

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

For the period asked no services supporting victims of Domestic Abuse have operated a waiting list.

Community Domestic Abuse Support - Wigan Borough Domestic Abuse Service contractually contact victims within 72 hrs of a contact being received.

IDVA Team - Wigan Council IDVA Team on average contact a case within 48 hrs of the referral being seen.

Refuge (Your Housing) – Due to the urgent nature of refuge we do not operate a waiting list.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (SI 2004/3244) set out the rules in relation to the cost limit (otherwise called the “appropriate limit”). These Regulations are published by the Office of Public Sector Information (OPSI) and are viewable on their web site from this link: http://www.opsi.gov.uk/si/si2004/uksi_20043244_en.pdf

To gather the information requested would involve entering each case file individually to obtain the exact waiting time. This could involve going into thousands of records individually which would far exceed the allotted time scale of 18 hours and far exceed the allotted expense of doing so.

- 2) Please also provide a list of charities or organisations currently commissioned by your council.

- DIAS DVC
- Your Housing

There will be other charities and organisations in the borough that support this work but are not directly commissioned by the Council.