



Your ARCH reference number: _____

Disability incident reported to ARCH

You or someone on your behalf has reported a disability incident to ARCH. The information below is to let you know more about ARCH and how you can get help through us.

What happens next?

- When you reported the incident you will have been asked if you wanted help from different agencies
- Your personal details will only have been sent to the agencies you wanted help from. Your details will not be passed on to any other agency
- A person from the agency you would like help from will contact you and will talk with you about the help you would like
- If you decide that you want some support from another agency you can tell about it the worker that supports you already or you can get in touch with Sunderland ARCH by phone: 0191 561 2480 or email sunderlandarch@sunderland.gov.uk and let us know which agency you would like to support you
- If you would like to get support from any of the ARCH referral agencies and you haven't told us about it when reporting the incident, please get in touch with ARCH by phone: 0191 561 2480 or email sunderlandarch@sunderland.gov.uk and let us know which of the agencies you would like to be referred to – please see the list below.

What if the harassment happens again?

- If the same thing happens again then it is important to report this to ARCH.
- When you ring or visit a reporting centre tell the person you are speaking to that you have reported an incident to ARCH before. They will ask you for your unique reference number and they will report the incident as a repeat incident.
- Don't worry if you have forgotten your reference number because the incidents can be linked afterwards.

Challenging Discrimination



What support is there for you?

ARCH is a network of organisations that are working together across the City to help provide support to you and where possible and if you would like this to happen, to take action against perpetrator.

The agencies that can provide support to you through ARCH are:

Victim Support

- They will provide emotional and practical help; and support people through the Criminal Justice process.
- They can offer help on housing issues, compensation and security.
- They are young person friendly. They will see young people aged 13 years and above. For those aged 13-16 it is preferable for a responsible adult to attend with them.
- They will be in contact within 2 working days of receiving this referral.

Safe Partnership

- They will carry out a home security check at the victim's home.
- They will fit home security measures and give home security advice.
- They will be in contact within 2 working days of receiving this referral.

Neighbourhood Relations Team – Sunderland City Council

- They will investigate all complaints of harassment and take action against perpetrators where possible. If the victim or perpetrator are private tenants or own their own home it is appropriate to refer this case to them.
- They will be in contact within 5 working days of receiving this referral.

Gentoo Sunderland

- They will investigate all complaints of harassment and take action against perpetrators where possible. If the victim or perpetrator is a tenant of Gentoo it is appropriate to refer this case to them.
- They will be in contact within 1 working day of receiving this referral.

Home Group

- They will investigate all complaints of harassment and take action against perpetrators where possible. If the victim or perpetrator is a tenant of Home Group it is appropriate to refer this case to them.
- They will be in contact within 1 working day of receiving this referral.



North of England Refugee Service

- They will provide confidential support to asylum seekers and refugees, as well as other Black Minority Ethnic groups and migrants.
- They will liaise with other agencies on behalf of the victim and keep the Home Office informed of the situation.
- They will be in contact within 5 working days of receiving this referral.

Young Asian Voices

- They will provide advice, guidance and support to young people.
- They can provide details of activities and youth sessions they run with other youth projects.
- They are young person specialist people, especially see people aged 5 – 24 years old.
- They will be in contact within 5 working days of receiving this referral.

Northumbria Police

- They can be a referral agency **for information purposes** or for full investigation purposes. If referred for information purpose they will not call out or investigate this type of referral at the request of the victim. It is unlikely anyone will be prosecuted as a result. The information will be used for intelligence purposes only.
- As a referral **for full investigation** ARCH will pass your personal details and full details of the incident to the police. The police are obliged to investigate such referrals which will involve them recording a crime where appropriate and contacting you for further enquiries to try and prosecute the offenders involved in your incident. The police will call out within 72 hours of receiving this referral.

Connexions

- They will provide impartial advice, guidance and support to young people.
- They will signpost to other appropriate agencies.
- They are young person friendly. They will see young people aged 13 – 19 years old.
- They will be in contact within 5 working days of receiving this referral.

City of Sunderland College

- They will provide confidential support which can include counselling from the Student Support Division.
- They will instigate formal disciplinary proceedings against perpetrators.
- They will be in contact within 2 working days of receiving this referral.
- They are young person specialist.



University of Sunderland

- They will provide confidential support and advice from the Student Health and Wellbeing department.
- They will be in contact within 5 working days of receiving this referral.
- They are young person friendly.

UNITE Community Mediation

- They will provide an independent, impartial and confidential mediation service.
- They will use mediation to open communication channels between people and allow people to communicate in a safe environment.
- They will be in contact within 5 working days of receiving this referral.
- They are young person friendly.

If you would like to get support from any of the agencies above and you haven't told us about it when reporting the incident, please get in touch with ARCH by phone: 0191 561 2480 or email sunderlandarch@sunderland.gov.uk and let us know which of the agencies you would like to be referred to.

Please get in touch with ARCH Sunderland if you would like this letter to be provided in any language and another format.

If you are in danger or it is an emergency always ring 999 and ask for the Police.