

## Why this review?

**Purpose of the theme** To assess levels of reported ASB & to find out how satisfied ateb customers are with how we deal with ASB, so that we can improve our services.

**Why undertake this theme?** It was highlighted as an area for improvement during the August 2017 consultation.

**When did we undertake the survey?** Throughout April 2019.

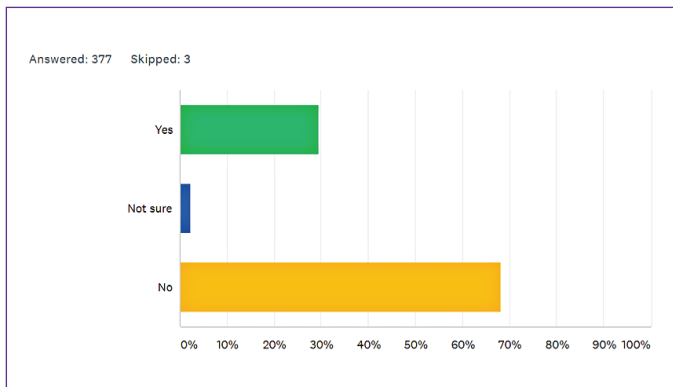
## You said...

**Thank you for your support!**

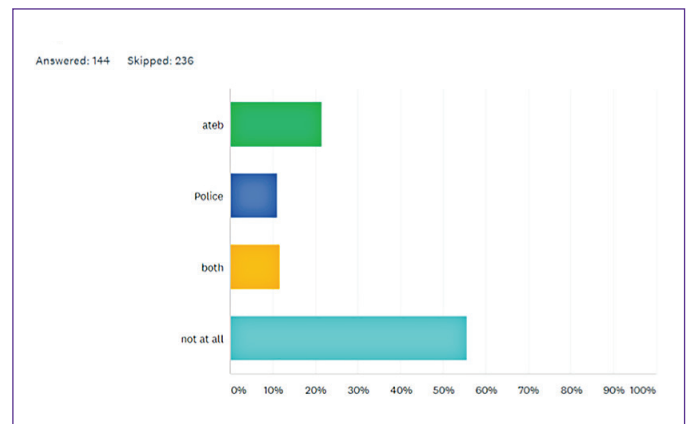
We received information from **380** of our customers.

These were the responses our e2i Co-ordination Team received:

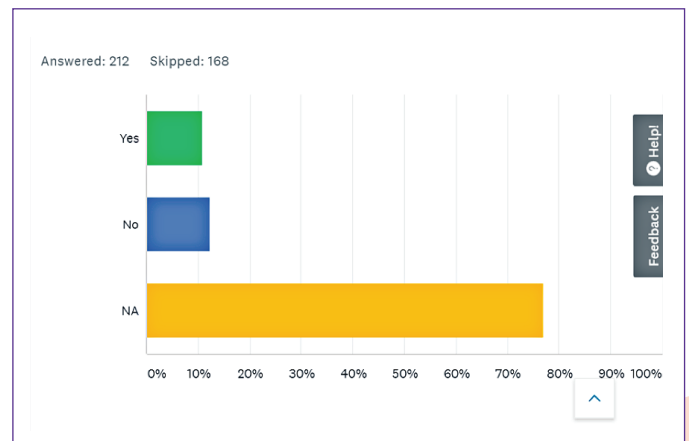
**1/ In the last 12 months, have you experienced any incidences of nuisance or anti-social behaviour in your immediate neighbourhood?**



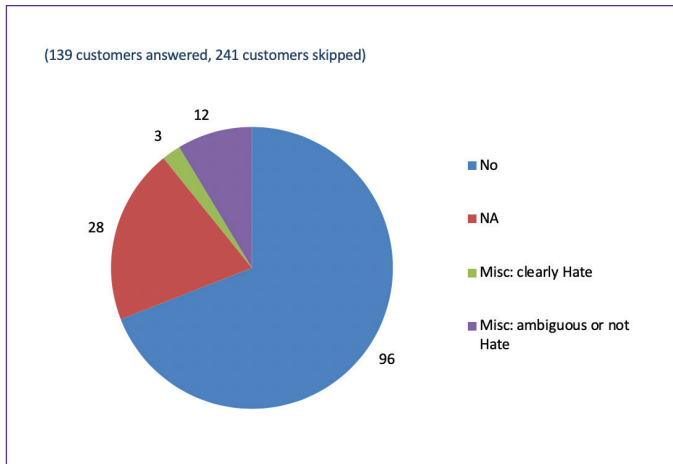
**2/ Only answer this question if you have answered 'yes' in question 1. Did you report it to:**



**3/ Did ateb resolve it to your satisfaction?**



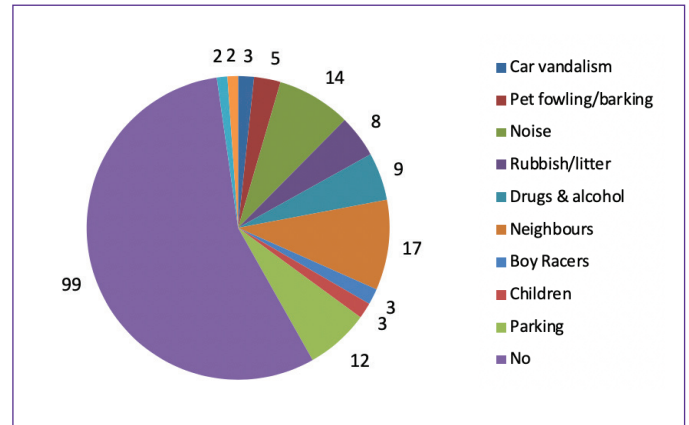
**4/ If you have experienced anti-social behaviour, do you think it was related to your disability, nationality, race, religion, sexual orientation or transgender identity?**



Here are the 15 miscellaneous answers, with the 3 fitting into Hate Crime categories coming first.

- 1/ Disability
- 2/ A while ago I was subject to racial abuse
- 3/ Sexual (lady on own)
- 4/ Police attend to incidents in The Court next door but I try not to get involved. Police just recommend putting up CCTV
- 5/ Personal dislike
- 6/ Because customer had reported nuisance partying & noise at her neighbours in 142. Also, parking is an issue.
- 7/ Called a prostitute
- 8/ Boy Racers
- 9/ Only experience was noise nuisance from guest with a neighbour, due to drink
- 10/ Lives near pub, fighting been outside pub
- 11/ Maybe
- 12/ Should not live in building
- 13/ Seems nice and quiet in this area, very happy
- 14/ Witnessed a few things, nothing directed at me
- 15/ Intruder

**5/ Is there anything else you'd like to add about nuisance, or anti-social behaviour, in your area?**



Car vandalism	3
Pet fowling/barking	5
Noise	14
Rubbish/litter	8
Drugs & Alcohol	9
Neighbours	17
Boy racers	3
Children	3
Parking	12
No	12
Theft	2
Aggression	2

**These were some of the comments we captured:**

- > My neighbour leaves her eldest son at home whilst she is away & he has loud parties & motorbikes
- > Delighted with current area, 10/10 for neighbours
- > Someone is victimising my disability car, with scratches and damages to car parked on my driveway
- > No, it's fine, people keep themselves to themselves

## e2i / anti-social behaviour

- > Continuing problems with neighbour – noisy in middle of the night – comes alive when carers have left; situation is getting worse and I am honestly thinking of moving which is unfair
- > Not really, all quiet now
- > Parking problem; not being able to use garden because of cat faeces and line being in constant use
- > No trouble where I am currently living
- > Fire burning rubbish in skip on industrial estate when asked to stop was met with abuse
- > Quiet enough in our area
- > Rubbish black bags are an issue
- > Public house users/visitors urinating against my door
- > Neighbours smoke cannabis
- > Neighbour taking pics of me
- > Noise pollution from pubs and kids hanging around Dominos pizza
- > Continuous loud music
- > Noise pollution on weekends from flat in area
- > Neighbours below banging ceiling, turning gas and electric off

**NB: The clear instruction at the start of this project was that when unacceptable situations are drawn to our attention through the survey, this issue must be reported to the Housing Officer.**

## We did...

Based on the e2i theme findings we intend to undertake the following **Improvement Actions:**

- 1/ Compare Police statistics on Hate Crime to e2i survey results
- 2/ Create a Risk Assessment that clearly shows ateb's phone operator, the Customer Services Advisor, when to deal with the case themselves & when to refer the case on to the Area Officer. The risk assessment must include how to identify possible hate crime at the first opportunity.
- 3/ Establish better recording of ASB reports at the Customer Services Advisor level

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**We really appreciate all those involved in this theme review.**

*Need to know more or raise an issue?*

**e2i / If it matters to you, it matters to us.**

Drop us an email: [engage@atebgroup.co.uk](mailto:engage@atebgroup.co.uk)

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