

Research Report



ASB reporting and response survey, 2016

Prepared for: Wandsworth Council

Prepared by: Francis Bolton

ASB reporting and response survey, 2016

Prepared for: Wandsworth Council

Prepared by: Francis Bolton, Senior Researcher

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Project: 9922

Registered in England No. 2841970

Registered office:

BMG Research
Beech House
Greenfield Crescent
Edgbaston
Birmingham
B15 3BE
UK

Tel: +44 (0) 121 3336006

UK VAT Registration No. 580 6606 32

Birmingham Chamber of Commerce Member No. B4626

Market Research Society Company Partner

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Table of Contents

1	Introduction.....	1
1.1	Background.....	1
1.2	Methodology	1
2	Key findings	3
2.1	ASB complaints handling	3
2.2	Local area perceptions.....	3
2.3	Use of Council website for ASB information/reporting	3
3	Perceptions of initial ASB contact	4
3.1	Mode of contact	4
3.2	When contact occurred	5
3.3	Helpfulness of staff on initial contact	5
3.4	Information provided on first contact	6
4	Perceptions of ASB service.....	7
4.1	Speed of investigation.....	7
4.2	Being kept up to date	8
4.3	Clarity about service that the Council can offer as landlord	9
4.4	Overall perceptions of service	10
4.4.1	Outcomes	11
4.4.2	Willingness to report ASB in future.....	13
4.4.3	Satisfaction with the ASB service in general	14
5	Perceptions of general customer service	15
6	Local area perceptions.....	17
7	Use of Council website for ASB information/reporting	20
7.1	Internet access and being registered to use online services	20
7.2	Use of the Council website in relation to ASB	21
7.2.1	Reporting ASB online.....	22
8	Appendix 1: Questionnaire	23
9	Appendix 2: Profile information	32
10	Appendix 3: Statement of Terms	33

Table of Figures

Figure 1: How did you first report your concerns of ASB to the Housing Service? (Valid responses)	4
Figure 2: How helpful did you find the staff member during your first contact? (Valid responses)	5
Figure 3: How satisfied were you with the information/advice provided by staff on your first contact? (Valid responses).....	6
Figure 4: How satisfied were you with the speed with which the ASB incident was investigated? (Valid responses)	7
Figure 5: How satisfied were you with the way you were kept up to date with developments in your ASB case? (Valid responses)	8
Figure 6: How clear were you about the service that could be offered by your landlord to deal with ASB? (Valid responses).....	9
Figure 7: Would you describe the service you received (or are receiving) as...? (Valid responses)	10
Figure 8: Overall, how satisfied were you with the outcome of the action taken to deal with your case? (Valid responses).....	11
Figure 9: If you were dissatisfied (or very dissatisfied) why is this and what could have been done to address it? (Valid responses, those dissatisfied with the outcome of the action taken to deal with their case)	12
Figure 10: How willing would you be to report ASB to your landlord in the future? (Valid responses)	13
Figure 11: Generally, how satisfied are you with the ASB service provided by your landlord? (Valid responses)	14
Figure 12: Please choose the response that best fits your view on the following statements (Valid responses)	16
Figure 13: To what extent are you concerned about ASB in your neighbourhood? (Valid responses)	17
Figure 14: As a place to live would you say your local area has got better or worse over the last 12 months? (Valid responses)	18
Figure 15: Do you have access to the Internet either at home or through a smartphone? (Valid responses) / Are you registered to use the housing service online services? (Valid responses, those with Internet access)	20
Figure 16: Ever searched the Council website for information about the advice and support Wandsworth Council can provide in relation to ASB, or would consider doing so (Valid responses) / How helpful did you find the online information? (Valid responses, those who have searched the Council website for this information).....	21

Table of Tables

Table 1: Thinking about your local neighbourhood, how much of a problem are the following?
(Based on valid responses)..... 19

1 Introduction

1.1 Background

In 2013, BMG Research carried out a telephone survey of Wandsworth Council tenants and leaseholders who had made a complaint to the Council about anti-social behaviour in the last 12 months. This report summarises the latest iteration of this research. The research aims to explore the views of residents on how ASB reports are dealt with, and the outcomes achieved. The questionnaire used is similar to the 2013 questionnaire, although with an additional section on the Council's online information about ASB and levels of interest in reporting such behaviour online.

To maximise the number of contacts available, the sample for the 2016 research included residents who had reported ASB up to 18 months ago.

1.2 Methodology

BMG was sent a database of 391 residents who had made a complaint about ASB in the last 18 months. Letters were sent to these tenants (on Wandsworth Council headed paper) notifying them of the research in advance.

Tenants were then telephoned and invited to complete the survey over the phone.

In total, 85 interviews were completed between 29 February and 21 March 2016. 107 other numbers were unobtainable, or the interviewer was advised that it was the wrong number for the named contact. All remaining available contacts (i.e. those who had not completed an interview, refused to do so, etc) were called at least 8 times.

To maximise the number of responses, all remaining available contacts were then sent the questionnaire by post, and a further 22 surveys were completed using this methodology.

The total figure of 107 completed surveys is subject to a maximum standard error of $\pm 8.1\%$ 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 have been given if all the contacts had completed the survey, to within 8.1% of the percentages reported.

Given the low sample size involved responses have not been broken down further by subgroups such as tenure type, dwelling type, etc. The word 'significant' is only used in this report to mean statistically significant.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasion, 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 Key findings

2.1 ASB complaints handling

Overall, residents remain more likely to describe the service they received in relation to their ASB complaint as poor (45%) than good (38%). Specific aspects of the ASB service that are receive particularly low ratings are:

- Being kept up to date with developments (37% satisfied, 45% dissatisfied);
- The outcome of the action taken to deal with the case (32% satisfied, 47% dissatisfied).

Whilst the Council's ability to engineer a successful outcome will often be limited, the Council may have more scope to improve perceptions in terms of keeping residents up to date with the progress of their case. Most residents (81%) say they expect to be kept up to date about the action being taken, indicating that this is an important aspect of how ASB complaints are handled.

2.2 Local area perceptions

The proportion concerned about ASB in their neighbourhood has fallen significantly compared to the 2013 findings; the proportion describing themselves as very concerned has fallen particularly sharply (31%, down from 54%). In keeping with this, the proportion concerned about specified neighbourhood problems has generally fallen, with significant falls in the proportion seeing drug use/dealing and vandalism as big problems in their neighbourhood. Rubbish/litter and noise remain the most cited problems, in keeping with the 2013 ASB survey findings and the 2015 survey of RMO/Co-op customers.

2.3 Use of Council website for ASB information/reporting

Most (84%) of those reporting ASB have internet access. However, of this group only 34% say they are registered to use the housing service's online services. This suggests that there is scope for more use of these services.

Only a minority of ASB complainants (36%) have ever searched the Council website for information about the advice and support the Council can provide in relation to ASB. A further 35% would consider doing so, suggesting that there is also scope for more use of the website specifically in relation to ASB.

However, opinion amongst ASB complainants is split on whether they would like the option of reporting ASB online through the Council website. Just under half (49%) agree they would like this option, whilst 42% say they would not. This suggests that whilst this option would attract interest, telephone may remain the most popular way of reporting ASB.

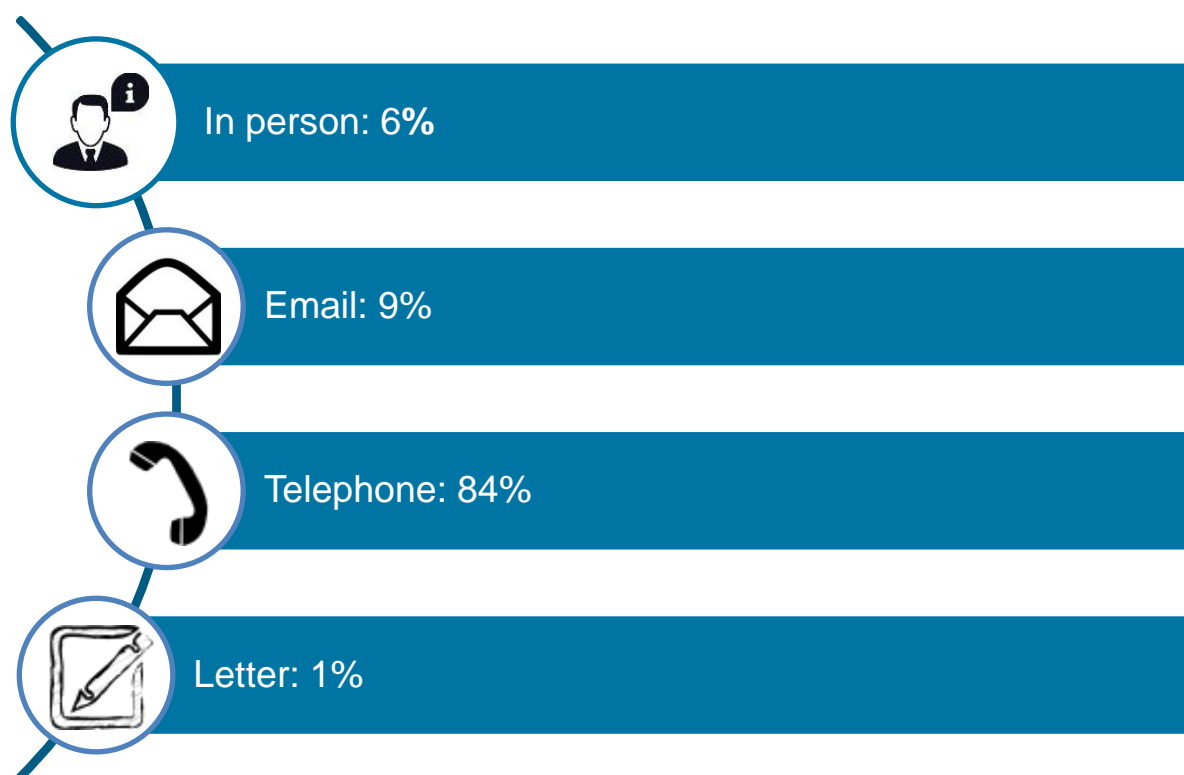
3 Perceptions of initial ASB contact

The survey initially focussed on residents' experience of their first contact with the Housing Service when making their ASB complaint. This stage is important in making residents aware of what they can expect from the Council in response to their complaint, and in ensuring that complainants feel that they are being listened to.

3.1 Mode of contact

Asked first of all how they made their first report of ASB to the Housing Service, most (84%) state that they did this by telephone. This question was not included on the 2013 survey.

Figure 1: How did you first report your concerns of ASB to the Housing Service? (Valid responses)



Unweighted sample base: 102

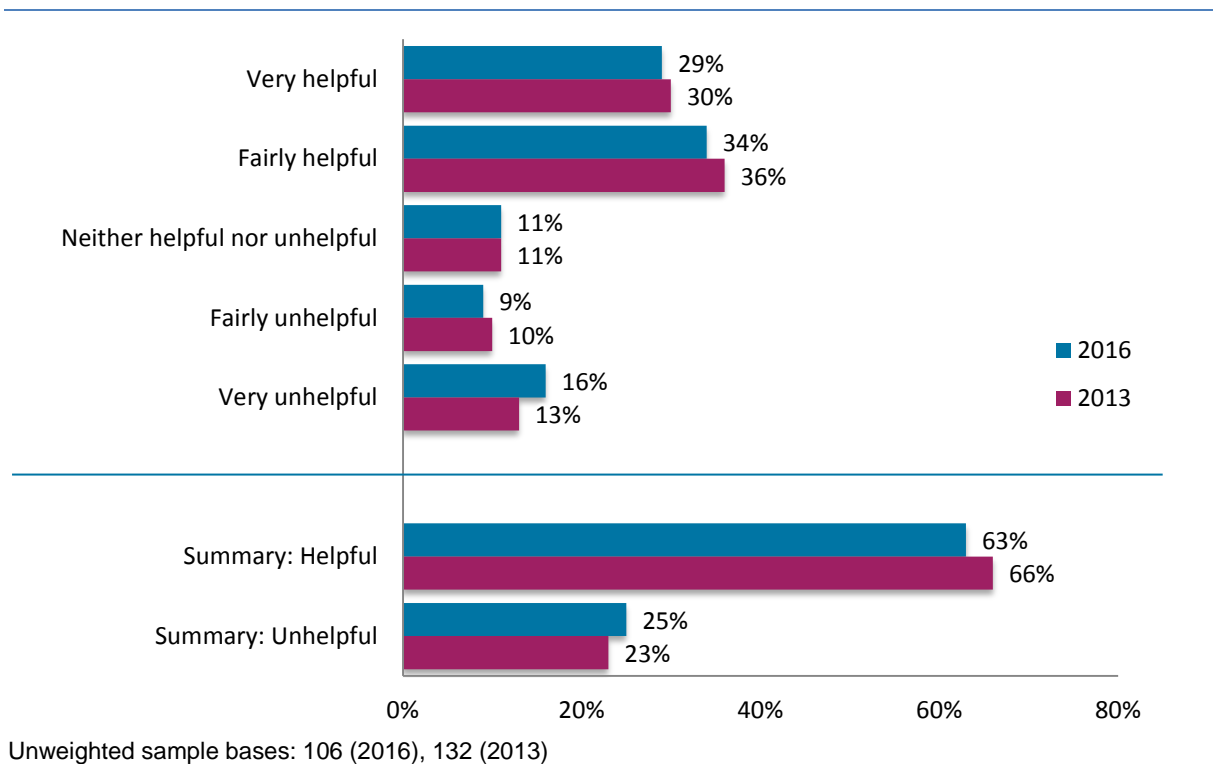
3.2 When contact occurred

Of those reporting ASB, 38% first reported their concerns within the last 6 months, and 20% between 6 and 12 months ago. However, over a third (35%) first reported their concerns 12-18 months ago. A further 7% could not remember when they had first reported concerns.

3.3 Helpfulness of staff on initial contact

Probing how residents rate their initial experience of raising an issue of ASB with the Council: approaching two-thirds found the staff member who dealt with their first contact helpful (63%). A quarter found the staff member unhelpful (25%), including nearly one in six who rated the staff member very unhelpful (16%). These findings show no significant change compared to 2013.

Figure 2: How helpful did you find the staff member during your first contact? (Valid responses)



3.4 Information provided on first contact

Almost seven in ten complainants say they were told, during their initial contact, what action would be taken in response to their complaint (69%). Three in ten (30%) said they were not given this information, whilst 1% gave a response of “don’t know”. This question was not asked on the 2013 survey. However, when asked how satisfied they were with the information/advice provided on their first contact, findings are again broadly in line with 2013. Exactly half (50%) were satisfied, and 37% dissatisfied.

Figure 3: How satisfied were you with the information/advice provided by staff on your first contact? (Valid responses)



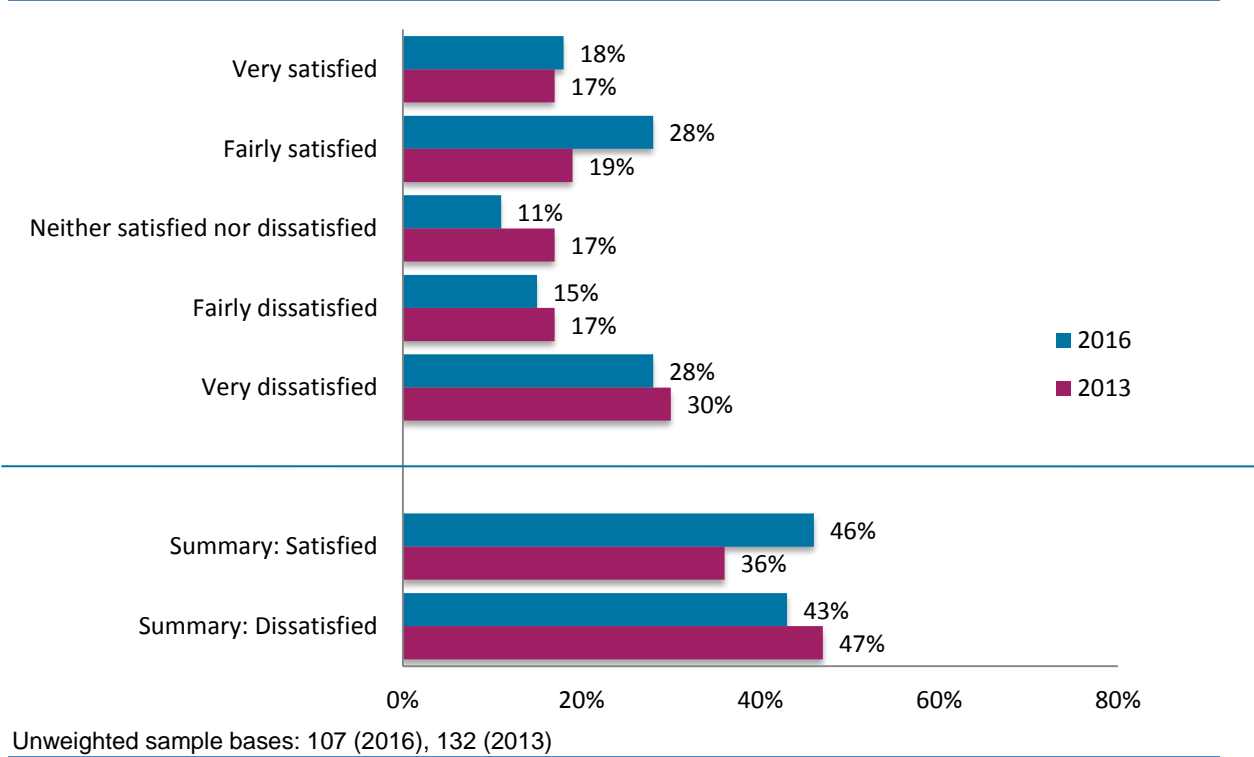
4 Perceptions of ASB service

Residents were then asked a series of questions about how their complaint was handled (i.e. not just in relation to the initial contact).

4.1 Speed of investigation

Asked to rate the speed with which their incident of ASB was investigated, fewer than half were satisfied (46%), with 43% dissatisfied. Encouragingly, satisfaction levels on this measure have increased by 10 points compared to 2013. However, this has been achieved primarily due to a shift in responses from “neither satisfied nor dissatisfied” (down 6 points) to “fairly satisfied” (up 9 points), suggesting that perceptions have not changed radically in the intervening period. Due to the low sample sizes involved it should also be noted that the increase in satisfaction is not statistically significant.

Figure 4: How satisfied were you with the speed with which the ASB incident was investigated? (Valid responses)

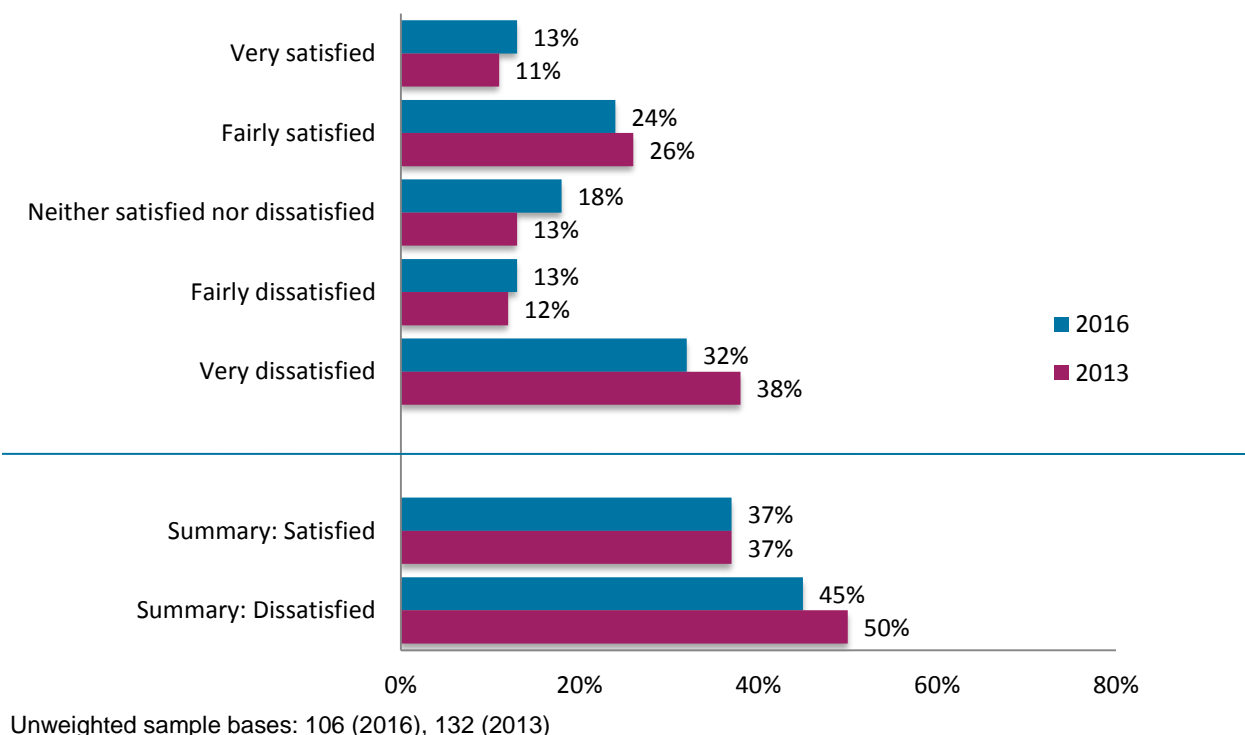


Those dissatisfied on this measure were asked why (as an open-ended question). Due to the low base size at this question (46), these findings should be treated with caution. The main theme in the responses given was that “nothing was done about it / no action was taken” (61%), followed by “The issue is still ongoing” (26%).

4.2 Being kept up to date

As with the 2013 findings, most complainants say they expect to be kept up to date about action being taken (81%, compared to 75% in 2013). This is therefore an important aspect of how ASB complaints are handled; and residents remain on balance dissatisfied with the way they are kept up to date with developments in their case (37% satisfied, 45% dissatisfied). In addition to this, almost one-third are very dissatisfied (32%).

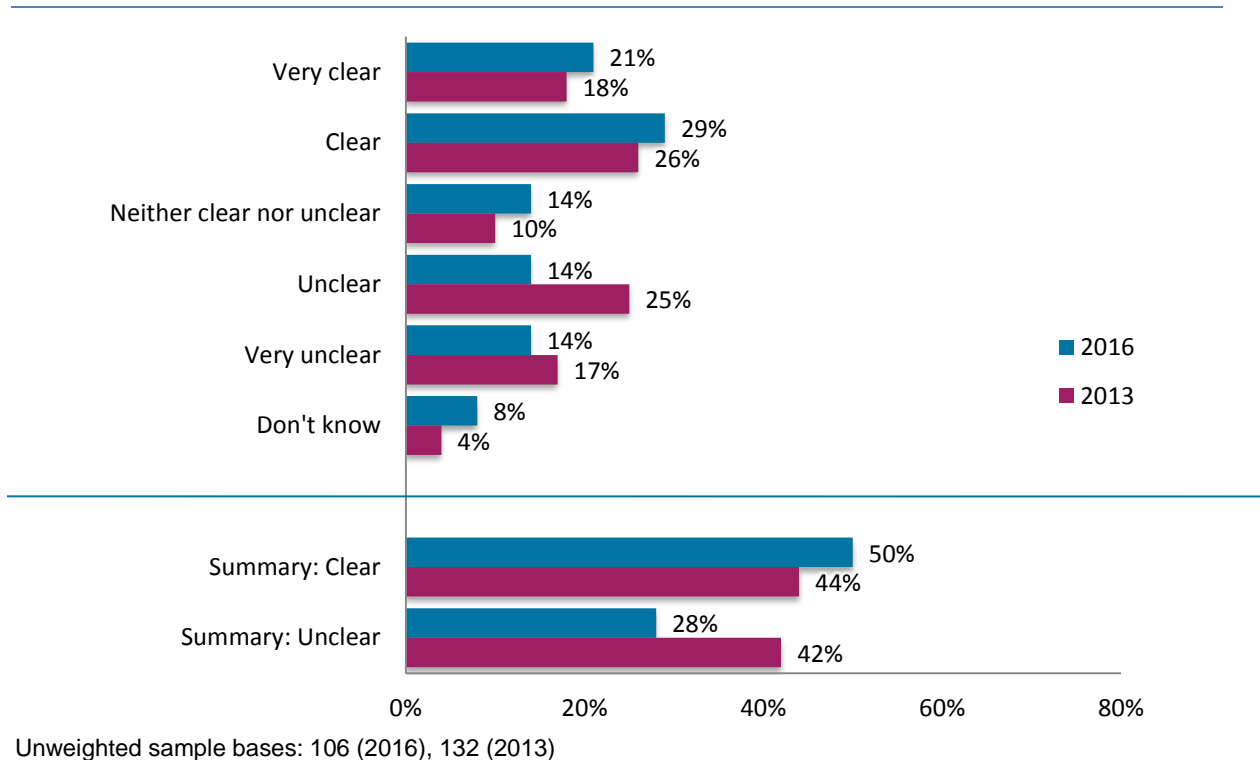
Figure 5: How satisfied were you with the way you were kept up to date with developments in your ASB case? (Valid responses)



4.3 Clarity about service that the Council can offer as landlord

Residents were also asked how clear they were about the service that could be offered by their landlord to deal with ASB. Managing expectations represents an important aspect of ASB complaint handling, given the constraints on landlords' scope for action in such cases. Encouragingly, the proportion unclear on this has fallen significantly, from 42% in 2013 to 28% in 2016. However, the proportion who were clear on the service that could be offered remains broadly similar to 2013 (50% cf. 44%).

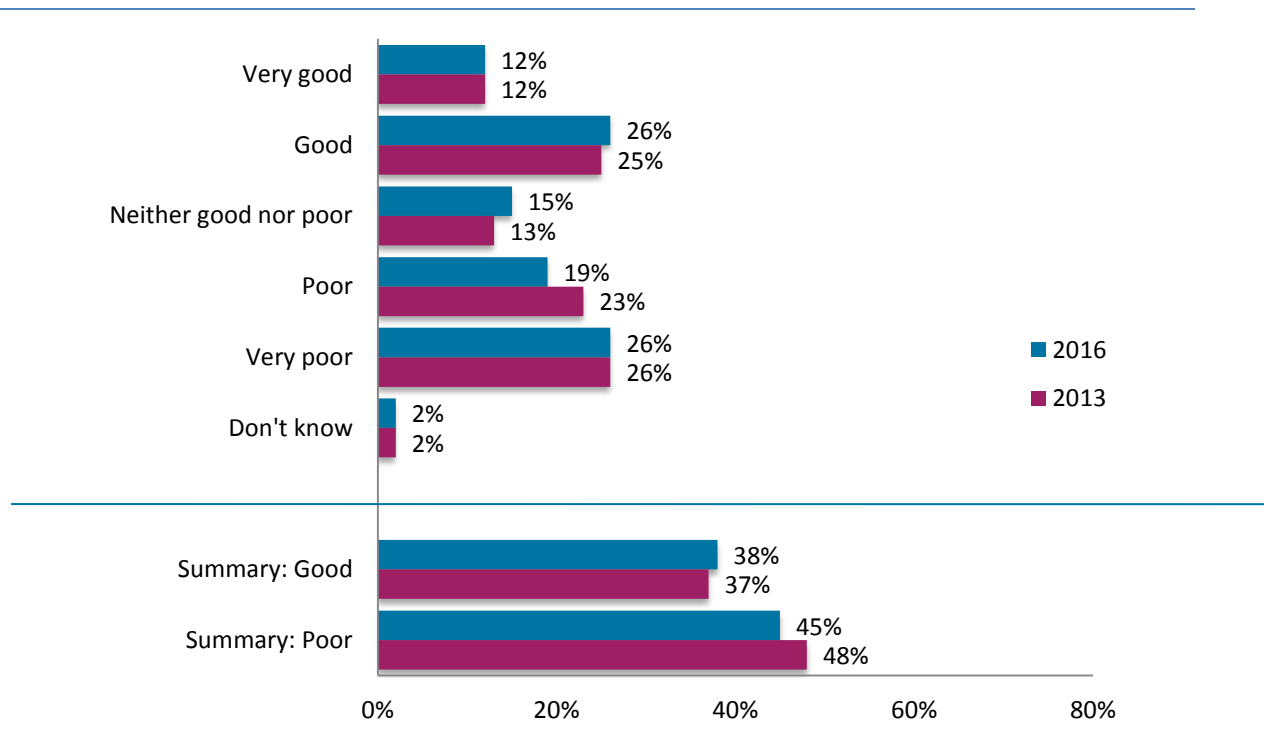
Figure 6: How clear were you about the service that could be offered by your landlord to deal with ASB? (Valid responses)



4.4 Overall perceptions of service

Overall, residents remain more likely to rate the service they received negatively than positively (45% give a rating of poor, 38% good). At a more detailed level, residents are more than twice as likely to rate the service they received as very poor than very good (26% cf. 12%).

Figure 7: Would you describe the service you received (or are receiving) as...? (Valid responses)

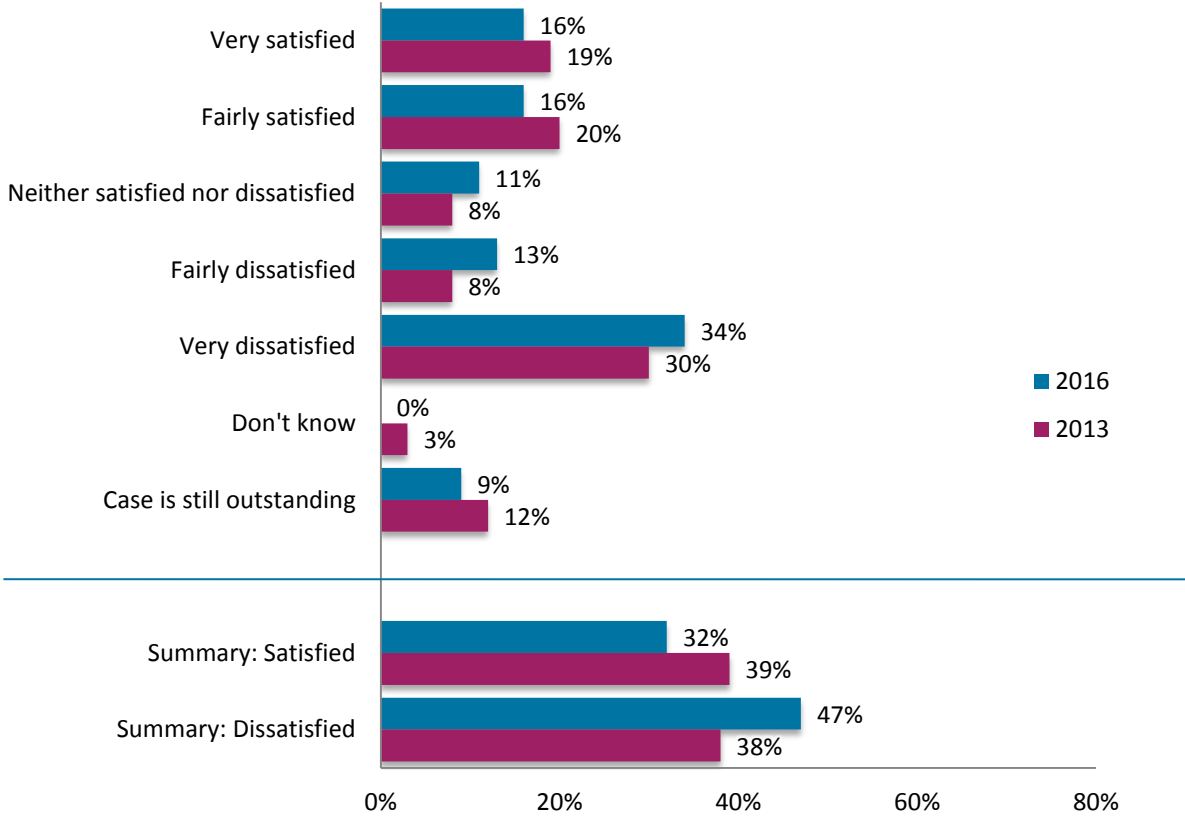


Unweighted sample bases: 107 (2016), 132 (2013)

4.4.1 Outcomes

Residents also remain more likely to give a negative rating in terms of the outcome of the action taken to deal with their case. Almost half (47%) are dissatisfied, with 32% satisfied. The changes shown compared to 2013 are not statistically significant. Residents are also more than twice as likely to be very dissatisfied as very satisfied (34% cf. 16%).

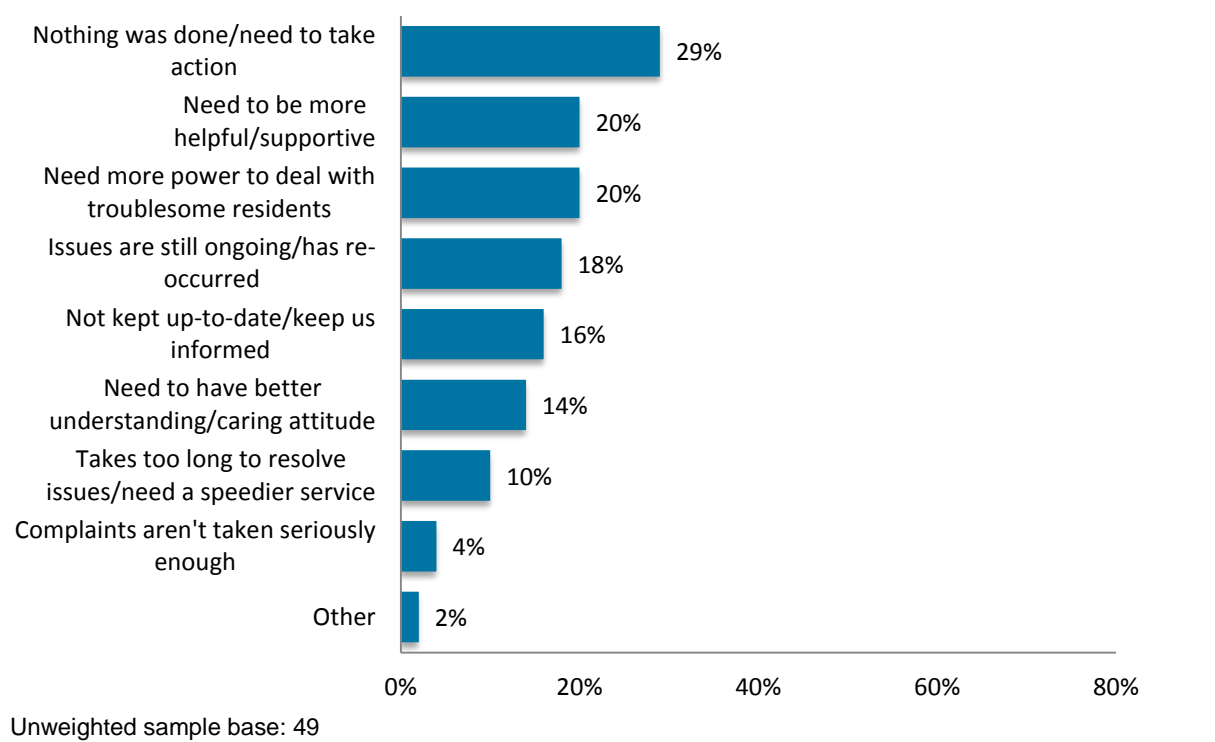
Figure 8: Overall, how satisfied were you with the outcome of the action taken to deal with your case? (Valid responses)



Unweighted sample bases: 106 (2016), 132 (2013)

Those dissatisfied with the outcome of the action taken were asked, as an open-ended question, the reasons why. The low base for this question (49 responses) means that the findings here should be treated with caution. No one theme emerges from the comments given, as the figure below indicates.

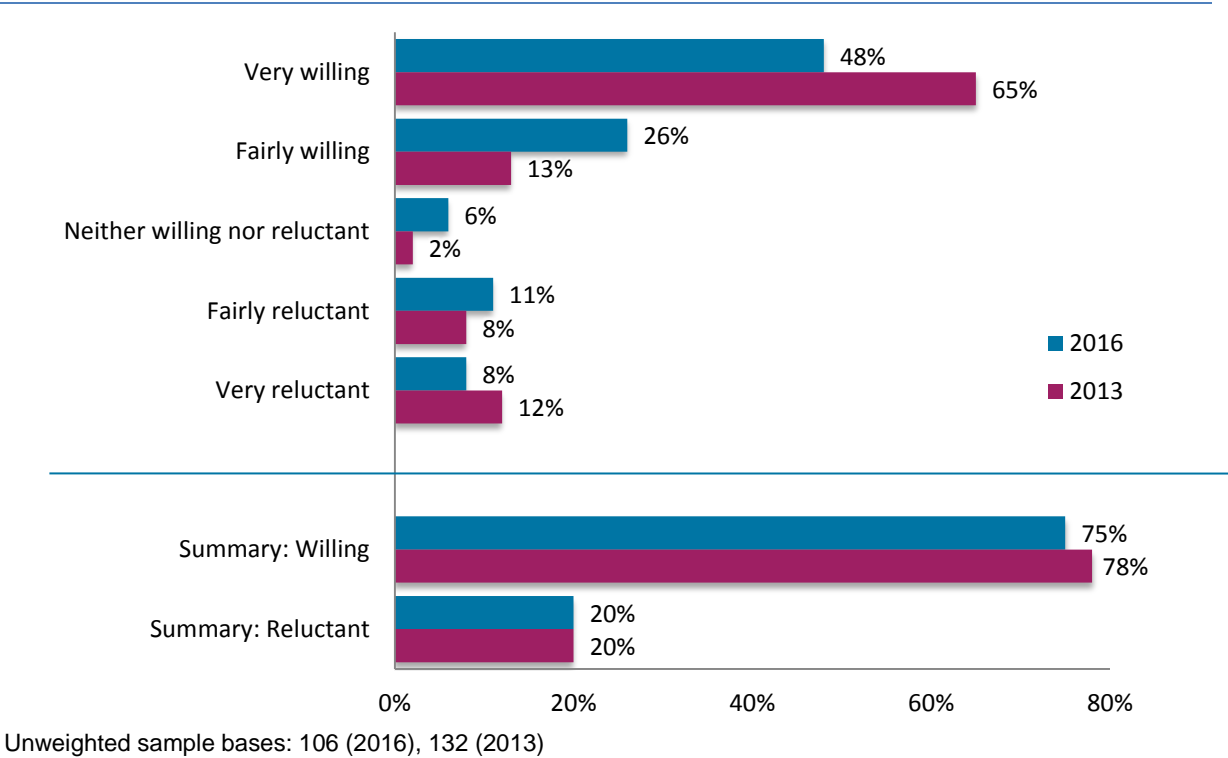
Figure 9: If you were dissatisfied (or very dissatisfied) why is this and what could have been done to address it? (Valid responses, those dissatisfied with the outcome of the action taken to deal with their case)



4.4.2 Willingness to report ASB in future

Residents were asked to state how willing they would be to report ASB to their landlord in the future. This acts as a further indicator of whether they found contacting their landlord in relation to ASB to be worthwhile. Despite the negative perceptions of the service discussed earlier in this section, three-quarters remain willing to report ASB to their landlord in the future (75%). Almost half describe themselves as ‘very willing’ to do this (48%), although the proportion giving this response has fallen significantly compared to 2013 (down by 17 points).

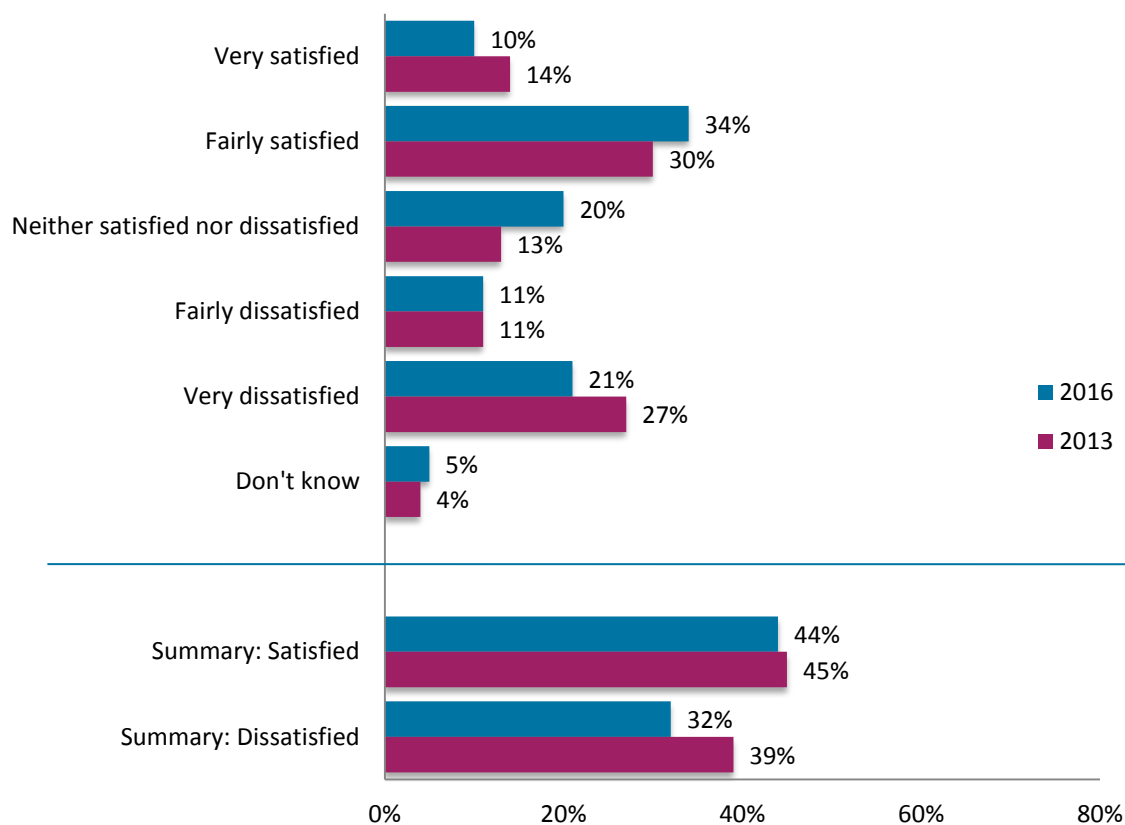
Figure 10: How willing would you be to report ASB to your landlord in the future? (Valid responses)



4.4.3 Satisfaction with the ASB service in general

Asked to rate the ASB service in general, 44% are satisfied whilst 32% are dissatisfied. These findings are similar to those recorded in 2013.

Figure 11: Generally, how satisfied are you with the ASB service provided by your landlord? (Valid responses)



Unweighted sample bases: 107 (2016), 132 (2013)

5 Perceptions of general customer service

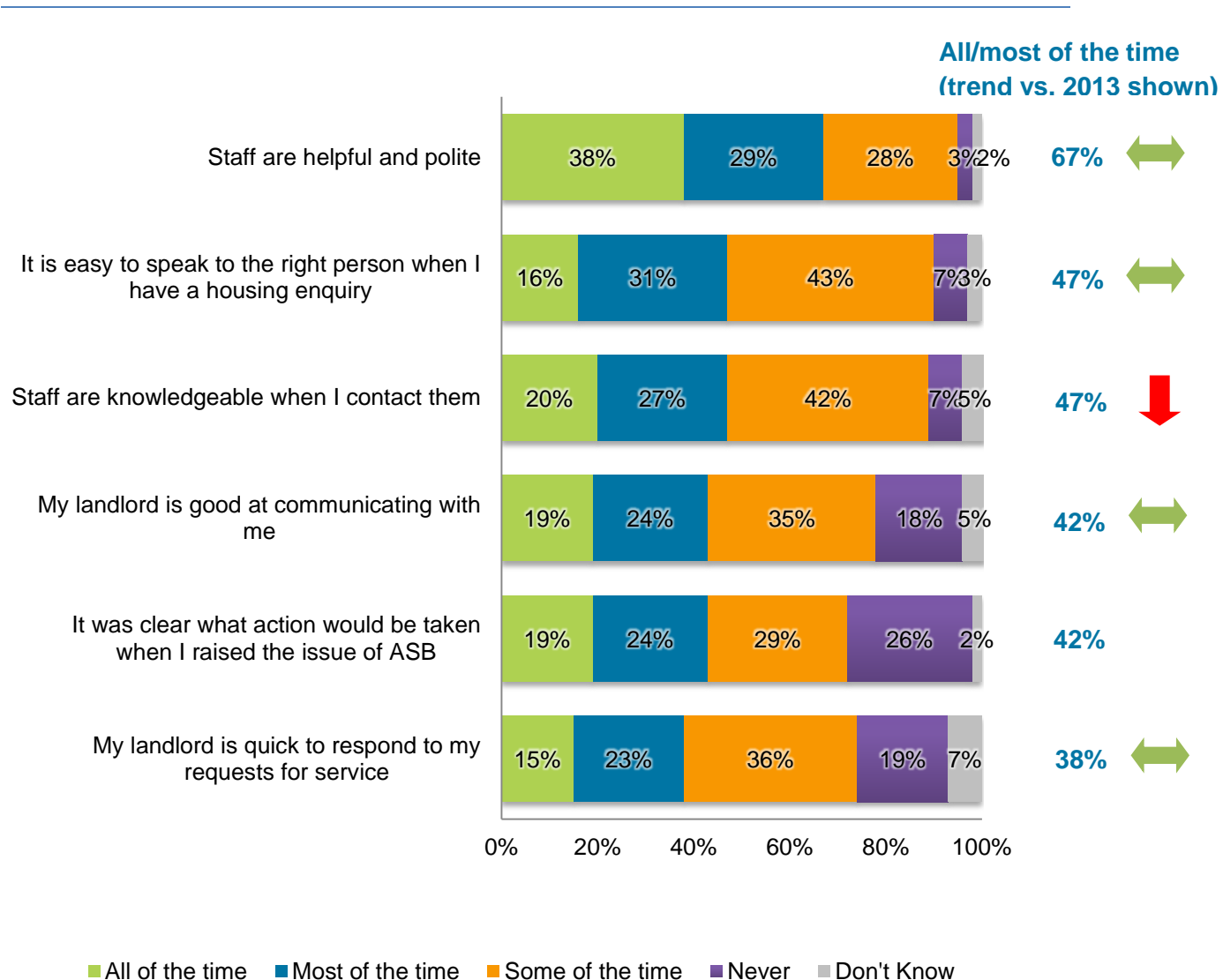
Residents were also asked to rate the customer service provided by their landlord in general, to set their ASB reporting experience in a wider context. As is normal in research of this kind, respondents are most likely to agree that staff are helpful and polite (67% say this is the case all or most of the time). Fewer than half give this rating on the other measures shown.

There are no significant changes in the proportion giving a positive response compared to the 2013 survey, except for knowledge of staff. Fewer than half (47%) say staff are knowledgeable all or most of the time, compared to 61% in 2013. However, the proportion saying this is the case all of the time is unchanged at 20%.

The statement "It was clear what action would be taken when I raised the issue of ASB" was not included on the 2013 survey. There are indications that perceptions of the Council as landlord on this measure are less positive than other aspects of customer service, with 26% saying the Council never did this.

In general, it should be noted that ratings on these aspects of the service provided are likely to have been depressed by the focus of the preceding questions on ASB reporting, which typically attracts lower ratings than other services provided by social landlords. In the 2015 New Tenants Survey, perceptions on all the aspects of customer service shown below were significantly better, with at least 59% giving a positive rating (All/most of the time) on each statement. It should be noted that the New Tenants Survey (and the 2013 ASB survey) included a 'neither all nor none of the time' option which was removed from this iteration of the ASB survey; and the statement on ASB handling was not included.

Figure 12: Please choose the response that best fits your view on the following statements (Valid responses)

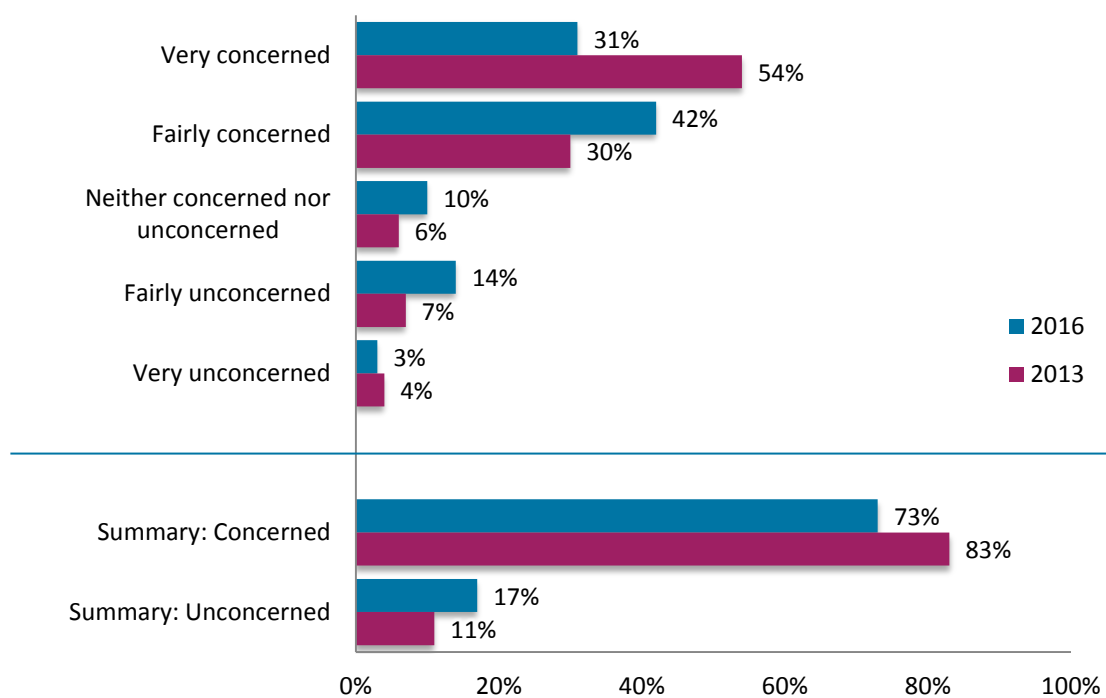


Unweighted sample base for each statement: 106-107

6 Local area perceptions

A series of questions was asked to enable an assessment of how much ASB is an issue locally, i.e. moving beyond the question of how well ASB complaints are handled. Unsurprisingly, given the base of ASB complainants, most are concerned about ASB in their neighbourhood (73%). However, this represents a significant fall compared to 2013, when 83% gave this response; moreover, the proportion describing themselves as very concerned has fallen to a still greater extent (31%, down from 54%).

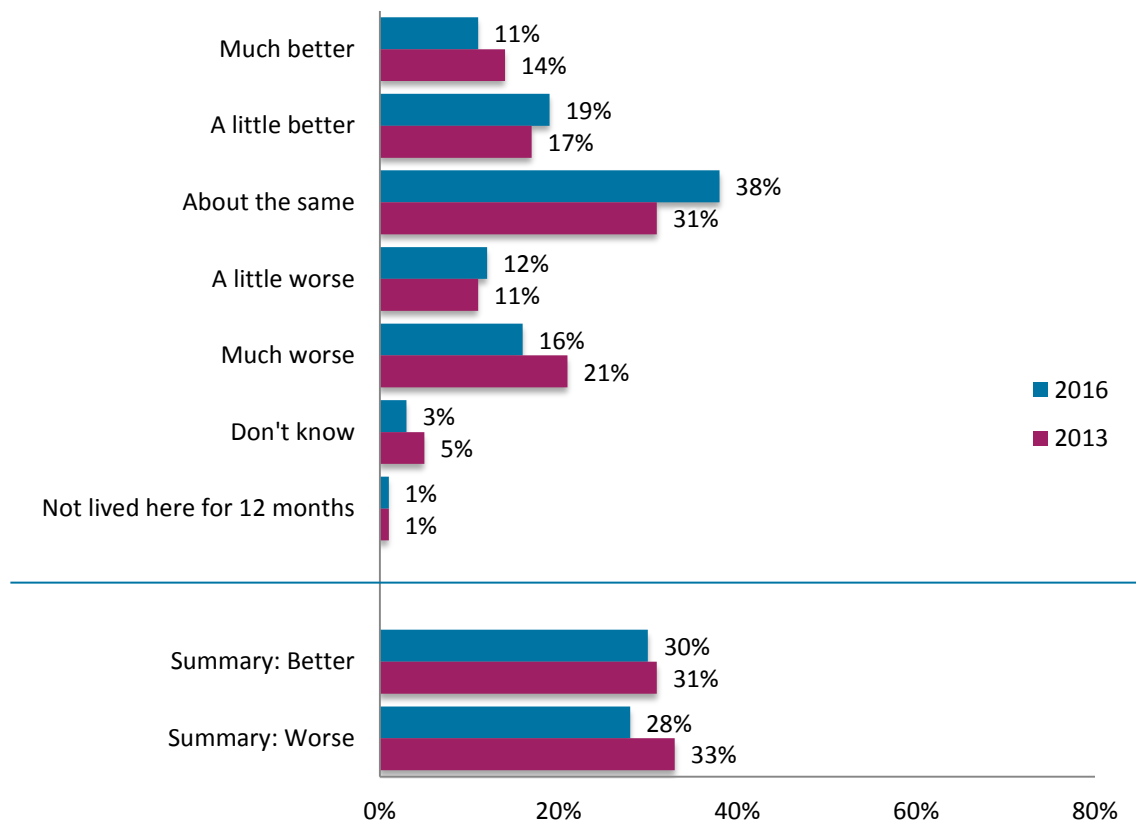
Figure 13: To what extent are you concerned about ASB in your neighbourhood? (Valid responses)



Unweighted sample bases: 107 (2016), 132 (2013)

As with the 2013 findings, similar proportions say that their local area has got better/worse as a place to live.

Figure 14: As a place to live would you say your local area has got better or worse over the last 12 months? (Valid responses)



Unweighted sample bases: 107 (2016), 132 (2013)

Those who believe their local area has got worse were asked why, as an open-ended question. There were 29 responses, meaning that the findings from this question should be treated with caution. Unsurprisingly given the base of ASB complainants, answers were most likely to mention ASB (48%), whilst 38% of comments mentioned noise and 28% mentioned troublesome youngsters.

Respondents were also presented with a list of neighbourhood problems and asked to state for each whether they are a big problem, moderate problem, or not a problem at all in their local neighbourhood. Respondents are most likely to regard rubbish/litter and noise as problems; this is in keeping with the 2013 ASB findings and also the findings of the 2015 survey of RMO/Co-op customers. In keeping with the fall in concern about ASB, noted earlier in this section, a smaller proportion are concerned about the listed issues. On average, 19% see each issue as a big problem and 48% as a big/moderate problem; as the table below indicates the equivalent 2013 figures are 24% and 50% respectively.

The proportion seeing drug use/dealing and vandalism as big problems locally have both fallen by 10 points, a significant fall compared to 2013.

Table 1: Thinking about your local neighbourhood, how much of a problem are the following? (Based on valid responses)

	Big problem		Summary: Problem (Big / moderate)	
	2013	2016	2013	2016
Rubbish/ Litter	36%	32%	67%	70%
Noise	40%	32%	75%	80%
Misuse of Communal Areas	33%	30%	61%	52%
People not treating one another with respect and consideration	30%	23%	57%	51%
Drug Use/ Dealing	32%	22%	52%	53%
People not taking responsibility for their children	20%	17%	41%	38%
Pet Nuisance	17%	16%	38%	40%
Drunk/ Rowdy Behaviour	21%	13%	51%	46%
Vehicle Nuisance	16%	11%	36%	39%
Vandalism	16%	6%	43%	38%
Graffiti	5%	5%	31%	22%
Mean	24%	19%	50%	48%
Unweighted sample bases	132	103-105 (varies)	132	103-105 (varies)

7 Use of Council website for ASB information/reporting

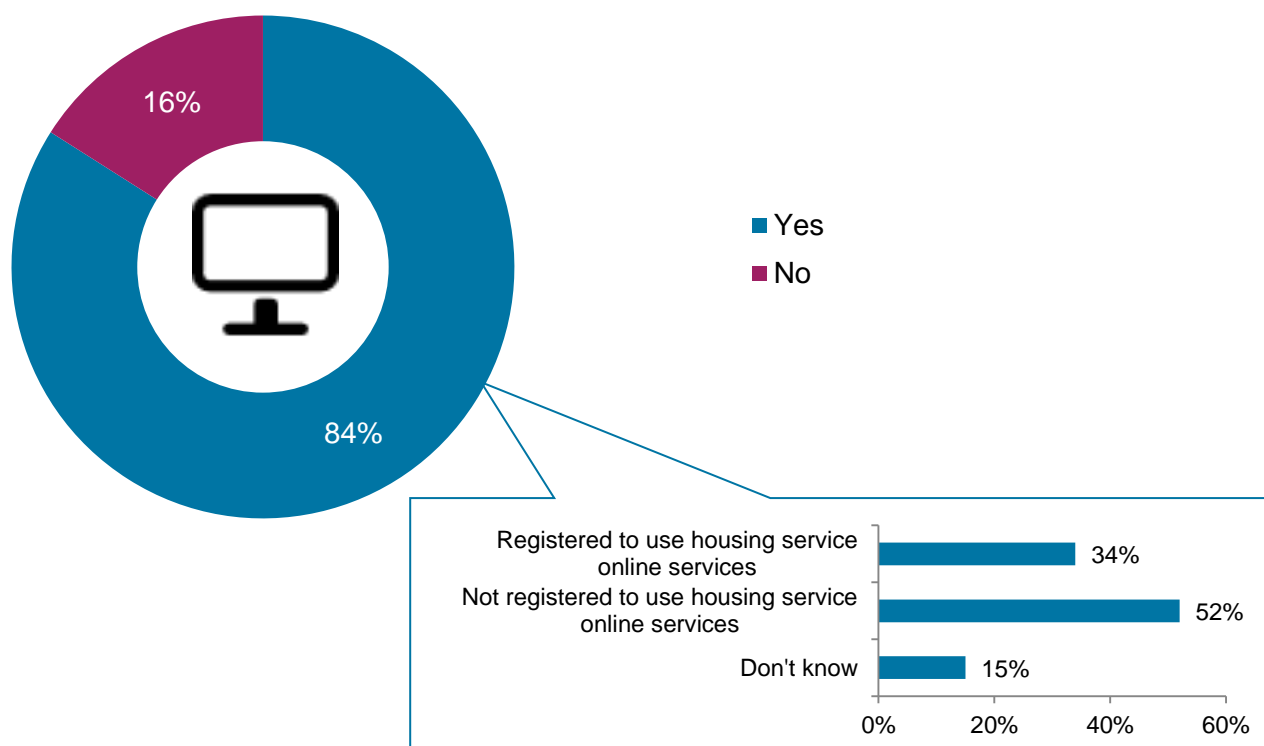
The Council has information on its website about what action it can take for various kinds of ASB. By using this information, residents with concerns about ASB can find out more about what the Council can do in these cases, and who they should contact with a complaint about ASB.

7.1 Internet access and being registered to use online services

Most ASB complainants (84%) have internet access and could therefore potentially use the online information available. Unsurprisingly, this represents an increase from the 2013 survey when 77% had internet access, although due to the sample sizes involved this increase is not statistically significant.

Of those with internet access, only 34% are registered to use the housing service's online services (although a further 15% are unsure whether they are registered). This finding is similar to the 2015 survey of new tenants, when 38% of those with internet access said that they were registered to use the housing service's online services; and suggests that there is scope for greater take-up of the housing service's online resources. In total, 28% of all ASB complainants (including those without internet access) say they are registered for these services.

Figure 15: Do you have access to the Internet either at home or through a smartphone? (Valid responses) / Are you registered to use the housing service online services? (Valid responses, those with Internet access)



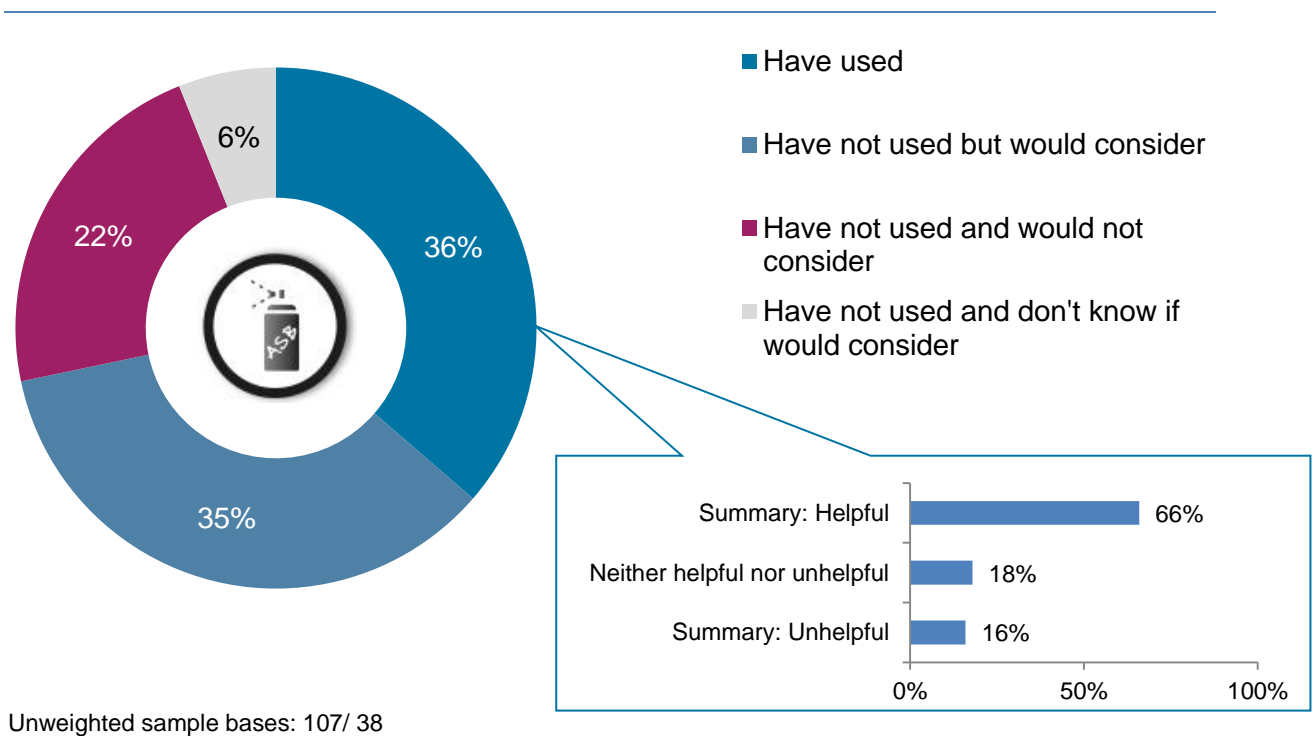
Unweighted sample bases: 106 / 89

7.2 Use of the Council website in relation to ASB

Of ASB complainants, a minority (36%) have ever searched the Council website for information about the advice and support the Council can provide in relation to ASB. A further 35% would consider doing so, meaning that 71% of complainants are potentially open to doing this - or 80% of those with internet access.

Two-thirds (66%) of those who have searched the Council website in relation to ASB found the information helpful, including 37% who found it very helpful. Whilst the base for those who have searched the website in relation to ASB consists of only 38 responses, these findings suggest that there is scope to increase the use of this section of the Council website; and that those who do use the website in this way generally find the information provided helpful.

Figure 16: Ever searched the Council website for information about the advice and support Wandsworth Council can provide in relation to ASB, or would consider doing so (Valid responses) / How helpful did you find the online information? (Valid responses, those who have searched the Council website for this information)



Those who say they would not consider using the Council website for this reason were asked why (as an open-ended question). Just 24 responses were received for this question; of this group, 38% indicated that they were not interested/bothered; 25% said they do not have access to a computer/the internet; and 21% said they prefer to speak to someone. A further 17% gave disparate responses that could not be categorised.

7.2.1 Reporting ASB online

Whilst 71% are open to the idea of going on the Council website for ASB information, a smaller proportion (49%) agree that they would like the option of reporting ASB online through the Council website. Just over four in ten gave a response of No at this question (42%), whilst 8% don't know.

8 Appendix 1: Questionnaire

The questionnaire below is the version used for telephone interviewing. A version of this questionnaire with the same questions but with appropriate formatting was used for the postal follow-up survey.

Wandsworth Council 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 about how Wandsworth Council responds to reports of anti-social behavior from tenants and leaseholders.

Your details have been passed to BMG Research because you have reported some form of ASB to Wandsworth Council in the last 18 months. Your case may have been closed or is still ongoing however we wish to obtain your views on the ASB service provided.

The survey will take around 10 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: Kirsty Munro, Policy and Performance Officer, Wandsworth Council, Tel: 020 8871 7047 or Kay Willman, Policy and Performance Manager, Wandsworth Council, Tel: 020 8871 6596**

RESIDENT TYPE (FROM DATABASE)

1. LEASEHOLDER
2. TENANT
3. SUB TENANT OF LEASEHOLDER

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

I will now ask you some questions about your experience of reporting anti-social behaviour to Wandsworth Council,

SAY IF NECESSARY: Anti-social behaviour can take various forms, including noise, graffiti, and dangerous dogs, to the more serious forms of anti-social behaviour such as harassment and threats of violence.

Q2 How did you first report your concerns of ASB to the Housing Service? **READ OUT AND CODE ONE ONLY**

In person	1
Email	2
Telephone	3
Letter	4
Other (please specify)	6

Q2b When did you first report your concerns of ASB to the Housing Service? **READ OUT. SINGLE CODE**

In the last 6 months	1
In the last 12 months	2
In the last 18 months	3
I don't know	4

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 During your initial contact with Wandsworth Council were you told what action would be taken when you raised the issues of ASB?

Yes	1
No	2
Don't know	3

Q5 How satisfied were you with the information/ advice provided by staff on your first contact? **READ OUT AND CODE ONE ONLY**

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

Q6 How satisfied were you with the speed with 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 Q6) ASK:

Q7 Why were you dissatisfied? **WRITE IN VERBATIM**

--

Q8 Did you expect to be kept up to date about action being taken? **CODE ONE ONLY**

Yes	1
No	2
Don't know/not sure	3

Q9 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

Q10 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

Q11 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

Q12 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 Q14
Fairly satisfied	2	GO TO Q14
Neither satisfied nor dissatisfied	3	GO TO Q14
Fairly dissatisfied	4	CONTINUE
Very dissatisfied	5	CONTINUE
Don't know	6	GO TO Q14
Case is still outstanding	7	GO TO Q14

IF DISSATISFIED (CODES 4 OR 5 AT Q12) ASK:

Q13 If you were dissatisfied (or very dissatisfied) why is this and what could have been done to address it? **WRITE IN VERBATIM**

Q14 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

Please now think more generally about the service that Wandsworth Council provides as your landlord.

Q15 Please choose the response that best fits your view on the following statements: **READ OUT AND CODE ONE ONLY FOR EACH**

	All of the time	Most of the time	Some of the time	Never	Don't Know
It is easy to speak to the right person when I have a housing enquiry.	1	2	3	4	5
Staff are knowledgeable when I contact them.	1	2	3	4	5

Staff are helpful and polite.	1	2	3	4	5
My landlord is good at communicating with me.	1	2	3	4	5
My landlord is quick to respond to my requests for service.	1	2	3	4	5
It was clear what action would be taken when I raised the issue of ASB	1	2	3	4	5

And thinking about your neighbourhood in general.

Q16 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

Q17 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 Q19
A little better	2	GO TO Q19
About the same	3	GO TO Q19
A little worse	4	CONTINUE
Much worse	5	CONTINUE
Don't know	6	GO TO Q19
Not lived here for 12 months	7	GO TO Q19

IF WORSE (CODES 4 OR 5 AT Q17) ASK:

Q18 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**

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Q19 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

Q20 Generally, 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

Wandsworth Council has a section on its website about anti-social behaviour.

Q21 Have you ever searched the Council website for information about the advice and support Wandsworth Council can provide in relation to ASB?

Yes	1	If Yes go to Q22
No	2	If No go to Q23

Q22 IF CODED 1 AT Q21 ASK: How helpful did you find the online information?

Very helpful	1
helpful	2
Neither helpful nor unhelpful	3
Unhelpful	4
Very unhelpful	5
Don't know/ can't remember (DNRO)	6

Q23 IF CODED 2 AT Q21 ASK: If you have not used the Councils webpages to search for information on ASB, is this something you would consider doing in the future?

Yes	1	Go to Q25
No	2	Go to Q24
Don't know	3	Go to Q25

Q24 IF CODED 2 AT Q23 ASK: If no please explain why **WRITE IN VERBATIM**

--

Q25 If you needed to use the ASB service in the future would you like the option of reporting your concerns of ASB online through the Council’s website?

Yes	1
No	2
Don’t know	3

Profile Information

READ OUT: It is essential to the Council that people from all parts of the community are included in the research that they conduct, so that everyone is represented. I would now like to ask you some questions about yourself and your household. Your answers will be kept completely confidential by BMG Research and your answers to these questions will not be used to identify you.

Q27 A. Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include any problems related to old age. **READ OUT AND CODE ONE ONLY**

B. And is there anyone else in your household whose day to day activities are limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include any problems related to old age. **READ OUT AND CODE ONE ONLY**

	A. SELF	B. OTHER
YES – LIMITED A LOT	1	1
YES – LIMITED A LITTLE	2	2
NO	3	3
DON'T KNOW	4	4

IF CODED 1 OR 2 AT Q27 A OR B CONTINUE AT Q28. OTHERS GO TO Q29

Q28 If the housing service is not aware of this disability and/or communication that might arise from this, do we have your permission to pass on this information in order to update the council’s records? **CODE ONE ONLY**

Yes – permission granted	1
No – permission refused	2

Q29 What is your current working status? **READ OUT AND CODE ONE ONLY.**

Employee in full-time job (30 hours plus per week)	1
Employee in part-time job (under 30 hours per week)	2
Self employed full time or part-time	3
Government supported training	4
Unemployed and available for work	5
Wholly retired from work	6
Full time education at school, college or university	7
Looking after family/ home	8
Permanently sick/ disabled	9
Doing something else Please specify	95

Q30 Do you have access to the Internet either at home or through a smartphone? **CODE ONE ONLY**

Yes	1
No	2

Q31 Are you registered to use the housing service on-line services? **CODE ONE ONLY**

Yes	1
No	2
Don't know	3

It is important for Wandsworth Council to have up to date contact details for its tenants and leaseholders.

Q32 Do you have an e-mail address that you are happy for us to pass on to the council so they can update their records? **CODE ONE ONLY**

SAY IF NECESSARY: All of your other survey responses will remain confidential and will not be passed to the Council.

Yes – permission granted	1	GO TO Q33
No – permission refused	2	GO TO Q34

Q33 Could you tell me your e-mail address? **WRITE IN VERBATIM**

98 Ref/Don't have e-mail address

Q34 Finally, are you currently a member of a Residents' Association? **CODE ONE ONLY**

Yes	1
No	2

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.

9 Appendix 2: Profile information

Disability - respondent	Residents %	Residents base
Yes – limited a lot	18%	19
Yes – limited a little	16%	17
No	64%	69
Don't know	1%	1
Not provided	1%	1
Disability - anyone else in household		
Yes – limited a lot	14%	15
Yes – limited a little	10%	11
No	64%	69
Don't know	0%	0
Not applicable	10%	11
Not provided	1%	1
Current working status		
Employee in full-time job (30 hours plus per week)	31%	33
Employee in part-time job (under 30 hours per week)	10%	11
Self employed full time or part-time	9%	10
Government supported training	0%	0
Unemployed and available for work	6%	6
Wholly retired from work	19%	20
Full time education at school, college or university	0%	0
Looking after family/ home	11%	12
Permanently sick/ disabled	10%	11
Doing something else	1%	1
Prefer not to say	2%	2
Not provided	1%	1
Member of residents association		
Yes	16%	17
No	83%	89
Not provided	1%	1

10 Appendix 3: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management ISO 27001:2013.

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the 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 the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.

