

Anti-social Behaviour Satisfaction

1st January to 30th June 2026

2025	Mid-year	End of year	
50%	80%		⬆️ Satisfied with the ease of reporting ASB or noise nuisance
50%	40%		⬇️ Satisfied with the empathy and understanding of the officer dealing with their case
50%	60%		⬆️ Satisfied with updates and communication about progress
n/a	80%		⬆️ Satisfied with overall ASB service
4 out of 10	4 out of 5		⬆️ Likelihood of reporting future concerns
33.3%	20.0%		⬇️ 5 customers responded to the survey

Customer Sentiment



1 comment



1 comment



3 comments

The feedback is predominantly constructive but negative, with residents identifying areas for improvement rather than expressing complete dissatisfaction. Most comments focus on communication, empathy, and support during the complaint process



Positive themes

Effective case handling

- One resident felt their complaint was handled well and expressed satisfaction with the overall management of their case.

Willingness to engage

- Feedback provided was constructive and focused on how the service could be enhanced, suggesting residents felt able to share their experiences and recommendations.



Improvement themes

Communication and updates

- Some residents indicated they would have valued more regular contact and updates throughout the management of their case.

Personalised support and understanding

- Feedback suggests there may be opportunities to further demonstrate understanding of individual circumstances while managing cases in line with procedures and policies.

Empathy during the customer journey

- One resident reflected that explanations of the formal process may have felt procedural at times, highlighting the

	importance of balancing process requirements with reassurance and empathy.
	Customer reassurance • Some feedback indicates residents would appreciate feeling more supported throughout the investigation process, particularly when reporting more sensitive ASB issues.
	Neighbourhood safety measures • A suggestion was made to consider additional CCTV coverage in a specific location on the estate to help residents feel safer and support prevention efforts