

Anti-social Behaviour Satisfaction

1st January to 31st December 2025

Mid-year	End of year		
0%	50%	↑	Satisfied with the ease of reporting ASB or noise nuisance
0%	50%	↑	Satisfied with the empathy and understanding of the officer dealing with their case
0%	50%	↑	Satisfied with how well they were kept informed
1 out of 10	4 out of 10	↑	Likelihood of reporting future concerns
8%	33.3%	↑	6 customers responded to the survey

Customer Sentiment



3 comments



0 comments



3 comments



Positive themes

Satisfaction with Case Handling

Residents expressed that they were happy with how their case was dealt with, indicating confidence in officer actions and the process. *"I was happy with how it was dealt with."*

Appreciation for Effective Support / Resolution

Although not explicitly detailed, the tone of the positive comments (e.g., high likelihood to report again) suggests that residents felt supported and that the service met their expectations.



Negative themes

Communication Gaps

The strongest dissatisfaction theme relates to:

- Not being kept informed
- Promises not followed through
- Feeling ignored

This is reinforced by multiple "very dissatisfied" scores in *how well they were kept informed* and *empathy of officers*.

Perceived Inaction

Several comments explicitly state that residents feel **nothing has been done** or that officers did not respond adequately.

This perception may indicate operational bottlenecks for example:

- Long investigation times
- Insufficient evidence thresholds
- Limited enforcement powers

But from the resident perspective, these translate as *inaction*.

Value of Personal Contact

Even within positive feedback, residents highlight what increased their satisfaction or what could enhance it further.

- *“Personal visit would have initially helped.”*
→ Shows that direct engagement is viewed positively and increases confidence in the process.

Value of Personal Contact

Both satisfied and dissatisfied respondents reference the significance of:

- Personal visits
 - Officers visibly engaging
 - Showing understanding
- This suggests that face-to-face reassurance and visibility could have a disproportionate positive impact on satisfaction.

Desire for Preventative Measures

The positive group mentioned improvements like CCTV, pointing toward:

- Security reinforcement
- Prevention-first approaches

Residents may value visible preventive infrastructure as much as case handling.