



Appendix four – Survey questions

Survey questions we asked FACS teams at metropolitan and regional offices

In gathering information for this audit, we visited 27 FACS frontline housing offices. Relevant managers and staff with responsibility to manage antisocial behaviour were asked about the capability, capacity and experience of office staff to apply the antisocial behaviour management policy. The following questions were asked at each office. Managers and staff were encouraged to elaborate on their responses.

1. What is your role and job title and what are your core responsibilities?
2. How many properties do you manage or provide a service as an individual?
3. What percentage of your tenant caseload have complex needs?
4. What percentage of your tenant caseload exhibit antisocial behaviours?
5. Do you think antisocial behaviour is a problem in the social housing properties you manage or for which you provide a service?
6. What are the most common ways that antisocial behaviour (minor, moderate, serious and severe) is brought to your attention?
7. Does your office have regular formal meetings with local police to discuss your tenancies?
8. On average, how often do you have contact with the police about antisocial behaviours associated with the tenancies you manage?
9. What percentage of the antisocial behaviour identified amongst your tenant caseload is reportable crime?
10. Are existing processes for identifying antisocial behaviour adequate to capture the relevant incidents in social housing?
11. Are tenants aware of, and confident to use, the complaints mechanism?
12. Do you think the antisocial behaviour complaint process is effective?
13. What percentage of your working week do you spend entering data into HOMES?
14. Has the HOMES database helped you to manage antisocial behaviour?
15. Have you received appropriate training to investigate antisocial behaviour incidents in the social housing you manage?
16. Do you follow a risk management procedure when visiting tenants or residences where there is a known history of antisocial behaviour?
17. Are there instances where staff in your office are nervous about interacting with a social housing tenant?
18. Do you have sufficient staff with relevant experience to investigate antisocial behaviour?
19. Are you able to provide appropriate support to tenants with complex needs in your working week?
20. Are there adequate services and supports for referral of complex needs tenants exhibiting antisocial behaviours in your region?
21. Do you follow up on tenants to ensure they have accessed the service?
22. Do you provide inductions for new tenants about the antisocial behaviour policies?