



OVERALL SUMMARY OF ALL AGENCIES, APRIL 2008 - MARCH 2009

Referrals / Cases	QTR 1: Apr-Jun	QTR 2: Jul-Sep	QTR 3: Oct-Dec	QTR 4: Jan-Mar	YTD
Referrals/Enquiries Received	972	885	681	736	3274
Cases Closed	546	515	399	397	1857

Outcome	QTR 1: Apr-Jun	QTR 2: Jul-Sep	QTR 3: Oct-Dec	QTR 4: Jan-Mar	YTD
Agreement/Improvement	311	256	233	248	1048
No Agreement/No Improvement	235	259	166	149	809
<b>Total</b>	<b>546</b>	<b>515</b>	<b>399</b>	<b>397</b>	<b>1857</b>

Source	QTR 1 Apr-Jun	QTR 2: Jul-Sep	QTR 3: Oct-Dec	QTR 4: Jan-Mar	YTD
Anti Social Behaviour Team	202	187	142	160	691
Housing & RSL's	404	377	292	318	1391
Police	69	52	40	48	209
Education	1	0	2	1	4
Self	166	183	102	132	583
Elected Members & MSP's	13	7	6	4	30
Environment	18	21	7	7	53
Other	99	58	90	66	313
<b>Total</b>	<b>972</b>	<b>885</b>	<b>681</b>	<b>736</b>	<b>3,274</b>

Dispute Type	QTR 1 Apr-Jun	QTR 2: Jul-Sep	QTR 3: Oct-Dec	QTR 4: Jan-Mar	YTD
Noise	422	374	346	405	1547
Children's Behaviour	114	81	64	45	304
Racial Harassment	1	4	1	0	6
Anti-Social or Abusive Behaviour	192	179	108	101	580
Boundary or Property Dispute	106	114	75	69	364
Homeless & Family	50	52	38	42	182
Other	87	81	49	74	291
<b>Total</b>	<b>972</b>	<b>885</b>	<b>681</b>	<b>736</b>	<b>3,274</b>