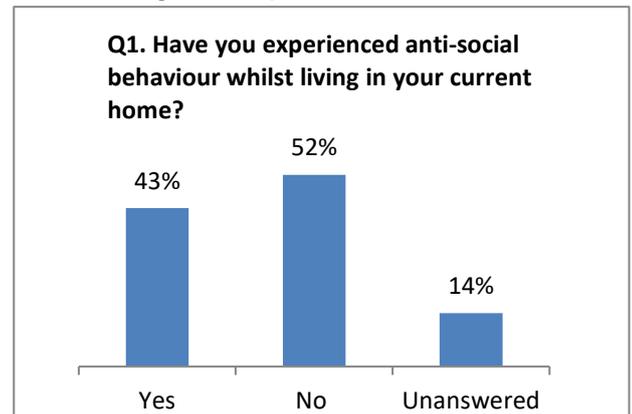


Arawak Walton Housing Association 2018 Postal Survey Two - ASB

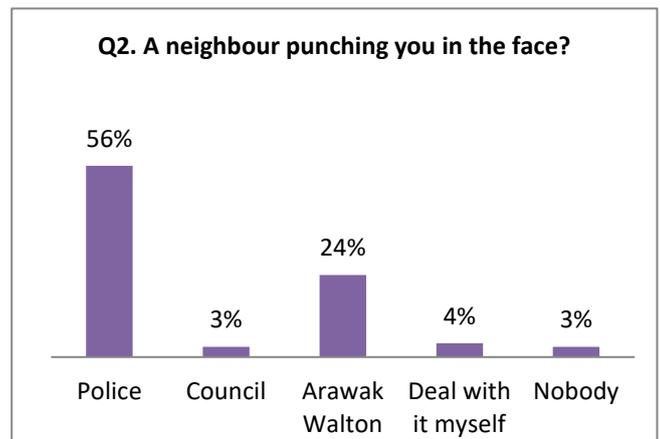
Summary: Of the 121 surveys sent out to our tenants, 89 were returned, a **73.55%** return rate. The results here are based on the responses received and there were cases where some questions were skipped and/or went unanswered. The 89 people who returned the survey will receive the third of four surveys and stay in line to receiving a £20 gift voucher in December 2018.

1. Arawak Walton is committed to ensuring that residents are able to give their views and take part in the decision making process in a way that fits with their lifestyle and commitment. The survey was carried out by means of a questionnaire, consisting of enquiries about anti-social behaviour in their area.

Q1. We asked you “*Have you experienced anti-social behaviour whilst living in your current home?*” The survey showed the slight majority that responded, have not experienced anti-social behaviour (52%). However, a high proportion of the respondents still have experienced anti-social behaviour (43%). Many of the replies from those that have experienced anti-social behaviour was focused around children playing loudly, neighbour nuisances or drug/alcohol issues.

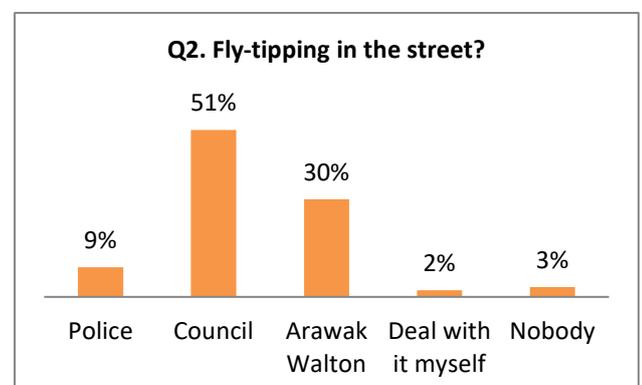


Q2. We asked “*Who would you contact if you experienced the following:-*”. Of the responses received, most people thought that all the categories were anti-social behaviour. Although a proportion of respondents thought that a ‘couple arguing next door’ (13%) and ‘children playing football in front of your property’ is not anti-social behaviour (12%). For the other categories, Arawak Walton was the most selected contact for ‘neighbour having regular late night parties’ (49%), ‘people slamming doors’ (43%) and ‘verbal abuse from the neighbour’ (43%). The most selected contact in the other categories of ‘people allowing their dogs to foul the pavement’ was the Council (33%) and ‘drug dealing’ was the Police (49%).

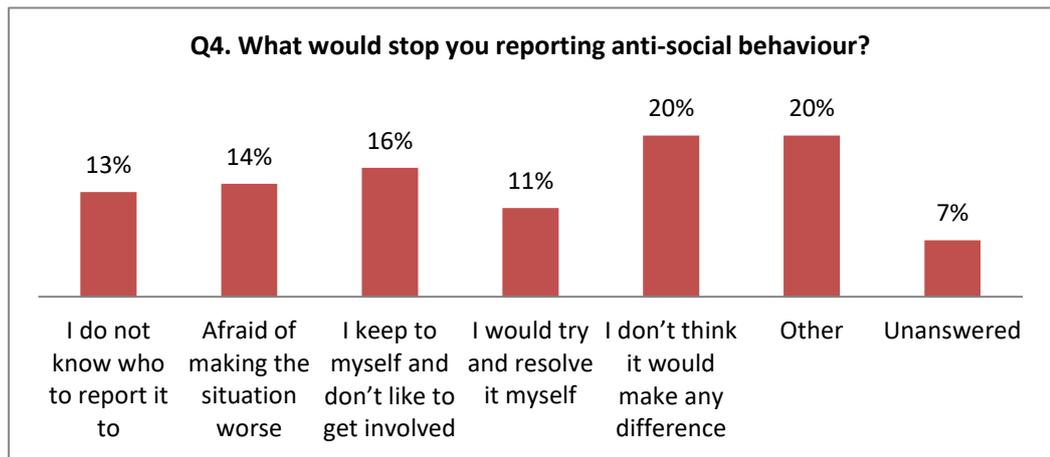


Q3. We asked “*If you reported one of the categories of anti-social behaviour listed, what support would you expect to receive?*” Some categories and comments are summarised below:-

- For ‘dogs fouling the pavement’ - respondents generally were not to sure what could be done to tackle this issue and would escalate it to the council if it was bad enough, as it is a health hazard.
- For ‘drug dealing’ - the majority of responses expected the Police to tackle the issue and support them. In some areas it is reported to be quite bad and the Police don’t appear to do enough about the problem.
- For ‘neighbour verbally abusing you’ - the responses were mixed about what support they would expect. Depending on the language the issue would be ignored, or if bad, the Police or Arawak Walton to intervene. Expected follow up support with a letter to the neighbour or advice on how to deal with this in the future.



Q4. We asked “*What would stop you reporting anti-social behaviour?*” There was a fairly even spread of responses to this question. The most selected options were ‘I don’t think it would make any difference’ and ‘Other’ (both 20%). Those that selected ‘Other’ indicated a mix of reasons. Responses such as there isn’t anything that would stop them reporting anti-social behaviour and others stated that they would be worried of the reaction towards them, if they were to report anti-social behaviour.



Q5. We asked “*On a scale of one to five, how confident do you feel about reporting anti-social behaviour to Arawak Walton?*” The responses to this question were encouraging, as the majority stated that they were ‘reasonably’ to ‘very confident’ in reporting anti-social behaviour (68%). Those that weren’t confident of reporting were because they have previously complained about anti-social behaviour and no solution was found. Another reason is because the anti-social behaviour in their area is mostly carried out in the middle of the night, when the Arawak Walton office is closed.

Q6. We asked “*Is there anything else you would like to tell us about reporting anti-social behaviour to Arawak Walton?*” Some of the comments are below:-

- *The area is much quieter now thanks to the police and Arawak Walton working collaboratively last year, so thank you for that!*
- *All tenants need to address community situations together and show that certain behaviours are unacceptable, enabling us to all live in the area together*
- *I think asking the tenant to get involved is wrong. The association should deal with such problems*
- *Nothing has ever come of reporting all the drug dealing going on. All Arawak say is go to the police and they say speak to housing. So we are left with no solution and major drug activity*

2. Summary findings and (if appropriate) actions are as follows

The current Anti Social Behaviour Policy is being reviewed and the findings from this survey will be used to inform a shape this review.

The survey highlighted that a mix of actions are required to combat Anti Social Behaviour that are proportionate to that Behaviour and that the less serious should be deal with by residents or ignored.

The final policy will be agreed with the Board of Management and the new policy publicised through the newsletter, web site and social media.

The survey highlighted a range of common themes across different locations of the Associations properties. The Housing Services Team will consider all the comments and investigate the individual reports and implement an action plan to resolve problems where appropriate.

The survey also highlighted areas where some criminality might be taking place and part of the Housing services action plan will be to engage other agencies to tackle this behaviour.