Anti-social behaviour survey summary

April to September 2026



When an anti-social behaviour (ASB) case is closed, we ask for feedback about the way we handled the report of ASB.

163 surveys sent

43 surveys completed

26% response rate

Satisfaction results

		Compared to 25/26
Easy to report	73%	+14%
Kept informed	59%	−2%
Staff attitude	60%	−4%
Easy to deal with	61%	−4%
Handling ASB complaint	54%	=0%
Outcome of ASB complaint	50%	−4%
Improved quality of life	44%	−1%
Overall satisfaction	54%	=0%

berneslai homes