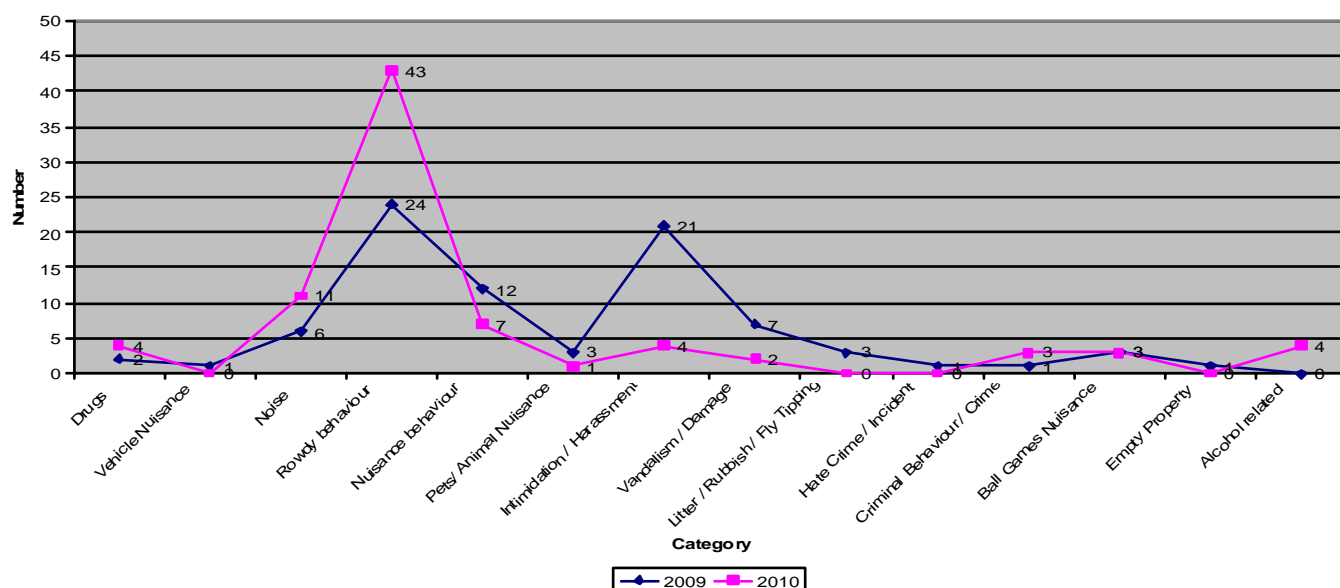


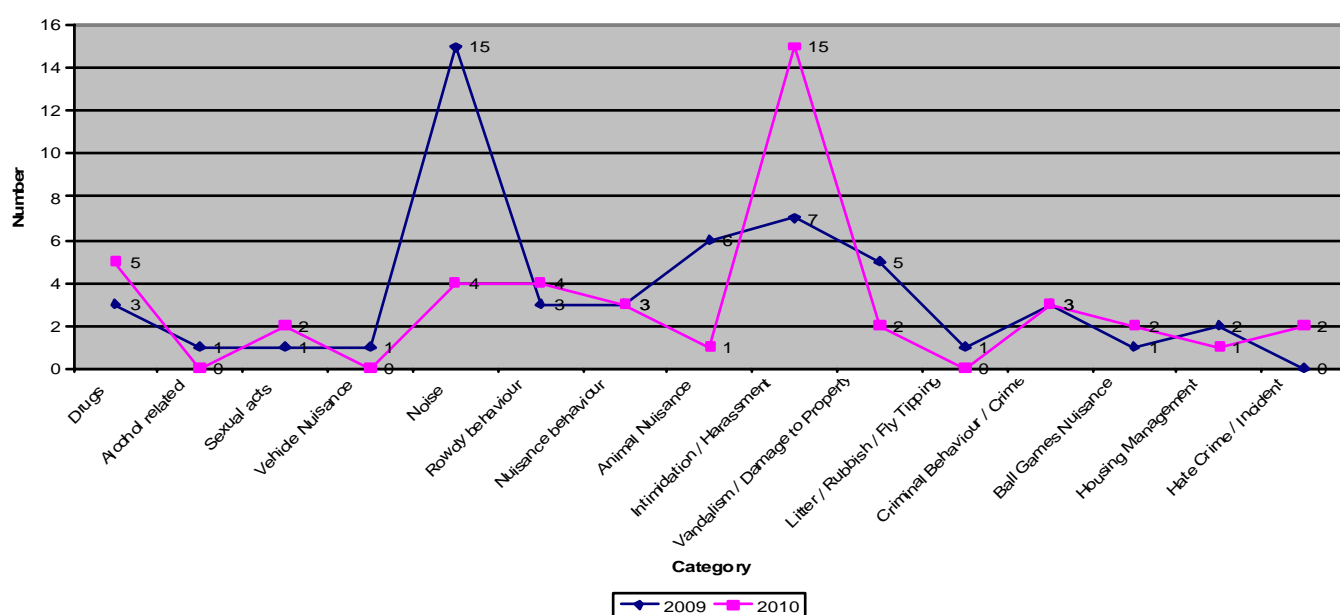
# Central Community Safety Forum

## Anti-social Behaviour

**Central ASBU Cases Jan/March 2009/2010**



**Central HH Cases Jan/March 2009/2010**



### Customer Satisfaction Rates

#### **Anti-social Behaviour Unit**

100%\* satisfaction

\* based on Respect Standard

#### **Housing Hartlepool**

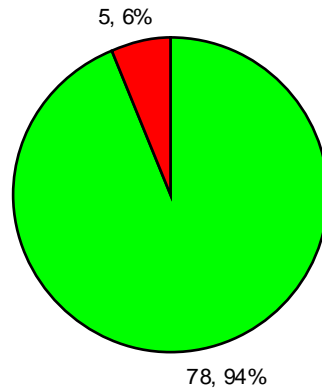
9.4\* satisfaction

\* based on Housing Hartlepool  
Customer Satisfaction Standard

# Central Community Safety Forum

## Anti-social Behaviour

**ASBU Case Outcomes  
Jan - Mar 2010**



■ Case Closed - Resolved  
■ Case Closed - Unresolved

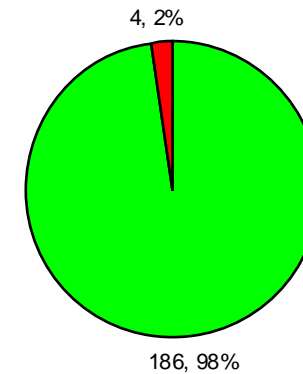
### Resolved

In the professional opinion of the case officer, the asb reported by the client is no longer a cause for concern.

### Unresolved

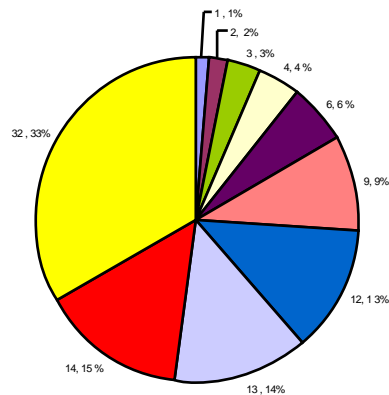
1. No further action requested by client
2. No further contact from client
3. Case passed to another agency with a statutory responsibility for remaining issues. i.e. Drugs, Noise Team

**Housing Hartlepool Case Outcomes  
Jan - Mar 2010**



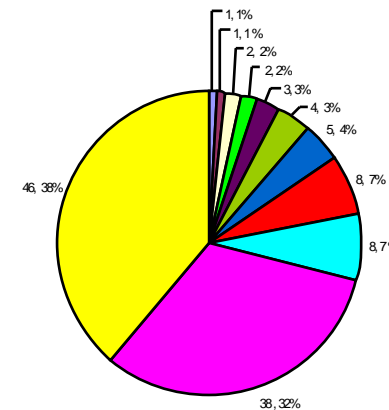
■ Case Closed Resolved  
■ Case Closed - Unresolved

**ASBU Case Actions Jan - March 2010**



■ Case Closed - Tenant Moved Away  
■ Case Closed - Misc  
■ Case Closed - Other Support  
■ Case Closed - ASBO  
■ Case Closed - Home Visit  
■ Case Closed - No evidence after initial complaint  
■ Case Closed - Police Assistance  
■ Case Closed - Other Agency Assistance  
■ Case Closed - AB/A/ABC  
■ Case Closed - Warring

**Housing Hartlepool Case Actions Jan - March 2010**



■ Case Closed - Possession  
■ Case Closed Resolved - Notice served  
■ Case Closed - injunction  
■ Case Closed Resolved - Tenancy Support  
■ Case Closed - mediation  
■ Case Closed Resolved - Other Support  
■ Case Closed Resolved - Referral to ASB Group  
■ Case Closed Resolved - AB/A/ABC  
■ Case Closed Resolved - Other Intervention  
■ Case Closed Resolved - Early Intervention  
■ Case Closed - Warring