

# ANTI SOCIAL BEHAVIOUR SURVEY SUMMARY

April 2024 to March 2025



**192**  
Surveys  
sent

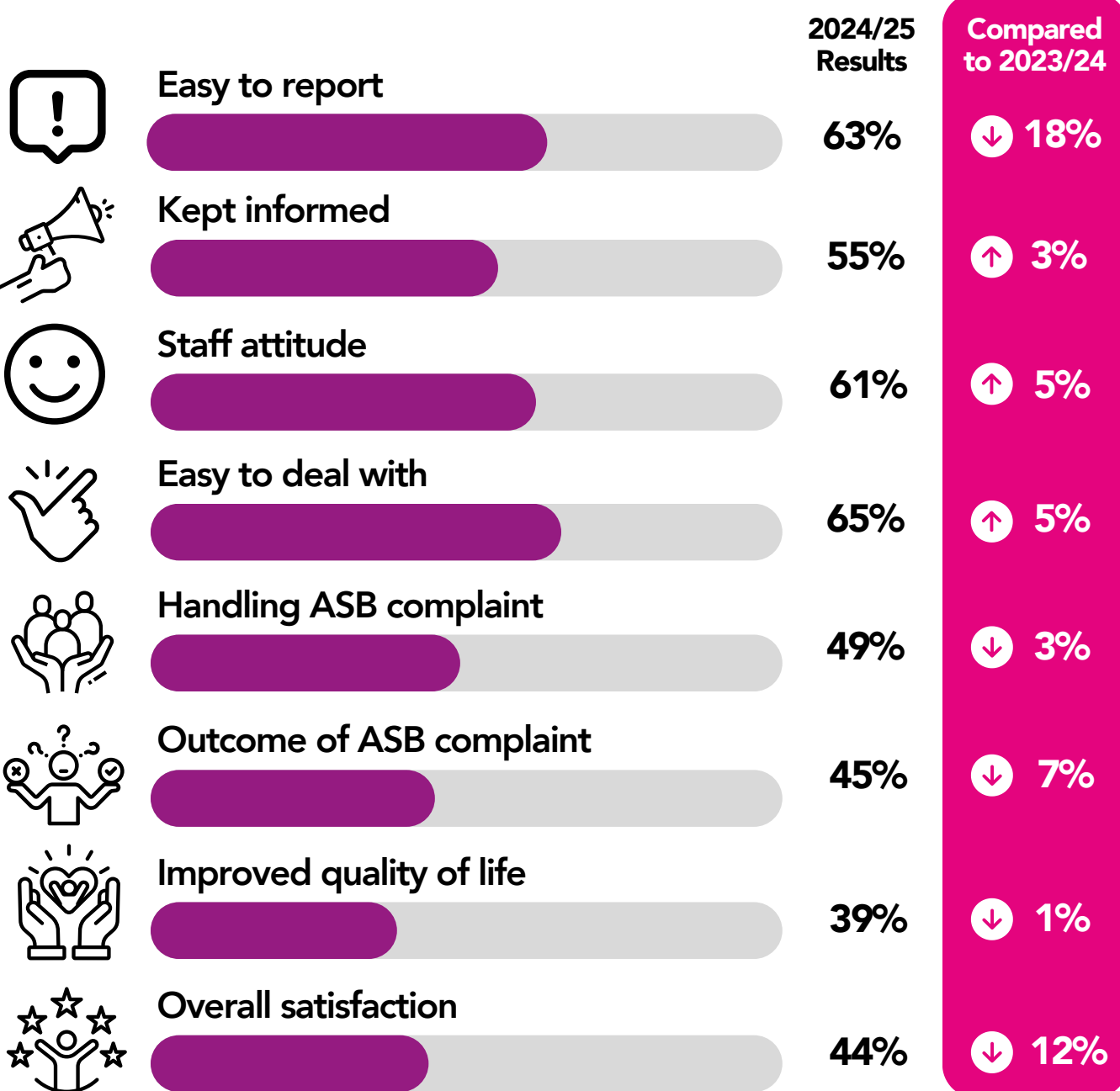


**51**  
Surveys  
completed  
27% response rate



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

## Satisfaction Results



## What we are doing to improve



We have introduced a new risk assessment and action plan to better support and communicate with customers reporting anti-social behaviour (ASB). This plan will be completed and agreed with the complainant so we can identify any support needed and agree a communication plan.

We are providing ASB handling training to all investigating officers. This training aims to improve their understanding and knowledge of the impact ASB can have on victims and how to manage cases effectively.



To keep customers informed and updated, we have introduced a closure summary, so when a case is closed, the investigating officer will complete this with the complainant. This summary will cover what was reported, what actions were taken, any support identified, and the positive or negative aspects of the process.

To gather more feedback from customers reporting ASB, we have changed the way we carry out ASB surveys and customers now have the option to give feedback over the phone as well as online. Surveys will only be carried out when a ASB case has been fully closed, which includes any cases escalated to BMBC.



We are holding regular meetings with all relevant partners to discuss successes and areas for improvement. This will help us enhance our services and work better together.