaction than those from other estate types.

Table 16 Level of satisfaction with the ASB service provided by landlord by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [582]	68%	16%	10%
High density inner [195]	64%	18%	11%
High density outer [192]	73%	14%	8%
Small estates and infills [132]	72%	13%	11%
Street properties [63]	63%	17%	8%
Unweighted sample bases in brackets			

Respondents living in houses and flats (69% each) are slightly more likely to be satisfied with the ASB service provided by their landlord than maisonette dwellers (66%).

Those aged over 65 are more likely to be satisfied with the ASB service provided by their landlord (83%) compared with 75% of those aged 55-64, 60% of those aged 35-54 and 60% of those aged 16-34.

Males and females are equally as likely to be satisfied (67% and 69% respectively) while Asian residents (56%) are less likely to express satisfaction than White or Black residents (68% and 72% respectively).

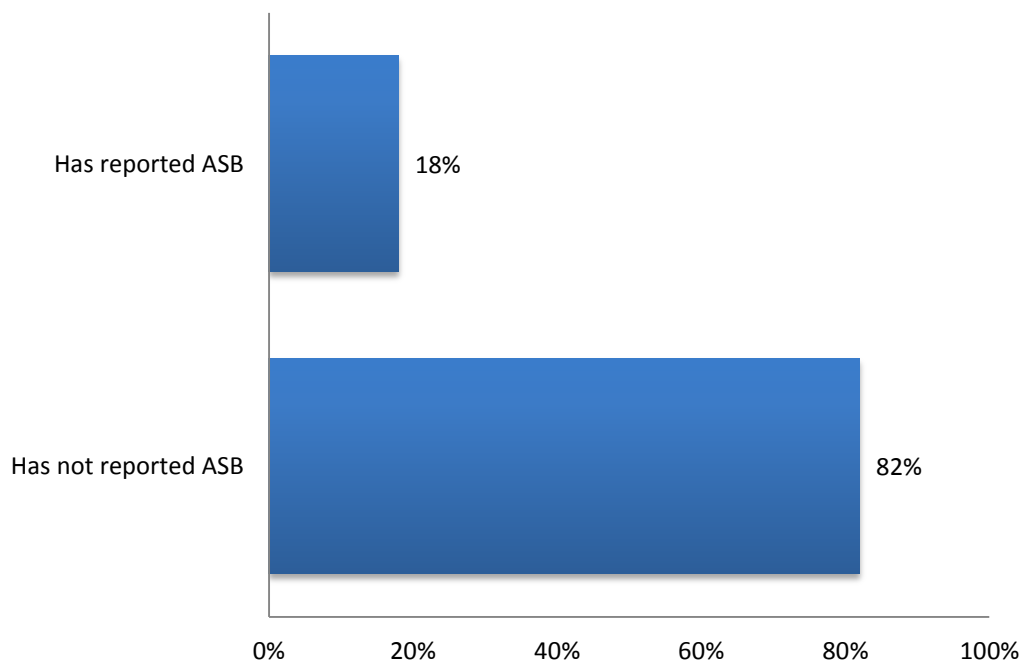
While 10% of all residents express dissatisfaction with the ASB service, this rises to 29% of those who have reported ASB in comparison with just 5% of those who have not made a report. This difference is equally as pronounced amongst tenants and

leaseholders with 31% of the former who have reported ASB dissatisfied with the service (compared with 7% who did not) and 27% of the latter who have reported ASB dissatisfied with the service (compared with 3% who did not).

4.2 Reporting ASB

All residents were asked if they had reported any anti-social behaviour (ASB) to their landlord in the last 12 months. Around a fifth (18%) said that they had reported ASB to their landlord in the twelve months preceding the survey. In 2008, a similar proportion (17%) of all respondents had reported ASB, while in May 2011 this rose to 19%.

Figure 5 Whether or not reported ASB to landlord in last 12 months (All responses)



Unweighted sample base = 582

Tenants are less likely to have reported ASB than leaseholders.

Table 17 Reported ASB to landlord in last 12 months (All responses)

	Tenants [371] %	Leaseholders [211] %
Total tenants	16%	N/A
Total leaseholders	N/A	21%
Management type – Area Team	16%	22%
Management type – Co-op	14%	9%
Estate type - High density inner	21%	19%
Estate type - High density outer	14%	19%
Estate type - Small estates and infills	8%	23%
Estate type - Street properties	15%	27%
Dwelling type - bungalow	0%	0%
Dwelling type - flat	18%	21%
Dwelling type - house	8%	0%
Dwelling type - maisonette	16%	23%
Gender – male	16%	18%
Gender – female	16%	24%
Age – 16-34	17%	20%
Age – 35-54	17%	21%
Age – 55-64	13%	25%
Age – 65+	13%	14%
Ethnicity – White	14%	20%
Ethnicity – Mixed	18%	19%
Ethnicity – Asian	21%	15%
Ethnicity – Black	18%	21%
Ethnicity – Other	15%	48%
Disability – yes	20%	26%
Disability – no	13%	20%
Employment status – employed full time	14%	28%
Employment status – employed part time	16%	10%
Employment status – self-employed	27%	12%
Employment status – Government training	49%	0%
Employment status – unemployed	7%	23%
Employment status – retired	13%	19%
Employment status – full time education	14%	0%
Employment status – looking after family/home	23%	21%
Employment status – permanently sick	21%	48%
Employment status – other	24%	0%
Residents association member	17%	19%
Residents association non-member	15%	22%
Unweighted sample bases in brackets		

4.3 ASB report experience

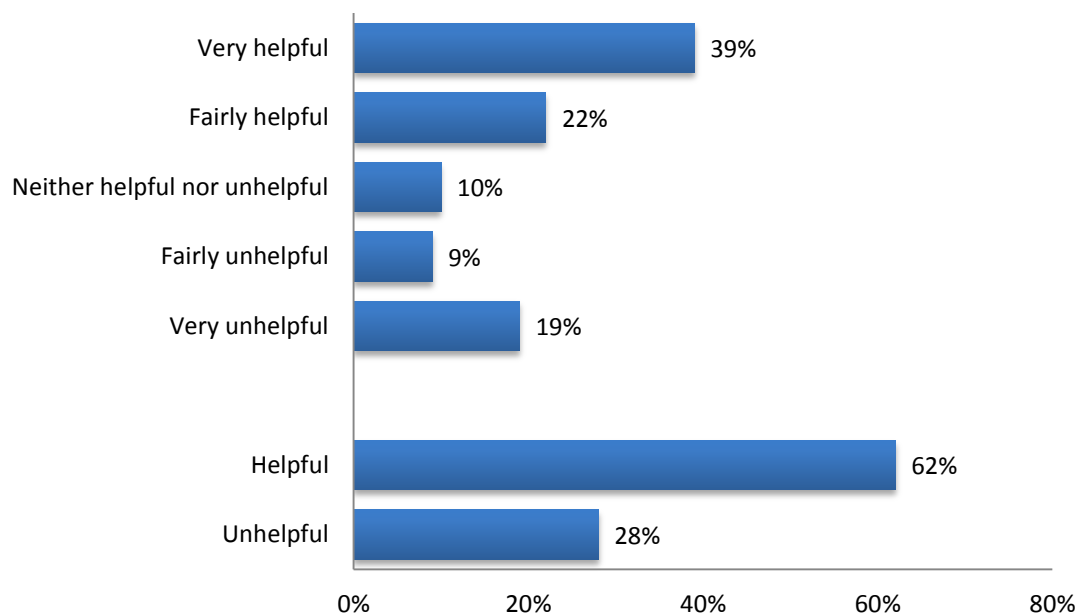
Those residents who had been in contact with their landlord about anti-social behaviour (18% of all respondents) were asked a number of questions about their contact experience. It should be noted here that 18% of all residents equates to a sample of 102; therefore care should be exercised when interpreting any of the reported figures for the next set of questions and for this reason any sub-group analysis is also very limited and restricted.

4.3.1 Helpfulness of staff

Around a fifth (18%) of all tenants had reported ASB to their landlord in the last 12 months. These respondents were then asked to say how helpful they found the staff member during their first contact. Two fifths (39%) indicated they had found staff very helpful while a fifth (22%) found them fairly helpful; three fifths, then, found the staff member they dealt with during their first contact about ASB helpful.

Almost three in ten (28%), however, reported finding the staff member unhelpful, while a further 10% found them to be neither helpful nor unhelpful.

Figure 6 How helpful did you find the staff member during your first contact? (Respondents who had reported ASB)



Unweighted sample base = 102

Tenants are less likely than leaseholders to express satisfaction (59% cf. 66%), while residents' association members and non-members are equally as likely (63% cf. 62%).

The following table shows levels of helpfulness by estate type. The data shows that those living in street properties are more likely to have found the staff member helpful than those living in other estate types, but beware small sample bases here.

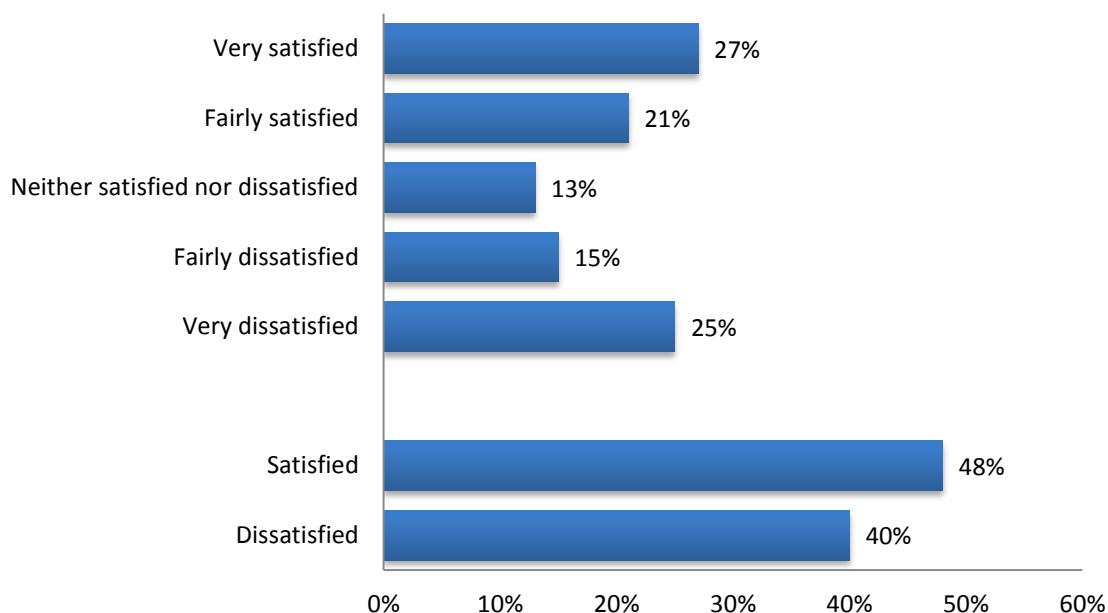
Table 18 How helpful did you find the staff member during your first contact by estate type (Respondents who had reported ASB)

	Helpful %	Neither %	Unhelpful %
Total [102]	62%	10%	28%
High density inner [40]	60%	10%	30%
High density outer [31]	64%	16%	20%
Small estates and infills [19]	58%	10%	32%
Street properties [12]	67%	0%	33%
Unweighted sample bases in brackets			

4.3.2 Satisfaction with speed with which ASB incident was investigated

Those respondents who had reported ASB were then asked to say how satisfied they were with the speed with which their ASB incident was investigated. Just under half (48%) said that they were satisfied, while a further 13% were neither satisfied nor dissatisfied. Two fifths (40%), then, said they were dissatisfied with the speed with which their ASB incident was investigated.

Figure 7 How satisfied were you with the speed with which your ASB incident was investigated? (Respondents who had reported ASB)



Unweighted sample base = 102

Tenants are slightly less likely than leaseholders to express satisfaction (47% cf. 49%), while residents' association members and non-members are equally as likely (51% cf. 47%).

Those living in street properties are more likely to be satisfied with the speed with which their ASB incident was investigated.

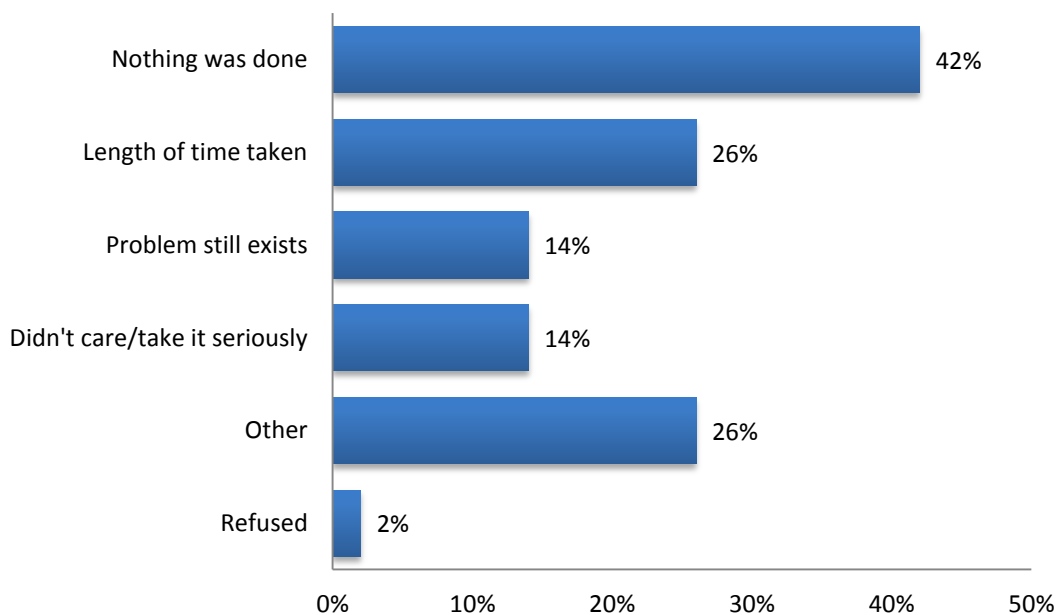
Table 19 How satisfied were you with the speed with which your ASB incident was investigated by estate type (Respondents who had reported ASB)

	Satisfied %	Neither %	Dissatisfied %
Total [102]	48%	13%	40%
High density inner [40]	45%	10%	45%
High density outer [31]	55%	10%	36%
Small estates and infills [19]	32%	26%	42%
Street properties [12]	60%	10%	30%
Unweighted sample bases in brackets			

4.3.3 Reasons for dissatisfaction

Those who were dissatisfied with the speed with which their ASB incident was investigated were asked to give their reasons for dissatisfaction. As may be seen from the following figure, the most frequently mentioned reason given was that nothing was done (42%).

Figure 8 Please confirm the aspects in particular that you were dissatisfied with (Respondents who were dissatisfied with the speed with which their ASB incident was investigated)

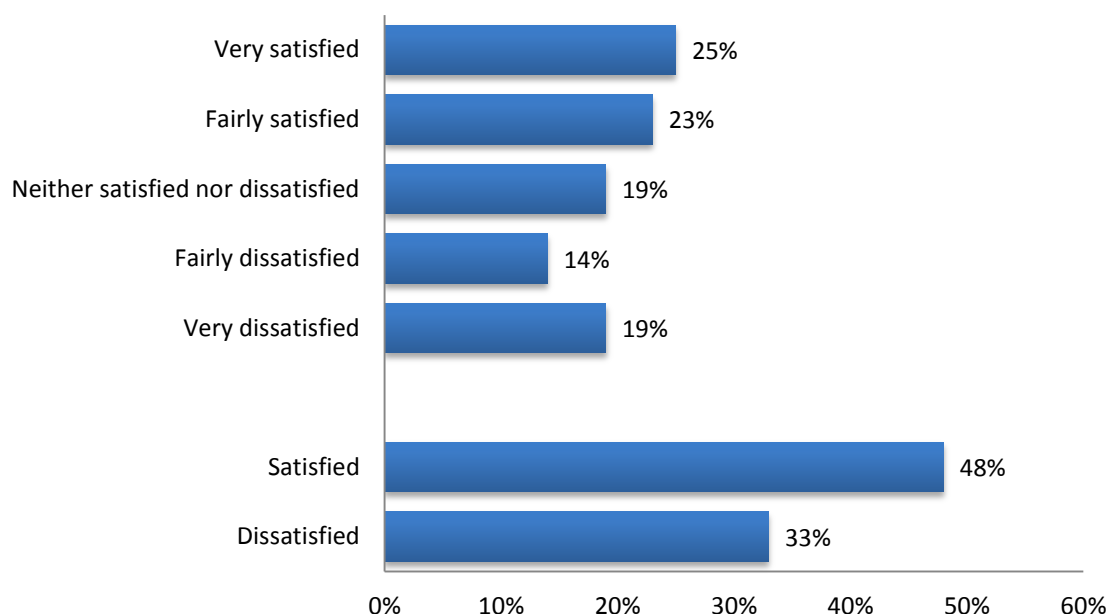


Unweighted sample base = 41

4.3.4 Satisfaction with information/advice provided by staff

Those respondents who had reported ASB were then asked to say how satisfied they were with the information or advice provided by staff. Approaching half (48%) said that they were satisfied, while a further one in five (19%) were neither satisfied nor dissatisfied. A third (33%), then, said they were dissatisfied with the information or advice provided by staff.

Figure 9 How satisfied were you with the information/advice provided by staff? (Respondents who had reported ASB)



Unweighted sample base = 102

Tenants are more likely than leaseholders to express satisfaction (52% cf. 43%), as are those who are not residents' association members in comparison with those who are (48% cf. 45%).

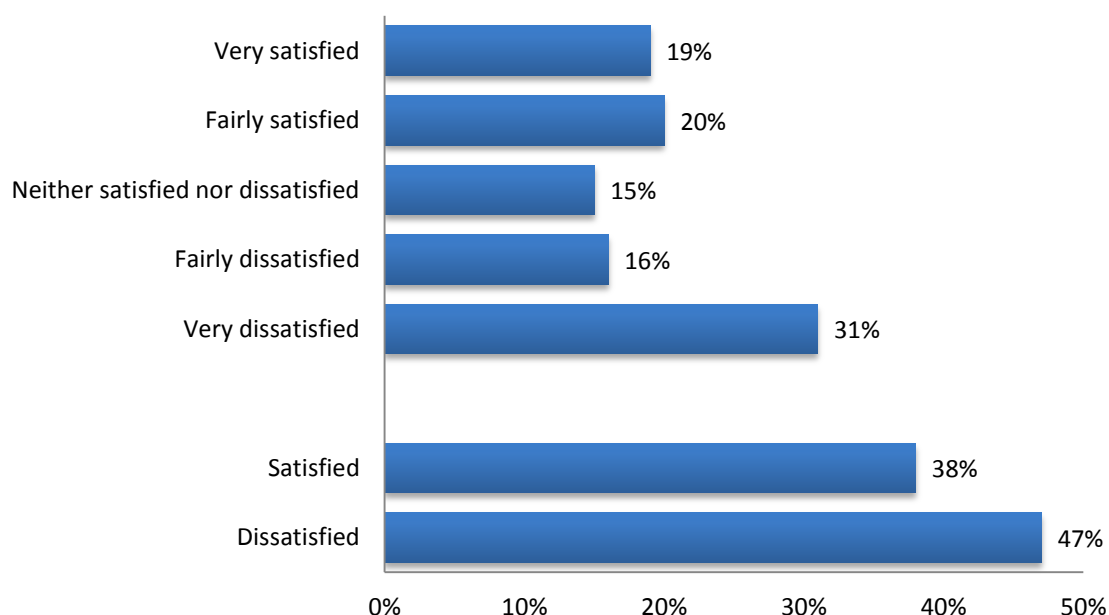
Those living in small estates and infills are less likely to be satisfied with the information or advice provided by staff.

Table 20 How satisfied were you with the information/advice provided by staff by estate type (Respondents who had reported ASB)

	Satisfied %	Neither %	Dissatisfied %
Total [102]	48%	19%	33%
High density inner [40]	47%	21%	32%
High density outer [31]	52%	23%	26%
Small estates and infills [19]	37%	16%	47%
Street properties [12]	57%	10%	33%
Unweighted sample bases in brackets			

Residents were also asked to say how satisfied they were with the way they were kept up to date with developments in their ASB case. Approaching two in five (38%) said that they were satisfied, while a further 15% were neither satisfied nor dissatisfied. Almost half (47%), then, said they were dissatisfied with way they were kept up to date with developments in their ASB case. In May 2011 40% were satisfied with being kept informed while 46% were dissatisfied, so findings from this survey are on a par with those reported in May 2011.

Figure 10 How satisfied were you with the way you were kept up to date with developments in your ASB case? (Respondents who had reported ASB)



Unweighted sample base = 102

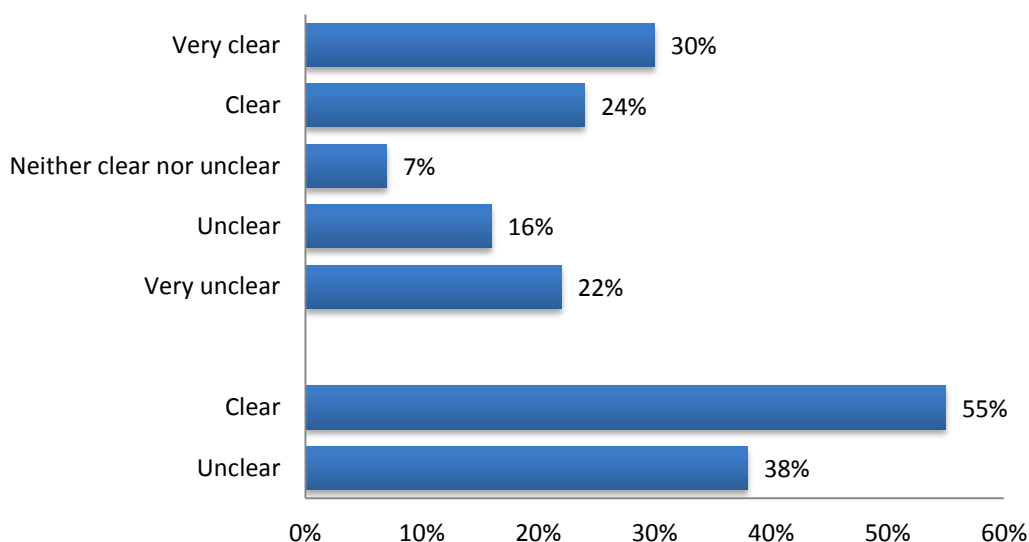
Tenants and leaseholders are equally as likely to express satisfaction (38% cf. 39%), while those living in small estates and infills are more likely to be satisfied with way they were kept up to date with developments in their ASB case.

Table 21 How satisfied were you with the way you were kept up to date with developments in your ASB case by estate type (Respondents who had reported ASB)

	Satisfied %	Neither %	Dissatisfied %
Total [102]	38%	15%	47%
High density inner [40]	40%	12%	48%
High density outer [31]	36%	25%	39%
Small estates and infills [19]	42%	0%	58%
Street properties [12]	33%	17%	50%
Unweighted sample bases in brackets			

Respondents who had reported ASB were then asked to say how clear they were about the service that could be offered by their landlord to deal with ASB. More than half (55%) said that they were clear (30% very clear), while a further 7% were neither satisfied nor dissatisfied. Around two in five (38%), then, said they were unclear about the service that could be offered by their landlord to deal with ASB.

Figure 11 How clear were you about the service that could be offered by your landlord to deal with ASB? (Respondents who had reported ASB)



Unweighted sample base = 102

Tenants are equally as likely as leaseholders to say they were clear about the service offered by their landlord (55% cf. 54%), as are residents' association members in comparison with non-members (57% cf. 54%).

Those living in high density outer properties are more likely to be clear about the service offered by their landlord.

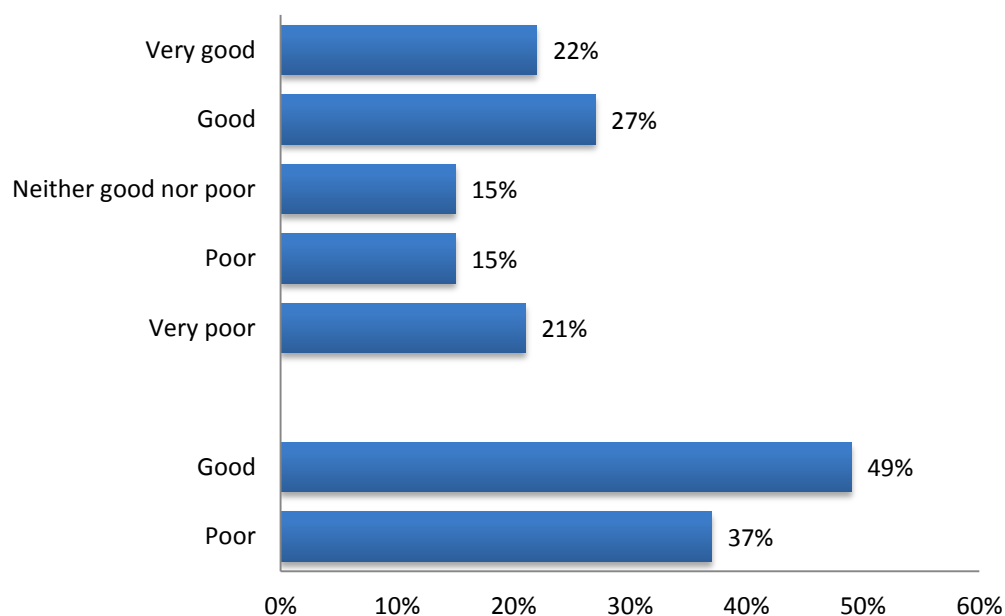
Table 22 How clear were you about the service that could be offered by your landlord to deal with ASB by estate type (Respondents who had reported ASB)

	Clear %	Neither %	Unclear %
Total [102]	55%	7%	38%
High density inner [40]	50%	5%	45%
High density outer [31]	71%	3%	26%
Small estates and infills [19]	37%	16%	48%
Street properties [12]	57%	10%	33%
Unweighted sample bases in brackets			

4.3.5 Standard of service

Asked to say how good they thought the service was that they received, half (49%) said that the service they received (or were receiving) was good (22% very good), while around one in seven (15%) said it was neither good nor poor. Almost two fifths (37%) said the service they received (or were receiving) was poor.

Figure 12 Would you describe the service you received (or are receiving) as...? (Respondents who had reported ASB)



Unweighted sample base = 102

Tenants are equally as likely as leaseholders to say the service they received was good (48% cf. 49%), as are residents' association members in comparison with non-members (51% cf. 48%).

Those living in street properties are more likely to say the service they received was good.

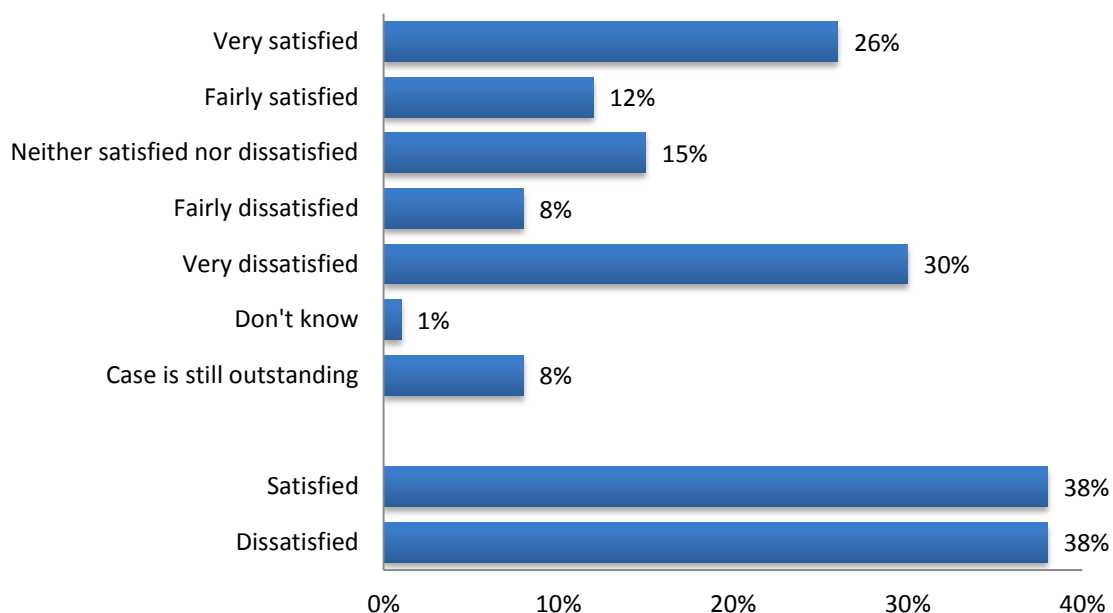
Table 23 Would you describe the service you received (or are receiving) as...by estate type (Respondents who had reported ASB)

	Good %	Neither %	Poor %
Total [102]	49%	15%	37%
High density inner [40]	43%	17%	40%
High density outer [31]	55%	16%	29%
Small estates and infills [19]	37%	10%	55%
Street properties [12]	67%	10%	23%
Unweighted sample bases in brackets			

4.3.6 Satisfaction with outcome of action

Those panel members who had reported ASB were also asked to say how satisfied they were with the outcome of the action taken to deal with their case. Equal proportions expressed satisfaction and dissatisfaction with the outcome (38% each), while a further 15% said they were neither satisfied nor dissatisfied. In May 2008 41% reported that they were satisfied with the final outcome of their ASB contact while 35% were dissatisfied.

Figure 13 Overall how satisfied were you with the outcome of the action taken to deal with your case? (Respondents who had reported ASB)



Unweighted sample base = 102

Tenants are more likely than leaseholders to express satisfaction with the outcome of the action taken to deal with their case (40% cf. 36%), as are residents' association members in comparison with non-members (51% cf. 36%).

Those living in high density outer properties are most likely to be satisfied with the outcome of the action taken to deal with their case.

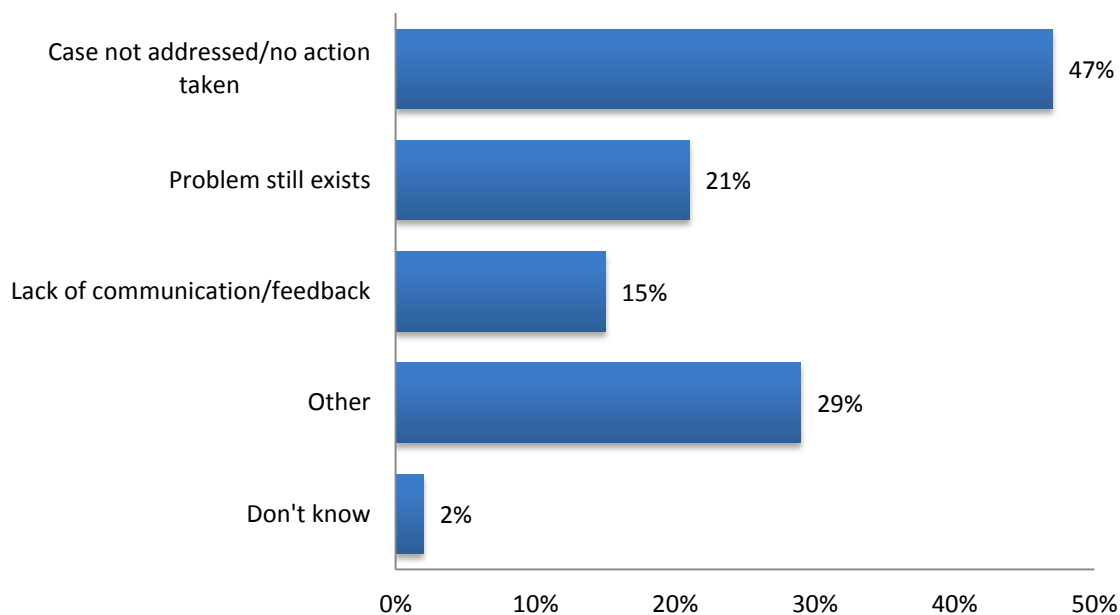
Table 24 Overall how satisfied were you with the outcome of the action taken to deal with your case by estate type (Respondents who had reported ASB)

	Satisfied %	Neither %	Dissatisfied %
Total [102]	38%	15%	38%
High density inner [40]	25%	25%	37%
High density outer [31]	61%	10%	29%
Small estates and infills [19]	37%	5%	52%
Street properties [12]	30%	10%	37%
Unweighted sample bases in brackets			

4.3.7 Reasons for dissatisfaction

Those who were dissatisfied with the outcome of the action taken to deal with their case were asked to give their reasons for dissatisfaction. The following figure shows that the most frequently mentioned reason given was that the case was not addressed and no action was taken (47%).

Figure 14 If you were dissatisfied why is this and what could have been done to address it? (Respondents who were dissatisfied with the outcome of the action taken to deal with their case)



Unweighted sample base = 38

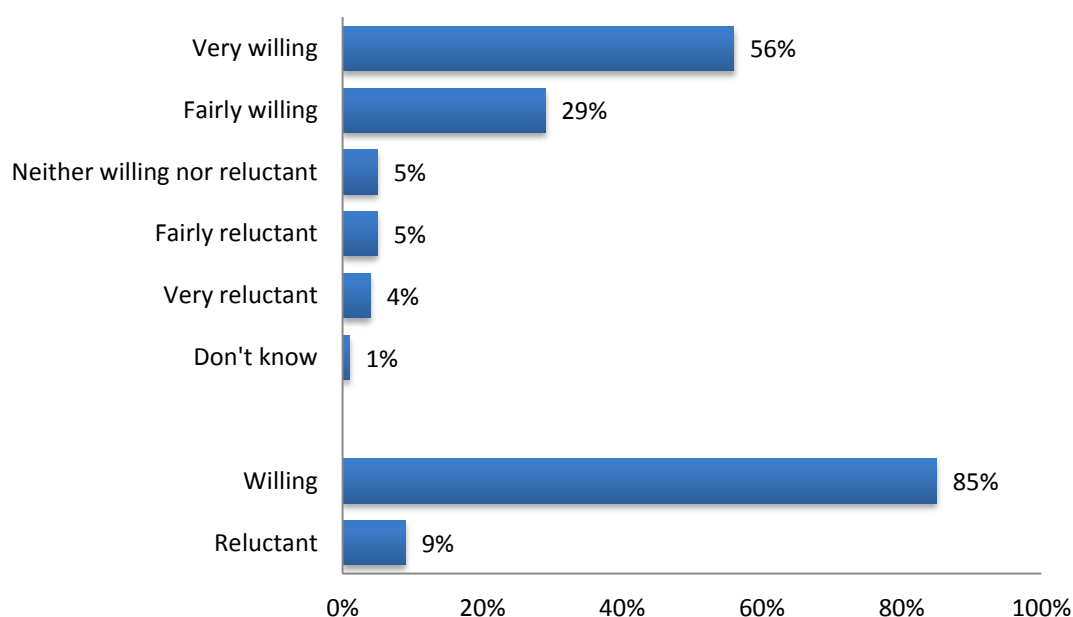
4.4 Future reporting of ASB

4.4.1 Willingness to report ASB in the future

All panel members, regardless of whether they had made an ASB report or not, were asked to say how willing they would be to report ASB to their landlord in the future.

Approaching nine in ten (85%) said they would be willing to report ASB to their landlord in the future, with a further one in twenty (5%) saying they would be neither willing nor reluctant. Around one in ten (9%) would be reluctant to report ASB in the future, then.

Figure 15 How willing would you be to report ASB to your landlord in the future? (All responses)



Unweighted sample base = 582

Leaseholders are significantly more likely than tenants to express willingness to report future ASB (89% cf. 82%), as are residents' association members in comparison with non-members (91% cf. 84% - although this is not a significant finding).

Those living in street properties are more likely to be reluctant to report ASB in the future, as may be seen from the following table.

Table 25 How willing would you be to report ASB to your landlord in the future by estate type (All responses)

	Willing %	Neither %	Reluctant %
Total [582]	85%	5%	9%
High density inner [195]	84%	5%	10%
High density outer [192]	87%	5%	8%
Small estates and infills [132]	83%	7%	9%
Street properties [63]	86%	1%	11%
Unweighted sample bases in brackets			

Approaching nine in ten (86%) of those in Area Team properties are willing to report future ASB compared with 77% of those in Co-op homes.

Those who live in maisonettes (87%) are slightly more likely to be willing to report ASB than those who live in flats or houses (84% each).

Those aged 65 and over are more likely to be willing (88%) compared with those aged 55-64 (84%), 85% of those aged 35-54 and 83% of those aged 16-34.

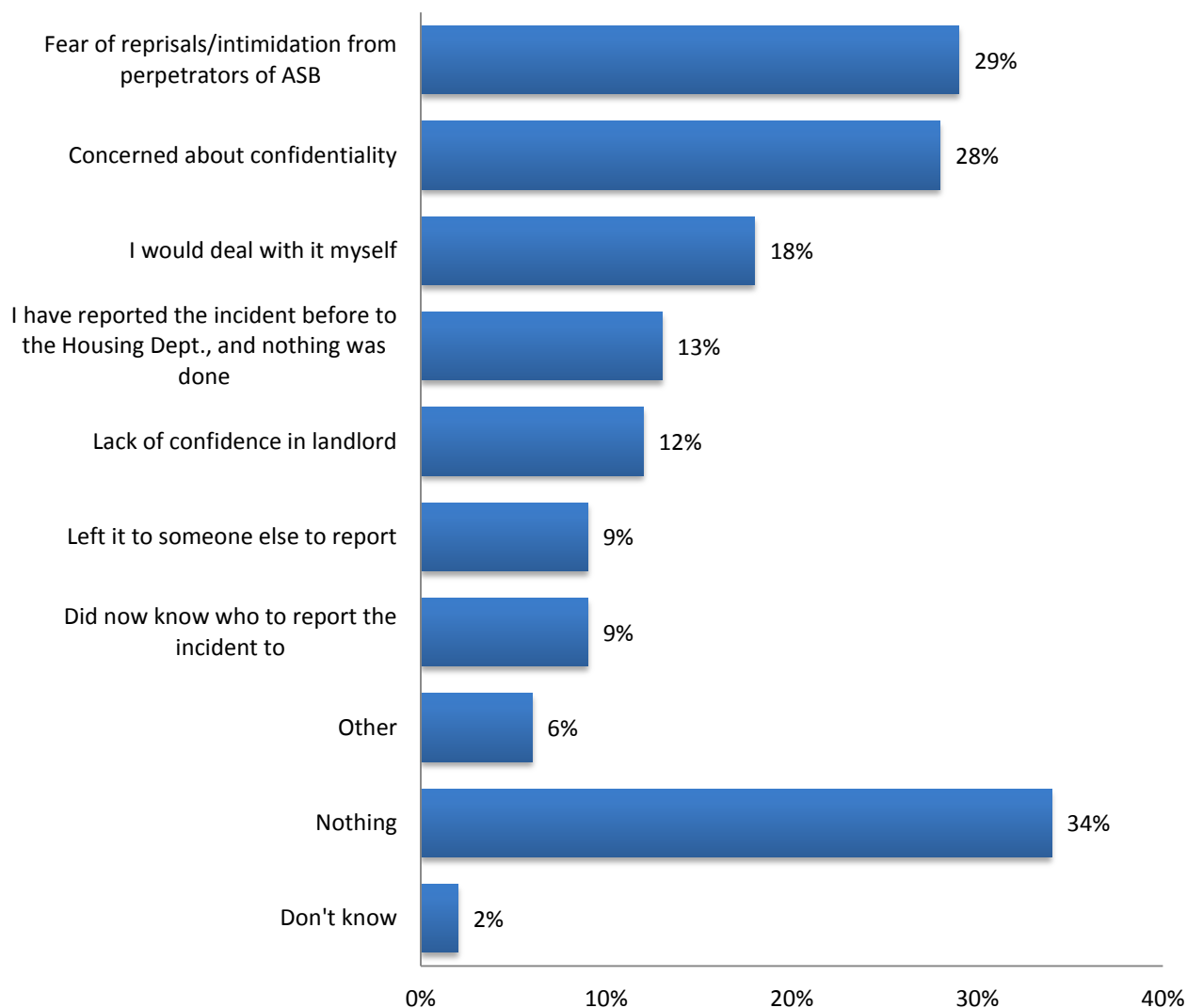
There is no difference in terms of gender (85% males, 85% females), while Black residents (90%) are more likely to be willing make future ASB reports than White or Asian respondents (85% and 79% respectively).

Not surprisingly, those who are satisfied with the ASB service are significantly more likely than those who are dissatisfied to express willingness to make future ASB reports (88% cf. 66%). Interestingly, however, there is very little difference in propensity to report ASB in the future between those who have reported ASB and those who have not (81% cf. 86%), suggesting that prior experience of the ASB service does not deter residents from using it again.

4.4.2 Reasons for not reporting ASB

All residents were asked if there is anything that prevents or stops them from reporting ASB. As the following table reveals, fear of reprisals (29%) is the most frequently mentioned reason for non-reportage, followed by concern about confidentiality (28%). One in eight (12%) mentioned lack of confidence in their landlord as a reason for not reporting ASB.

Figure 16 What, if anything, prevents or stops you from reporting ASB? (All responses)



Unweighted sample base = 582

Leaseholders were more likely to cite concern about confidentiality as a reason than tenants (31% cf. 25%) while the latter were more likely to say that they would deal with the matter themselves than the former (19% cf. 15%).

Perhaps unsurprisingly, women are more afraid of reprisals than men (33% cf. 23% - a significant difference).

Fear of reprisals is the most prevalent reason for non-reportage of ASB across three of the estate types, the exception being small estates and infills of which these residents are more likely to cite concern about confidentiality.

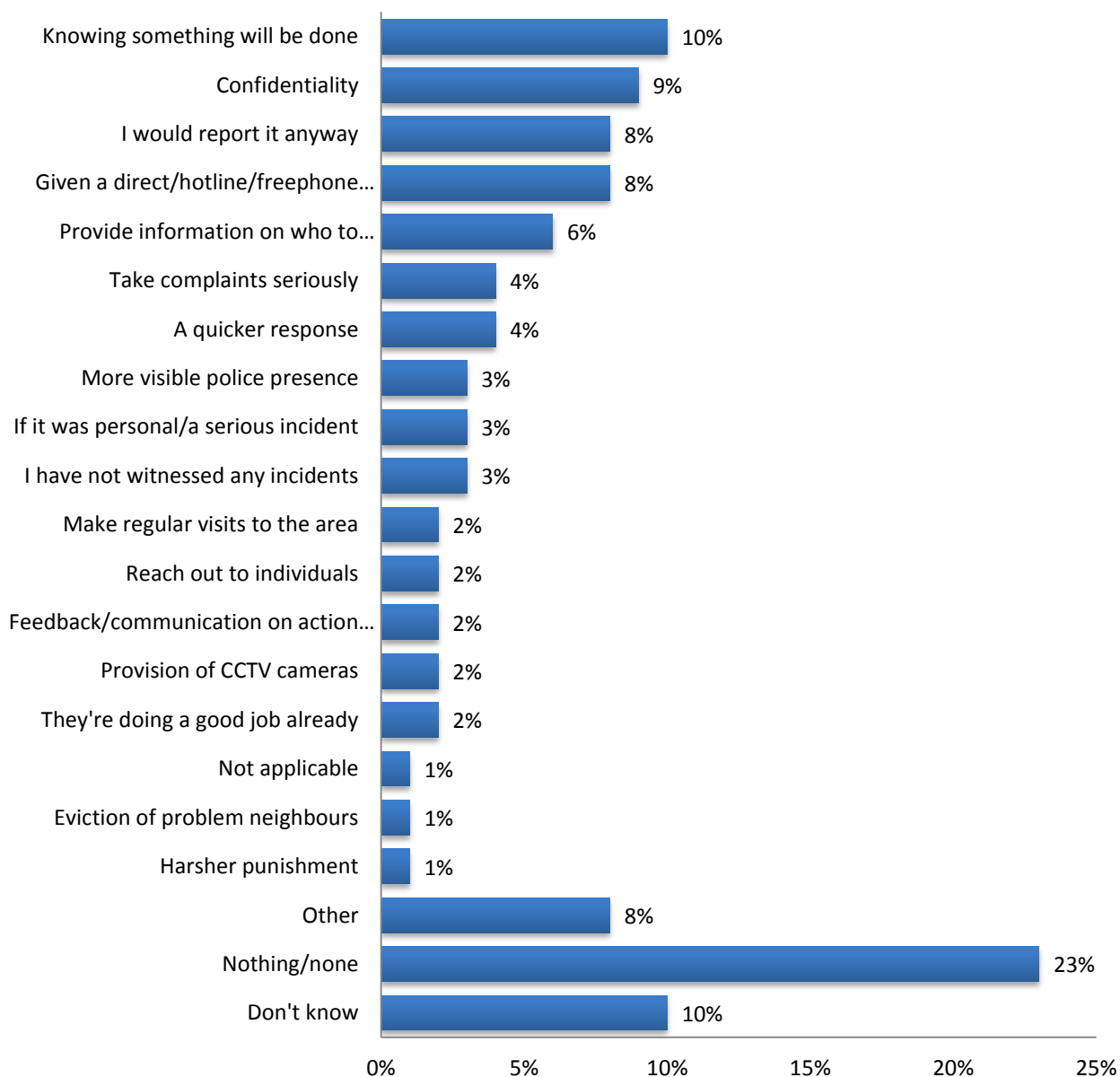
Table 26 What, if anything, prevents or stops you from reporting ASB by estate type (All responses)

	High density – inner [195] %	High density – outer [192] %	Small estates & infills [132] %	Street properties [63] %
Fear of reprisals/intimidation from perpetrators of ASB	32%	26%	29%	29%
Concerned about confidentiality	28%	25%	33%	22%
I would deal with it myself	15%	19%	22%	11%
I have reported the incident before to the Housing Dept., and nothing was done	15%	12%	14%	11%
Lack of confidence in landlord	14%	8%	14%	11%
Left it to someone else to report	9%	7%	17%	1%
Did not know who to report the incident to	9%	8%	11%	9%
Other	6%	7%	5%	5%
Nothing	36%	38%	26%	33%
Don't know	1%	1%	4%	3%
Unweighted sample bases in brackets				

4.4.3 Encouragement to report ASB

Residents were also asked if there is anything more that could be done to encourage them to report ASB incidents. Knowing something will be done (10%) is the most frequently mentioned way of providing more encouragement, followed by confidentiality (9%). One in four (23%) said nothing more could be done.

Figure 17 What more could be done to encourage you to report ASB incidents (and help the Council to tackle ASB more efficiently)? (All responses)



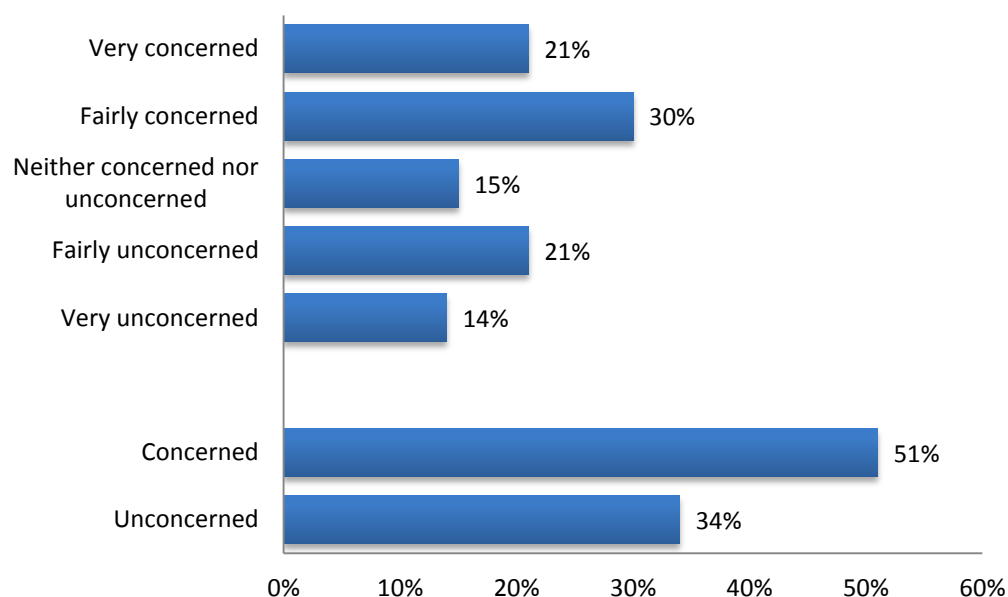
Unweighted sample base = 582

4.4.4 Concern about ASB in the neighbourhood

All panel members were asked to say how concerned they are about ASB in their neighbourhood.

Just over half (51%) said they are concerned about ASB in their neighbourhood, with a further 15% saying they are neither concerned nor unconcerned. A third (34%) are unconcerned about ASB in their neighbourhood.

Figure 18 To what extent are you concerned about ASB in your neighbourhood? (All responses)



Unweighted sample base = 582

Tenants are slightly less likely than leaseholders to be concerned about ASB in their neighbourhood (49% cf. 54%), while residents' association members are more likely than non-members to express concern (42% cf. 33%).

Those living in street properties and small estates and infills (46% each) are less likely to express concern, as may be seen from the following table.

Table 27 To what extent are you concerned about ASB in your neighbourhood by estate type (All responses)

	Concerned %	Neither %	Unconcerned %
Total [582]	51%	15%	34%
High density inner [195]	54%	17%	29%
High density outer [192]	53%	10%	37%
Small estates and infills [132]	46%	17%	38%
Street properties [63]	46%	18%	36%
Unweighted sample bases in brackets			

Half (51%) of those in Area Team properties are concerned compared with 46% of those in Co-op homes.

Those who live in maisonettes (59%) are more likely to be concerned than those who live in flats or houses (50% and 41% respectively).

Those aged 65 and over are more likely to be *unconcerned* (43%) compared with those aged 55-64 (36%), 29% of those aged 35-54 and 30% of those aged 16-34.

Asian residents (58%) are more likely to be concerned than Black or White respondents (54% and 49% respectively) but there is little difference in terms of gender (50% males, 51% females).

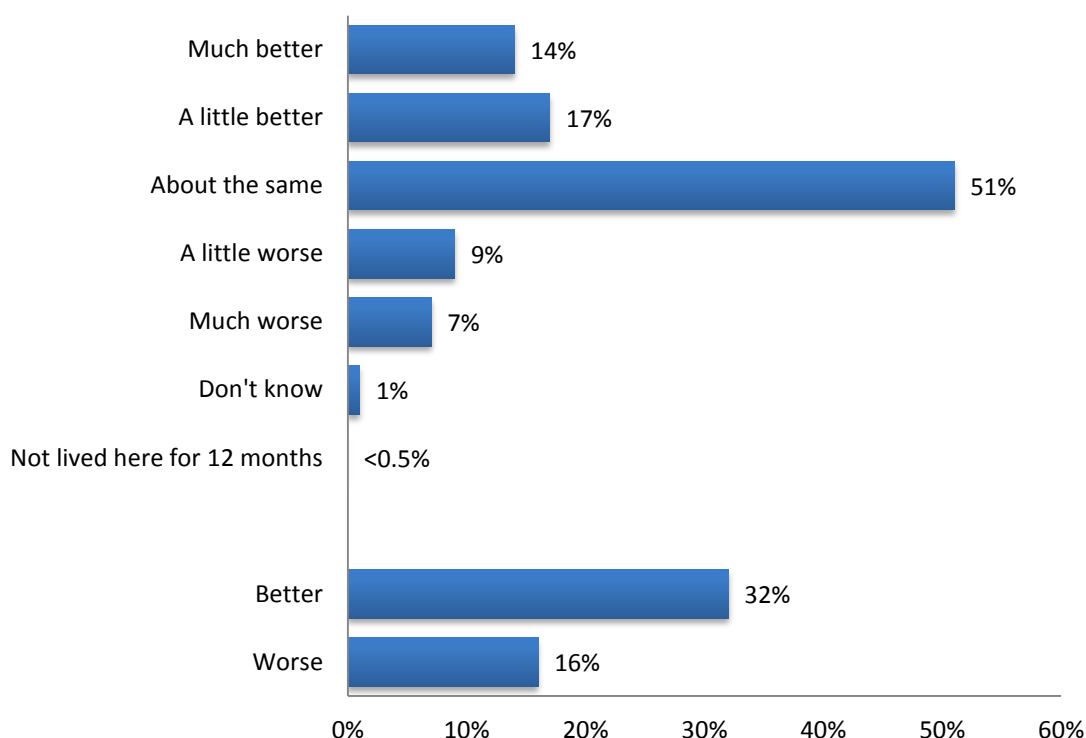
4.5 The local neighbourhood

4.5.1 Change in the local area in the last 12 months

Panel members were asked to say how they thought their local area has changed in the last 12 months.

A third (32%) said their local area has got better over the last 12 months (14% much better), while a half (51%) said it is about the same. Around one in six (16%) think their local area has got worse.

Figure 19 As a place to live would you say your local area has got better or worse over the last 12 months? (All responses)



Unweighted sample base = 582

Tenants are significantly more likely than leaseholders to say their local area has got better (37% cf. 23%), as are residents' association members in comparison with non-members (40% cf. 30%) although not significantly.

Those living in high density inner area properties are more likely to say their local area has got better over the last 12 months (36%) while those living in street properties are more likely to say their local area has got worse (19%).

Table 28 As a place to live would you say your local area has got better or worse over the last 12 months (All responses)

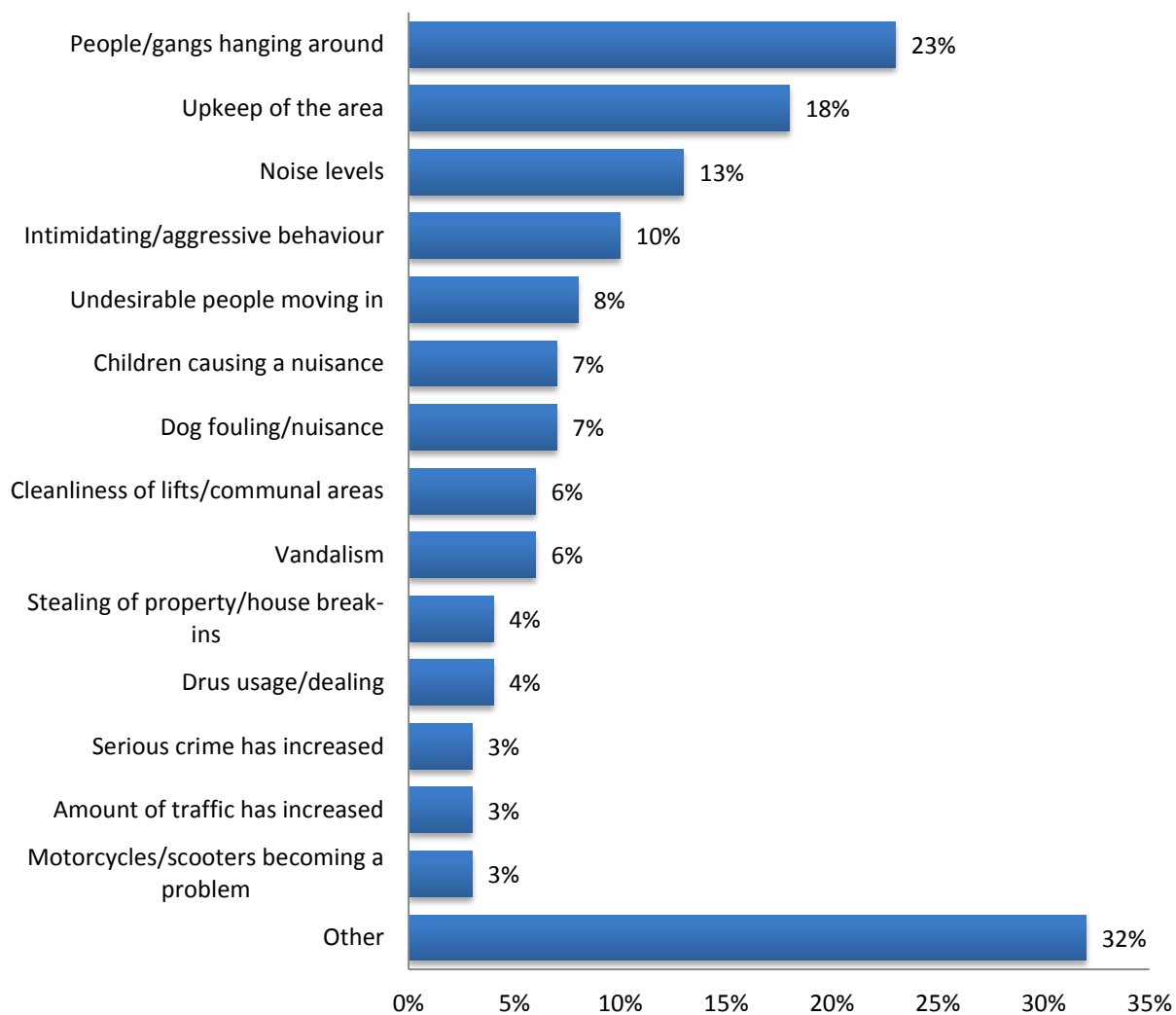
	Better %	Same %	Worse %
Total [582]	32%	51%	16%
High density inner [195]	36%	45%	16%
High density outer [192]	31%	55%	14%
Small estates and infills [132]	30%	52%	17%
Street properties [63]	25%	56%	19%
Unweighted sample bases in brackets			

Three in ten (31%) of those in Area Team properties say their area has got better compared with 35% of those in Co-op homes.

Significantly, almost two fifths (37%) of respondents who are dissatisfied with the way the Council runs the local area say their local area has got worse over the last 12 months, as are 32% of those dissatisfied with overall service.

Those who said their local area has got worse were then asked to give their reasons. One in four (23%) mention gangs hanging around, while 18% cited the upkeep of the area, as may be seen from the following figure.

Figure 20 If you think your local area has got worse can you confirm the aspects in particular that you think have got worse? (Respondents who think their area has got worse over the past 12 months)



Unweighted sample base = 92

4.6 Neighbourhood problems

All panel members were provided with a list of 12 possible neighbourhood issues and were asked to indicate how much of a problem, if at all, they are in their local neighbourhood.

Encouragingly for Wandsworth, for all but one of the issues (rubbish and litter) the majority of residents consider they are not a problem at all.

Rubbish or litter is identified as a big problem by 20% of residents with a further 35% saying it is a moderate problem (combined total = 55%).

Noise is identified as a big problem for 10% of panel members with a further 28% identifying it as a moderate problem (combined total = 38%).

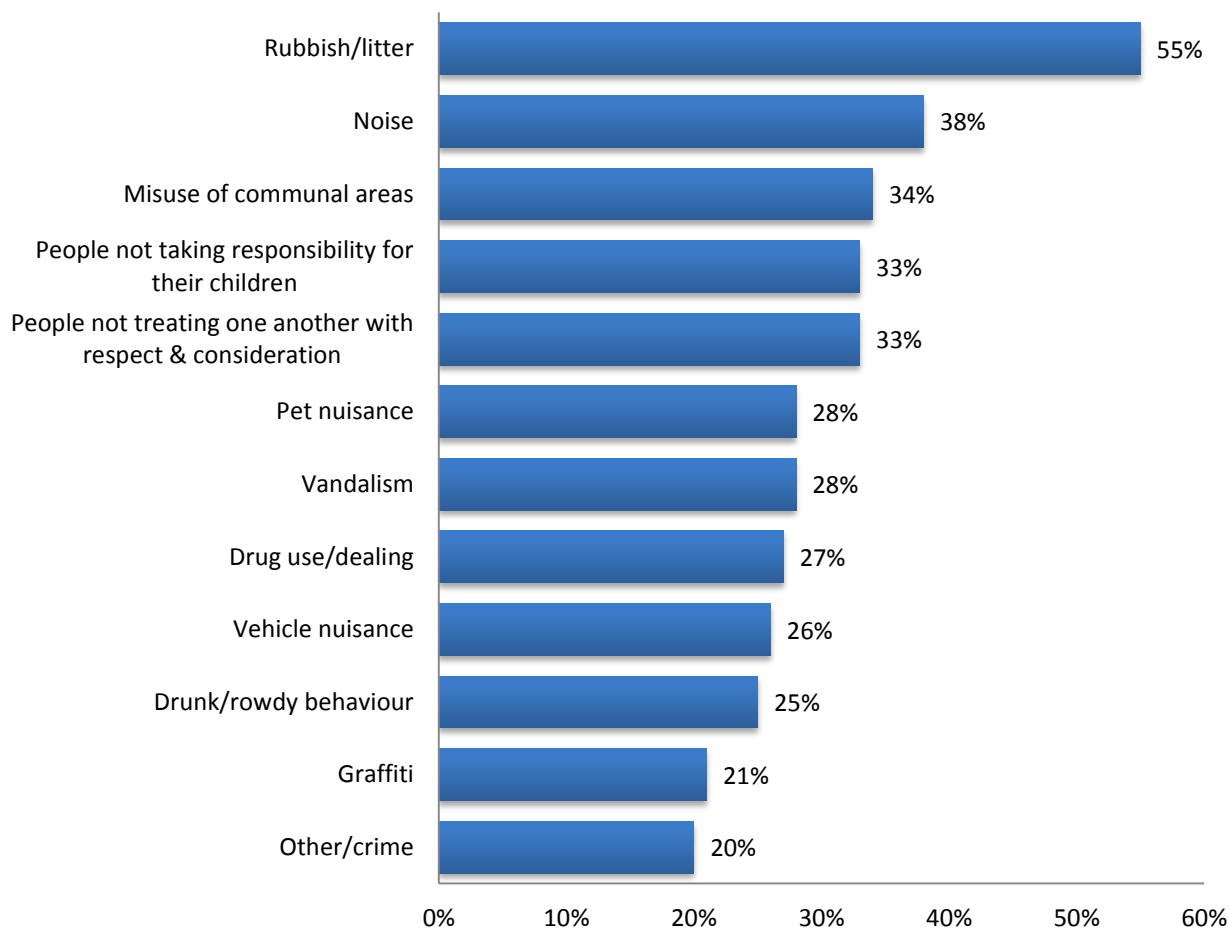
Misuse of communal areas is identified as a big problem for 12% of panel members with a further 22% identifying them as a moderate problem (combined total = 34%).

Table 29 Thinking about your local neighbourhood, how much of a problem are the following? (All responses)

Issue	Big problem	Moderate problem	Not a problem	Don't know
	%	%	%	%
Rubbish or litter	20%	35%	45%	<0.5%
Noise	10%	28%	62%	1%
Pet nuisance	10%	19%	71%	1%
Vandalism	5%	23%	70%	2%
Graffiti	2%	19%	78%	1%
Drug use or dealing	12%	15%	65%	8%
Vehicle nuisance	8%	18%	73%	2%
Drunk/rowdy behaviour	6%	19%	74%	1%
Misuse of communal areas	12%	22%	62%	4%
People not taking responsibility for their own children	10%	23%	63%	4%
People not treating one another with respect & consideration	11%	22%	64%	2%
Other/crime	6%	14%	72%	8%
Unweighted sample base = 582				

The following figure shows the possible problems encountered by residents in rank order, showing percentages of those who rated each as a big or moderate problem and demonstrates that the highest ranked problem is rubbish and litter while the least cited is other/crime.

Figure 21 Thinking about your local neighbourhood, how much of a problem are the following? (All responses)

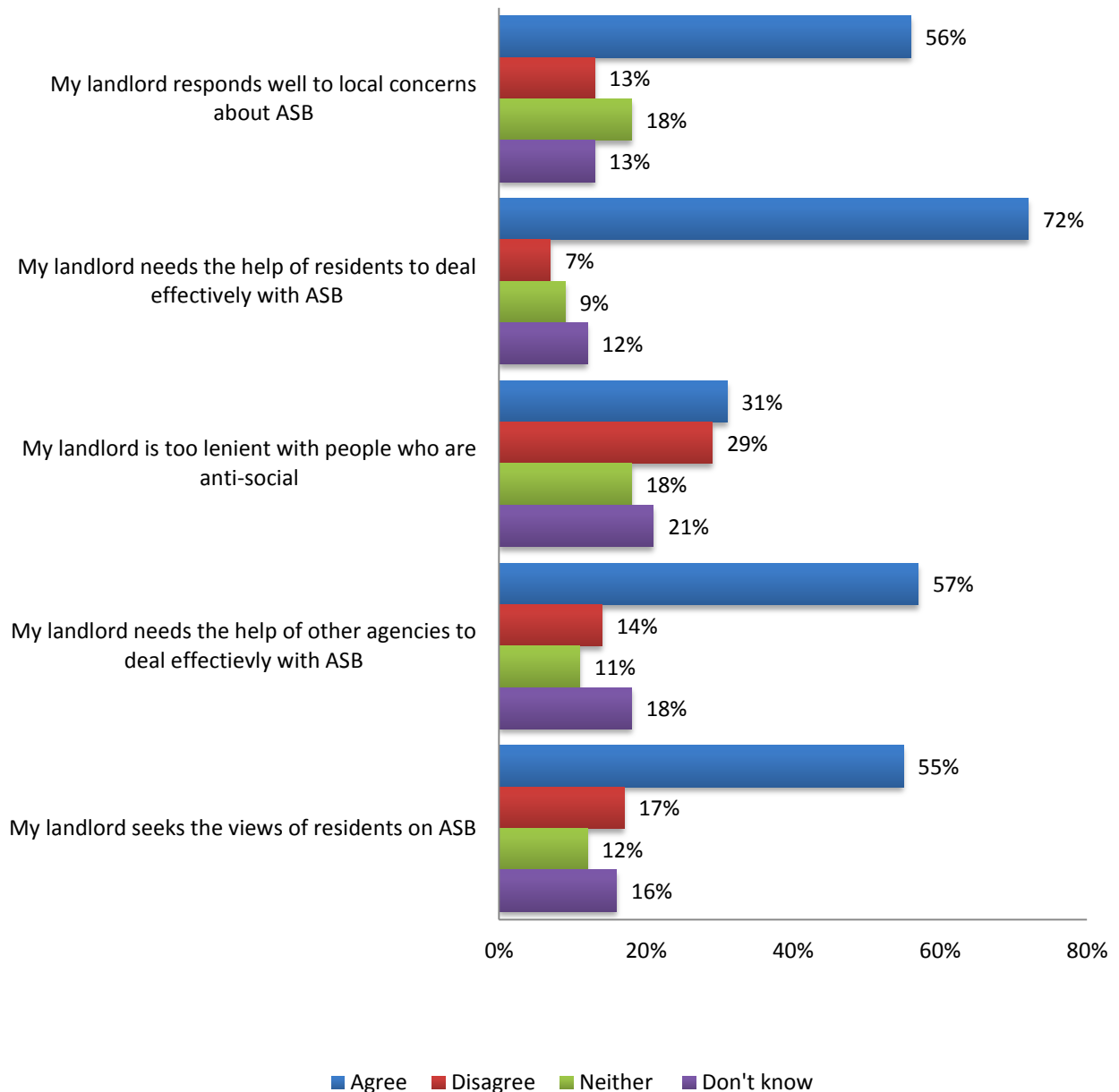


Unweighted sample base = 582

4.6.1 ASB and the Landlord

All panel members were presented with a series of statements concerning ASB and were asked to rate their level of agreement with each one.

Figure 22 To what extent do you agree or disagree with the following statements? (All responses)



Unweighted sample base = 582

As the figure above shows, agreement is highest with ‘my landlord needs the help of residents to deal effectively with ASB’ (72% agree). *Disagreement*, however, is highest with ‘my landlord is too lenient with people who are anti-social’ – three in ten (29%) of all residents disagree with this statement.

Results are, however, characterised by high proportions of neither or don’t know responses and, when these are summed together for each statement, it can be seen that totals range from 21% for ‘my landlord needs the help of residents to deal

effectively with ASB' up to 39% for 'my landlord is too lenient with people who are anti-social', and these high percentages may be depressing both agreement *and* disagreement figures.

The following table shows responses for the five statements broken down by resident type. For the statement 'my landlord needs the help of other agencies to deal effectively with ASB' tenants are significantly more likely than leaseholders to express agreement, though for all other statements there is very little difference between the two groups.

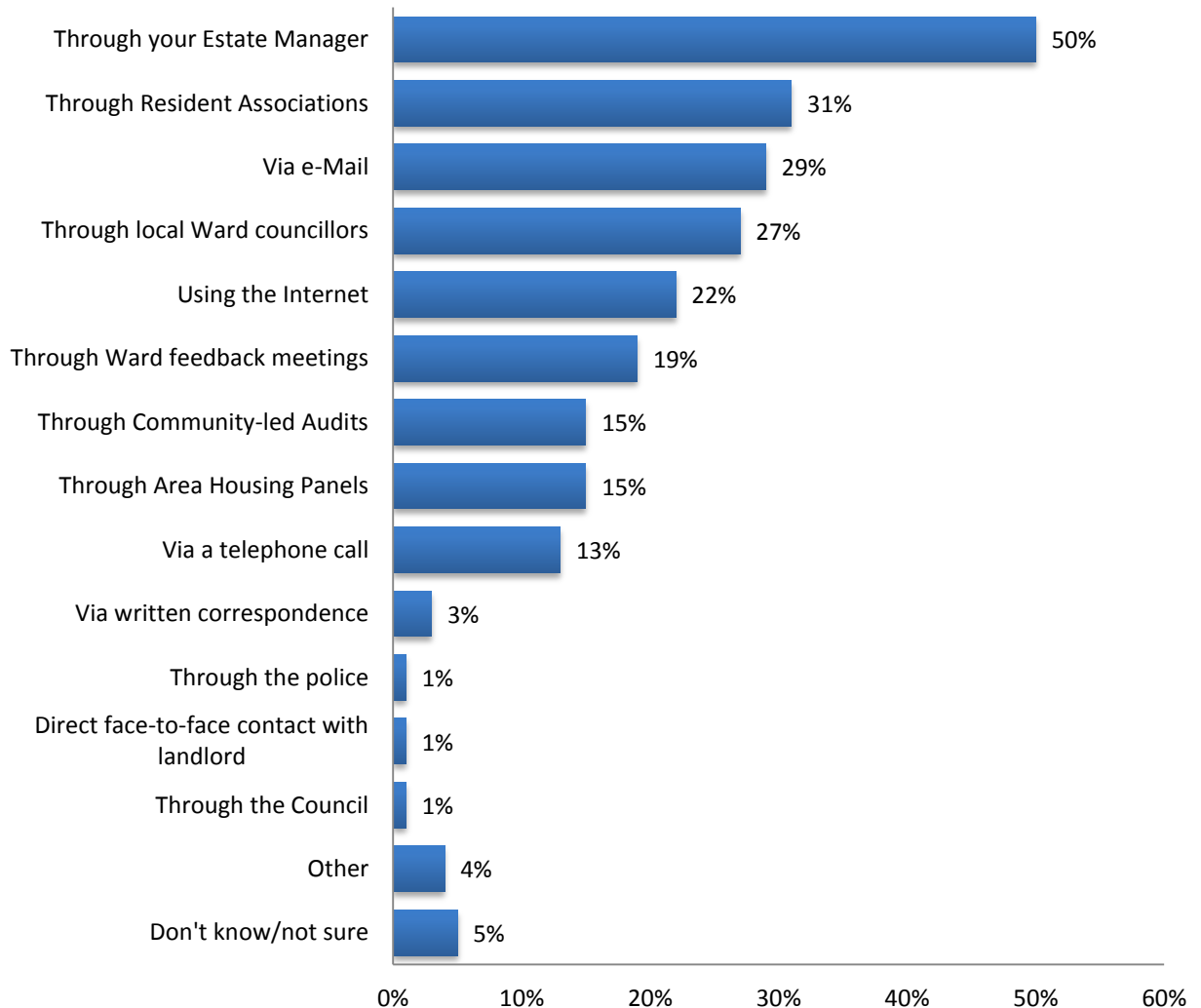
Table 30 Satisfaction with aspects of the repairs service (Respondents who had reported a repair)

	Tenants [371]			Leaseholders [211]		
	Agree %	Dis-agree%	Neither %	Agree %	Dis-agree%	Neither %
My landlord responds well to local concerns about ASB	59%	13%	15%	52%	12%	23%
My landlord needs the help of residents to deal effectively with ASB	72%	8%	9%	73%	6%	10%
My landlord is too lenient with people who are anti-social	34%	29%	16%	27%	29%	22%
My landlord needs the help of other agencies to deal effectively with ASB	54%	15%	13%	63%	12%	9%
My landlord seeks the views of residents on ASB	54%	17%	11%	58%	15%	13%
Unweighted sample bases in brackets						

4.6.2 Making views known

Residents were further asked how they would like to make their views about ASB known to their landlord. Half (50%) would like to make their views known through their Estate Manager, while three in ten (31%) would prefer to use Resident Associations and 29% e-mail.

Figure 23 How would you like to make your views about ASB known to your landlord? (All responses)



Unweighted sample base = 582

4.6.3 Receiving information

All panel members were asked if they feel they receive enough information on action being taken to address ASB by their landlord. Just over half (53%) said they do feel they receive enough information while 42% do not and 6% do not know.

Tenants are slightly more likely to feel they receive enough information than leaseholders (54% cf. 50%), as are residents' association members in comparison with non-members (57% cf. 52%).

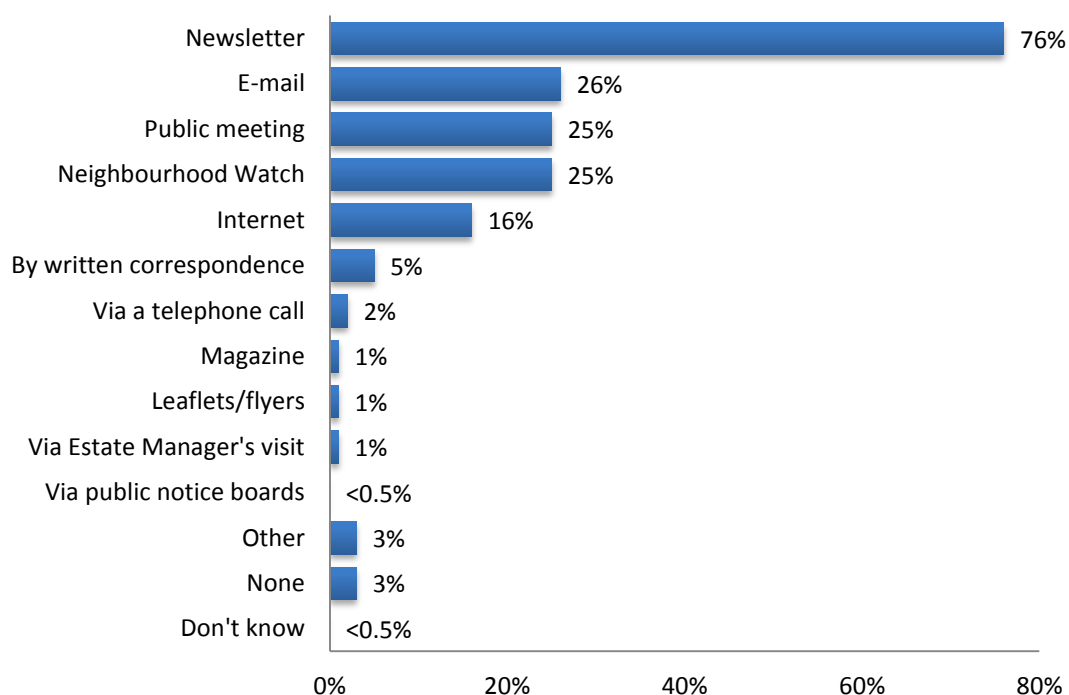
Those living in street properties are less likely to feel they receive enough information on action being taken to address ASB by their landlord than those living in other estate types (48% feel they receive enough information).

Table 31 Do you feel you receive enough information on action being taken to address ASB by your landlord? (All responses)

	Yes %	No %	Don't know %
Total [582]	53%	42%	6%
High density inner [195]	50%	45%	6%
High density outer [192]	55%	40%	5%
Small estates and infills [132]	57%	38%	5%
Street properties [63]	48%	46%	6%
Unweighted sample bases in brackets			

Asked how they would prefer to receive information on action being taken to combat ASB, the majority (76%) of residents would prefer to receive information from a newsletter.

Figure 24 How would you prefer to receive information on action being taken to combat ASB? (All responses)



Unweighted sample base = 582

In keeping with the survey average, the majority of all estate type residents would prefer to receive information from a newsletter.

Table 32 How would you prefer to receive information on action being taken to combat ASB by estate type (All responses)

	High density – inner [195] %	High density – outer [192] %	Small estates & infills [132] %	Street properties [63] %
Newsletter	81%	75%	73%	69%
E-mail	25%	28%	21%	30%
Public meeting	23%	25%	28%	23%
Neighbourhood Watch	23%	24%	33%	18%
Internet	16%	16%	15%	17%
By written correspondence	6%	5%	3%	5%
Via a telephone call	1%	3%	2%	0%
Magazine	1%	1%	1%	0%
Leaflets/flyers	1%	2%	1%	0%
Via Estate Manager's visit	*%	1%	1%	0%
Via public notice boards	*%	*%	1%	0%
Other	3%	3%	3%	1%
None	2%	3%	2%	5%
Don't know	1%	1%	0%	0%
Unweighted sample bases in brackets				

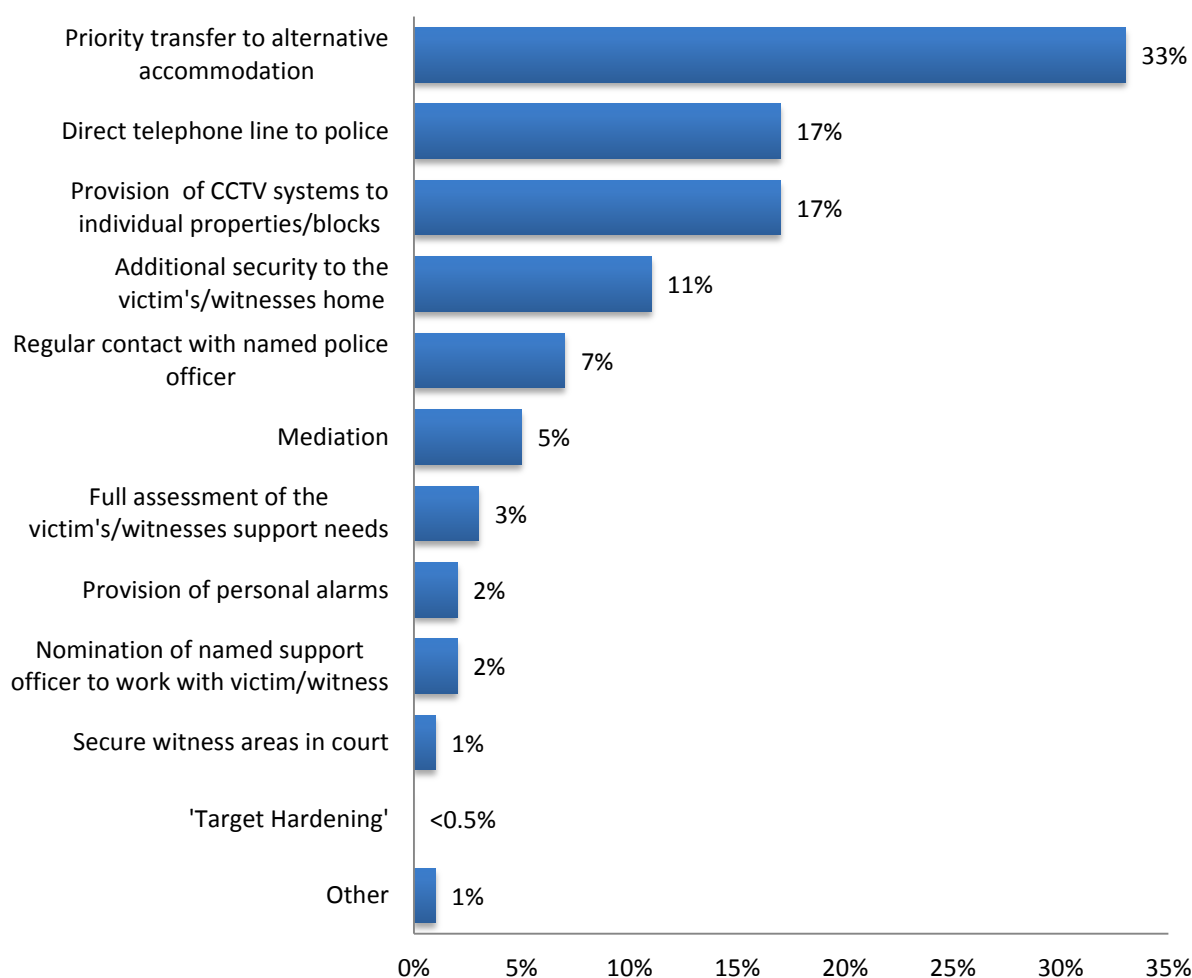
Tenants are more likely than leaseholders to prefer newsletters (78% cf. 72%), while leaseholders are *significantly* more likely than tenants to prefer both e-mail (36% cf. 19%) and the internet (22% cf. 12%) to receive information on action being taken to combat ASB).

4.6.4 Supporting victims and witnesses of ASB

Supporting victims and witnesses of ASB is an important area of work. To that end, all panel members were presented with a list of services and asked to prioritise the three most important ones that they think their landlord and other agencies should offer.

The most important service to residents, as shown by the following figure, is priority transfer to alternative accommodation (33% of respondents named this as the first priority), followed by a direct telephone line to the police and provision of CCTV systems to individual properties/blocks (17% each).

Figure 25 What response/service do you feel your landlord and other agencies should offer? Please prioritise the three most important services. Top priority only (All responses)

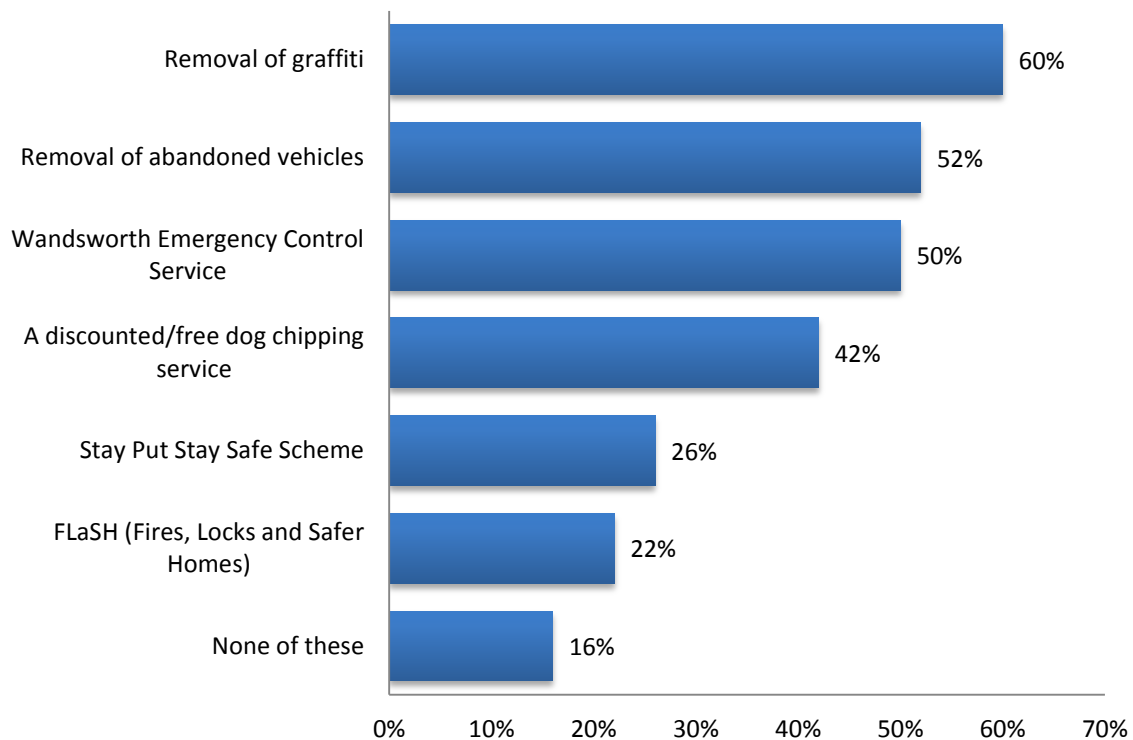


Unweighted sample base = 582

4.6.5 Awareness of services that deal with ASB

Asked to say which services that deal with ASB they are aware of, three fifths (60%) of all panel members are aware of removal of graffiti while 52% are aware of removal of abandoned vehicles. Tenants are significantly more likely than leaseholders to be aware of Stay Put Stay Safe (32% cf. 16%) and FLaSH (27% cf. 15%) while leaseholders are significantly more likely than tenants to be aware of removal of abandoned vehicles (59% cf. 48%).

Figure 26 Which of the following services that deal with ASB are you aware of? (All responses)



Unweighted sample base = 582

The majority of all estate type residents are aware of the removal of graffiti, as the following table demonstrates.

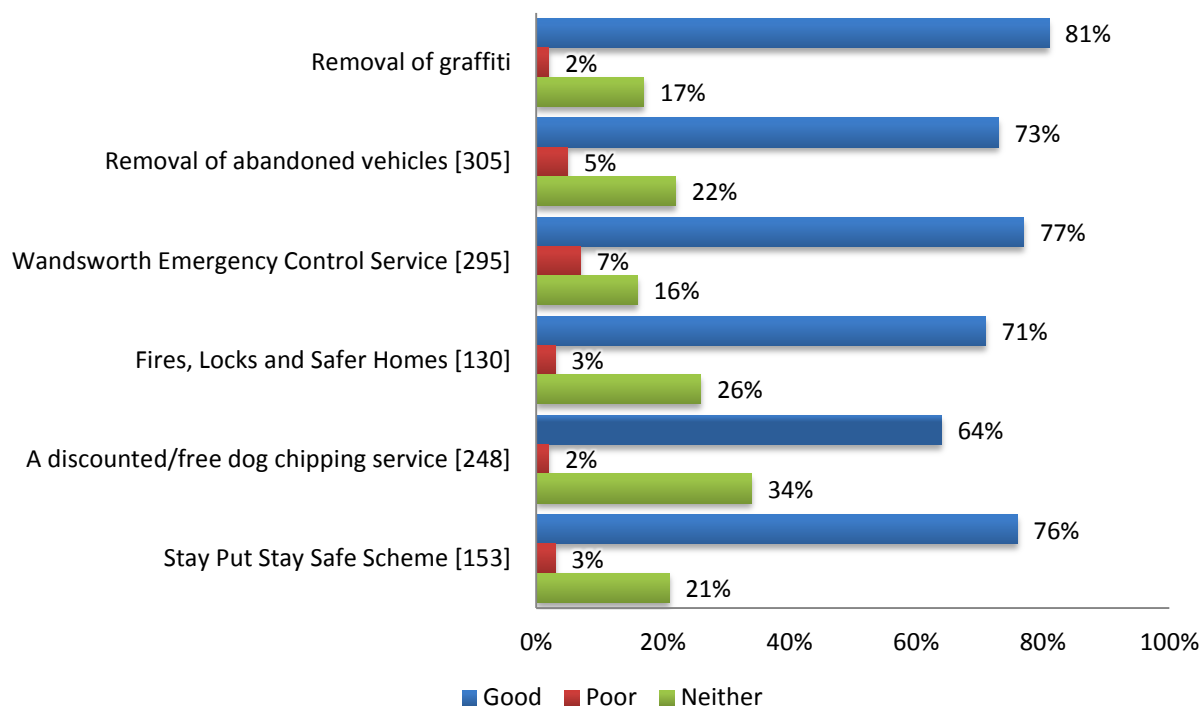
Table 33 Which of the following services that deal with ASB are you aware of? (All responses)

	High density – inner [195] %	High density – outer [192] %	Small estates & infills [132] %	Street properties [63] %
Removal of graffiti	60%	59%	63%	59%
Removal of abandoned vehicles	48%	57%	55%	49%
Wandsworth Emergency Control Service	56%	54%	42%	41%
A discounted/free dog chipping service	43%	45%	42%	37%
Stay Put Stay Safe Scheme	27%	26%	25%	24%
FLaSH (Fires, Locks & Safer Homes)	21%	28%	18%	18%
None of these	16%	16%	18%	18%

Unweighted sample bases in brackets

For each of the services of which residents were aware, they were then asked to rate how good they thought each one is.

Figure 27 For each of those services that you are aware of, how would you rate them? (All responses)

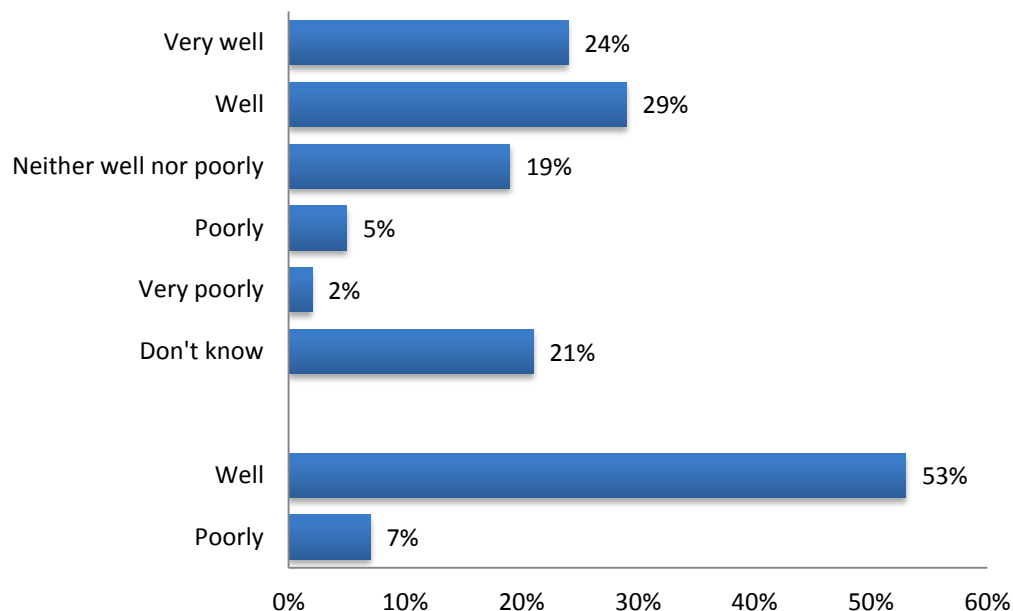


As the figure on the previous page shows, removal of graffiti receives the highest rating with 81% saying this service is good, while the discounted/free dog chipping service receives the lowest rating (64% rate this as good). All services, however, receive very low 'poor' ratings, the highest being for the Wandsworth Emergency Control Service but even for this only 7% rate it as poor.

4.6.6 Working with partners and agencies

All panel members were then asked to say how well they think their landlord works with partners and agencies, for example the police, to effectively tackle ASB. Just over half (53%) think their landlord works well with other agencies, while a further one in five (19%) thinks they work neither well nor poorly and a further fifth (21% do not know). Only around one in fourteen (7%), then, think that their landlord works poorly with other agencies to effectively tackle ASB.

Figure 28 How well do you think your landlord works with partners and agencies, for example the police, to effectively tackle ASB? (All responses)



Unweighted sample base = 582

Tenants are significantly more likely than leaseholders to say their landlord works well with other agencies (57% cf. 46%), while residents' association members are also more likely than non-members (although not significantly so) to say their landlord works well with other agencies (61% cf. 52%).

Those living in street properties are less likely to say their landlord works well with partners and agencies to effectively tackle ASB.

Table 34 How well do you think your landlord works with partners and agencies, for example the police, to effectively tackle ASB? (All responses)

	Well %	Neither %	Poorly %
Total [582]	53%	19%	7%
High density inner [195]	51%	21%	7%
High density outer [192]	56%	17%	6%
Small estates and infills [132]	57%	16%	8%
Street properties [63]	42%	27%	7%
Unweighted sample bases in brackets			

Just over half (52%) of those in Area Team properties said their landlord works well compared with 64% of those in Co-op homes.

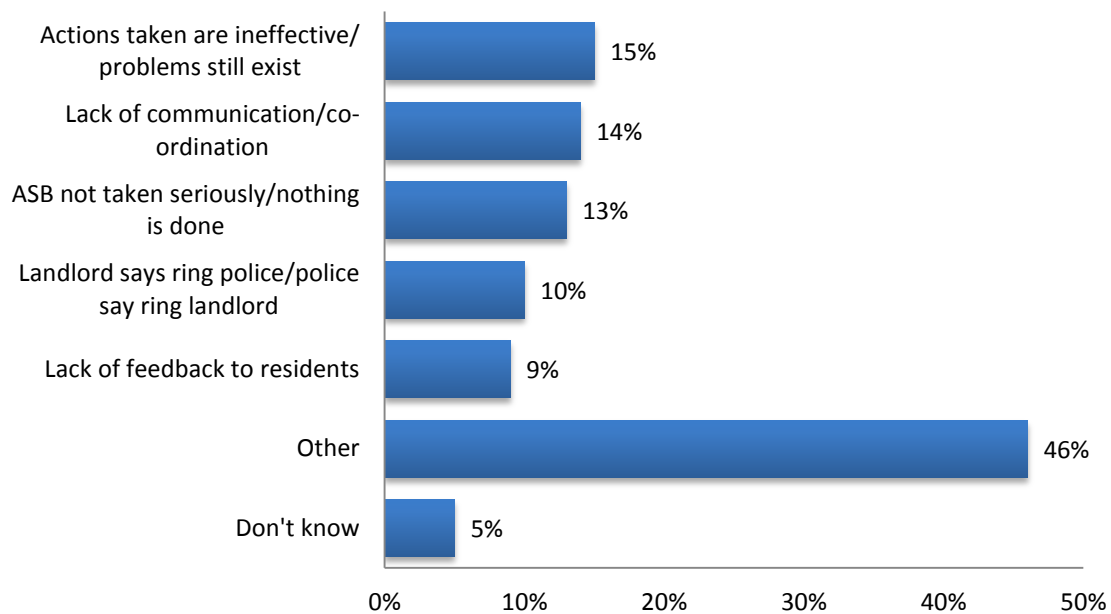
Those aged 65 and over are more likely to say their landlord works well (66%) compared with those aged 55-64 (59%), 45% of those aged 16-34 and 42% of those aged 35-54.

Significantly, one in four (24%) respondents who are dissatisfied with the way the Council runs the local area say their landlord works poorly with partners and agencies to effectively tackle ASB. Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, approaching a third (31%) say their landlord works poorly with partners and agencies to effectively tackle ASB.

4.6.7 Reasons for disaffection

Those who said they thought their landlord works poorly with partners and agencies to effectively tackle ASB were asked to give their reasons for this. As may be seen from the following figure, the most frequently mentioned reason given was that actions taken are ineffective and problems still exist (15%). However, the sample base for this question is very small (only 39 cases) and so care must be exercised when interpreting these results.

Figure 29 Why do you think your landlord is poor at working with partners and agencies to effectively tackle ASB (Respondents who think their landlord is poor at working with other agencies to tackle ASB)



Unweighted sample base = 39

5 Profile Information

The following tables outline the unweighted demographic profile of the sample.

Table 35 Profile table

Contact type	Residents %	Residents base
Tenant	64	371
Leaseholder	36	211
Length of time in home		
Under 1 year	4	23
1 – 2 years	9	50
3 – 5 years	11	62
6 – 10 years	17	97
11 – 20 years	25	146
21+ years	35	202
Can't recall	<0.5	2
Ethnicity		
White – English/Welsh/Scottish/Northern Irish/British	56	326
White – Irish	4	21
White – other	4	25
Mixed (White and Black Caribbean)	2	9
Mixed (White and Asian)	1	3
Mixed – other	1	4
Asian – Indian	3	17
Asian – Pakistani	2	11
Asian – Bangladeshi	1	4
Asian – Chinese	<0.5	2
Asian – other	2	9
Black – Caribbean	12	70
Black – African	9	51
Black – other	1	7
Other – Arab	1	3
Other	3	20

Table 36 Profile table continued...

Gender	Residents %	Residents base
Male	38	221
Female	62	361
Disability		
Yes	30	174
No	69	404
Refused	1	4
Employment status		
Employee in full time job (30 hours or more per week)	25	143
Employee in part time job (less than 30 hours per week)	12	70
Self-employed (full- or part-time)	6	37
Government supported training	<0.5	2
Unemployed & available for work	8	44
Wholly retired from work	31	182
Full-time education at school etc.	1	7
Looking after the family or home	8	47
Permanently sick or disabled	5	31
Doing something else	3	19
Management type		
Area Team	93	543
Co-op	7	39

Table 37 Profile table continued...

Age	Residents %	Residents base
16 – 24 years	3	19
25 – 34 years	10	57
35 – 44 years	22	125
45 – 54 years	19	112
55 – 59 years	8	44
60 – 64 years	10	58
65 – 74 years	15	88
75+ years	14	79
Currently member of a Residents' Association?		
Yes	15	87
No	85	495
Estate type		
High Density – Inner	34	195
High Density – Outer	33	192
Small Estates and Infills	23	132
Street Properties	11	63

Table 38 Profile table continued...

Ward	Residents %	Residents base
Balham	3	15
Bedford	2	13
Earlsfield	3	19
East Putney	6	37
Fairfield	3	18
Furzedown	5	27
Graveney	3	18
Latchmere	16	90
Nightingale	1	7
Northcote	2	9
Outside Borough (Larkhall)	<0.5	1
Queenstown	8	44
Roehampton	13	75
Shaftesbury	2	10
Southfields	3	20
St Mary's Park	7	43
Thamesfield	2	12
Tooting	2	13
Wandsworth Common	2	13
West Hill	9	54
West Putney	8	44
Property type		
Bungalow	<0.5	1
Flat	67	391
House	11	66
Maisonette	21	124

6 Appendix 'A' – Confidence intervals

The following table shows the confidence interval for every cross-tabulated variable for *full* sample bases.

Table 39 Confidence intervals for cross tabulated variables based on full sample bases – i.e. all responses

	Dbase total	Sample	Confidence interval %
Tenant	758	371	3.6%
Leaseholder	449	211	4.9%
Management type – Area Team	1126	543	3.0%
Management type – Co-op	81	39	11.4%
Estate type – High density - inner	404	195	5.1%
Estate type – High density - outer	384	192	5.0%
Estate type – Small estates and infills	270	132	6.1%
Estate type – Street properties	149	63	9.4%
Dwelling type - Bungalow	6	1	98.0%
Dwelling type - Flat	809	391	3.6%
Dwelling type - House	133	66	8.6%
Dwelling type - Maisonette	259	124	6.4%
Ward – Balham	36	15	19.6%
Ward – Bedford	32	13	21.3%
Ward – Earlsfield	43	19	17.0%
Ward – East Putney	61	37	10.2%
Ward – Fairfield	40	18	17.4%
Ward – Furzedown	55	27	13.6%
Ward – Graveney	36	18	16.6%
Ward – Latchmere	192	90	7.6%
Ward – Nightingale	13	7	26.2%
Ward – Northcote	22	9	25.7%
Ward – Queenstown	89	44	10.6%
Ward – Roehampton	154	75	8.1%
Ward – Shaftesbury	28	10	25.3%
Ward – Southfields	38	20	15.3%
Ward – St Mary's Park	84	43	10.5%
Ward – Thamesfield	22	12	19.5%
Ward – Tooting	41	13	22.7%
Ward – Wandsworth Common	22	13	17.8%
Ward – West Hill	107	54	9.4%
Ward – West Putney	89	44	10.6%
Residents association member	167	87	7.3%
Residents association non-member	1040	495	3.2%
Gender – male	444	221	4.7%
Gender – female	763	361	3.8%

Appendix 'A' – Confidence intervals

Age – 16-34	177	76	8.5%
Age – 35-54	497	237	4.6%
Age – 55-64	181	102	6.4%
Age – 65+	352	167	5.5%
Age – Working age	855	415	3.5%
Age – Non-working age	352	167	5.5%
Ethnicity – White	769	372	3.7%
Ethnicity – Mixed	29	16	16.7%
Ethnicity – Asian	80	43	10.2%
Ethnicity – Black	283	128	6.4%
Ethnicity – Other	46	23	14.6%
Disability – yes	378	174	5.5%
Disability – no	821	404	3.5%
Length of residency in home – Under 1 year	51	23	15.3%
Length of residency in home – 1-2 years	100	50	9.9%
Length of residency in home – 3-5 years	144	62	9.4%
Length of residency in home – 6-10 years	194	97	7.1%
Length of residency in home – 11-20 years	302	146	5.8%
Length of residency in home – 21+ years	413	202	4.9%
Employment status – employed full time	293	143	5.9%
Employment status – employed part time	132	70	8.1%
Employment status – self-employed	77	37	11.7%
Employment status – Government training	2	2	0.0%
Employment status – unemployed	93	44	10.8%
Employment status – retired	375	182	5.2%
Employment status – full time education	18	7	29.8%
Employment status – looking after family/home	98	47	10.4%
Employment status – permanently sick	81	31	13.9%
Employment status – other	38	19	16.1%
Economic activity – active	597	296	4.1%
Economic activity – inactive	610	286	4.2%
Satisfaction with overall service – satisfied	1207	444	3.7%
Satisfaction with overall service – neither	1207	83	10.4%
Satisfaction with overall service – dissatisfied	1207	55	12.9%
Satisfaction with how Council runs area – satisfied	1207	465	3.6%
Satisfaction with how Council runs area – neither	1207	60	12.3%
Satisfaction with how Council runs area – dissatisfied	1207	57	12.7%
Satisfaction with ASB service – satisfied	1207	398	4.0%
Satisfaction with ASB service – neither	1207	91	9.9%
Satisfaction with ASB service – dissatisfied	1207	56	12.8%
ASB reported in last 12 months – All respondents – Yes	1207	102	9.3%
ASB reported in last 12 months – All respondents – No	1207	480	3.5%
ASB reported in last 12 months – Tenants only – Yes	1207	59	12.5%
ASB reported in last 12 months – Tenants only – No	1207	312	4.8%
ASB reported in last 12 months – Leaseholders only – Yes	1207	44	14.5%
ASB reported in last 12 months – Leaseholders only – No	1207	167	7.0%

7 Appendix 'B' – Questionnaire

**Wandsworth Council Panel
ASB Survey Questionnaire**

INTERVIEWER NAME:				INTERVIEW DATE:						
INTERVIEWER I.D. NUMBER				INTERVIEW DAY:						
				MON 1	TUE 2	WED 3	THU 4	FRI 5	SAT 6	SUN 7

RECORD DATABASE REF NUMBER FROM CONTACTS: _____

ASK TO SPEAK TO THE NAMED CONTACT #TenantName#.

Good morning/afternoon/evening. My name is and I am calling from BMG Research, an independent research company carrying out a survey on behalf of Wandsworth Council. We are conducting research amongst tenants and leaseholders of council properties in the borough concerning their opinions and experiences of the Housing Department's response to Anti-social Behaviour.

The survey will take 10 - 15 minutes to complete and all of the answers you give me will be treated in the strictest confidence. Your own responses will not be passed back to Wandsworth Council; they will only receive the overall responses from this survey grouped together. By taking part in this survey you will be providing information that can be used by Wandsworth Council to improve the service they provide to their residents.

- **NOTE: IF CHALLENGED PLEASE LEAVE THE TELEPHONE AND CONTACT DETAILS FOR:
Robin Fletcher, Policy and Performance Officer, Wandsworth Council, Tel: 020 8871 7047**

RESIDENT TYPE (FROM DATABASE)

1. LEASEHOLDER
2. TENANT

IF NOT CONVENIENT, ARRANGE TIME / DAY FOR CALL BACK

Q1 Am I speaking to (named contact)..... or his/her partner? **CODE ONE ONLY**

Yes	1	Continue
No	2	Ask to speak to relevant person

Could I now ask you some questions about your experience of Anti-social behaviour?

Q2 Have you reported anti-social behaviour (ASB) to your landlord in the last 12 months?
CODE ONE ONLY

Yes	1	CONTINUE
No	2	GO TO Q12

Q3 How helpful did you find the staff member during your first contact? **READ OUT AND CODE ONE ONLY**

Very helpful	1
Fairly helpful	2
Neither helpful nor unhelpful	3
Fairly unhelpful	4
Very unhelpful	5

Q4 How satisfied were you with the speed in which the ASB incident was investigated?
READ OUT AND CODE ONE ONLY

Very satisfied	1	GO TO Q6
Fairly satisfied	2	GO TO Q6
Neither satisfied nor dissatisfied	3	GO TO Q6
Fairly dissatisfied	4	CONTINUE
Very dissatisfied	5	CONTINUE

IF DISSATISFIED (CODES 4 OR 5 AT Q4) ASK:

Q5 Please confirm the aspects in particular that you were dissatisfied with. **WRITE IN VERBATIM**

Q6 How satisfied were you with the information/ advice provided by staff? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

Q7 How satisfied were you with the way you were kept up to date with developments in your ASB case? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

Q8 How clear were you about the service that could be offered by your landlord to deal with ASB? **READ OUT AND CODE ONE ONLY**

Very clear	1
Clear	2
Neither clear nor unclear	3
Unclear	4
Very unclear	5
Don't know	6

Q9 Would you describe the service you received (or are receiving) as...? **READ OUT AND CODE ONE ONLY**

Very good	1
Good	2
Neither good nor poor	3
Poor	4
Very poor	5
Don't know	6

Q10 Overall how satisfied were you with the outcome of the action taken to deal with your case? **READ OUT AND CODE ONE ONLY**

Very satisfied	1	GO TO Q12
Fairly satisfied	2	GO TO Q12
Neither satisfied nor dissatisfied	3	GO TO Q12
Fairly dissatisfied	4	CONTINUE
Very dissatisfied	5	CONTINUE
Don't know	6	GO TO Q12
Case is still outstanding	7	GO TO Q12

IF DISSATISFIED (CODES 4 OR 5 AT Q10) ASK:

Q11 If you were dissatisfied (or very dissatisfied) why is this and what could have been done to address it? **WRITE IN VERBATIM**

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ASK ALL:

Q12 How willing would you be to report ASB to your landlord in the future? **READ OUT AND CODE ONE ONLY**

Very willing	1
Fairly willing	2
Neither willing nor reluctant	3
Fairly reluctant	4
Very reluctant	5
Don't know	6

Q13 What, if anything, prevents or stops you from reporting ASB? **READ OUT AND CODE ALL THAT APPLY**

Fear of reprisals/intimidation from perpetrators of ASB	1
Concerned about confidentiality	2
Left it to someone else to report	3
Lack of confidence in landlord	4
Did not know who to report the incident to	5
I have reported the incident before to the Housing Department and nothing was done	6
I would deal with it myself	7
Other Specify _____	95
Nothing	96
Don't know	97

Q14 What more could be done to encourage you to report ASB incidents (and help the Council to tackle ASB more effectively)? **WRITE IN VERBATIM**

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Q15 To what extent are you concerned about ASB in your neighbourhood? **READ OUT AND CODE ONE ONLY**

Very concerned	1
Fairly concerned	2
Neither concerned nor unconcerned	3
Fairly unconcerned	4
Very unconcerned	5

Q16 As a place to live would you say your local area has got better or worse over the last 12 months? **READ OUT AND CODE ONE ONLY**

Much better	1	GO TO Q18
A little better	2	GO TO Q18
About the same	3	GO TO Q18
A little worse	4	CONTINUE
Much worse	5	CONTINUE
Don't know	6	GO TO Q18
Not lived here for 12 months	7	GO TO Q18

IF WORSE (CODES 4 OR 5 AT Q16) ASK:

Q17 If you think your local area has got worse can you confirm the aspects in particular that you think have got worse? **WRITE IN VERBATIM**

Q18 Thinking about your local neighbourhood, how much of a problem are the following...? **READ OUT AND CODE ONE ONLY FOR EACH**

	Big problem	Moderate problem	Not a problem	Don't know
Rubbish/ Litter	1	2	3	4
Noise	1	2	3	4
Pet Nuisance	1	2	3	4
Vandalism	1	2	3	4
Graffiti	1	2	3	4
Drug Use/ Dealing	1	2	3	4
Vehicle Nuisance	1	2	3	4
Drunk/ Rowdy Behaviour	1	2	3	4
Misuse of Communal Areas	1	2	3	4
People not taking responsibility for their children	1	2	3	4
People not treating one another with respect and consideration	1	2	3	4
Other/ Crime	1	2	3	4

Q19 To what extent do you agree or disagree with the following statements? **READ OUT AND CODE ONE ONLY FOR EACH**

	Totally agree	Agree	Neither	Disagree	Totally disagree	Don't know
My landlord responds well to local concerns about ASB	1	2	3	4	5	6
My landlord needs the help of residents to deal effectively with ASB	1	2	3	4	5	6
My landlord is too lenient with people who are anti-social	1	2	3	4	5	6
My landlord needs the help of other agencies to deal effectively with ASB	1	2	3	4	5	6
My landlord seeks the views of residents on ASB	1	2	3	4	5	6

Q20 How would you like to make your views about ASB known to your landlord? **READ OUT AND CODE ALL THAT APPLY**

Through local Ward councillors	1
Through Ward feedback meetings	2
Through Resident Associations	3
Through Community Led Audits	4
Through Area Housing Panels	5
Through your Estate Manager	6
Using the Internet	7
Via e-Mail	8
Other (please specify)	95
Don't know/not sure	97

Q21 Do you feel you receive enough information on action being taken to address ASB by your landlord? **CODE ONE ONLY**

Yes	1
No	2
Don't know	3

Q22 How would you prefer to receive information on action being taken to combat ASB? **READ OUT AND CODE ALL THAT APPLY**

Newsletter	1
Public Meeting	2
E-Mail	3
Internet	4
Neighbourhood Watch	5
Other (please specify)	95
None	96
Don't know	97

Q23 Supporting Victims and Witnesses of ASB is an important area of work. What response/ service do you feel your landlord and other agencies should offer? Please prioritise the 3 most important services (1 most important, 2 next most important, etc)

READ OUT AND WRITE IN RANK FOR THREE ONLY

Priority transfer to alternative accommodation	
Additional security to the victims/ witnesses home	
Mediation	
Direct telephone line to Police	
Full assessment of the victim/ witnesses support needs	
Provision of personal alarms	
'Target Hardening' (e.g. fire proof letter box, wide angle spyhole)	
Provision of CCTV systems to individual properties/blocks	
Nomination of named support officer to work with Victim/ Witness	
Regular contact with named Police Officer	
Secure witness areas in court	
Other (please specify _____)	

Q24 Which of the following services that deal with ASB are you aware of **READ OUT AND CODE ALL THAT APPLY**

	AWARE
Removal of graffiti	1
Removal of abandoned vehicles	2
Wandsworth Emergency Control Service	3
FLaSH (Fires Locks & Safer Homes) which is a service that provides free home security and fire safety advice to residents in Wandsworth	4
A discounted/ free dog chipping service	5
Stay Put Stay Safe Scheme - Under the 'Stay Put Stay Safe' scheme the council can make improvements to the security of your home. These include a range of measures such as: Changing lock(s); Fitting a heavy-duty door; Additional security to windows	6

FOR EACH SERVICE RESPONDENT IS AWARE OF AT Q24 ASK:

Q25 For each of those services that you are aware of, how would you rate them? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very good	Good	Neither good nor poor	Poor	Very poor
1. Removal of graffiti	1	2	3	4	5
2. Removal of abandoned vehicles	1	2	3	4	5
3. Wandsworth Emergency Control Service	1	2	3	4	5
4. FLASH (Fires Locks & Safer Homes)	1	2	3	4	5
5. A discounted/ free dog chipping service	1	2	3	4	5
6. Stay Put Stay Safe Scheme	1	2	3	4	5

Q26 How well do you think your landlord works with partners and agencies, for example the Police, to effectively tackle ASB? **READ OUT AND CODE ONE ONLY**

Very well	1	GO TO Q28
Well	2	GO TO Q28
Neither well nor poorly	3	GO TO Q28
Poorly	4	CONTINUE
Very poorly	5	CONTINUE
Don't know	6	GO TO Q28

IF POORLY (CODES 4 OR 5 AT Q26) ASK:

Q27 Why do you think your landlord is poor at working with partners and agencies to effectively tackle ASB? **WRITE IN VERBATIM**

READ OUT: And finally, just a couple of questions about your overall views of Wandsworth Council.

Q28 Overall, how satisfied are you with the ASB service provided by your landlord? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

Q29 Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

Q30 Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Thank you very much for taking the time to answer my questions. Just to remind you my name is XXXX and I have been calling from BMG Research.

As a market research agency BMG Research complies with the Market Research Society's Code of Conduct. This ensures that your replies will be treated confidentially.

If you want to check that BMG Research is a genuine market research agency please call the Market Research Society's freephone number – 0500 396 999 – Office hours only.

Because people matter, we listen.

With some 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

Our business is about understanding people; because they matter. Finding out what they really need; from the type of information they use to the type of services they require. In short, finding out about the kind of world people want to live in tomorrow.

BMG serves both the social public sector and the commercial private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of technologies such as portals and information systems to ensure that market and customer intelligence is widely distributed

