

Reference: FOI-866

**Request:**

Please could you provide the following data:

1. Average waiting time for victims of domestic abuse and violence who have requested support services commissioned by your council between the years below.

Please categorise the data by the types of domestic abuse and violence support services your council commissions (e.g. refuges, counselling).

- a. Feb 14 2020-Feb 14 2021
  - b. Feb 14 2021-Feb 14 2022
  - c. Feb 14 2022-Feb 14 2023
2. Please also provide a list of charities or organisations currently commissioned by your council.

I would like to receive the information in an electronic excel spreadsheet.

**Response:**

The information requested is held by the Authority in the period 1<sup>st</sup> April – 31<sup>st</sup> March, therefore has been provided in these time periods rather than February – February.

1. a. 1 April 2020 – 31 March 2021
  - Refuge and Independent Domestic Abuse Advisers (IDVA) services: Do not operate waiting lists.
  - Outreach: Average waiting time of a case being allocated to a worker was one to two weeks

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY



Reference: FOI-866

- Children's Counselling (Domestic Abuse): During this year all face-to-face services were paused for 5 months due to Covid restrictions therefore at the end March 2021 waiting times was approx. 9-12 months

b. 1 April 2021 – 31 March 2022

- Refuge and IDVA services: Do not operate waiting lists.
- Outreach: The average number of days clients were waiting for ongoing one to one support following assessment fluctuated quarter by quarter, but the overall average across the year was 26 days.
- Children's Counselling (Domestic Abuse): As of 31st March 2022, waiting times were an average of 3-6 months.

c. 1 April 2021 – 31 March 2022

- Refuge and IDVA services: Do not operate waiting lists.
- Outreach: The Authority does not yet have end of year data. The average waiting time for cases to be allocated in Q3 is approximately 7 days.
- Children's Counselling (Domestic Abuse): of 31st March 2023 waiting times were an average of 6 months.
- Adult Counselling (from 1st April 2022): The Authority does not yet have the end of year data. The waiting time for a case to be allocated for Q3 is approximately 8-10 weeks.

2. Harbour Support Services  
Acorns North Tyneside

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY