

GETTING SOME HELP

I am a victim of ASB. Will you move me?

As a means to resolve anti-social behaviour, we will not move either the perpetrator or the complainant (except where there is exceptional circumstances). Instead, we will work with all parties to resolve the nuisance behaviour. Tenants can still apply to move in the normal way by registering with Gloucestershire Homeseeker.

I am a victim of hate crime. What should I do?

If you report an incident of racial harassment or hate crime we will deal with your case in a sensitive and understanding way.

There are a number of ways we offer support to you:

- We will work with you to ensure that you feel safe in your own home by offering measures such as window alarms, extra locks, letterbox covers.
- We will make a referral to a support agency to provide you with additional support.
- If you report offensive graffiti, we will aim to remove this within 24 hours.
- If you report damage to your property as a result of a hate crime, we aim to repair this within 24 hours.

In order for us to take action against a perpetrator of racial harassment, hate crimes or incidents we will need evidence. We will work with you to collect the appropriate evidence by asking you to complete incident log sheets, take photographs of any damage or graffiti and tell us if anyone has witnessed the incidents.

I am suffering from domestic abuse. How can I get some support?

We will work with our partners in other organisations to provide additional support to people suffering from domestic abuse. All complainants and witnesses will be supported throughout the investigation and will be dealt with sensitively.

If you are feeling vulnerable in your home following a domestic abuse incident we can refer you to the Sanctuary Scheme. This helps victims of domestic abuse to remain in their own home by providing extra security measures and a safe room where appropriate. Referrals are made to the Gloucestershire Domestic Abuse Support Service (GDASS), which will contact you to arrange a home visit.

We will also provide information to the Multi-Agency Risk Assessment Conference (MARAC). This is part of a county-wide strategic response to domestic abuse that aims to identify potential victims at very high risk of serious harm from domestic abuse, and then produce a multi-agency risk management plan to reduce the risks to victims, their children and any other vulnerable person in the household.

If you are a man or woman living with, considering leaving, or continuing to have problems with an abusive partner in Gloucestershire, you can call the Gloucestershire Domestic Abuse Support Service on **0845 6029035**.

I am going to be a witness in a case. What support will I be given?

Where witnesses are required to provide evidence in court, we will work with them to make sure they feel supported through the process. We will explain what can be expected when attending court and can even arrange a pre-court visit.

Witnesses can expect to receive the following when attending court:

- Transport to and from court
- Refreshments and lunch (for all day hearings)
- An escort during the hearing (this will usually be the Tenancy Compliance Officer) Compensation for loss of earnings
- Support throughout the court process

Once a court case is concluded, we will continue to provide support to witnesses for a period of time – to be agreed with the witness.