



**Scottish Housing  
Regulator**

# **National Panel of Tenants and Service Users**

**Year 3 (2015-16)**

**Mini-report 1: Dealing with Antisocial Behaviour**

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## SUMMARY FINDINGS

The National Panel fits into SHR's wider approach to communication and engagement with users of social landlord services, and is used to gauge their priorities and experiences. In this way the Panel findings help to shape SHR's focus in its role as regulator of social landlords. Panel members are volunteers and the Panel remains open to new recruits on an ongoing basis, with **membership standing at 481** as at June 2016.

There were four main exercises conducted with the National Panel in its third year (2015-16): (i) a **full survey** of Panel members; (ii) **two "Vox Pop"** text message and web-based surveys; (iii) **in-depth qualitative** discussions with 87 Panel members; and (iv) visits with **homeless service units** (51 interviews completed).

This programme of work sought to explore service users' views across a range of topics including: the drivers of service satisfaction; rents, affordability and value for money; dealing with anti-social behaviour; landlord performance reporting; keeping service users informed and involved; experiences of homeless service users; and understanding and awareness of SHR. Elements of this work programme also link to other aspects of SHR's work, including analysis of the Scottish Social Housing Charter and the ongoing SHR Thematic Inquiry Programme.

This mini-report is part of a series of publications from Year 3 of the National Panel research. It covers **Panel members' experiences of and views on antisocial behaviour**. See the SHR website for the [Year 3 Headlines Report](#) and other related publications.



### Dealing with Antisocial Behaviour

This theme considered Panel members' personal experience of antisocial behaviour, and views on specific aspects of their landlord's handling of any reports of antisocial behaviour. Key points of note are:

- ❖ Nearly half of survey respondents indicated that they had been personally affected by antisocial behaviour.
- ❖ Most of those who had been personally affected by antisocial behaviour had reported this to their landlord. These respondents were generally positive about their experience of this, particularly in relation to their landlord's staff. Views were more divided on their landlord's overall response to the complaint, and the extent to which this resolved the issue.
- ❖ A large majority of respondents would report antisocial behaviour to their landlord, if they experienced problems in the future.

# 1. DEALING WITH ANTISOCIAL BEHAVIOUR

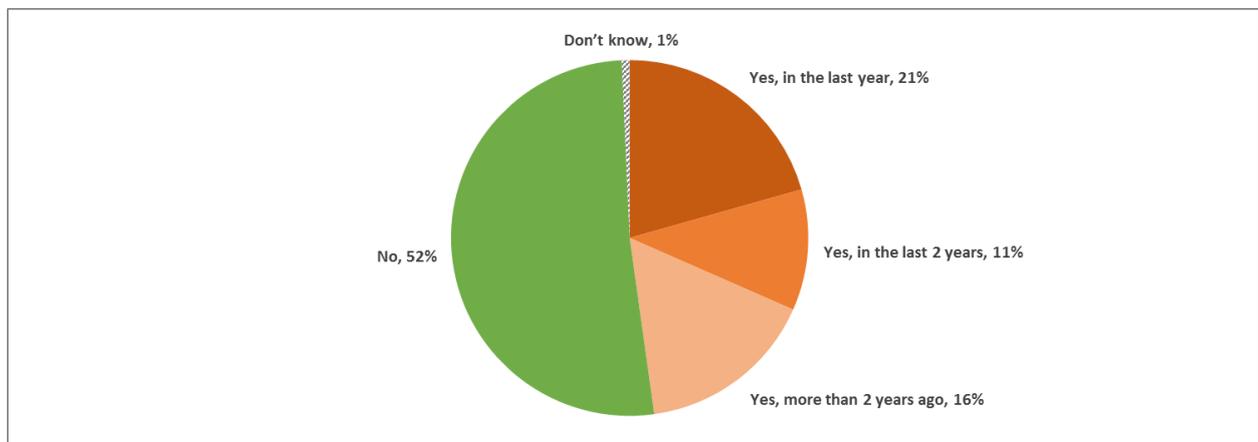
1.1 This mini-report considers Panel members' experience of their landlord dealing with antisocial behaviour. The report is part of a series of publications from Year 3 of the Panel research, and other related reports are available on the SHR website. The findings reported here are based on a series of questions included in the 2015-16 survey of Panel members, which explored members' personal experience of antisocial behaviour, and views on specific aspects of their landlord's handling of any reports of antisocial behaviour.

## SURVEY FINDINGS

1.2 As Figure 1 below shows, **nearly half of survey respondents indicated that they had been personally affected by antisocial behaviour** during the time that they had been living in their current home (48%). This included a fifth of all respondents who had been affected by antisocial behaviour in the last year.

1.3 Survey results suggest some variation across demographic groups in respondents' experience of antisocial behaviour. In particular, males, those of working age, and those with a disability are more likely than others to have been personally affected by antisocial behaviour.

**Figure 1: Have you been personally affected by antisocial behaviour while living in your current home?**

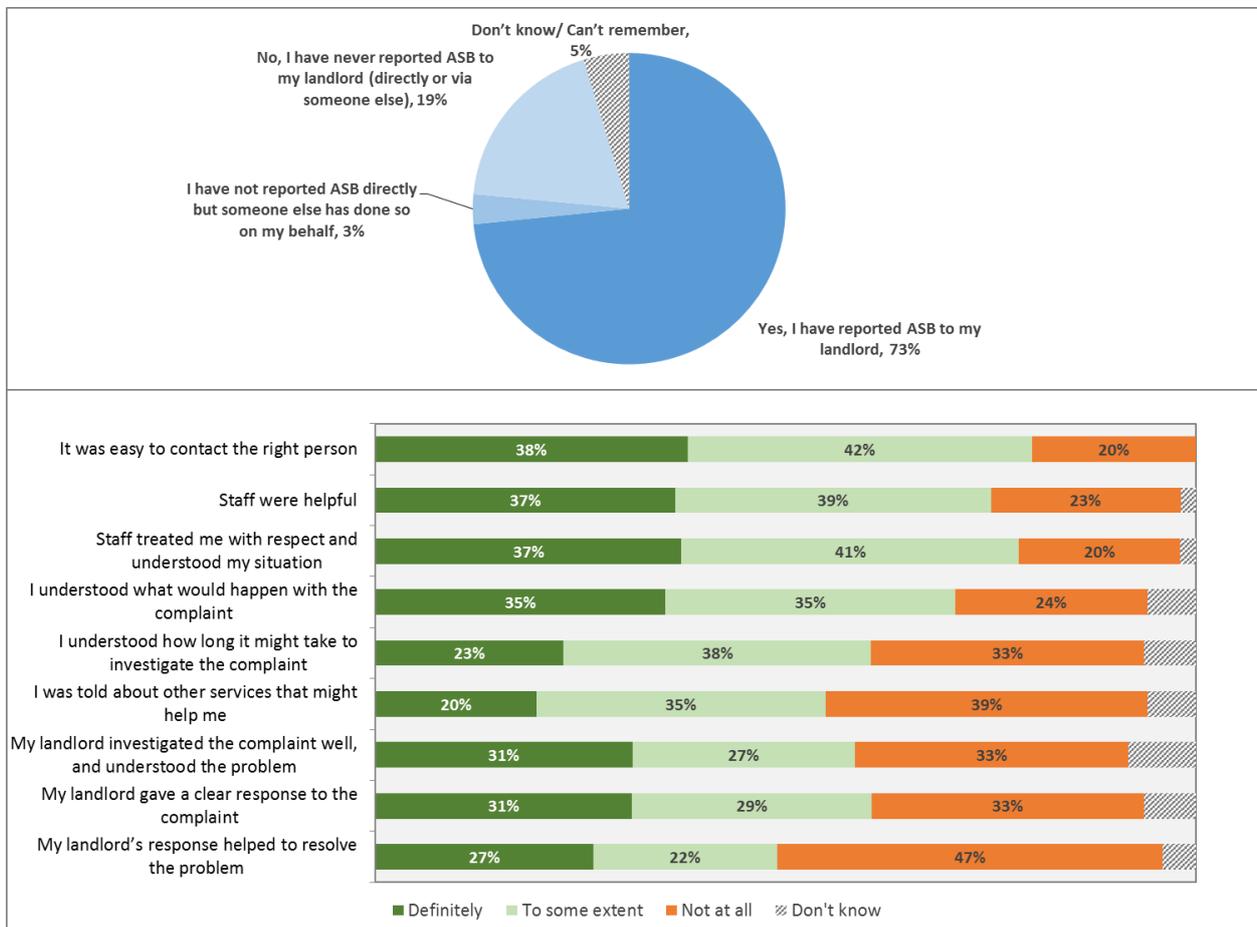


1.4 **The majority of those who had been personally affected by antisocial behaviour had reported this to their landlord (73%),** and a further 3% indicated that someone had reported this on their behalf. Around a fifth of those affected by antisocial behaviour had not reported this to their landlord (19%).

1.5 Those who had reported antisocial behaviour to their landlord - directly or through someone else - were asked about their experience of this. Figure 2 below summarises views, and while these results are based on a relatively small subset of survey respondents, several points are of note:

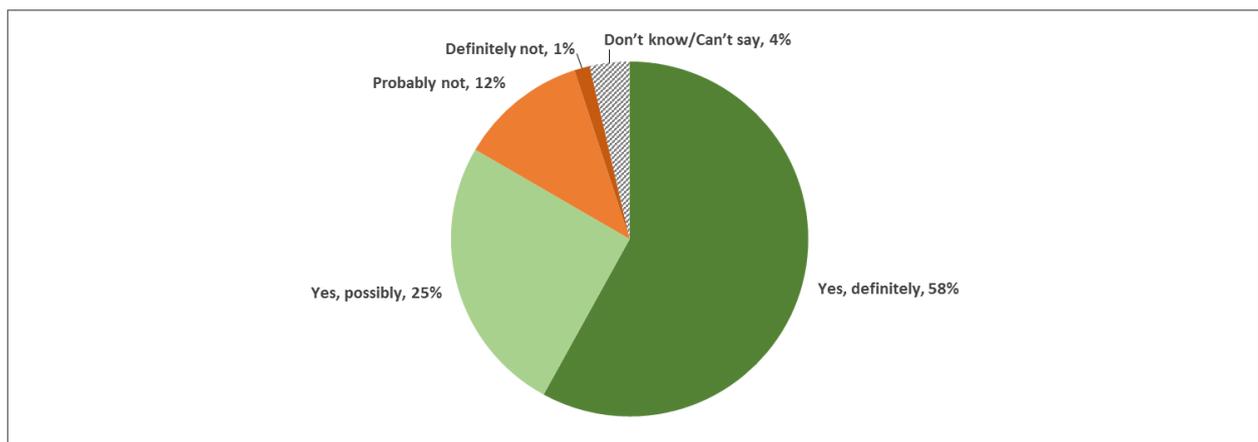
- Most found it easy to contact the right person, and were positive about how staff handled their antisocial behaviour complaints.
- While the majority understood what would happen with the complaint, there was some lack of understanding around how long it might take to investigate.
- Around 2 in 5 respondents indicated that they were not told about other services that might help.
- Most respondents agreed to some extent that their landlord investigated the complaint well and gave a clear response, but there remained around a third of respondents who disagreed with this. Views were divided on whether their landlord’s response had helped to resolve the problem.

**Figure 2: Have you ever reported antisocial behaviour to your landlord? What was your experience of your landlord dealing with any antisocial behaviour complaints?**



- 1.6 Finally, all respondents were asked whether they would report antisocial behaviour to their landlord if they experienced problems in the future (Figure 3).
- 1.7 **A large majority of respondents would report antisocial behaviour to their landlord** – 83% indicated this, including more than half who would “definitely” report such problems. Around 1 in 8 respondents indicated that they would be unlikely to report antisocial behaviour problems to their landlord. This finding was consistent across demographic groups.
- 1.8 Survey respondents also commented on what they would expect from their landlord, if they did report antisocial behaviour in the future. These comments demonstrated the emphasis on the speed and effectiveness of a resolution to the problem – the great majority of those making comment suggested that these would be amongst the main things they expected from their landlord. In addition, respondents commented that they would expect their landlord to listen carefully to complaints and to “take [reports] seriously”, to ensure that those reporting antisocial behaviour are entitled to confidentiality, and to keep tenants informed of the progress of the landlord’s investigation (and any outcomes).

**Figure 3: Would you report antisocial behaviour to your landlord, if you experienced problems in the future?**



## APPENDIX: PANEL MEMBERSHIP

The National Panel was established in spring/summer 2013 as a way for the Scottish Housing Regulator (SHR) to engage with tenants and other users of social landlord services. The National Panel fits into SHR's wider approach to communication and engagement with users of social landlord services, and is used to gauge priorities and experiences – and in this way help to shape SHR's focus in its role as regulator of social landlords.

As a mechanism for gathering the views of tenants and other service users, a significant element of the Panel's value is as an accessible group of engaged individuals willing to participate in consultation exercises. As such the focus for the Panel is on ensuring a good cross-section of tenants and other service users, rather than achieving an exact match to the wider service user population.

A total of 57 new members joined the Panel throughout 2015-16, taking the **total membership to 481 as at June 2016**. The Panel is open to anyone who is a social housing tenant or uses social landlords' services. Membership is diverse and includes people from urban and rural areas, across age bands, local authority and RSL tenants. Anyone interested in joining the Panel should contact [Craigforth](#). Contact details are available on its website.

The results reported here are based on responses to survey questions administered in October/November 2015. The survey went out to all Panel members and attracted a response rate of 58%.

For more details on Panel membership and profile, please see the [Year 3 Headlines Report](#) (Annex).