

Reply to: Leah Smith

Tel No: 01953 423506

22 May 2023

Dear Member of public,

Freedom of Information Request FOI/OPCCN/221

I am writing in connection with your email dated 25 April 2023, in which you requested the following information:

“This is a request for information under the Freedom of Information Act 2000.

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**

If this support is commissioned by your local authority, please provide a list of relevant local authorities who would have this information.

Please could you also provide a list of charities or organisations that you commission to carry out these services or direct me as to where I could find one.”

I have reviewed our records and can advise the following:

Question 1. No dedicated sexual abuse or violence services are commissioned by the OPCCN. However, Norfolk and Suffolk Victim Care Service are commissioned by Norfolk and Suffolk PCC offices. This is a generic Victims referral and assessment service which would include sexual offences and rape. There has been no waiting list for the years requested.

Question 2. Leeway Domestic Abuse and Violence Services have been commissioned by the OPCCN. The high-risk Independent Domestic Violence Advisor (IDVA) support has had no waiting list for the duration of this commissioned service. For medium risk IDVA support the waiting time for 2021/22 was three weeks, however this was reduced to no waiting list from October 2022 onwards.

Another previously commissioned service is Spurgeons/Safe Lives who provided standard and medium risk support. During 2020/21 the waiting time was four weeks. The service started to de-commission the 30th September 2021 and ended December 2021 when the average waiting time was up to eight weeks.

For further information regarding our **Grants**, please refer to the Office of the Police and Crime Commissioner Website and 'Decisions' section. To help you, please use the following link [Office of the Police and Crime Commissioner for Norfolk \(norfolk-pcc.gov.uk\)](https://norfolk-pcc.gov.uk)

Yours sincerely

L. Smith

Leah Smith
Complaints and Compliance Manager and FOI Decision Maker
Office of the Police and Crime Commissioner for Norfolk

Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write within 40 days of the date of the response to:

Mark Stokes
Chief Executive
Office of the Police and Crime Commissioner for Norfolk
Building 7
Falconers Chase
Wymondham
Norfolk
NR18 0WW

Telephone: 01953 424455

Email: opccn@norfolk.police.uk

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at www.ico.org.uk