

## Domestic Abuse and Hate Crime Survey Results

9 November 2007

### Background

A focus group was planned to obtain views and suggestions for service improvement from Gloucester City Homes customers who have experienced domestic abuse or hate crime. However, it was concluded that a focus group was not an appropriate forum for this subject area and instead a survey was conducted by the Anti-Social Behaviour Services team. Four customers who had experience domestic abuse or hate crime were surveyed: three male and one female.

### Results

Question	Response	Comments
1. Domestic abuse or hate crime experienced Domestic abuse Hate crime	2 2	
2. Nature of incident(s) Violence threatened/actual Offensive graffiti Damage to property Other: Offensive text messages Offensive phone calls Offensive letters	3 2 2 3 1 1	
3. How quickly did GCH respond following the report of the incident? Same day 1 working day 2 working days 2+ working days	2 0 1 1	GCH was informed via a neighbour
4. Were you satisfied with the advice and/or agreed action offered by GCH? Yes No	4 0	
5. Were you satisfied with the on-going support of the Anti-Social Behaviour Officer? Yes No	4 0	
6. Were you treated sympathetically and courteously by GCH staff? Yes No	4 0	

7. Were you referred to appropriate agencies for help and advice? Yes N/A	3 1	GDVSAP heard from only recently
8. Were you satisfied with the action taken against the perpetrator(s) by GCH? Yes No N/A	2 1 1	Action taken by police – perpetrator imprisoned
9. Overall, how satisfied are you with the advice and help provided by GCH? Good Fair Poor	3 1 0	Very satisfied with the way complaint dealt with
10. Suggestions to improve the service	Advertise our approach to hate crime more to make people aware e.g. local paper	
11. Suggestions to improve GCH Service Standards Standard: Where no violence has been threatened or occurred - speak to the victim within two working days of the complaint to discuss and agree the action to be taken	GCH should aim to speak to the victim the same day even if no violence threatened.	

## **Summary**

**Response time:** GCH responded to the incidents on the same working day in 50% of the cases however one incident involved threat of or actual violence and was only responded to after two working days whereas the Service Standard is the same day. The fourth incident was responded to later than two working days but this was due to GCH being informed indirectly via a neighbour.

**Customer satisfaction:** all the customers were satisfied with the advice and/or agreed action offered by GCH; all were happy with the on-going support of the ASB officer; and all felt they were treated sympathetically and courteously by GCH staff. Three of the four customers were happy with their referral to appropriate agencies for help and advice (the other was not applicable). Two of the four surveyed were satisfied with the action taken against the perpetrator(s) although one was not (no reason was given). Overall, three of the four customers thought the advice and help provided by GCH was good and one thought it was fair.

**Suggestions for improvement:** one customer suggested GCH should advertise their ASB service more widely such as placing adverts in the local paper. Regarding the GCH Service Standards, one customer suggested GCH should aim to speak to victims within the same working day, even when no violence has occurred or been threatened (the current standard is within 2 working days).

### **Remedial action**

Please refer to Reaction Report.

### **Conclusion**

Generally positive feedback was received from the customers regarding Gloucester City Homes' ASB service. There was only one example where the Service Standard was missed in the case of the response time to an incident. The two suggestions proposed to amend the Service Standard and to advertise the ASB service more widely will be forwarded to the relevant managers to action where appropriate.