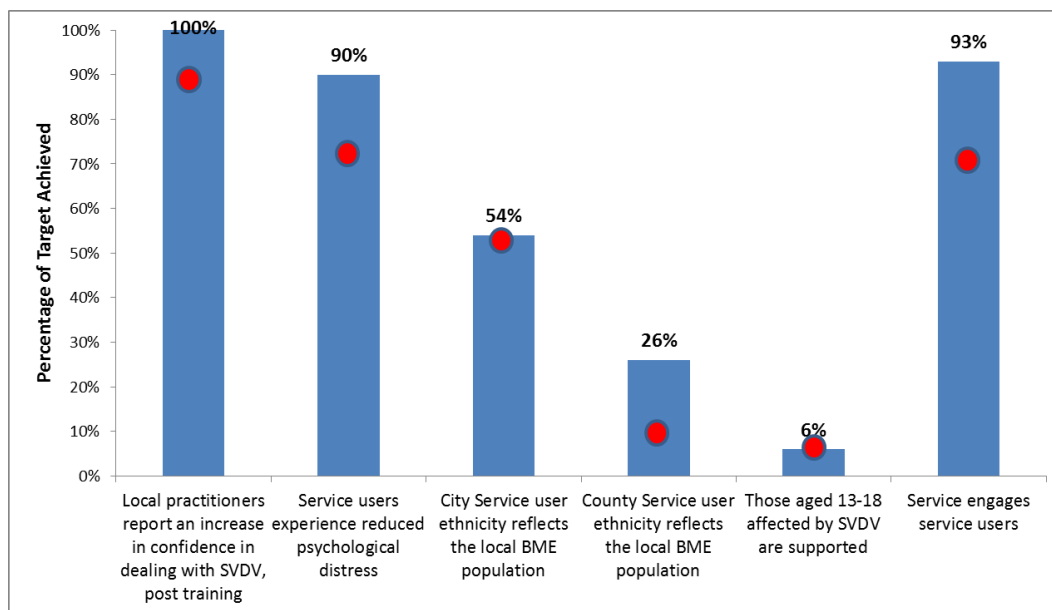


Leicestershire and District Overview of UAVA Performance Data Quarter 1 2018-19**Outcomes and achievements in Q1 2018/19:** (Chart 1)

- UAVA is already meeting outcomes targets set for 2018/19
- There has been a good improvement against BME reach for Leicestershire. County Service user ethnicity now reflects the 12% local BME population
- Engagement rates are showing great success this quarter –with 93% engagement (target is 70%)
- 87% of local practitioners attending UAVA training report an increase in confidence in dealing with SVDV
- UAVA Helpline has been awarded Helpline Accreditation by Helpline Partnerships -a nationally recognised quality standard which defines and accredits best practice in helpline work. To learn more about the standards which agencies must meet to achieve this, visit: <https://helplines.org/services/quality-standard/>



**Helpline
in Q1
2018/19:
(Chart**

2&3)

- Leicestershire saw an upward trend to calls to the Helpline
- There is positive progress in increasing the number of calls answered compared with previous quarters. This follows the introduction of new structure, guidance & procedures
- On average 750 calls were made to the helpline each quarter from the County
- The majority of calls were from the areas of Charnwood and NWL
- Districts underreporting, based on their populations, include Blaby (15), Melton (15) and O&W (15) for every 10,000 adult females

- Referrals show a decrease compared with last quarter – though provider has flagged issues with system data extraction

Chart 2

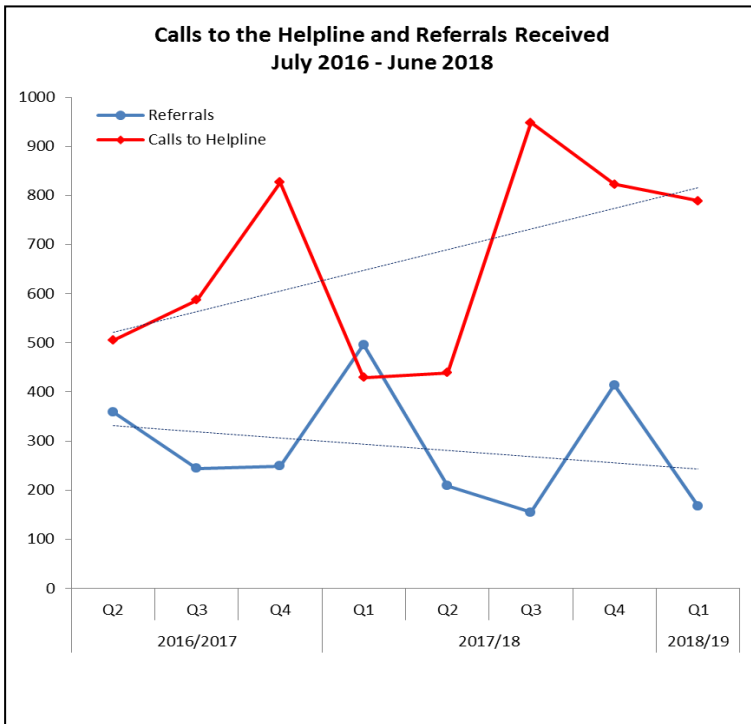
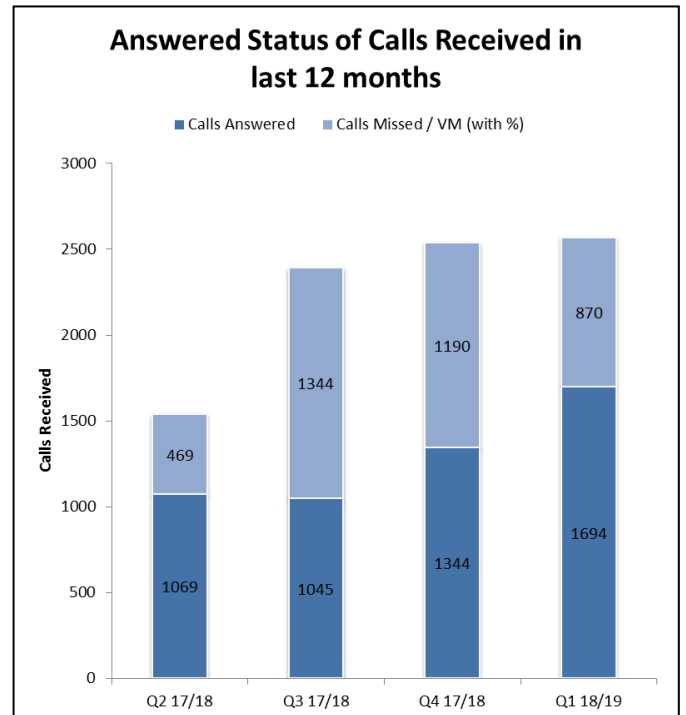
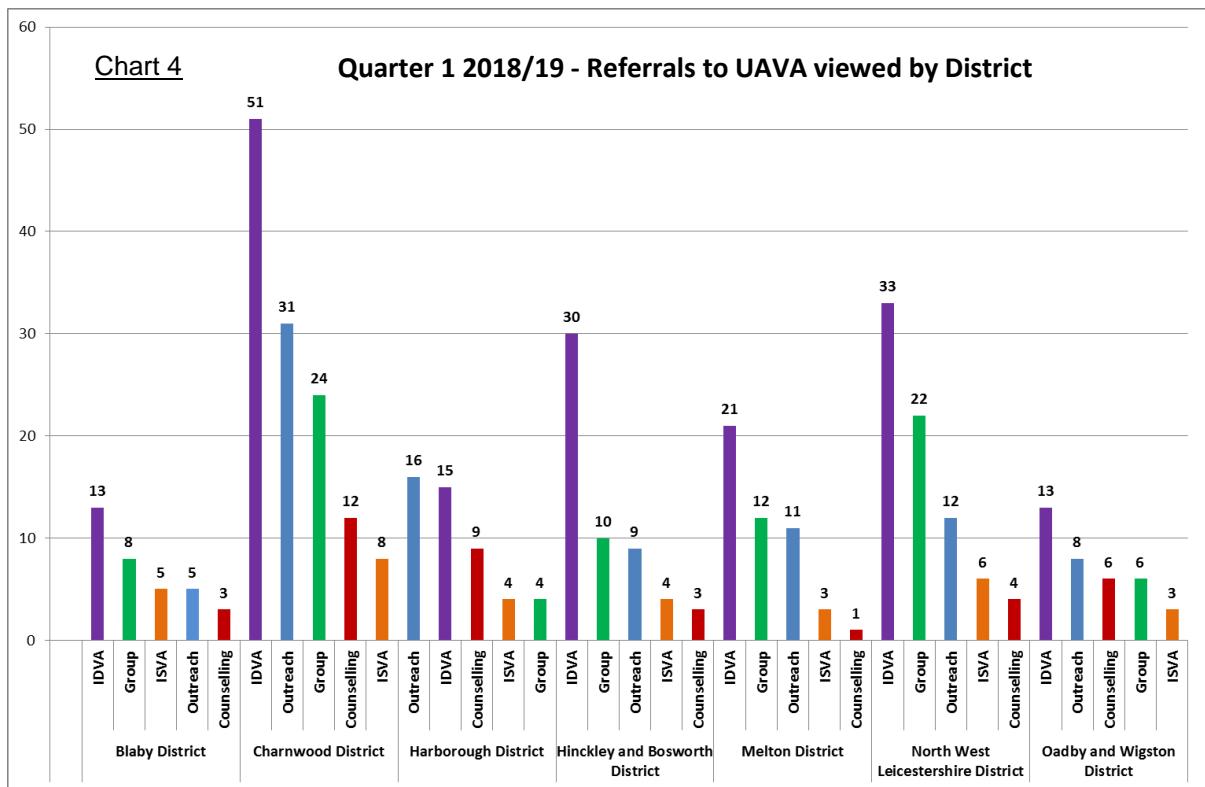


Chart 3



Referrals to UAVA from Districts: in Q1 2018/19 (Chart 4)

- Chart 4 shows referrals to services within the quarter by District – it shows all areas are accessing all main service elements.
- Independent domestic violence advocate (IDVA) referrals are higher for each district with outreach being slightly higher for Harborough.
- The majority of referrals across all districts are for IDVA, group work and outreach.



Repeat referrals in Q1 2018/19: (Chart 5&6)

- UAVA advise that repeats remain in-line with those anticipated
- The Oadby & Wigston and Melton have higher rates for repeats for every 10,000 female adults
- Blaby has the highest number of repeat referrals over the last 12 months, accounting for 45% of all referrals

Chart 5

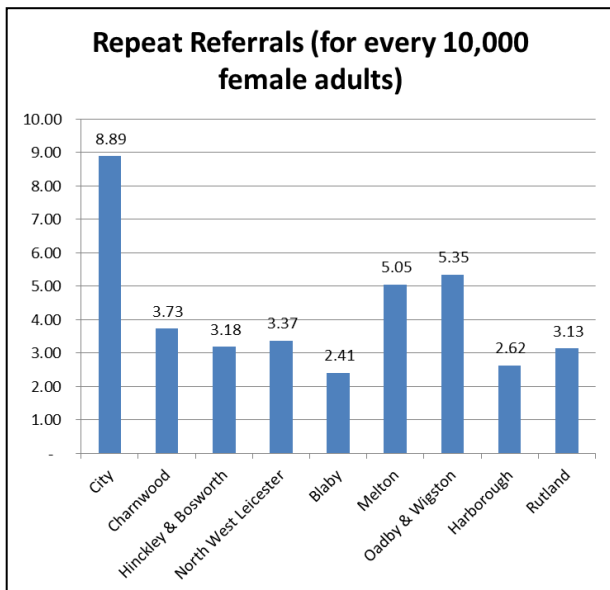
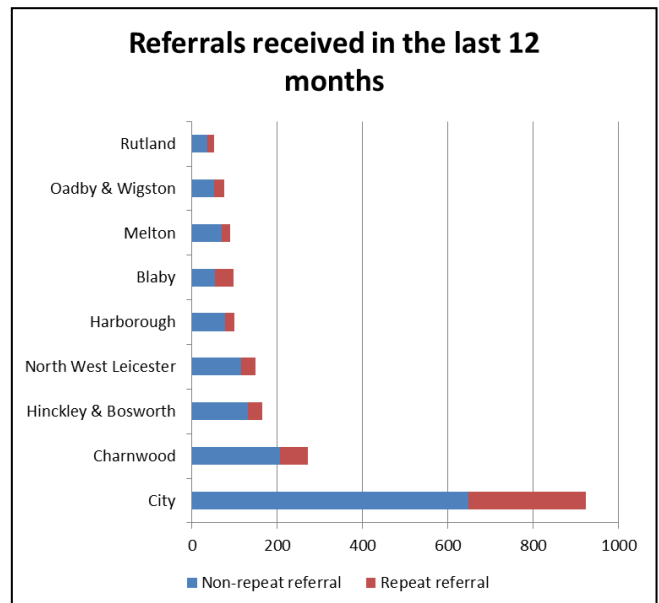


Chart 6



LLR wide waiting lists in Q1 2018/19: (Chart 7)

- Counselling – high number of referrals made this quarter – waiting times remain high for counselling. This is being closely monitored through the Improvement Board.
- IDVA service receiving a high level of referrals, resulting in high caseloads.
- The independent sexual violence advocate (ISVA) waiting list is continuing to increase.
- Outreach – the waiting list is being well managed - everyone waiting has a support plan in place and simple, practical needs are being met (housing letters, solicitors appointments) (see chart 8 & 9).
- Group – the waiting list is down from the previous quarter – the waiting list is likely to increase for the next quarter as there are no groups over the summer other than the rolling Freedom Programme (see chart 8 & 9).

Chart 7

Service Type	Numbers Waiting	Total Days Waiting	Average Wait (days)	Longest Time Waiting	UAVA Pathway (wait)
DV Counselling	57	3472	61	190	35 days
SV Counselling	65	8117	123	530	35 days
IDVA	12	972	88	194	1-2 days
ISVA	33	1503	46	206	28-42 days 56-70 days
Outreach	55	1506	27	131	28-42 days
Group	175	13660	78	492	7-42 days 56+ days

Waiting Lists – Leicestershire and District View: (Chart 8, 9 and 10)

- The County as a whole has a waiting list of 181, however ‘waiting list against cases opened’ shows that demand is being met effectively (**see Chart 9 & 10 overleaf**).
- **Chart 8** show Groups and Counselling account for the majority of the wait times across all Districts/Boroughs.
- Wait times presented by District/Borough in **Chart 8** show Charnwood as having the highest wait times (4397 days) and Blaby with the lowest (765 days)

- **Chart 8** shows Harborough has the longest wait times for IDVA (150 days).

Chart 8 **Waiting List presented in days – Leicestershire and District View: Q1 2018-19**

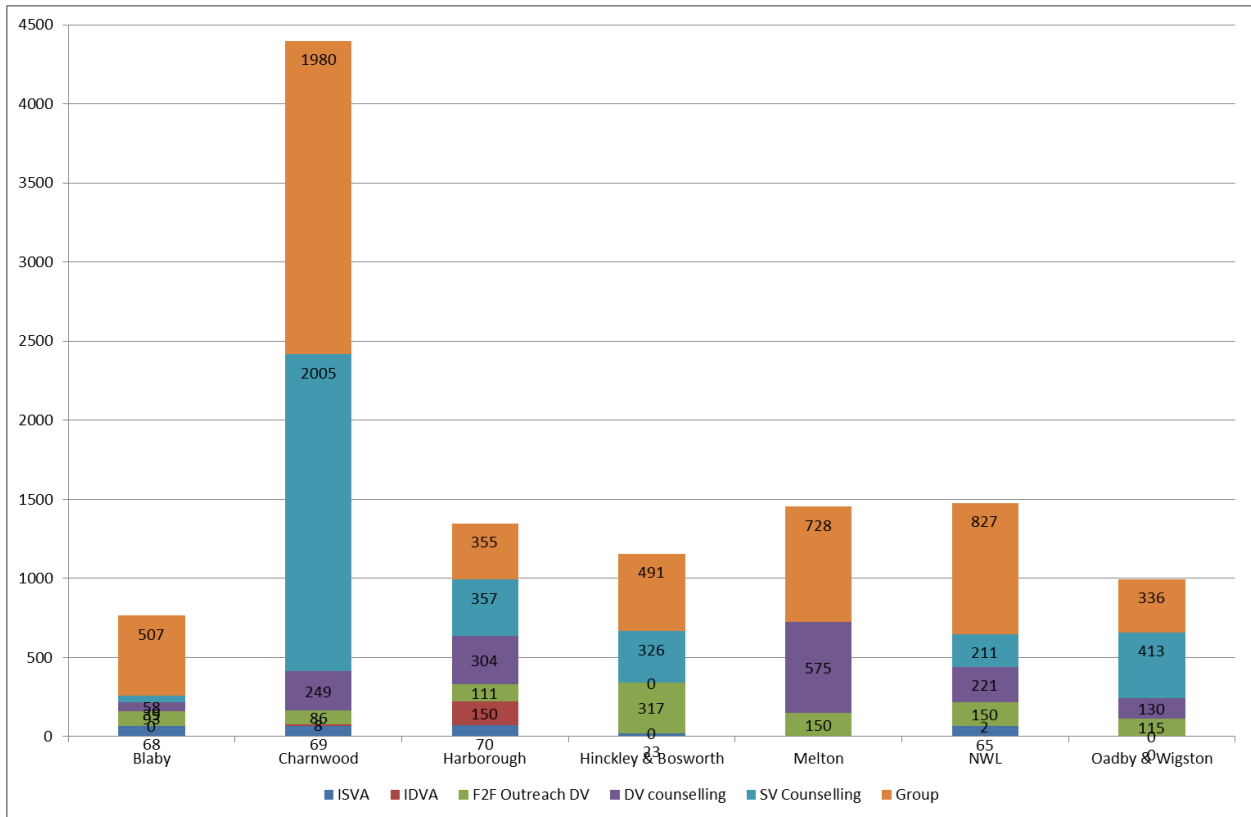


Chart 9

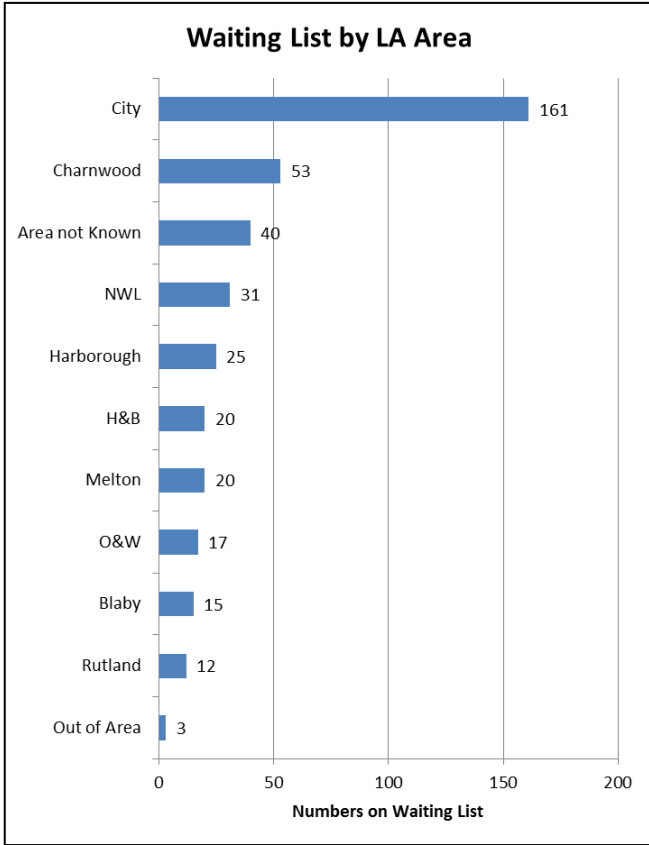


Chart 10

