

Anti Social Behaviour

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August-09

From an initial issue of 71 surveys, the following scores out of 10 have been achieved from 12 replies (16.90% return)

| Questions | Average Score |
|---|---------------|
| 1. How easy was it for you to report the Anti Social Behaviour? | 6.92 |
| 2. How quickly were you interviewed about the Anti Social Behaviour? | 6.83 |
| 3. How do you rate the quality of information and advice given to you? | 6.75 |
| 4. How helpful was the member of staff in dealing with the Anti Social Behaviour? | 6.83 |
| 5. How knowledgeable was the member of staff dealing with the Anti Social Behaviour | 6.75 |
| 6. How well were you kept informed about the progress of your case? | 6.42 |
| 7. How do you rate the support given to you during your case? | 6.58 |
| 8. How satisfied were you with the level of confidentiality shown to you? | 6.36 |
| 9. How satisfied were you with the outcome ? | 5.67 |
| 10. Overall, how satisfied were you with the way we have dealt with your case? | 6.08 |
| OVERALL AVERAGE | 6.52 |

