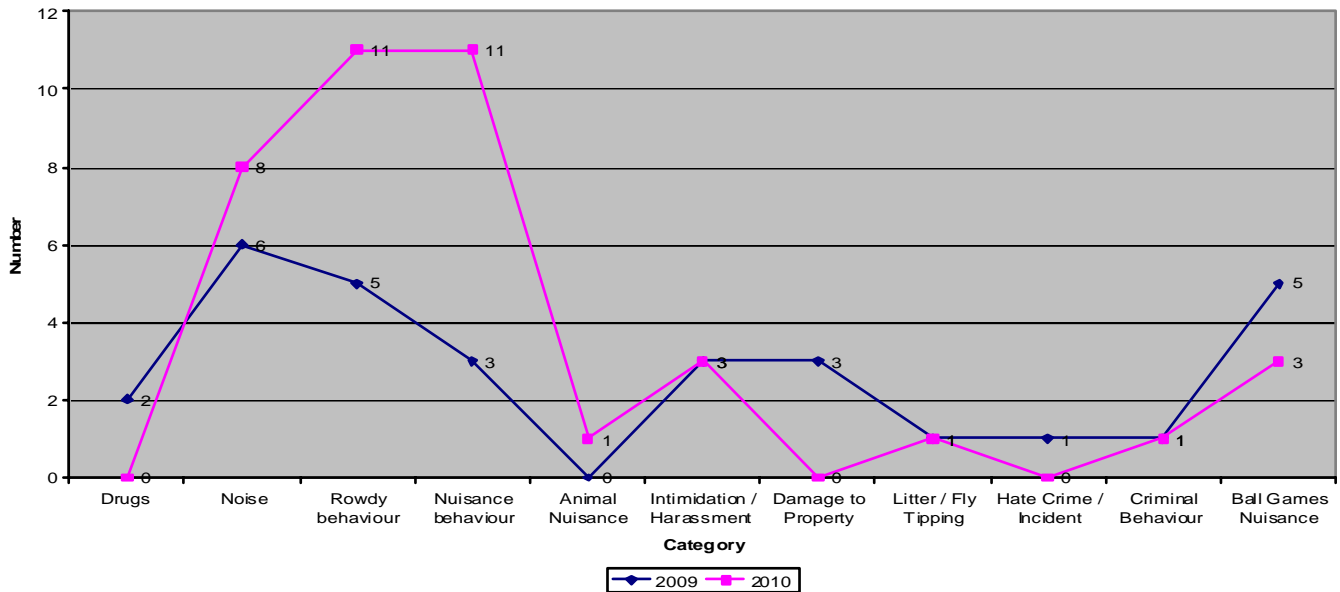


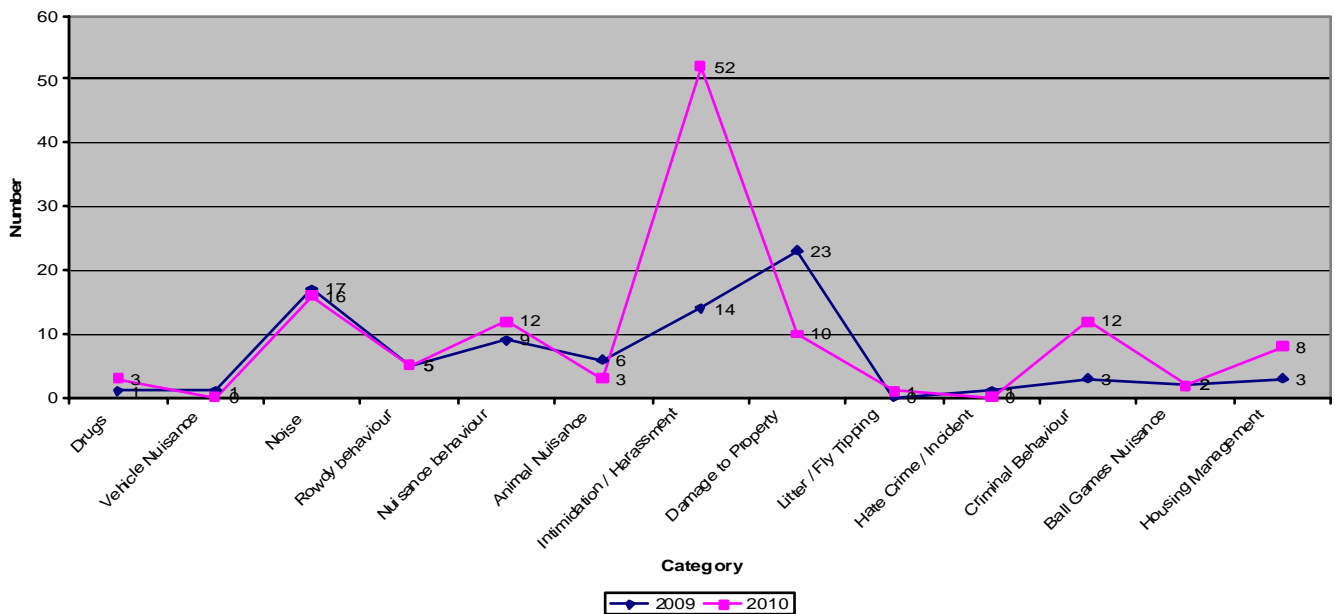
North Community Safety Forum

Anti-social Behaviour

ASBU Cases Jan - March 2009/2010



Housing Hartlepool Cases Jan - March 2009/2010



Customer Satisfaction Rates

Anti-social Behaviour Unit

100%* satisfaction

* based on Respect Standard

Housing Hartlepool

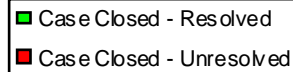
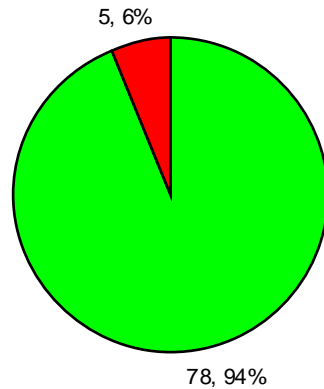
9.4* satisfaction

* based on Housing Hartlepool
Customer Satisfaction Standard

North Community Safety Forum

Anti-social Behaviour

**ASBU Case Outcomes
Jan - Mar 2010**



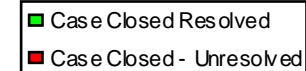
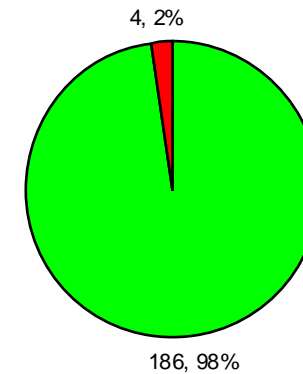
Resolved

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

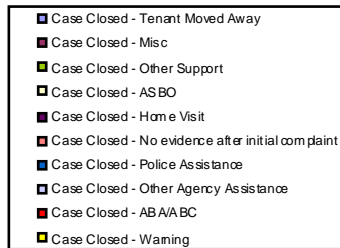
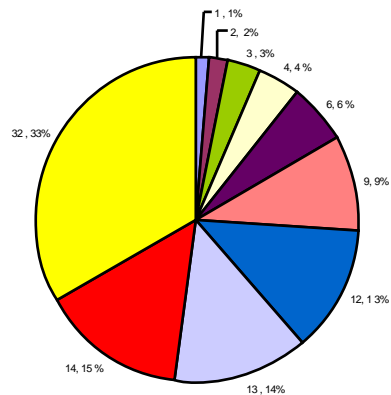
Unresolved

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

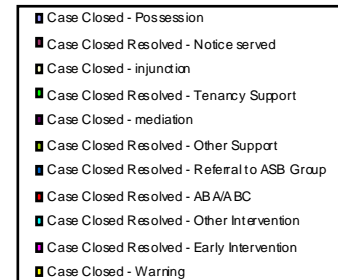
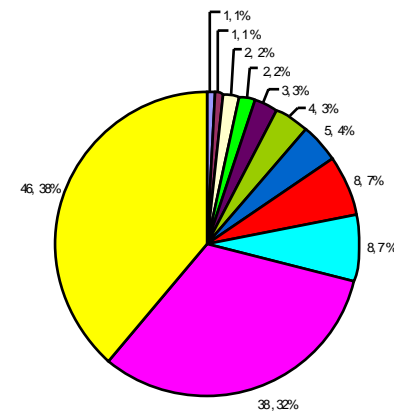
**Housing Hartlepool Case Outcomes
Jan - Mar 2010**



ASBU Case Actions Jan - March 2010



Housing Hartlepool Case Actions Jan - March 2010



North Community Safety Forum
Anti-social Behaviour