



## Press release

Ref: GCH

Date: 2<sup>nd</sup> November 2009

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### **GCH says thank you to ASB witnesses**

Gloucester City Homes Anti Social Behaviour Team is holding a Witness Support Event. The event is one of a series of activities taking place during Not in My Neighbourhood Week, a multi agency initiative to improve safety in our neighbourhoods.

The event is being held to celebrate the courage of our witnesses who stood up and said no to Anti Social Behaviour, and whose evidence helped us secure injunctions, prosecutions and evictions, in some of our biggest cases. It is also our opportunity to say thank you to the partner agencies that have helped us take action against our worst perpetrators of anti-social behaviour in the past year.

The event will consist of presentations of awards to recognise the bravery shown by the witnesses and the hard work of individuals from partner agencies that have contributed to our successful outcomes in Court.

There will also be an anti-social behaviour workshop to give attendees the opportunity to discuss ways in which we can improve our anti-social behaviour services for the future.

The event will also feature a presentation to the winner of Gloucester City Homes Good Neighbour Award for 2009.

#### **GCH Anti-Social Behaviour Manager Vickie King Lowe says:**

GCH is dedicated to resolving anti-social behaviour in our communities. We recognise the importance of taking swift enforcement action for cases of serious anti-social behaviour. This event is to recognise the bravery shown by witnesses in

taking a stand against anti-social behaviour, it is also a chance for us to recognise the commitment of our partner agencies in supporting our action and ensuring we have achieved successful results for our residents and the local communities.

**ENDS**

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**NOTES TO EDITORS:**

**Gloucester City Homes** is a 2 star Arms Length Management Company, which provides housing management services to 4900 homes in Gloucester on behalf of the City Council. The company is carrying out a £40 million improvement programme to bring customers' homes to the Decent Homes Standard. Since Gloucester City Homes was created in 2005 it has:

- Achieved a 2\* rating (Good service) from the Audit Commission in June 2007
- Secured £39.6 million in Decent Homes funding to meet the Government's Decent Homes standard and completed improvements to over 1200 homes in the City.
- Become the first housing provider in the County to achieve a Gold standard for its supporting people services
- Achieved Investors in People Accreditation for performance management of our staff
- Achieved ISO 9001 for Quality Management systems, re-accredited again in September 2009 following re-inspection
- Achieved "managing for others" status with the Housing Corporation
- Achieved Investment Partner status with the Housing Corporation
- Implemented a programme of training for staff to achieve the Institute of Customer Service Awards
- Achieved the Customer Services Excellence Award in April 2009 and Special Recognition Award in October 2009
- Achieved the Equalities Framework Award April 2009