



**POLICE & CRIME  
COMMISSIONER**  
for Leicester,  
Leicestershire & Rutland  
Your Communities - Your Commissioner

Our ref: FOI 0015/23- Doc 740-21

Date: 18 May 2023

Name:  
Email:  
Dear

**Freedom of Information Act 2000**

I write further to your freedom of information request received on 25<sup>th</sup> April 2023. I note you seek access to the following information:

Please could you provide the following data:

- Average waiting time for victims of sexual abuse or violence who have requested support services commissioned by your PCC between the years below. Please categorise the data by the types of sexual violence and abuse support services your PCC commissions (e.g. counselling).
  - Feb 14 2020-Feb 14 2021
  - Feb 14 2021-Feb 14 2022
  - Feb 14 2022-Feb 14 2023
- Average waiting time for victims of domestic abuse and violence who have requested support services commissioned by your PCC between the years below (where they are commissioned by your PCC). Please categorise the data by the types of domestic abuse and violence support services your PCC commissions (e.g. counselling).
  - Feb 14 2020-Feb 14 2021
  - Feb 14 2021-Feb 14 2022
  - Feb 14 2022-Feb 14 2023

Your request for information has now been considered and is attached to this letter as an excel file.

The Police and Crime Commissioners Office provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Data Protection Officer at the above address or emailed to [OPCC@leics.police.uk](mailto:OPCC@leics.police.uk). If you decide to request such a review and having followed the Police and Crime Commissioner's full process

you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely,

**The Office of the Police and Crime Commissioner**

In complying with our statutory duty under sections 1 and 11 of the Freedom of Information Act 2000 to release the enclosed information will not breach the Copyright, Designs and Patents Act 1988. However, the rights of the copyright owner of the enclosed information will continue to be protected by law.

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**Domestic Abuse or Sexual Violence - Average Waiting Times**

| Service Name   | DA or SV | Type of Service                         | Type of Contract      | Contract Start Date | Contract End Date | Status  | Contact for Data                                      | Average Waiting Times (Days) |                     |                     | Notes  |
|--|----------|---|-----------------------|---------------------|-------------------|---------|---|------------------------------|---------------------|---------------------|--|
|  |          |   |                       |                     |                   |         |   | Apr 2020 - Mar 2021          | Apr 2021 - Mar 2022 | Apr 2022 - Mar 2023 |  |
| Sexual Violence and Abuse Service, Freeva                        | SV       | Advice, information & support           | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | OPCC  |                              |                     | 26                  | Part of LLR DASV Service System - OPCC contract  |
| Helpline and Engagement Service, Freeva                          | DA/SV    | Helpline and Support Service            | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | OPCC  |                              |                     | 17                  | Part of LLR DASV Service System- OPCC contract   |
| City DA Accomodation Related Support Services Contract           | DA       | Refuge                                  | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | Leicester City Council                                |                              |                     |                     | Part of LLR DASV Service System - City Council contract  |
| County DA Accomodation Related Support Services Contract         | DA       | Refuge                                  | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | Leicestershire County Council                         |                              |                     |                     | Part of LLR DASV Service System - County Council contract  |
| DA Locality Services City Contract                               | DA       | Practical and Emotional Support         | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | Leicester City Council                                |                              |                     |                     | Part of LLR DASV Service System - City Council contract  |
| DA Locality Services County Contract                             | DA       | Practical and Emotional Support         | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | Leicestershire County Council                         |                              |                     |                     | Part of LLR DASV Service System - County Council contract  |
| DA Locality Services Rutland Contract                            | DA       | Practical and Emotional Support         | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | Rutland County Council                                |                              |                     |                     | Part of LLR DASV Service System - Rutland Council contract   |
| Domestic Abuse Children, Young People and Families City Contract | DA       | Practical and Emotional Support         | Commissioned Service  | 01/04/2022          | 31/03/2025        | Current | Leicester City Council                                |                              |                     |                     | Part of LLR DASV Service System - City Council contract  |
| Victim First, Catch 22 Limited                                   | DA       | Helpline and Support Service            | Commissioned Service  | 01/08/2018          | 31/12/2023        | Current | OPCC  | 0                            | 0                   | 4                   |  |
| Target Hardening, 24-7 Locks                                     | DA       | Target Hardening                        | Commissioned Service  | 01/08/2018          | 31/12/2023        | Current | OPCC  | 2                            | 2                   | 2                   | All victims are contacted within 2 days (work carried out within 5), emergency referrals actioned within 4 hours |
| 360 Support Service, LWA   | DA       | Proactive Outreach to repeat DV victims | Commissioned Service  | 01/04/2016          | 31/03/2020        | Expired | Living Without Abuse                                  |                              |                     |                     | Relevant data not collated, contract now expired   |
| Adult SARC, NHSE   | SV       | SARC                                    | Partnership Agreement | 01/04/2018          | 31/03/2025        | Current | SARC  | 0                            | 0                   | 0                   |  |
| Paediatric SARC, NHSE  | SV       | SARC                                    | Partnership Agreement | 01/04/2018          | 31/03/2023        | Expired | SARC  | /                            | /                   | /                   | Relevant data not held by OPCC   |
| SVDV UAVA, JCAB  | DA/SV    | DASV Service Consortium                 | Partnership Agreement | 01/12/2015          | 31/03/2022        | Expired | Leicester City Council/ Leicestershire County Council | /                            | /                   |                     | Relevant data not held by OPCC, contract now expired   |
| CHISVA, Freeva   | SV       | ISVA                                    | Commissioned Service  | 01/04/2020          | 31/03/2022        | Expired | Freeva  | /                            | /                   |                     | Relevant data not collated, contract now expired   |
| CSE nurses LPT   | SV       | CSE Nurses                              | Partnership Agreement | 09/01/2018          | 31/03/2021        | Expired | Leicestershire Partnership Trust                      | /                            |                     |                     | Relevant data not collated, contract now expired   |
| FREEVA   | DA       | Helpline and Support Service            | MOJ Grant Agreement   | 01/04/2021          | 31/03/2022        | Expired | Freeva  |                              | 3                   |                     |  |
| Leicester Rape Crisis  | SV       | Counselling                             | MOJ Grant Agreement   | 01/04/2021          | 31/03/2022        | Expired | Leicester Rape Crisis                                 |                              | 243                 |                     |  |
| Quetzal  | DA/SV    | Counselling                             | MOJ Grant Agreement   | 01/04/2021          | 31/03/2022        | Expired | Quetzal   |                              | 91                  |                     |  |
| Victim First   | DA       | Counselling                             | MOJ Grant Agreement   | 01/04/2021          | 31/03/2022        | Expired | Victim First (Catch 22)                               |                              | 0                   |                     |  |
| Women's Aid Leicestershire                                       | DA/SV    | Staffing                                | MOJ Grant Agreement   | 01/04/2021          | 31/03/2022        | Expired | Womens Aid Leicestershire                             |                              | /                   |                     | Relevant data not collated, contract now expired   |
| Zinthyia Trust   | DA/SV    | Practical and Emotional Support         | MOJ Grant Agreement   | 01/04/2021          | 31/03/2022        | Expired | Zinthyia Trust  |                              | /                   |                     | Relevant data not collated, contract now expired   |
| CYP ISVA, FREEVA (ISVA/IDVA 2021)                                | SV       | ISVA                                    | MOJ Grant Agreement   | 14/05/2021          | 31/03/2023        | Expired | Freeva  |                              | 2                   | 14                  |  |
| CYP ISVA/IDVA, Living Without Abuse (ISVA/IDVA 2021)             | DA       | IDVA                                    | MOJ Grant Agreement   | 14/05/2021          | 31/03/2023        | Expired | Living Without Abuse                                  |                              | N/A                 | 0                   | This funding provided extra staffing hours therefore data not applicable   |

|   |       |   |                     |            |            |         |                           |     |   |     |  |
|---|-------|---|---------------------|------------|------------|---------|---------------------------|-----|---|-----|--|
| IDVA, New Dawn New Day (ISVA/IDVA 2021)                       | DA    | IDVA                                    | MOJ Grant Agreement | 14/05/2021 | 31/03/2023 | Expired | New Dawn New Day          |     | 5 | 0   |  |
| IDVA Posts, Women's Aid Leicestershire (ISVA/IDVA 2021)       | DA    | IDVA                                    | MOJ Grant Agreement | 14/05/2021 | 31/03/2023 | Expired | Womens Aid Leicestershire |     | / | 6   | Hospital based IDVA (2) MARAC IDVA (5) BAME IDVA (11). Relevant data not collated for previous year  |
| Clare Walker Consultancy                                      | DA    | Caseworker                              | MOJ Grant Agreement | 23/08/2021 | 31/03/2022 | Expired | Clare Walker Consultancy  |     | 0 |     | Relevant data not collated, contract now expired   |
| FREEVA  | DA    | Caseworker                              | MOJ Grant Agreement | 23/08/2021 | 31/03/2022 | Expired | Freeva                    |     | 2 |     | Relevant data not collated, contract now expired   |
| Women's Aid Leicestershire                                    | DA    | Community Outreach                      | MOJ Grant Agreement | 23/08/2021 | 31/03/2022 | Expired | Womens Aid Leicestershire |     | / |     | Relevant data not collated, contract now expired   |
| FREEVA (Critical Support Fund ISVA/IDVA Posts)                | DA/SV | ISVA                                    | MOJ Grant Agreement | 23/08/2021 | 31/03/2023 | Current | Freeva                    |     | 3 | 17  | Relevant data not collated for previous year   |
| Catch 22 DA/SV  | DA/SV | Counselling                             | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Victim First (Catch 22)   | /   |   |     | Relevant data not collated, contract now expired   |
| FREEVA  | DA    | Practical and Emotional Support         | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Freeva                    | /   |   |     | Relevant data not collated, contract now expired   |
| Leicester Rape Crisis   | SV    | Counselling                             | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Leicester Rape Crisis     | 243 |   |     |  |
| Living Without Abuse  | DA/SV | Staffing and Clinical Supervision       | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Living Without Abuse      | 42  |   |     |  |
| Panahghar   | DA    | Refuge                                  | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Panahghar                 | 7   |   |     |  |
| Quetzal   | DA/SV | Counselling                             | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Quetzal                   | 118 |   |     |  |
| Womens Aid Leicestershire (Action)                            | DA    | Children and Families Service           | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Womens Aid Leicestershire | /   | / |     | Relevant data not collated, contract now expired   |
| Zinthiya Trust  | DA/SV | Practical and Emotional Support         | MOJ Grant Agreement | 01/07/2020 | 31/03/2021 | Expired | Zinthiya Trust            | /   | / |     | Relevant data not collated, contract now expired   |
| Project 360, Living Without Abuse                             | DA    | Proactive Outreach to repeat DV victims | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Living Without Abuse      |     |   | 0   |  |
| Pregnancy and Maternity Specialist, Living Without Abuse      | DA/SV | Specialist Support                      | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Living Without Abuse      |     |   | 0   |  |
| Community Engagement and Counselling, Leicester Rape Crisis   | SV    | Community Engagment & Counselling       | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Leicester Rape Crisis     |     |   | 210 |  |
| Domestic Violence Caseworker, Victim First                    | DA    | Caseworker                              | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Victim First (Catch 22)   |     |   | N/A | Post not yet recruited   |
| Qwell Service (Kooth), Victim First                           | DA    | Counselling                             | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Victim First (Catch 22)   |     |   | N/A | No waiting list in operation   |
| Specialist Criminal Justice IDVA, New Dawn New Day            | DA    | IDVA                                    | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | New Dawn New Day          |     |   | 0   |  |
| Empowerment Programme, Women's Aid Leicestershire             | DA    | Victims Programme                       | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Womens Aid Leicestershire |     |   | 0   | Groups yet to commence   |
| Administrative Support, Women's Aid Leicestershire            | DA    | Adminstrative Support                   | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Womens Aid Leicestershire |     |   | N/A | Administrative post, therefore not applicable  |
| Full Time Male DV Advice Worker, Hope CIC                     | DA    | Advice                                  | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Hope CIC                  |     |   | 0   |  |
| Sessional Counsellors, Quetzal                                | DA/SV | Counselling                             | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Quetzal                   |     |   | 324 |  |
| IDVA Project 360, Living Without Abuse                        | DA    | IDVA                                    | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Living Without Abuse      |     |   | 0   |  |
| IDVA Specialist Domestic Violence Court Lead, Freeva          | DA    | IDVA                                    | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Freeva                    |     |   | 1   |  |
| IDVA MARAC Lead, Freeva                                       | DA    | IDVA                                    | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Freeva                    |     |   | 1   |  |
| IDVA, Freeva  | DA    | IDVA                                    | MOJ Grant Agreement | 01/09/2022 | 31/03/2025 | Current | Freeva                    |     |   | 1   |  |
| Healing Together Programme Facilitators, Innovating Minds CIC | DA    | Training for Practitioners              | MOJ Grant Agreement | 01/09/2022 | 31/03/2023 | Expired | Innovating Minds CIC      |     |   | N/A | Innovating Minds were funded to upskill frontline practitioners working with Children & Young People impacted by Domestic Abuse. They did not take direct referrals. |
| Living Without Abuse  | DA/SV | Caseworkers                             | MOJ Grant Agreement | 01/04/2021 | 31/03/2022 | Expired | Living Without Abuse      |     | / |     | Relevant data not collated, contract now expired   |

|  |       |                                 |                     |            |            |         |                      |    |   |     |  |
|--|-------|---------------------------------|---------------------|------------|------------|---------|----------------------|----|---|-----|--|
| FREEVA ISVA Funding (2020 round)                         | SV    | ISVA                            | MOJ Grant Agreement | 01/09/2020 | 31/03/2022 | Expired | Freeva               | 34 | / |     | Relevant data not collated, contract now expired |
| FREEVA ISVA Funding (2020 round)                         | SV    | ISVA                            | MOJ Grant Agreement | 01/04/2022 | 31/03/2025 | Current | Freeva               |    |   | 1   |  |
| Domestic Abuse Befriending Service, Living Without Abuse | DA    | Peer Support Group              | CSF Grant Agreement | 01/07/2022 | 30/06/2023 | Current | Living Without Abuse |    |   | N/A | Not applicable, formal referrals not taken       |
| Peer Support Group, Quetzal                              | DA/SV | Peer Support Group              | CSF Grant Agreement | 01/07/2022 | 30/06/2023 | Current | Quetzal              |    |   | N/A | Data not collated or applicable                  |
| We Matter, HHH   | DA    | Signposting and general support | CSF Grant Agreement | 01/07/2022 | 30/06/2023 | Current |                      |    |   | N/A | Data not collated or applicable                  |