



OVERALL SUMMARY OF ALL AGENCIES, APRIL 2009-MARCH 2010

Scottish Community Mediation Network

Referrals / Cases

Referrals/Enquiries Closed

Cases Closed

	QTR 1 Apr-Jun	QTR 2 Jul-Sep	QTR 3 Oct-Dec	QTR 4 Jan-Mar	YTD
Referrals/Enquiries Closed	708	633	592	701	2634
Cases Closed	302	281	275	340	1198

Outcome

Agreement/Improvement

No Agreement/No Improvement

Total

	QTR 1 Apr-Jun	QTR 2 Jul-Sep	QTR 3 Oct-Dec	QTR 4 Jan-Mar	YTD
Agreement/Improvement	204	192	197	258	851
No Agreement/No Improvement	98	89	78	82	347
Total	302	281	275	340	1198

Source

Anti Social Behaviour Team

Housing & RSL's

Police

Education

Self

Elected Members & MSP's

Environment

Other

Total

	QTR 1 Apr-Jun	QTR 2 Jul-Sep	QTR 3 Oct-Dec	QTR 4 Jan-Mar	YTD
Anti Social Behaviour Team	159	98	85	99	441
Housing & RSL's	288	327	304	394	1313
Police	57	46	38	48	189
Education	0	5	1	4	10
Self	130	102	86	94	412
Elected Members & MSP's	4	6	10	6	26
Environment	26	14	15	25	80
Other	44	35	53	31	163
Total	708	633	592	701	2,634

Dispute Type

Noise

Children's Behaviour

Racial Harassment

Anti-Social or Abusive Behaviour

Boundary or Property Dispute

Homeless & Family

Other

Total

	QTR 1 Apr-Jun	QTR 2 Jul-Sep	QTR 3 Oct-Dec	QTR 4 Jan-Mar	YTD
Noise	366	273	307	416	1362
Children's Behaviour	68	48	48	45	209
Racial Harassment	1	1	0	1	3
Anti-Social or Abusive Behaviour	141	152	120	114	527
Boundary or Property Dispute	79	95	61	66	301
Homeless & Family	7	15	15	20	57
Other	46	49	41	39	175
Total	708	633	592	701	2634