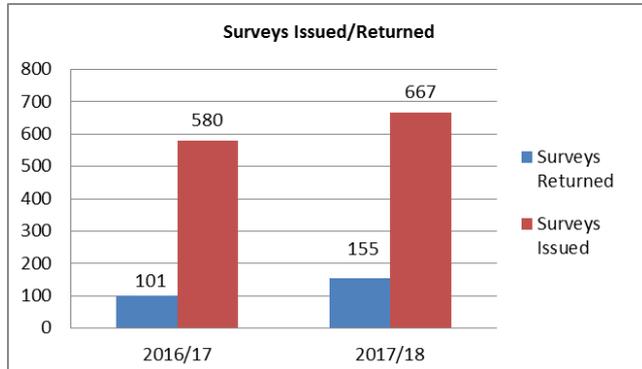


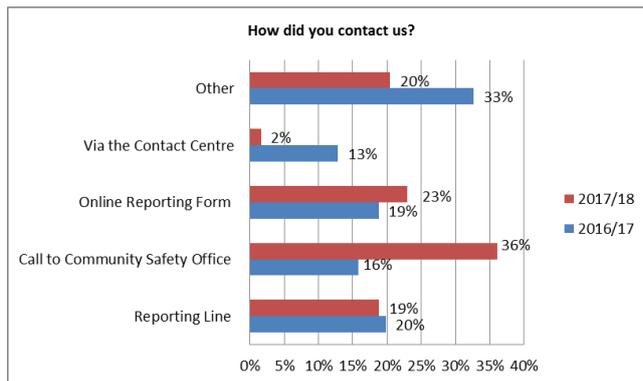
## Community Safety Customer Satisfaction Survey Results 2017/18

During 2017/18, a total of 667 surveys were issued by the Community Safety Service. 155 surveys were completed providing a return rate of 23%; an increase of 6% against the previous year.



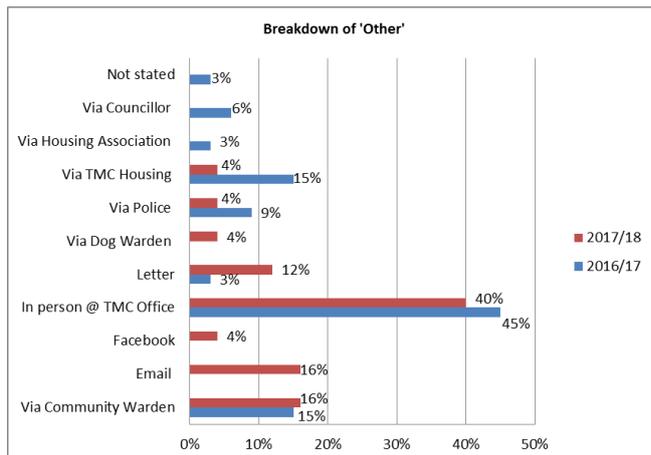
**Question 1** of the survey is an optional question allowing the service user to note the complaint reference number. Details of the responses received for all other parts of the survey (questions 2-16) are provided below with a comparison made against responses received in 2016/17 where possible.

### Q2. How did you contact us?



In the last year, the most notable increase in how members of the public contact the Community Safety Team has been with calls made direct to the office; up 20% in one year to 36%.

Contact via the online reporting form was the second most common way to get in touch however only 2% of those completing a survey stated they had made contact via Moray Council's Contact Centre.

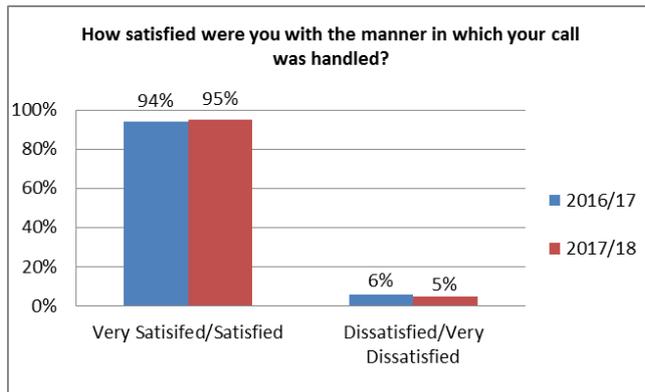


With those stating they made contact by 'Other' means, the most common method remains in person at another TMC office (for example Access Points at council offices in Buckie, Forres and Elgin).

In 2017/18, no respondents stated they had made contact via their local councillor, a fall from the 6% recorded the previous year.

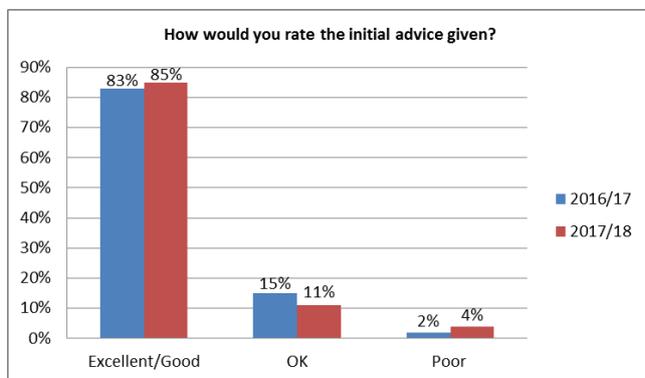
Contact via email or Facebook appears for the first time in 2017/18 with 20% of those who stated they made contact by 'Other' means choosing one of these options. Even with the inclusion of these more modern methods of contact, the traditional letter also recorded an increase, up 9% from the previous year.

**Q3. If calling, how satisfied were you with the manner in which your call was handled?**



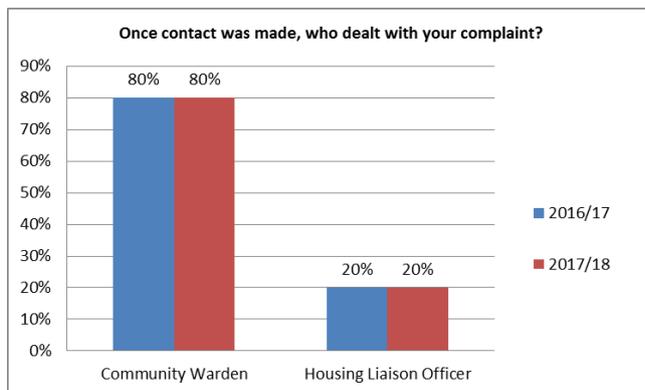
A slight improvement has been noted with those who stated they had called the Community Safety Team (either direct or via the contact centre) compared to last year.

**Q4. How would you rate the initial advice given?**



2% more respondents this year stated they had received excellent or good initial advice. However, this is also the same increase noted with those rating the advice as poor.

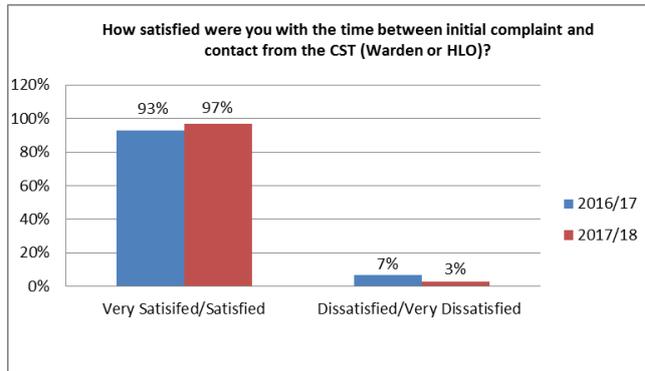
**Q5. Once contact was made, who dealt with your complaint?**



The breakdown of who dealt with the complaint has remained exactly the same for two consecutive years.

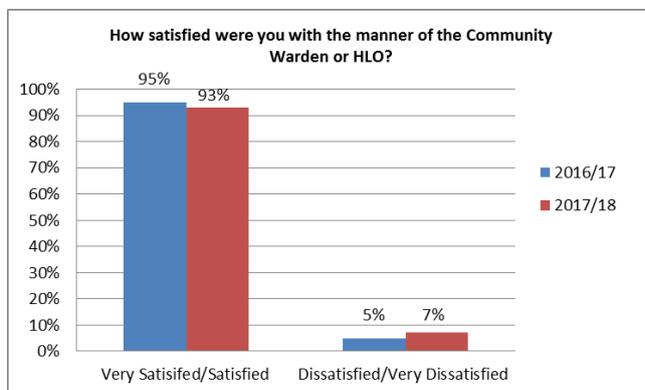
Looking at complaints recorded in Uniform during 2017/18, a similar split is evident with the officer allocated to deal with each complaint, with 23% noted against the Housing Liaison Officer and the remainder with the Community Wardens.

**Q6. How satisfied were you with the time between initial complaint and contact from the Community Safety Team (HLO or Warden)?**



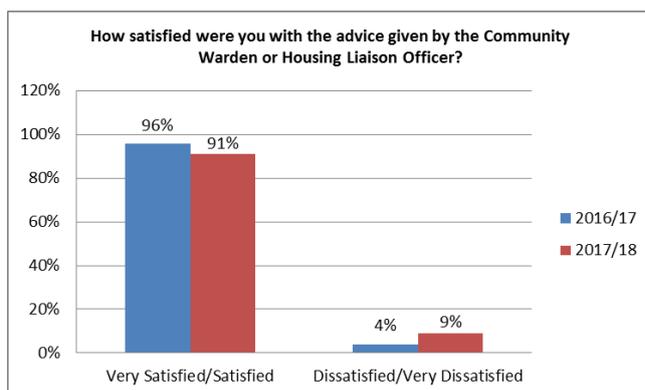
Of those responding to the survey in 2017/18, 4% more than last year stated they were satisfied with the time taken between making their complaint and contact being made with them by a Warden or the HLO.

**Q7. How satisfied were you with the manner of the Community Warden or Housing Liaison Officer?**

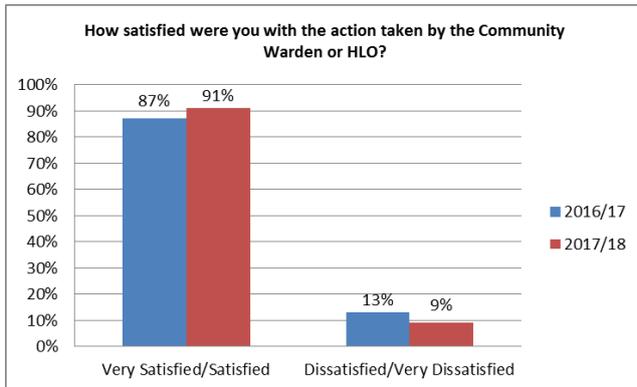


Unfortunately, decreases of 2% and 5% respectively have been recorded with the satisfaction rating relating to the manner of the Community Warden/HLO and how people felt about the advice they were given at this stage.

**Q8. How satisfied were you with the advice given?**

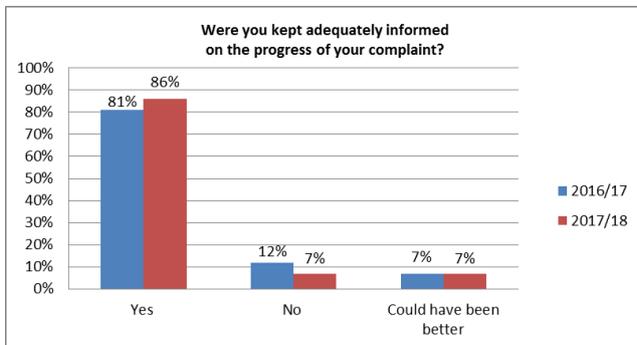


**Q9. How satisfied were you with the action taken by the Community Warden or Housing Liaison Officer?**



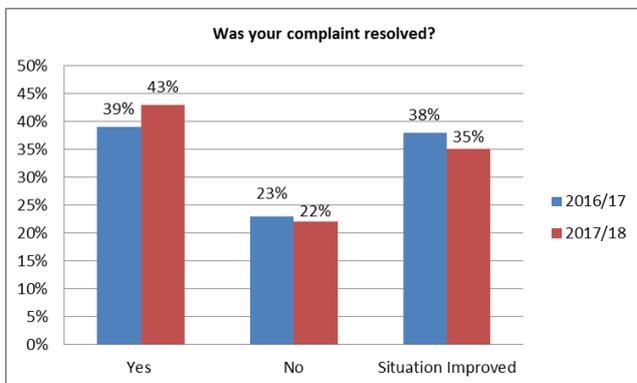
In contrast with the decline noted above in question 8, 4% more respondents this year, stated they were satisfied with the actual action taken by the Warden/HLO.

**Q10. Were you kept adequately informed on the progress of your complaint?**



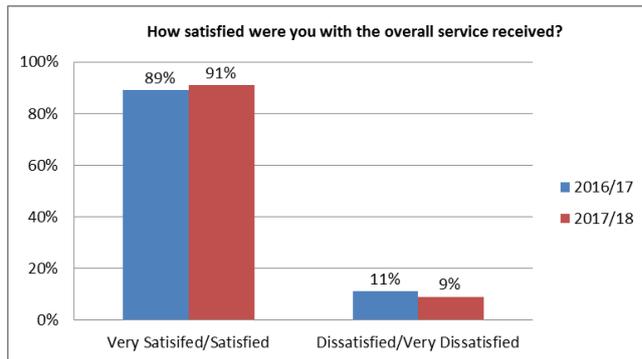
The proportion of respondents who stated they had been kept adequately informed has improved the most this year with a 5% increase recorded compared to 2016/17.

**Q11. Was your complaint resolved?**



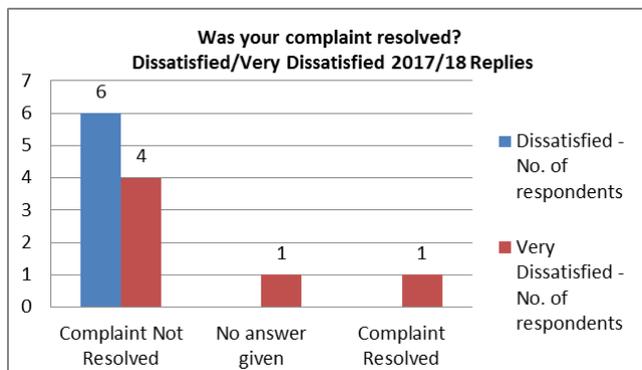
Complaint resolution has also increased from 39% in 2016/17 to 43% this year.

**Q12. How satisfied were you by the overall service you received?**

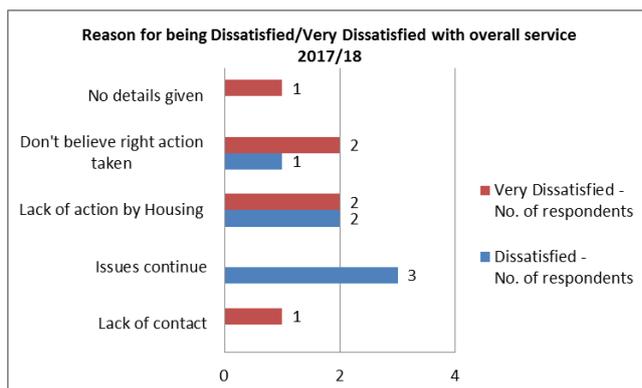


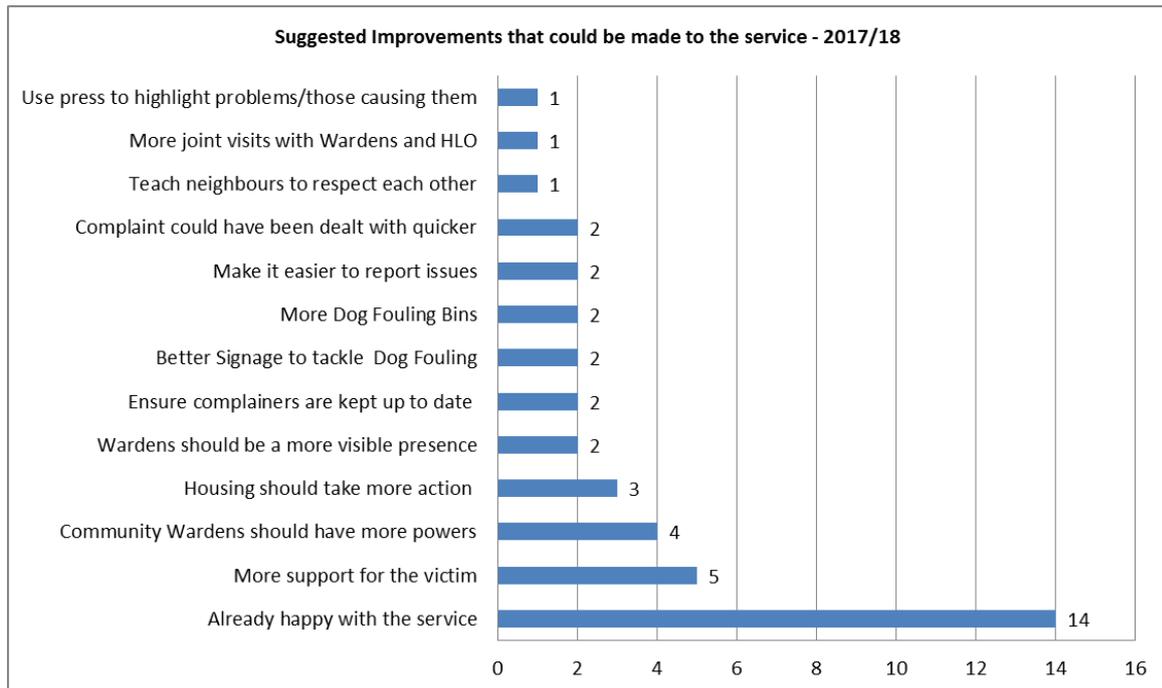
Those responding that they were Very Satisfied or Satisfied with the service they had received overall has improved since last year; up 2% to 91%.

In 2017/18, 9% (12 respondents) stated they were either Dissatisfied or Very Dissatisfied with the overall service received. Looking at these responses further, 1 Very Dissatisfied reply stated that their complaint had been resolved. This same respondent also stated they were provided with excellent advice and were very happy with both the level of contact and the action taken by the service. The reason given for being Very Dissatisfied was 'Lack of action by Housing'.



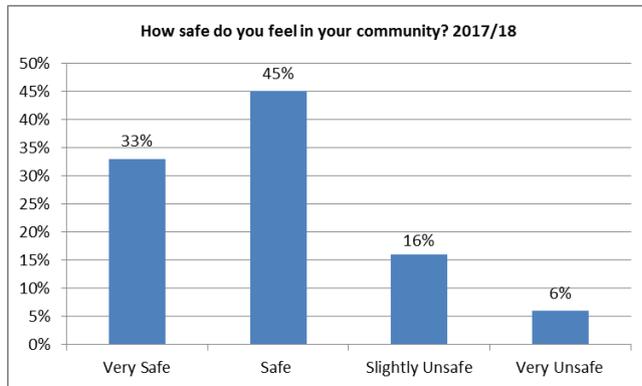
**Q13. If not satisfied, please explain why?**



**Q14. Are there any improvements you would like to see made to our service?**

To gain an understanding of how members of the community feel about living in Moray, two additional questions, covering perceptions of safety, were added to the survey for 2017/18. These questions will remain within future surveys to assist in identifying any changes in how safe people feel.

**Q15. How safe do you feel in your Community?**



**Q16. How does this compare to 12 months ago?**

