

MRUK ASB Survey June 2006 summary sheet

The following values were calculated by allocating a value to Satisfaction/Ease of access responses, which were Very Dissatisfied/Difficult (1), Fairly Dissatisfied/Difficult (2), Neither Satisfied/Easy nor Dissatisfied/Difficult (3), Fairly Satisfied/Easy (4) or Very Satisfied/Easy (5). The number of respondents granting each value was then used to calculate the average shown below.

No.	Question	Value
1	How satisfied are you with the timescale of Gloucester City Homes initial response to the problem you reported?	3.36
2	How satisfied are you with the overall timescale of the case?	3.41
3	Thinking about the action plan that Gloucester City Homes developed, can you tell me to what extent this was agreed with you?	-
4	How satisfied are you with the way Gloucester City Homes kept you updated on developments with the action plan?	3.21
5	How satisfied are you with the closure process of the case - i.e. was it closed off with your knowledge?	3.94
6	How would you rate your overall satisfaction with the service provided by Gloucester City Homes with regard to dealing with anti-social behaviour?	3.43
7	How safe do you feel in your neighbourhood during the day?	3.93
8	How safe do you feel in your neighbourhood during the night?	3.50
9	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	3.63
10	How much of a problem do you think the following are in your neighbourhood...?	-
11	Do you consider the incident prompting your complaint to a major or minor incident of anti-social behaviour?	-
12	If there are any future incidents of anti-social behaviour, will you report them?	-

