



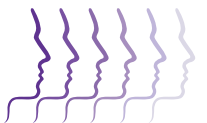
domestic abuse

Partnership Strategic Assessment 2009

Evidence for a Safer Leicestershire

Leicestershire Safer
Communities Strategy
Board

Making Leicestershire Safer



Reader Information

Document Title	Domestic Abuse Partnership Strategic Assessment 2009	Document Description	The document presents current information about reported domestic abuse incidents and service provision reported across Leicestershire	
Document Context	<p>This report forms part of a suite of reports which constitute the Partnership Strategic Assessment 2009 for the county of Leicestershire.</p> <p>The full Partnership Strategic Assessment Evidence Base 2009 is made up of seven theme based reports</p> <ul style="list-style-type: none"> • Crime & Disorder • Domestic Abuse • Hate Incidents • Offender Management • Victimisation • Drugs and Alcohol • Community Safety Perceptions <p>And a place based report</p> <ul style="list-style-type: none"> • Places Summary <p>This place based report summarises</p> <ul style="list-style-type: none"> • community safety issues in the Community Forums of Leicestershire • community safety issues in the Town Centres of Leicestershire • Community safety issues in the Priority Neighbourhoods of Leicestershire <p>Findings from these reports are summarised for the County and each District</p>	Author	Research and Information Team Leicestershire County Council	
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Executive Summary

This report which is part of Leicestershire's Partnership Strategic Assessment 2009, sets out national and local domestic abuse data, providing information about the prevalence of, and strategic response toward, domestic abuse in Leicestershire.

There were 6,980 domestic abuse incidents reported last year in Leicestershire, which was an increase of 10% compared to the previous year. In 2008/09 the Local Area Agreement (LAA) target to increase reporting of domestic abuse incidents was achieved. Local targets have now been adopted to continue this increase. In spite of these achievements, domestic abuse remains an extremely under-reported crime. The Home Office estimates that only 40% of domestic abuse incidents are reported.

Within LAA 2 it is a priority within Leicestershire to reduce the number of recorded assault with less serious injury offences, of which domestic abuse accounts for one-third. It is recommended that domestic abuse partnerships are engaged in work toward this reduction target, since a third of all assault with less serious injury offences relate to domestic incidents.

Domestic abuse cannot be tackled in isolation. All local achievements in the field of domestic abuse have been made possible by partnership working. This includes police, local councils, domestic abuse support providers as well as a whole range of organisations and individuals who make it their business to support victims of domestic abuse. In moving forward public confidence to seek support for domestic abuse, we must now ensure that sufficient and appropriate services are in place to meet that demand.

As a result of the funding provided through LAA 1, domestic abuse support provision has increased considerably across the County.

Leicestershire County Council funds a range of support measures including an outreach service in each district, which provided support for 588 victims in 2008/09, and a domestic violence helpline which covers the whole of the County, receiving 108 county calls in 2008/09.

In addition to this we have continued to develop the coordinated community response model. This model aims to provide a seamless service to high risk victims of domestic abuse, across all agencies, and to engage the Criminal Justice System and wider community.

Domestic abuse impacts upon every aspect of a victim's life. Currently, there are very few services available for children and young people. However, half of the 588 victims supported through the outreach service had children (53%). The report outlines the work currently being done to break the cycle of domestic abuse, and highlights future strategic objectives to better support children and young people and provide consistent modelling for healthy relationships.

The key challenges facing domestic abuse support services in Leicestershire include insufficient service capacity and the uncertainty of future funding to maintain the existing levels of provision.

It is essential that all partnership agencies continue to prioritise domestic abuse services and maintain the strategic significance of domestic abuse to ensure future developments in service provision. Recommendations within this report include securing financial support for IDVA services. The IDVA service is an integral part of the coordinated community response. Outcomes for high risk victims would be severely impacted without the support of this service.

I Introduction

Working in Partnership, agencies within Leicestershire have a collective responsibility to reduce the harm caused by domestic abuse.

One of the key outcomes within the Leicestershire Sustainable Community Strategy 2008 is to ensure that people feel (and are) safe from violence (Outcome 3.1).

Domestic Abuse is also one of the seven Safer Communities priorities for Leicestershire set out in the Leicestershire Safer Communities Agreement which draws together the community safety priorities across Leicestershire from the Sustainable Communities Strategy, the second Local Area Agreement, and District & Borough Community Safety Partnerships. The agreement is made between all CSPs and relevant partners.

This report is part of the Leicestershire Partnership Strategic Assessment 2009. The purpose of this report is to provide a strategic overview of the prevalence of domestic abuse across the Leicestershire, providing an insight into the number of incidents reported to the police and the capacity and usage of domestic violence support services across the county.

I.1 What is Domestic Abuse?

Domestic abuse is defined as:

“any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender and sexuality”

Home Office November 2005

The definition of domestic abuse for the purpose of the Leicestershire Multi Agency Domestic Abuse Strategy is wider in its consideration of age and relationship and reflects the definition adopted by the Leicester Domestic Violence Forum Partnership:

“domestic abuse involves the misuse of power and is based on a range of control mechanisms, which include: physical, sexual, psychological, social or economic abuse or neglect of an individual by a partner, ex-partner, carer or one or more family member, in an existing or previous domestic relationship. This is regardless of age, gender, sexual orientation, religious, cultural or political beliefs, ethnicity, disability, HIV status, class or location”

The inclusion of family members in the definition recognises issues of major concern to black and minority ethnic (BME) communities such as Forced Marriage, so-called ‘Honour Crimes’ and Female Genital Mutilation (FGM).

It also recognises the experiences of disabled people and their carers and people from the lesbian, gay, bisexual and transgender community who may be abused by family members because of their sexuality or gender identity. Survivors from marginalised groups are likely to have less positive experiences of seeking help and less success in protecting themselves and their children from domestic violence.

Compared with men, women are more likely to experience domestic abuse at some point in their lives, suffer higher rates of repeat victimisation, are more likely to be seriously injured and seek medical help and are more likely to experience threats and to be frightened. However, the definition adopted recognises that men are abused by their women partners and that domestic violence can affect lesbian, gay, bisexual and transgender communities. It is also acknowledged that domestic abuse is perpetrated by extended family members, to parents by their children and that young people are subjected to relationship abuse in their teenage years.

1.2 Terminology

Domestic Violence OR Domestic Abuse?

In this report, the terms Domestic Abuse and Domestic Violence are used interchangeably.

There is much debate around whether the term violence should be used as it argued that it limits the understanding and doesn't acknowledge the experiences of sexual, psychological, emotional or economic abuse. Many victims may not recognise that they are subject to an abuse if they believe that abuse simply relates to acts of physical violence. It can be argued that early intervention is more effective where victims are enabled to recognise domestic abuse in their own relationships and in those of others.

1.3 National Evidence

The following statistics provide a national context to the extent and seriousness of domestic abuse.

- Domestic violence accounts for 15% of all violent incidents.
- One in four women and one in six men will be a victim of domestic violence in their lifetime with women at greater risk of repeat victimisation and serious injury.
- 89% of those suffering four or more incidents are women.
- One incident of domestic violence is reported to the police every minute.
- On average, two women a week are killed by a current or former male partner.

Source: <http://www.crimereduction.homeoffice.gov.uk/dv/dv01.htm>

- The total cost of domestic violence to services (the criminal justice system, health, social services, housing and civil legal) amounts to £3.1 billion per year, while the loss to the economy is £2.7 billion per year in England and Wales. 'An additional element is the human and emotional cost. Domestic violence leads to pain and suffering that is not counted in the cost of services. This amounts to over £17 billion a year. Including all costs, the total cost of domestic violence for the state, employers and victims is estimated at around £23 billion [per year]'.

Source: Walby, S. (2004) **The cost of domestic violence (PDF)**. London: DTI, Women and Equality Unit.

- There is "a strong overlap between physical, sexual and emotional abuse of children and domestic violence, and high proportions of those experiencing abuse from parents also experienced frequent violence between carers. The findings demonstrate the importance of identifying and addressing domestic violence as a predictor of child maltreatment."

Source: Cawson, P. (2002) **Child maltreatment in the family: the experience of a national sample of young people**. London: NSPCC. p.78.

2 Reporting Performance

This section of the report provides an overview of the performance framework for domestic abuse.

2.1 Local Area Agreement I (LAA I) 2006-09

Within the first Local Area Agreement for Leicestershire two domestic abuse stretch targets were agreed. These two targets were:

- To increase the total number of reported domestic violence incidents by March 2009

Target was achieved

The projected year 3 target was 6,187 reported incidents (which was an increase of approximately 5% on the baseline of 5,887). From April 2008 to March 2009 7,069 incidents were recorded, which was 887 incidents above the 100% target.

- To reduce by 20% the percentage of domestic violence offences committed by repeat offenders by March 2009

Target was not achieved

The cumulative total percentage of domestic violence offences committed by repeat offenders from April 2008 to March 2009 was 29.6% which exceeded the 100% reward target of 20% and the 60% reward target of 24%.

The LAAI target for domestic abuse was managed by the multi-agency LAA Domestic Violence Delivery Group which introduced a number of initiatives and/or agreed to support LAA funding to address performance of this target. These include:

Outreach services were expanded considerably during the first year of the LAA, using LAA funding, which led to coverage across the whole county through district councils, Women's Aid Leicestershire Limited and Loughborough Women's Aid. The level of outreach service has now been sustained by mainstream funding from 2009 by the County Council.

IDAP – Perpetrator Programme: Leicestershire Probation facilitates the court mandated perpetrator programme for individuals who have been convicted of crimes of domestic violence. Women's safety work is completed in conjunction with the programme which plays a vital role in the success of cases through IDAP. LAA funding provided a Saturday IDAP which proved to be very successful.

The **Loving without abuse guide** was developed by the County Council in partnership with other agencies which provides self-help information for individuals who recognise their behaviour as abusive and are looking to take a first step in making changes to their behaviour.

Research by Teeside University with recommendations on increasing domestic violence reporting rates in Leicestershire Awareness Campaigns have been run at more frequent intervals raising awareness of domestic violence and the services available.

MARACs / IDVA/ SDVC: During the period of the LAA considerable work has taken place to progress the co-ordinated community response model for domestic violence which includes the three work streams of Multi Agency Risk Conferences (MARAC), Specialist Domestic Violence Courts (SDVC) and Independent Domestic Violence Advisors (IDVA) and LAA funding was used to support the introduction of aspects of the co-ordinated community response.

Questionnaire survey with victims on reasons why they did/did not report incidents to the police

Considerable progress has been made to extend and develop domestic abuse services over the last three years and efforts have been made to mainstream funding where possible. However, there remains a lot more to achieve to sustain key services, such as IDVAs, within Leicestershire, which will now be addressed through the new structure of the Domestic Abuse Strategic Board.

2.2 Police Performance Data

Performance monitoring is reliant on an accurate, robust and consistent process of collecting and disseminating data. When agreeing the LAA 1 target for domestic abuse reporting, it was agreed that only police data would be used because it was robust, reliable and easily auditable. Data from other agencies is not currently used for the performance management of domestic abuse in Leicestershire.

Data to inform LAA 1 targets was provided by the Core Performance Team based at Leicestershire Constabulary. Leicestershire Constabulary's Crime Information System (CIS) collates details about reported incidents and offences. This is a 'live' system which means that details of a particular offence/incident may be subject to change as they are finalised. Incidents may be initially recorded under a specific crime category but change as additional information becomes available.

Snap-Shot Data

The nature of the 'live' data pose a problem when collating performance management information. Baselines and targets are set using a 'snap shot' of CIS. This means that if a set of offences is extracted again at a later date the resulting set of offences is likely to differ from the original 'snap-shot'.

For domestic abuse incidents it is appropriate to use a 'snap shot' of the system. A high proportion of domestic abuse incidents are likely to be reported some time after the incident has taken place. Taking regular 'snap-shots' from the 'live' system ensures that those incidents that are reported days, weeks, months or even years after they initially took place are captured and counted within the performance monitoring.

One disadvantage of using a 'snap shot' of the live CIS system is the potential difficulty of retrospectively auditing the data.

Crimsec Data

Each month Leicestershire Constabulary submit a statutory return of recorded offences to the Home Office, known as the Crimsec return. This return is made monthly and contains cumulative offence counts by crime category for the current financial year. The Crimsec return can be viewed as an 'official snap-shot' of CIS. A file containing each individual crime record for the offence included on the Crimsec return are provided to the Research and Information team based at Leicestershire County Council. This data is used for the performance monitoring of several community safety national indicators, including NI 20, the rate of assault with less serious injury.

It has been agreed, between relevant organisations, that in future the Crimsec data should be used for the performance monitoring of domestic abuse incidents. The information is cumulative, so incidents reported some time after they occurred are captured up to the end of the financial year. This data is easily auditable and will enable the performance management of domestic abuse to be an integral and consistent part of the complete community safety performance framework.

Recommendation

It is recommended that an action plan is developed which implements mechanisms to capture both police and other agency data. The data harmonization group, predominantly attended by City agencies at present, could be a logical place to progress this development.

Recommendation

To develop a multi-agency performance monitoring dashboard to provide regular domestic abuse performance management information to the Strategy Board, Community Safety Partnerships and Domestic Abuse Forums

2.3 Local Area Agreement 2 (LAA 2) 2009-12

Within LAA 2 there is reduction target set for assault with less serious injury offences. Evidence presented within Section 3 (next page) of this report highlights the significance of incorporating domestic abuse into this aspect of LAA 2. This includes NI 20 (assault with less serious injury) and NI 15 (serious violent crime)

- Domestic abuse accounts for one third of all assault with less serious injury offences in Leicestershire.
- Domestic abuse accounts for one in five serious violent crimes in Leicestershire

2.4 Local Domestic Abuse Targets

The following local targets are currently being developed:

Increase domestic abuse reporting by 5% from the baseline year of 2008/09 to the end of 2011/12

Domestic abuse is widely recognised as an extremely under-reported crime. The British Crime Survey 2009 estimates that only 40% of domestic violence is actually reported. There is a need to maintain the momentum and focus achieved by the previous LAA target on increased reporting and therefore it would be beneficial to keep this as a target, utilising a baseline established from last financial year.

Continuance of this target would encourage agencies to continue efforts to ensure more victims report what is happening and seek help.

Repeat Victimisation at Multi Agency Risk Assessment Conferences (MARAC): NI 32

The MARAC process forms a vital part of the Coordinated Community Response model which has been rolled out across Leicester and Leicestershire.

NI 32 is one of the domestic abuse measures included in the national indicator set for LAA 2. Leicester City Council have adopted this target within their LAA 2. Having NI 32 as a local target in Leicestershire would further strengthen joint work across the region, particularly on MARAC. Adopting this target would also help to embed the MARAC process across Leicestershire. A baseline figure for repeat victimisation at MARAC is currently being defined.

Successful outcomes at the Specialist Domestic Violence Court (SDVC)

The SDVC at Loughborough forms an integral part of the Coordinated Community Response Model. The SDVC accreditation requires the collection of outcomes data for Loughborough SDVC. Monitoring successful outcomes through the SDVC will enable the Board to measure the success of the court and potentially strengthen the argument for roll out of SDVC across the County. A report is currently being produced, which will aim to define how best to measure successful outcomes at SDVC. This will enable the county to work with SDVC to set a baseline and monitor progress in the future.

3 Reporting of domestic abuse

The national British Crime Survey (BCS) estimates that approximately 40% of domestic abuse incidents are reported to the police. In 2008/09 a total of 6,980 incidents were reported to Leicestershire Constabulary. Based on the BCS a more realistic number of domestic incidents occurring within Leicestershire in 2008/09 is in excess of 17,000 incidents.

Details of reported domestic abuse incidents are collated by a number of agencies. The recording of this information is not uniform across organisations so it is currently difficult to establish a holistic local picture of domestic abuse incidents in Leicestershire. This section of the report aims to present information from the key front line agencies dealing with domestic abuse incidents and clients across Leicestershire. This includes incidents reported to the Police, clients using outreach services, the domestic violence helpline and the caseload of the Independent Domestic Violence Advisors (IDVAs). It may not include information from all organisations but aims to build upon the information presented in the 2008 Partnership Strategic Assessment.

3.1 Trends in domestic abuse reported to the Police

This section looks at the trends in reported domestic abuse incidents reported to the police during the past six years. It shows the trend for each of the seven districts compared to the overall trend for Leicestershire. It also provides a profile of incidents in 2008/09 reported within each week. This serves to highlight any seasonality of reporting volumes and the impact of specific awareness campaigns on levels of reporting.

Chart 3.1: Trend in reporting of domestic abuse incidents reported in Leicestershire between 2003/04 and 2008/09

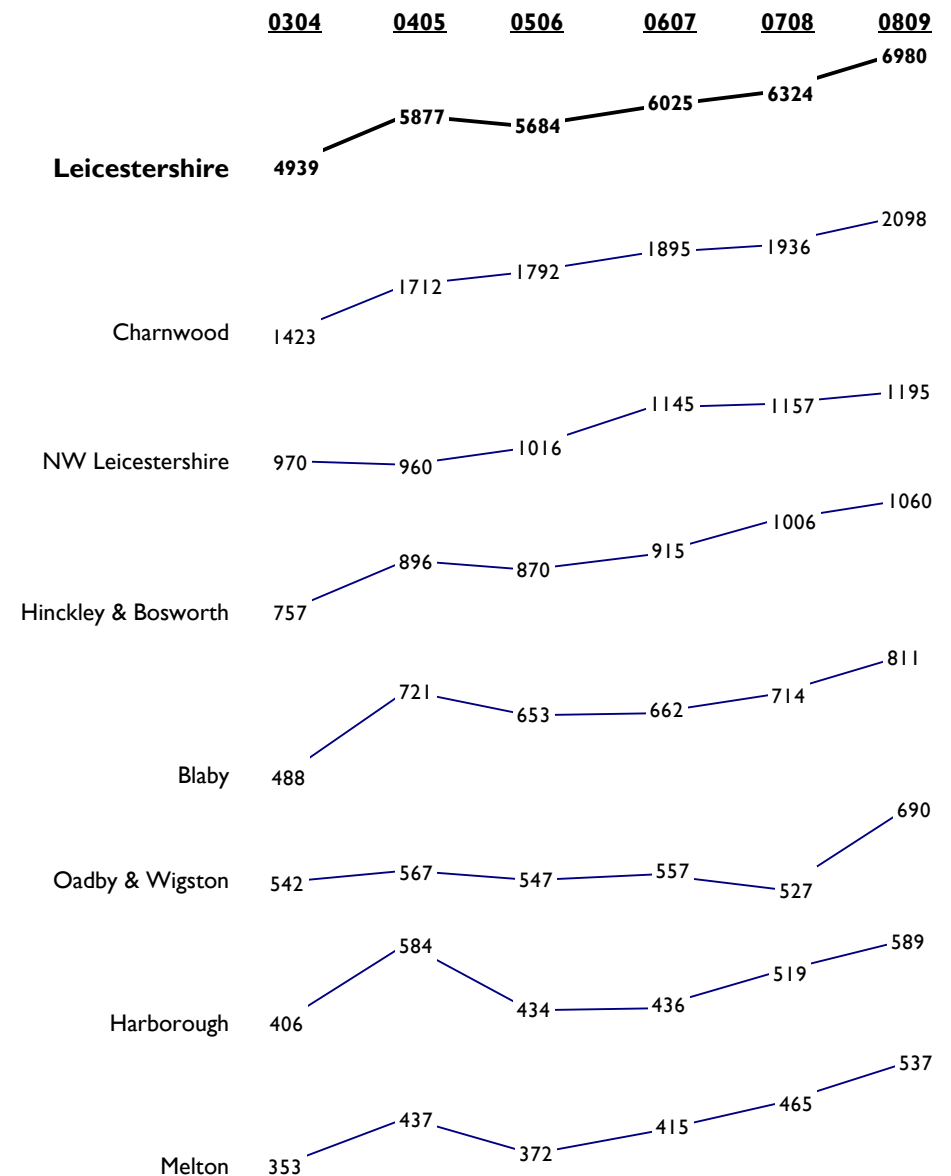


Chart 3.1 shows the number of reported domestic abuse incidents reported in Leicestershire during the past six years.

With the exception of 2004/05, there has been a sustained increase in domestic abuse incidents reported to the police during the last six years. The 23% increase in Leicestershire achieved through LAAI between 2005/06 and 2008/09 is part of a 41% increase over the last six years.

This same trend is evident for six of the seven districts in the county, with the exception of Oadby and Wigston. The number of reported incidents in Oadby and Wigston remained constant, approximately 550 incidents reported in each year, until a sharp increase in reporting during 2008/09. The six year increases ranged from 66% in Blaby to 23% in North West Leicestershire.

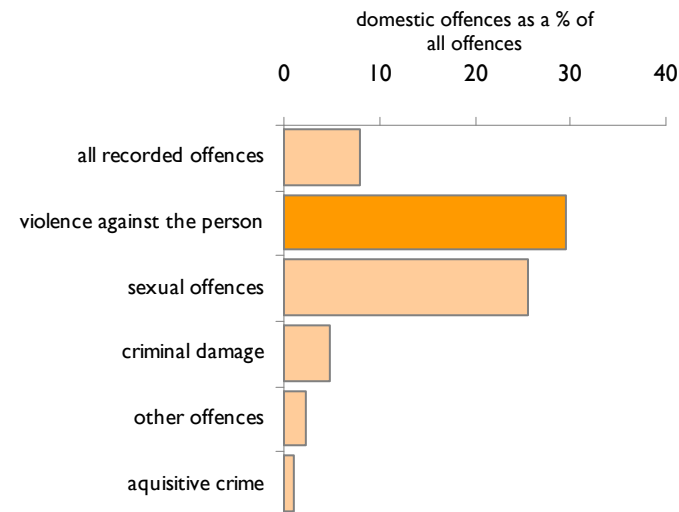
Based on the focus to increase reporting of domestic abuse incidents, this sustained upward trend in the volume of reported incidents is very positive.

3.2 Domestic abuse in the context of other violent offences

The scale of domestic abuse offences within the context of total recorded crime is emphasised in Chart 3.2.

Domestic abuse accounts for 8% of all offences recorded in Leicestershire during 2008/09. However, in the context of particular offence types this profile varies considerably. Recorded domestic abuse offences account for nearly one-third of all recorded violence against the person offences and one-quarter of all sexual offences recorded within Leicestershire.

Chart 3.2 : Proportion of all recorded offences that are recorded as domestic



Source : Leicestershire Constabulary

The scale of domestic abuse offences within the context of recorded violent crime is emphasised in Chart 3.3.

Recorded domestic abuse offences account for 30% of all violence against the person offences. This rises to 37% of all assault without injury cases (e.g. common assault) and 33% of all assault with less serious injury offences (e.g. ABH).

Within the LAA 2 there are no indicators or targets relating specifically to domestic abuse. As one third of NI 20 is domestic abuse then it is imperative that any focus to meet the reduction target must have a strong emphasis on domestic violence.

Chart 3.3 : Proportion of violence against the person offences that are recorded as domestic



Source : Leicestershire Constabulary

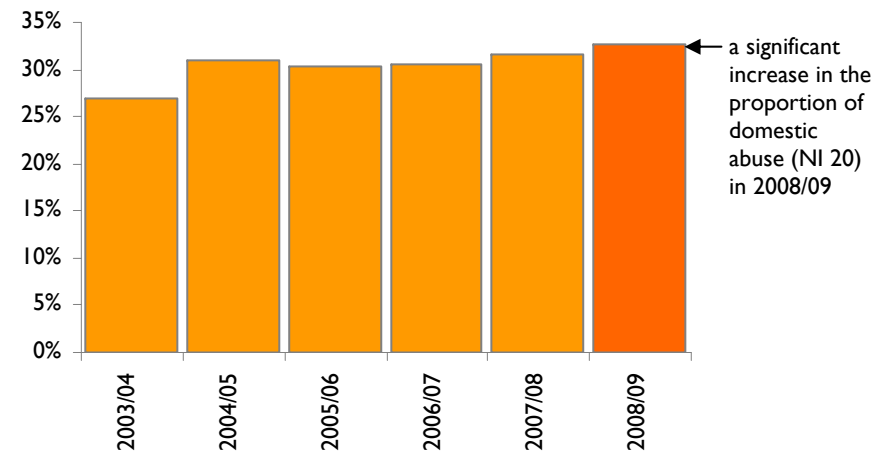
Chart 3.4 shows the domestic abuse offences as a proportion of all offences recorded as assault with less serious injury over the last five years.

In 2008/09 the proportion of NI 20 offences that were recorded as domestic is significantly high compared to the previous five years. This proportion does not vary significantly between the community safety partnerships.

Recommendation

a local target should be set to reduce the domestic abuse element of NI 20 across Leicestershire.

Chart 3.4 : Proportion of violence against the person offences that are recorded as domestic



Source : Leicestershire Constabulary

3.3 When are incidents reported ?

The number of domestic incidents reported to the police during the last six years has increased considerably across the whole of Leicestershire. The number of domestic incidents reported is not constant throughout the year. Chart 3.5 shows the number of domestic incidents reported to the police during 2008/09. Each bar represents the number of domestic abuse incidents reported to the police that week and the solid black line highlights the weekly average number of incidents reported in 2008/09.

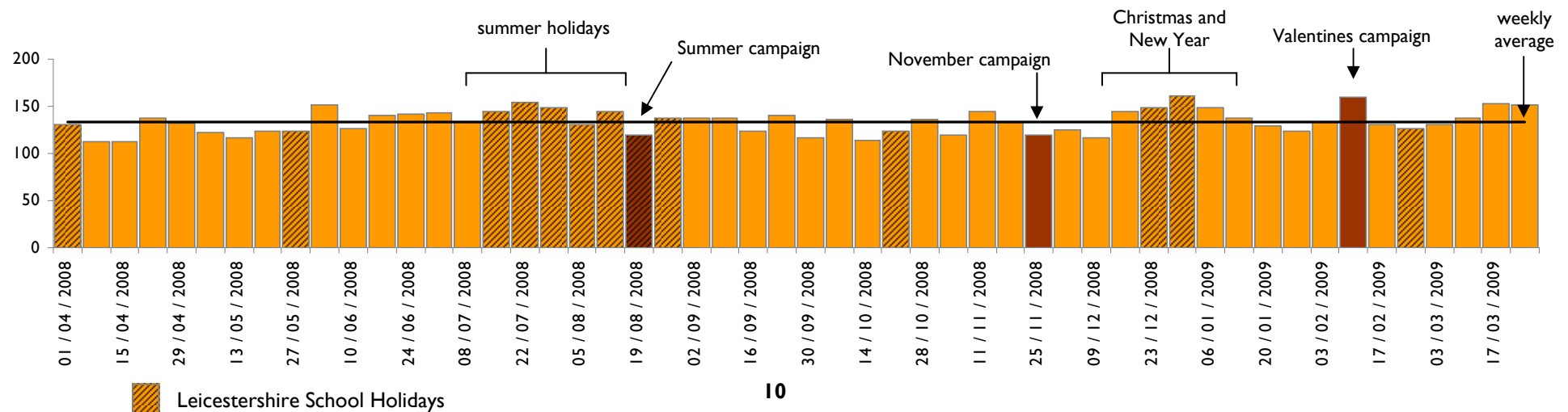
The chart shows that there are peaks in reporting during the school and public holidays. Periods where family members are thrown together for extended periods can be triggers for incidents of domestic abuse. The six week summer holiday can have a 'pressure cooker' effect on an abusive relationship, with stresses of occupying children and childcare pressures leading to peaks in abusive incidents. Family holiday periods where families are expected to spend time together hold high social and personal expectations. If a victim fails to meet unachievable standards set by the perpetrator, this can trigger abuse.

Also, breaks from work or school timetabling can hold opportunities for victims of abuse to seek a way out. Victims know that they have a few weeks in which to plan an exit which is right for them, with more opportunities to make plans for children, their care and schooling.

In relation to the peak around Valentines Day, there was a valentine's awareness campaign in February 2009. Whilst we are confident this would have had an impact on reporting, due to the co-ordinated nature of the campaign across all districts, it is important to recognise that Valentines, as a social/cultural occasion, is full of expectations, which could become a trigger to an incident which may result in a report to the police.

The Valentines awareness campaign was particularly successful in Hinckley & Bosworth due to a BlueTooth Campaign in that area. 1,162 devices successfully downloaded the message. This means that as a result of the campaign over 1000 individuals had the Hinckley and Bosworth's Domestic abuse outreach number stored into their phone.

Chart 3.5 : Number of reported domestic abuse incidents reported by week in Leicestershire during 2008/09



3.4 Awareness Campaigns

Campaigns for 2008/09 were as follows:

August : Summer Campaign, focusing on alcohol , encouraging Leicestershire pubs and social clubs to use campaign publicity material, with the slogans “Alcohol: No excuse!” and “Alcohol: No escape?”.

November: In line with national Domestic Violence week, focused on increased reporting, particularly from marginalised groups.

Honour Based Violence Conference (HBV) organised by Leicestershire Constabulary/HOPE Training Consultancy, to help improve the understanding of HBV and forced marriage.

Christmas: The Domestic Violence Enforcement Campaign (DVEC) ran in the North of the county. An increase in specialist Police personnel (Domestic Abuse Investigation Officers) were on duty to provide an increased level of response to incidents of domestic abuse, in partnership with Outreach Services.;

February : A campaign to highlight the positive aspects of healthy relationships. The slogan “Love is“ was used on beer mats, stickers and bookmarks across the County with the words; Respect, Equality, Trust and Honesty. Readers were then asked to consider whether love was in their relationship with help being offered “if love isn’t....”

March : Health Campaign, focusing on raising awareness across the County in local hospitals, health centres, doctor’s surgeries.

Figure 3.6 : Valentines Campaign Beermats

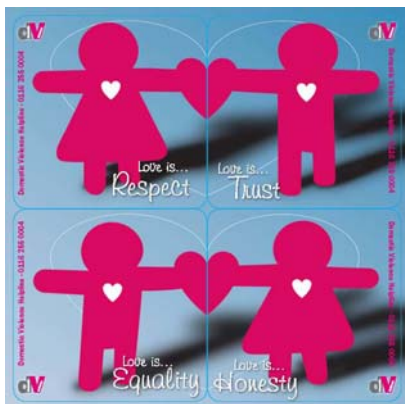


Figure 3.7 : Summer Campaign Beermats

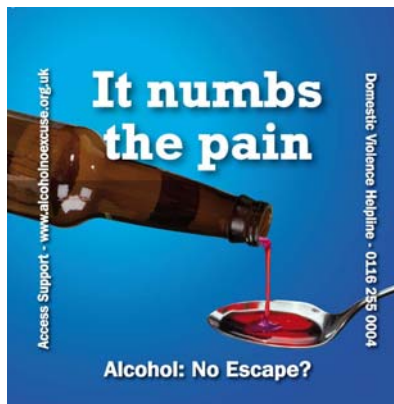
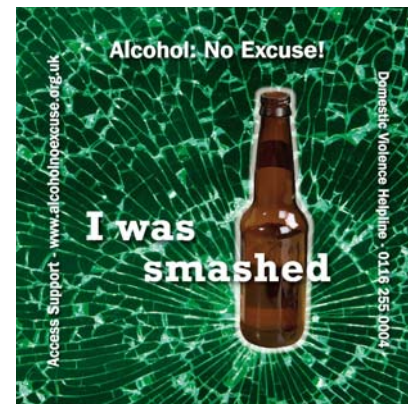


Figure 3.8 : Summer Campaign Beermats



3.5 Who is more likely to report domestic abuse to the Police

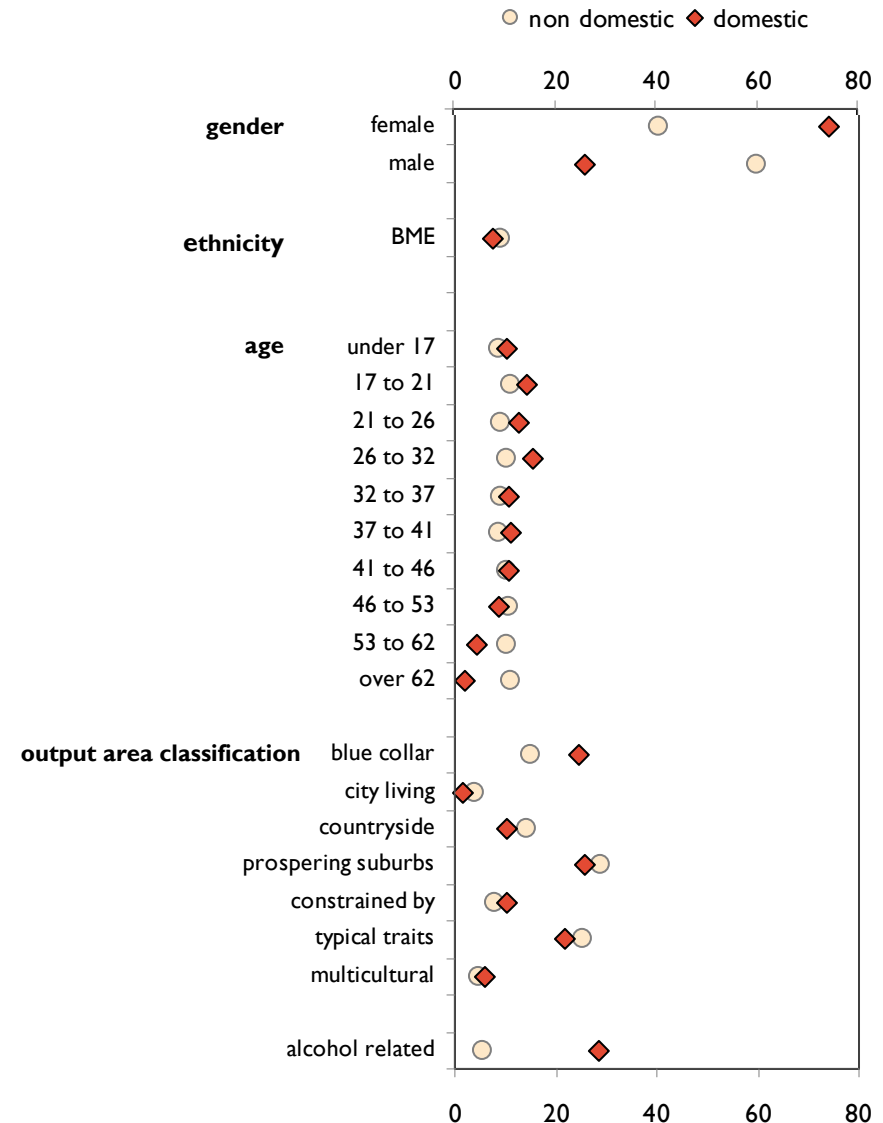
Victim data has been provided by Leicestershire Constabulary. As shown in Section I of the Victimisation Report, the details about the incident victim are not always available or complete. Victim details are available for 38,885 individuals, based on offences and incidents recorded in 2008/09. Approximately one in ten of these were a victim of domestic abuse.

Chart 5 below shows a profile of domestic abuse victims compared to victims of all other non-domestic offences. This profile provides both an insight into who is more likely to be a victim of domestic abuse as well as who is most likely to report domestic abuse to the police.

In summary, compared to all other victims, victims of reported domestic abuse in Leicestershire are:

- more likely to be female. 75% of domestic abuse victims are female compared to 40% of non domestic victims.
- more likely to aged 41 years or less, particularly in their twenties.
- Less likely to be from a BME community (7% compared to 9%), with the exception of victims whose ethnicity is described as mixed (white and black Caribbean).
- more likely to live in an area classed as blue collar community, constrained by circumstances or multicultural.
- more likely to be victim to a perpetrator under the influence of alcohol 29% compared to 5%.
- more likely to be looking after the home/family, 14% compared to 4%.

Chart 3.9 : Profile of victims of reported domestic abuse compared to the profile of victims of all other reported non domestic incidents



Using CHAID¹, it is possible to look at the interrelationship between the characteristics of domestic abuse to determine particular groups of individuals who are more likely to be a victim. This technique has been applied to police victim data from Leicestershire (2007/08 and 2008/09 combined).

When comparing victims of domestic abuse incidents to victims of all other incidents the most significant contributing factor is whether the perpetrator was under the influence of alcohol.

One in ten of all victims reporting to the police were domestic abuse victims. This rises to one in three victims where the perpetrator is perceived to be under the influence of alcohol.

Females who are 'unemployed' or 'stay at home to look after the family' are more likely to be a victim of domestic abuse compared to other victims. The likelihood of this varies depending on whether alcohol is a contributing factor to the incident.

Where **alcohol is not a contributing factor**, compared to all victims of domestic abuse....

- Females who 'stay at home and look after the family' are twice as likely as likely to be victim. This increases to four times more likely if these victims are aged 21 and under.
- Females who are 'unemployed' are three times more likely to be a victim

Where **alcohol is a contributing factor**, compared to all victims of domestic abuse...

- Females are six times more likely to be a victim. This rises to seven times more likely if they are 'unemployed', 'staying at home looking after the family' or 'retired' and males are almost twice as likely to be a victim.
- Males are almost twice as likely to be a victim. This rises to three times more likely if they are 'unemployed' and five times more likely if they aged over 26 years and 'unemployed'.

Victims of assault with less serious injury NI 20

The majority of victims of assault with less serious injury are under 18 years of age. However, this refers to all victims of assault with less serious injury (NI20), regardless of whether it is classed as a domestic incident or not. Considering that the profile of domestic abuse victims varies considerably through a combination of gender, age and occupation, any initiatives to reduce the number of assault with less serious injury offences will need to have a specific focus on tackling domestic abuse.

See Sections 7 and 8 for details of preventative work with young people.

¹ CHAID is a type of decision-tree technique which can be used to detect the interaction between variables. It stands for CHI-square Automatic Interaction Detector.

3.6 Which communities are reporting domestic abuse ?

The 2001 Output Area Classification (OAC) has been used to group together geographic areas according to key characteristics common to the population in a grouping. These groupings are called clusters, and are derived using census data. In short, the OAC distils fifty key results from the 2001 Census into a short-hand of seven labels that sums up the key socio-economic characteristics of the people living in each of the 1,993 census output areas within Leicestershire. The label is not suggesting that all the people in the output area have the same characteristics, but that there are significant numbers of people with similar characteristics when compared to the national average.

The OAC methodology will group areas with similar socio-economic characteristics into one of seven clusters:

- Prospering Suburbs
- Typical Traits
- Blue Collar Communities
- Multicultural
- Countryside
- Constrained by Circumstances
- City Living

Chart 6 clearly shows the disproportionately high rates of reported domestic abuse in areas classed as multicultural, constrained by circumstances and blue collar communities. Victims in these communities may be more likely to report domestic abuse to the police. Chart 7 shows how the domestic abuse rates have changes across the output areas classification since the start of LAAI in 2005/06. This helps to identify particular communities where increased reporting has occurred. Compared to the overall county increase, the largest increases in the domestic abuse rate per 1,000 resident

population since 2005/06 are within areas classed as multicultural and countryside.

This suggests that there has been an increase in reporting by the BME community and the rural community, though further work to ascertain exactly who the victims in these communities is required to draw any solid conclusions.

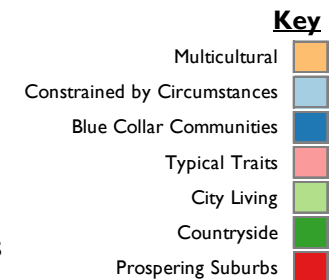


Figure 3.10 : Rate of domestic incidents per 1,000 resident population across the seven Output Area Classifications in 2008/09

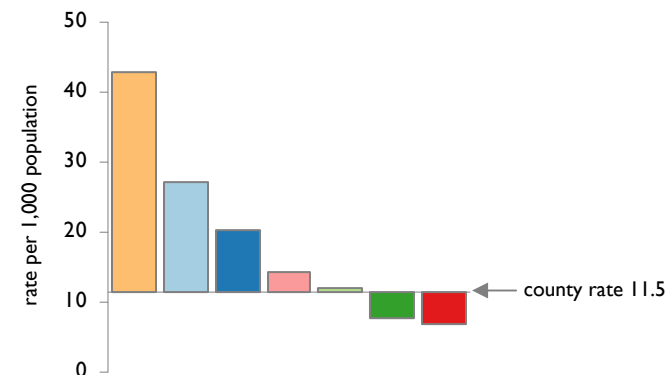
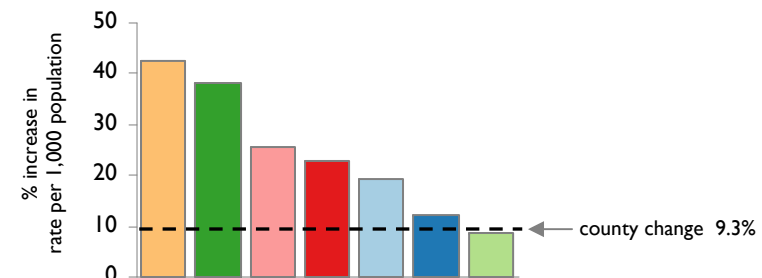


Figure 3.11 : Percentage change in the rate of domestic incidents per 1,000 resident population across the seven Output Area Classifications between 2005/06 and 2008/09.



4 Domestic abuse outreach provision

4.1 Outreach Work across Leicestershire

Outreach services in Leicestershire are provided by Blaby District Council, Hinckley & Bosworth Borough Council, Loughborough Women's Aid (LWA) and Women's Aid Leicestershire Limited (WALL). Outreach services work with victims to build confidence and self esteem to enable them to recognise and leave the violent relationship.

This section of the report provides a summary of outreach service provision in Leicestershire.

Table 4.1 : Number of funded hours of outreach provision across Leicestershire during the last two years

	2007/08	2008/09	change
Charnwood ²	43	37	-14%
North West Leicestershire ²	29.5	37	25%
Melton ⁴	17	24	41%
Harborough	17	20	18%
Oadby & Wigston	17	20	18%
Blaby ³	31	18.5	-40%
Hinckley & Bosworth	18.5	18.5	0%
Total	173	175	1%

Source : Leicestershire Common Monitoring Project

1 Crime in England and Wales 2008/09

2 The figures for NW Leicestershire and Charnwood are averaged across the two boroughs to reflect the shared services in

3 This figure for Melton is based on an average number of hours which were delivered, following receipt of additional funding from the District Council.

4 The figure from Blaby is based on average as the District Council took over the service from Women's Aid Leicestershire Ltd in July 2007

Outreach services are currently mainstream funded by Leicestershire County Council, with additional funding provided by each of the District Councils and/or CSPs to increase the numbers of service hours offered for outreach in each area. Table 4.1 shows the number of service hours funded by the County and District Councils during the last two years. A total of 175 hours of outreach services were funded in 2008/09, a similar level of service compared to the previous year.

Table 4.2 shows the number of domestic abuse victims utilising outreach services across Leicestershire during the last two years. There was a 14% increase in the number of clients using outreach services in 2008/09 compared to the previous year, despite no increase in service hours provided.

Table 4.2 : Number of outreach clients seen by domestic abuse outreach services in Leicestershire during the last two years

	2007/08	2008/09	change	target 2008/09
Hinckley & Bosworth	90	145	61%	70
Charnwood ²	140	113	-19%	120
Blaby ³	69	97	41%	70
North West Leicestershire ²	66	76	15%	100
Oadby & Wigston	48	53	10%	45
Harborough	49	49	0%	45
Melton ⁴	54	55	2%	45
Total	516	588	14%	495

Source : Leicestershire Common Monitoring Project

During 2008/09 there were increased opportunities for awareness work due to funding and initiatives which came about from LAAI funding. This included the appointment of the temporary awareness and initiatives officer at Leicestershire County Council, who was in post from April 2008 to April 2009, linked closely with local domestic abuse forums and developed a number of campaigns. In addition to this, the coordination of awareness campaigns delivered at local domestic abuse forum level have a significant role in publicising local services.

Table 4.3 : Projected Outreach Service Capacity, showing the estimated additional client capacity created based on an increase in the total service hours funded

	total service hours funded	total clients seen	estimated additional client capacity created
current service level	178	581	-
10% increase in hours	196	639	+58
20% increase in hours	214	697	+116
30% increase in hours	231	755	+174
40% increase in hours	249	813	+232
50% increase in hours	267	872	+291
1x full time worker in each district	259	927	+346

Outreach services have continued to deliver training and awareness work to local services and agencies. These allow local services to effectively signpost to outreach services, if their service users identify themselves as victims. It also helps other services broach difficult questions with service users if they suspect them of suffering domestic abuse. Police referrals have also continued to increase, due to continuing links between the police and domestic abuse services providers. Police officers are now asked to offer information about local services at the time of incident.

Table 4.3 shows estimated projections for the potential number of additional clients accessing outreach services based on several different scenarios of additional service hours. This includes scenarios to demonstrate increases in funded service hours, including an equal 10%, 20%, 30%, 40% and 50% increase in hours for each district. The table also shows a scenario to demonstrate the estimated additional client capacity created if each district was funded for a full time (37 hour) outreach post. The current service level is shown for comparison.

With the equivalent of a full time outreach worker in each of the seven districts, an increase of 78 hours of service provision, would increase client capacity by an estimated 60%.

Estimated additional client capacity

This has been calculated as follows:

The average number of clients seen per hour within each district has been multiplied by the total number of service hours funded within each district. The extra additional client capacity calculated for all seven districts has then been aggregated to provide a county level estimate of additional client capacity.

4.2 Who is using outreach services in Leicestershire?

Data about the profile of clients using the outreach services in Leicestershire is provided by the individual services and aggregated at a county level.

Table 4.4 provides a profile of the clients using county outreach services in 2008/09. the table shows the proportion of the 581 clients accessing the service within various demographic groups

Having provided a profile of the users of domestic abuse outreach services in Leicestershire it is more useful to establish whether the use of these services is equitable for the different demographic groups across the county. The difficulty in doing this is the lack of a comprehensive profile of all domestic abuse victims in Leicestershire.

The British Crime Survey (BCS) provides a national profile of domestic abuse victims¹. This information has been used to represent the profile of the potential population of outreach service users. This profile has been compared to the actual profile of outreach service users in

Table 4.4 : Profile of clients using domestic abuse outreach services in Leicestershire during 2008/09.

	number of clients	%
24 years and under	112	19%
over 50 years	70	12%
BME	75	13%
with children	309	53%
pregnant	22	4%
male	15	5%

Source : Leicestershire Common Monitoring Project

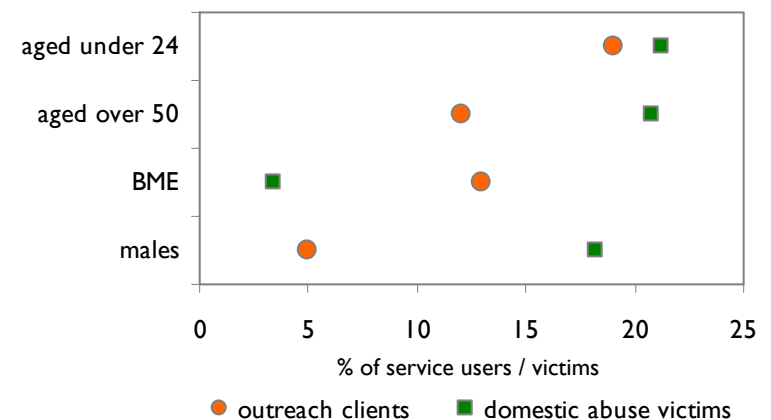
Leicestershire to establish whether the service is providing for all aspects of the community.

Chart 4.5 shows the proportion of outreach service users within each demographic group (orange dots), compared to the corresponding proportion of potential domestic abuse victims from the BCS (green squares). Where the orange dot falls to the left of the green square highlights an underrepresentation of a particular victim group and a potential gap in service provision.

Based on the BCS victim profile the following potential gaps in service provision are identified;

Victims aged under 24 years: There are a number of innovative methods being developed in order to reach the under 24s age group. This has included investment in new technologies such as Blue Tooth and plans to work with “The Jitty” website, which is run for and by young people in Leicestershire.

Chart 4.5 : Profile of clients using domestic abuse outreach services compared to the profile of domestic abuse victim



Victims aged over 50 years:

Victims over the age of 50 may be less likely to seek support, as they could have lower levels of awareness compared to younger victims. Victims of older generations may tolerate certain behaviours as 'normal' and part of what they have come to expect from that relationships. Behaviours which a younger generation find easier to identify as abusive, may not resonate with older victims. Outreach providers in Blaby and Hinckley and Bosworth began an awareness campaign at the start of this year, reaching out to groups of older people to ensure every generation within their community receives a positive domestic abuse awareness message. These sessions have been extremely valuable and new service users have been accessed at a result.

Male victims:

Though professionals recognise that males also experience domestic abuse, encouraging males to seek support is the next challenge, as is ensuring that services meet the needs of male victims. Blaby, Hinckley and Bosworth, North West Leicestershire and Charnwood all now work with males, and it is likely that the other districts will support males in the near future. There have been a number of local pieces of work around encouraging males to engage with the service, including a leaflet and poster campaign in development in the north of the county. Improving services ability to reach male victims with their message and tailor services to their needs will continue to be a equality improvement priority.

BME Victims:

It is positive that the proportion of BME outreach clients is considerably higher than proportion of BME victims. In Leicestershire the Honour Based Violence issue has been recognised, which has encouraged cases of familial violence being reported from the Asian community.

Data is not available to examine levels of service provision for other hard to reach groups across the county. Future developments in data collection will strive to monitor the client profile to ensure that outreach services continue to provide a equal and diverse service to meet the needs of domestic abuse victims across Leicestershire.

Chart 4.6 :Male victims poster campaign

ARE YOU A **MALE VICTIM OF DOMESTIC ABUSE?**

Many people think that domestic abuse just means physical violence, but domestic abuse is about **CONTROL**, how one person uses an intimate relationship to control another person. It can include a range of behaviours from slapping, punching and kicking to emotional and psychological abuse such as intimidation, bullying and isolation.

Domestic abuse crosses all boundaries, social and economic, professional, religious and cultural.

Do you feel you are the only man who is experiencing domestic abuse?

At Loughborough Women's Aid we provide free confidential outreach support for **MEN** and women in Charnwood and North West Leicestershire. We offer:


- Assistance with legal, benefits and housing issues.
- Listening support; you can talk anonymously.
- Resettlement support; help with setting up a new home and integrating within the community.
- Emotional support.
- Advice on personal safety.
- Access to training and education opportunities.
- Help to access other services available.

REMEMBER YOU ARE NOT ALONE
1 in 6 men may experience domestic abuse in their lifetime

CONTACT:
Outreach Workers: 01509 552549
Email: info@lwa.org.uk
For further information visit our Website: www.lwa.org.uk

Loughborough Women's Aid

For anyone experiencing any form of Domestic Abuse



5 Co-ordinated Community Response

5.1 Independent Domestic Violence Advisors¹

A key service provided in Leicestershire for victims of domestic abuse is the Independent Domestic Violence Advisors service (IDVA).

The main purpose of independent domestic violence advisors (IDVAs) is to address the safety of victims at **high risk** of harm from intimate partners, ex-partners or family members to secure their safety and the safety of their children. Serving as a victim's primary point of contact, IDVAs normally work with their clients **from the point of crisis** to assess the level of risk, discuss the range of suitable options and develop safety plans. They are **pro-active** in implementing the plans, which address immediate safety, including practical steps to protect victims and their children, as well as longer-term solutions. These plans will include actions from the MARAC as well as sanctions and remedies available through the criminal and civil courts, housing options and services available through other organisations. IDVAs support and work over the short- to medium-term to put them on the path to **long-term safety**. They receive specialist accredited training and hold a nationally recognised qualification.

Studies have shown that when high risk clients engage with an IDVA, there are clear and measurable improvements in safety, including a reduction in the escalation and severity of abuse and a reduction or even cessation in repeat incidents of abuse.

5.2 Specialist Domestic Violence Court (SDVC)

In addition to supporting high risk victims in crisis management, IDVAs support victims through the Specialist Domestic Violence Court (SDVC).

An SDVC Co-ordinator is employed by the County Council on the basis of an agreement and joint funding arrangements between Leicester City Council, Leicestershire Constabulary and Leicester and Rutland Criminal Justice Board for a three year period from 2009/10 and is responsible for implementing the SDVC programme in Leicester and Leicestershire. An evaluation of Loughborough SDVC is being carried out and will inform plans to roll out the SDVC process across the county.

SDVCs are a fundamental part of the government's efforts to improve the support and care provided for victims of domestic abuse. A multi-agency approach is central to the success of these innovative courts: police, prosecutors court staff, the probation service and specialist support services work together to identify, track and risk assess domestic abuse cases, support victims and share information so that more offenders are brought to justice. Amongst the pioneering features are:

- specially trained magistrates in dealing with domestic abuse
- separate entrances, exits and waiting areas so that victims don't come into contact with their attackers
- cases clustered on a particular day or fast-tracked through the system, limiting the likelihood of further incidents
- tailored support and advice from Independent Domestic Violence Advisors

The IDVA service is key for high risk victims and key for the specialist domestic violence court. The IDVA service is fundamental in helping to bring perpetrators of domestic abuse to justice.

¹ Sourced from Paper D submitted by Z Wyles of Loughborough Women's Aid - 15.6.09

5.3 Multi Agency Risk Assessment Conference

IDVAs attend the Multi Agency Risk Assessment Conference MARAC, which is a multi-agency approach to managing the highest risk domestic violence cases in a single meeting. The highest risk cases are identified through an agreed risk assessment process. Each month the MARAC meets and identifies actions for each agency for approximately 25-30 of the highest risk domestic violence cases, assessed that month.

5.4 Current level of IDVA service provision

In 2008/09 there were the equivalent of **3.5** IDVAs working in Leicestershire. As a result of a reduction in funding there are currently **2.5** IDVAs working across the County.

Loughborough Women's Aid (LWA) employ one full time IDVA to cover Charnwood, and a part time IDVA (22 hours per week) to cover North West Leicestershire. Women's Aid Leicestershire Limited (WALL) employs one full time IDVA to cover Blaby, Hinckley & Bosworth, Harborough, Melton, and Oadby & Wigston. (WALL provide IDVA support to female cases in these districts, with DVIRP providing support to any male cases)

5.5 Who is using the IDVA service ?

In total, there were 247 referrals to the IDVA service in 2008/09¹. Table 5.1 shows that most referrals are from statutory agencies, few are self-referrals (6%). Over one-third of referrals come from the Police and approximately one in ten referrals come from another domestic abuse or sexual violence service.

Of the 247 referrals 203 (82%) engaged with the IDVA service. A total

of 73 IDVA clients were reviewed at MARAC during 2008/09, representing approximately one third of all IDVA referrals.

As information about the profile of high-risk domestic abuse victims is not available for the production of this report it is not possible to determine, based on the profile of current IDVA clients, whether there are any particular groups or communities that are under-represented by the service. However, it is possible to provide a summary of current IDVA service users.

- The majority (92%) of IDVA service users are White-British.
- There were no male users of the IDVA service in 2008/09
- 4% of IDVA service users identified themselves as having a disability

The IDVA service has only been in place since 2008/09 it is important to ensure that data collection meets the requirements for monitoring the success of the service in the future.

Table 5.1 : Proportion of IDVA referrals by referring agency

Agency	% of all referrals
Other including CPS	44%
Police	37%
Other DV or SV Service	11%
Self	6%
Refuge	2%
Health	2%
Social Services	2%
Housing	2%

Source : IDVA data collection returns for Leicestershire GOEM

¹ Source : IDVA data collection returns for Leicestershire GOEM

5.6 IDVA Service Capacity in Leicestershire

The MARAC and SDVC components of the Coordinated Community Response to Domestic Abuse have developed within Leicestershire. However, IDVA services are severely under resourced and there is a risk for continuation of the service if it cannot be financially supported and sustained.

This also places additional demands on the County outreach services. The outreach services play a vital role in supporting people who have experienced domestic abuse. It is important to recognise that IDVA services compliment the work of the outreach service, but do not replace it.

As previously stated, in 2008/09 there were 3.5 IDVAs working in Leicestershire, which is now reduced to 2.5 IDVAs. CAADA provide a methodology to estimate the number of IDVAs required, based on the population of the area.

Table 5.2 : Estimated number of IDVA required in Leicestershire

Area Name	female population aged 15 years +	estimated number of high risk cases	estimated number of IDVAs required
Charnwood	69,500	256	2.6
Hinckley and Bosworth	44,600	164	1.6
Blaby	38,700	142	1.4
North West Leicestershire	38,000	140	1.4
Harborough	34,200	126	1.3
Oadby and Wigston	24,600	91	0.9
Melton	20,900	77	0.8
Leicestershire	270,500	996	10.0

Table 5.2 shows the estimated number of IDVAs required within each district within Leicestershire and the county as a whole, recommending that 10 IDVAs are required to provide a level of service in line with the county population. The estimated required service provision is four times higher than the current IDVA provision in Leicestershire.

At the Leicestershire Domestic Abuse Strategy Board meeting in June 2009, the following recommendations were put forward to the board:

- Providing and sustaining funding to develop IDVA and Outreach services should be a key focus of the new strategy.
- The Board to support funding bids to Area Based Grant to sustain current IDVA provision for 2009/10. **(this was duly agreed and the grant bid was successful)**
- The Board to identify further **CURRENT** funding opportunities to sustain and enhance IDVA provision.

Recommendation

Future collation of IDVA service data will be shaped through the Domestic Abuse Reduction Coordinator at LCC

Estimated number of IDVAs required

This has been calculated as follows:

The number of cases that a MARAC should be seeing is based on the idea that around 3.68% of people report domestic violence. Of those 3.68% we suggest that 10% are high risk victims. So, you can calculate from the population, the number of MARAC cases that you are likely to see.

CAADA recommend that an IDVA sees 100 cases per year, therefore the number of IDVAs required is the projected number of high risk cases divided by 100.

6 Domestic Violence Helpline

The Domestic Violence Helpline is run by Domestic Violence Integrated Response Project. The Domestic Violence Helpline recorded 108 victim and 141 agency calls from the county in 2008/9. This compares to the 162 victims and 180 agency calls received in 2007/8 and was below set targets. In response to the low numbers recorded by the helpline, a review of the domestic violence helpline is in place.

Individual victims require access to different types of support and information. This is reflected in the majority of calls (99%) made to the helpline in 2008/09 being first time callers, though less than 5% of callers requested support from outreach services.

Table 6.1 shows the profile of helpline callers during the last two years. Though there has been a reduction in the number of calls from county users, the profile of callers has not changed substantially. The Domestic Violence Helpline also received 141 calls to the helpline from agencies in 2008/9. The helpline offers information and signposting to professionals.

Table 6.1 : Profile of county Domestic Violence Helpline callers in 2008/09 compared to 2007/08 Estimated number of IDVA

	2007/08		2008/09	
total calls	162		108	
age < 24 years	18	17%	14	17%
age > 50 years	14	13%	13	16%
BME	33	23%	24	27%
have a disability	23	28%	28	31%
male	19	12%	14	13%
have children	95	66%	68	80%
pregnant	24	21%	8	11%

Source : DVIRP

Note: Percentages based on number of callers who provided responses to each question

7 Support for Children and Young People

7.1 Cracking Conflicts Alternatives to Violence (CC-AV)

Cracking Conflicts Alternatives to Violence better known as CC-AV delivers preventative and educational sessions to children and young people on the areas of domestic violence and sexual violence with a view to generating healthy relationships and reducing tolerance of violence, in co-ordination with the wider work agenda of these areas.

Evaluation¹

CC-AV evaluation shows that there is a significant proportion of young people whose attitude towards domestic abuse and sexual violence changes after they have attended the workshop:

- Lancaster Boys 89%
- Sir Jonathan North 77%
- Thomas Estley 91%

There is clearly a need for preventative education in county schools, as it is by focussing on children and young people that we prevent the cycle of abuse continuing onto further generations. However, funding for the CCAV Co-ordinator has come to an end and at the time of this document going to press, there were no funding options identified for its continuation.

In order to agree a way forward for preventative education, discussions are taking in place to ascertain the most appropriate and cost effective programme of delivery. This is taking place within the processes of the new Leicestershire domestic abuse structure and in communication with the CCAV Steering Group.

7.2 Domestic Violence Protocol for Schools

In March 2009 the Leicestershire County Council re-launched their 'Domestic Violence Protocol for schools'. It is estimated that, where children live in households experiencing domestic violence, 90% of incidents take place whilst a child is in the same, or neighbouring, room (Hughes, 1992). This means that many children witness or hear one, or both of their carers being abused, the impact of which can be devastating for a child.

Within Leicestershire, it has been found that over 10% of families receiving support from Social Services are experiencing domestic violence, in some form. It has also been found that children who witness domestic violence are at a much higher risk of suffering abuse themselves (Women's Aid, 2009), and other problems. With these figures in mind, it is important that schools are well-equipped to handle disclosures of abuse, should they arise.

The Domestic Violence Protocol for Schools is of key strategic significance in the protection of children and young people affected by domestic abuse. It is also an important tool in early identification of abuse, by skilling school staff to identify signs of domestic abuse and to respond quickly and appropriately.

¹ Source 'Cracking Conflict – Alternatives to Violence: Evaluation of sessions delivered to Countesthorpe Community College November 2004 to December 2005: by Dr Rosemary Monk, plus additional text from an article by Nuala Facey, DVIRP: 02/09)

8 Domestic Abuse Initiatives Leicestershire Community Safety Partnerships

Over the past year a number of projects have been run in local district areas across the County, to raise awareness of, make people safer from and prevent domestic abuse.

Home Security schemes for those at risk of domestic abuse have been set up across many of the districts. One example is HOWSAFE in Harborough and Oadby & Wigston, which delivers security advice and equipment to identified vulnerable people, to protect them in their own home and help them to feel safer from violence.

Other specific projects have been set up, such as the FLASH project in Blaby and Hinckley & Bosworth to keep evidence of previous domestic abuse for future prosecution.

As well as specific projects, local events and publicity have supported countywide awareness campaigns, and training has been delivered to staff from many partner agencies in order to embed our response to domestic abuse across all services.

More detailed information on all projects and responses to domestic abuse in district areas can be found in the Leicestershire Domestic Abuse Support Services Report 2008/09¹.

9 The way forward

In August 2009 the government published the **National Domestic Violence Delivery Plan: annual progress report 2008/09**. The report covers progress on early identification of domestic violence, capacity building to improve support for victims and improvements to the way the criminal justice system deals with domestic violence. The National Domestic Violence Delivery Plan has the following four key objectives:

Objective 1: To increase the early identification of and intervention with victims of domestic violence by utilising all point of contact with front line professionals

Objective 2: To build capacity within the domestic violence sector to provide effective advice and support to victims of domestic violence

Objective 3: To improve the criminal justice response to domestic violence

Objective 4: To support victims through the criminal justice system and to manage perpetrators to reduce risk

These national objectives have shaped the local way forward to tackle domestic abuse in Leicestershire, and shape the future key objectives of the draft action plan for the new **Leicestershire Multi Agency Domestic Abuse Strategy 2009-2014** (draft) (see figure 9.1).

Figure 9.1: Key objectives for the Leicestershire Multi Agency Domestic Abuse Strategy 2009-2014 (draft)

Prevention: This theme involves work to prevent domestic abuse, or further incidents of abuse from happening

- Ensure that children and young people have a greater understanding and awareness of domestic abuse and the support that is available
- Promote a multi agency approach to early intervention work to prevent domestic abuse or avoid further incidents from happening
- Increase awareness of domestic abuse issues and improve publicity of support services

Support: This theme involves work to provide safe and appropriate support for adults and children

- To maintain and stabilise the provision of specialist domestic abuse services in Leicestershire
- Ensure that domestic abuse services are reliable, consistent and accessible
- Promote the development of new initiatives which improve support and build on good practice
- Multi-agency priority is given to the development of safety mechanisms and support measures for children and young people affected by domestic abuse
- Build a greater understanding between services about the support being delivered in order to improve communication and reduce duplication

Protection: This theme involves work to minimise the risk to adults and children to ensure they are protected

- To develop and identify data to accurately record the prevalence of domestic abuse in Leicestershire
- Improve the ability of the criminal justice system to protect victims of domestic abuse and hold perpetrators accountable
- Improve the identification and management of risk in order to reduce the risk of further harm

If you require information contained in this publication in another version eg large print, Braille, tape or an alternative language please call Jeff Hardy 0116 305 74342 or email jefferson.hardy@leics.gov.uk

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 7342 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા અવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 7342 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

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Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 7342, a my Ci pomożemy.

