



2019/20

# Helpline Statistics

## Q1 Report



**1,515**

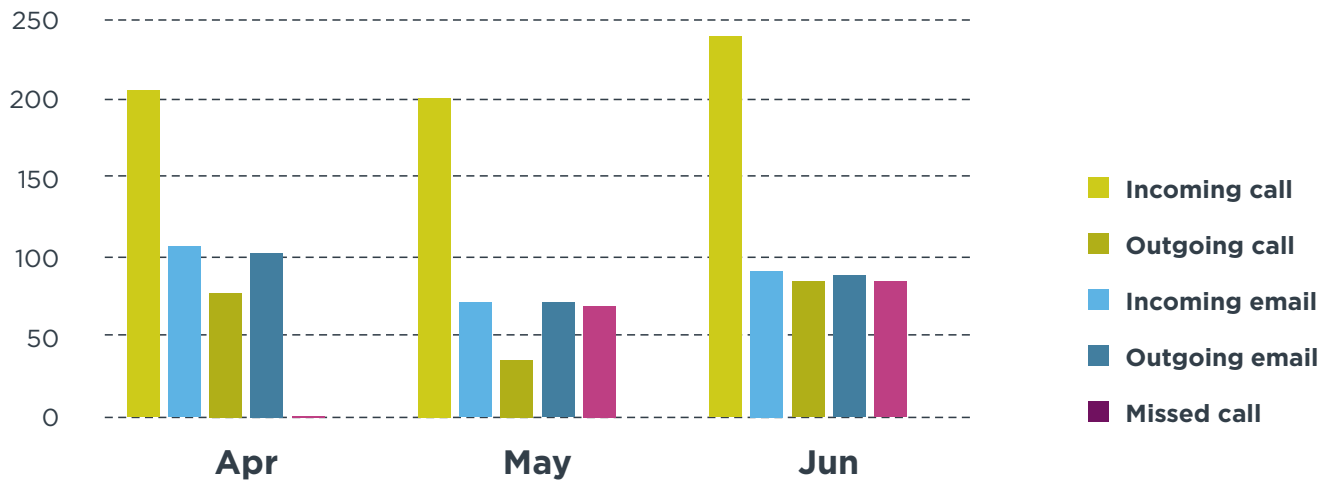
**Total Contacts**



**544**

**Total New Cases**

## Monthly Contacts



A total of 1515 contacts were managed by the helpline.

Missed calls fell by 48% - 283 to 148 respectively.

Most contacts were incoming calls - 640 / 42%.

60% of contacts were incoming calls and emails - 911.

1,515

A total of contacts were managed by the helpline

48%

Missed calls fell by 48% - 283 to 148 respectively

42%

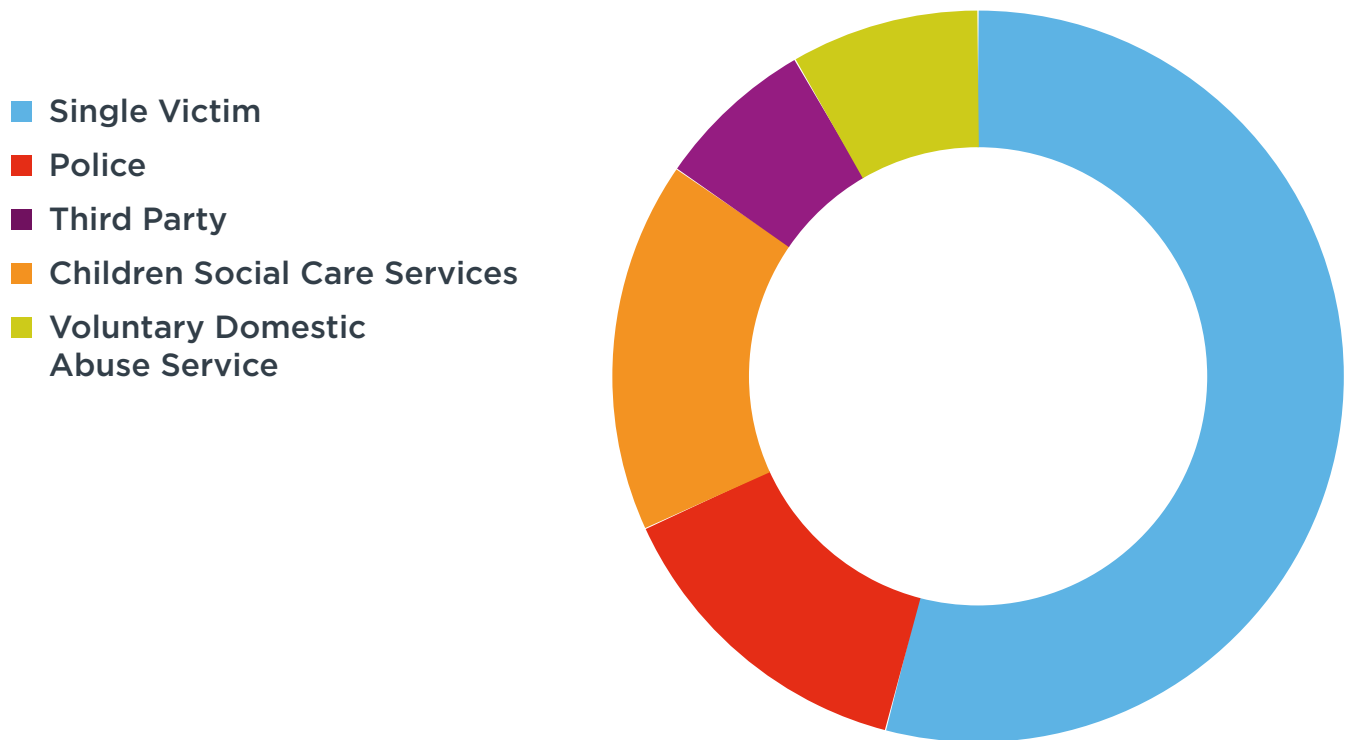
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of contacts were incoming calls and emails - 911



## Referral Source



Single victims were the highest referral source – 38%.

Police and Children's Social care both made 11% of referrals.

Voluntary Domestic Abuse services and Third-party referrals both made 4% of referrals.

**38%**

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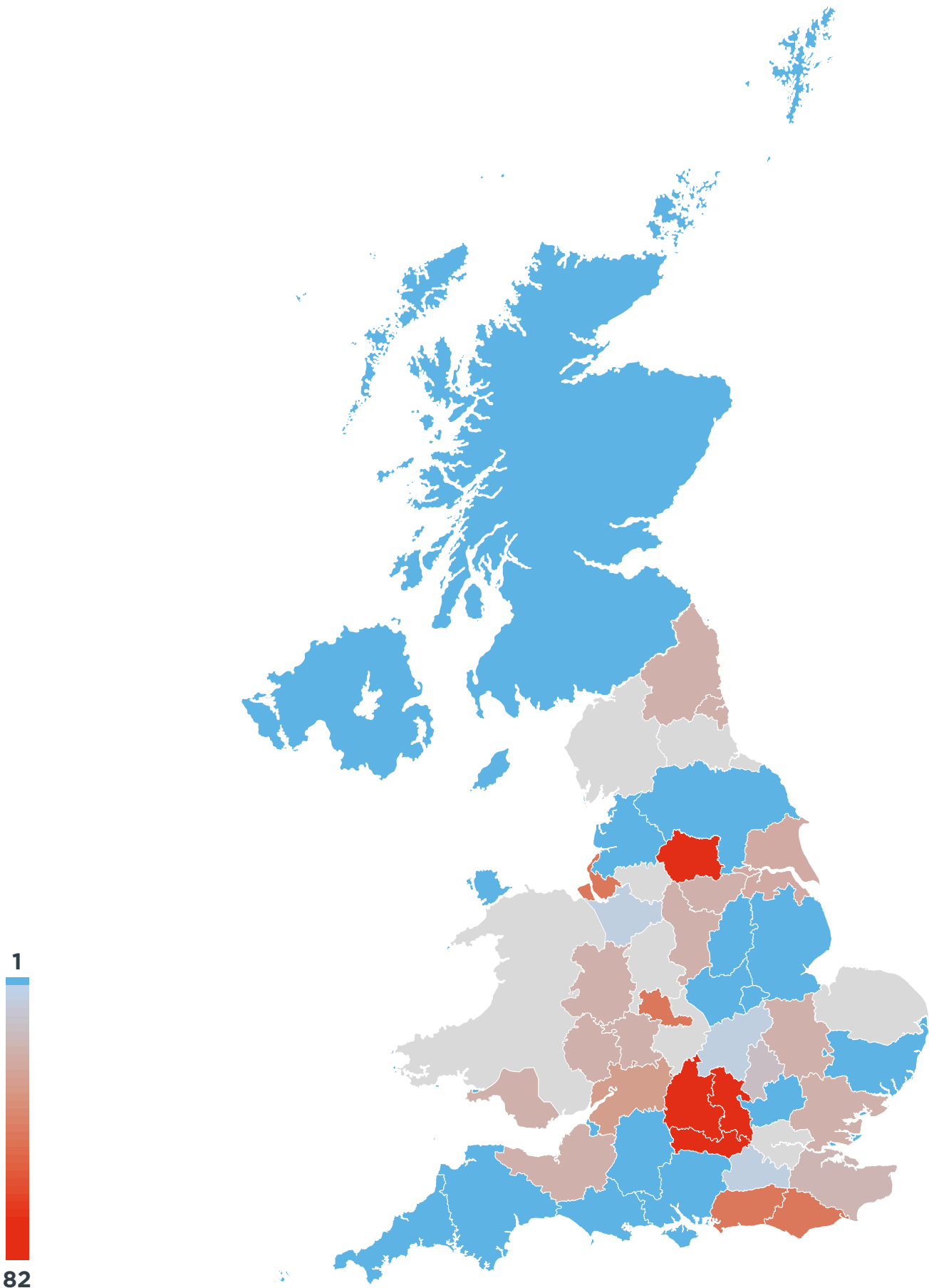
**11%**

Police and Children's Social care both made 11% of referrals

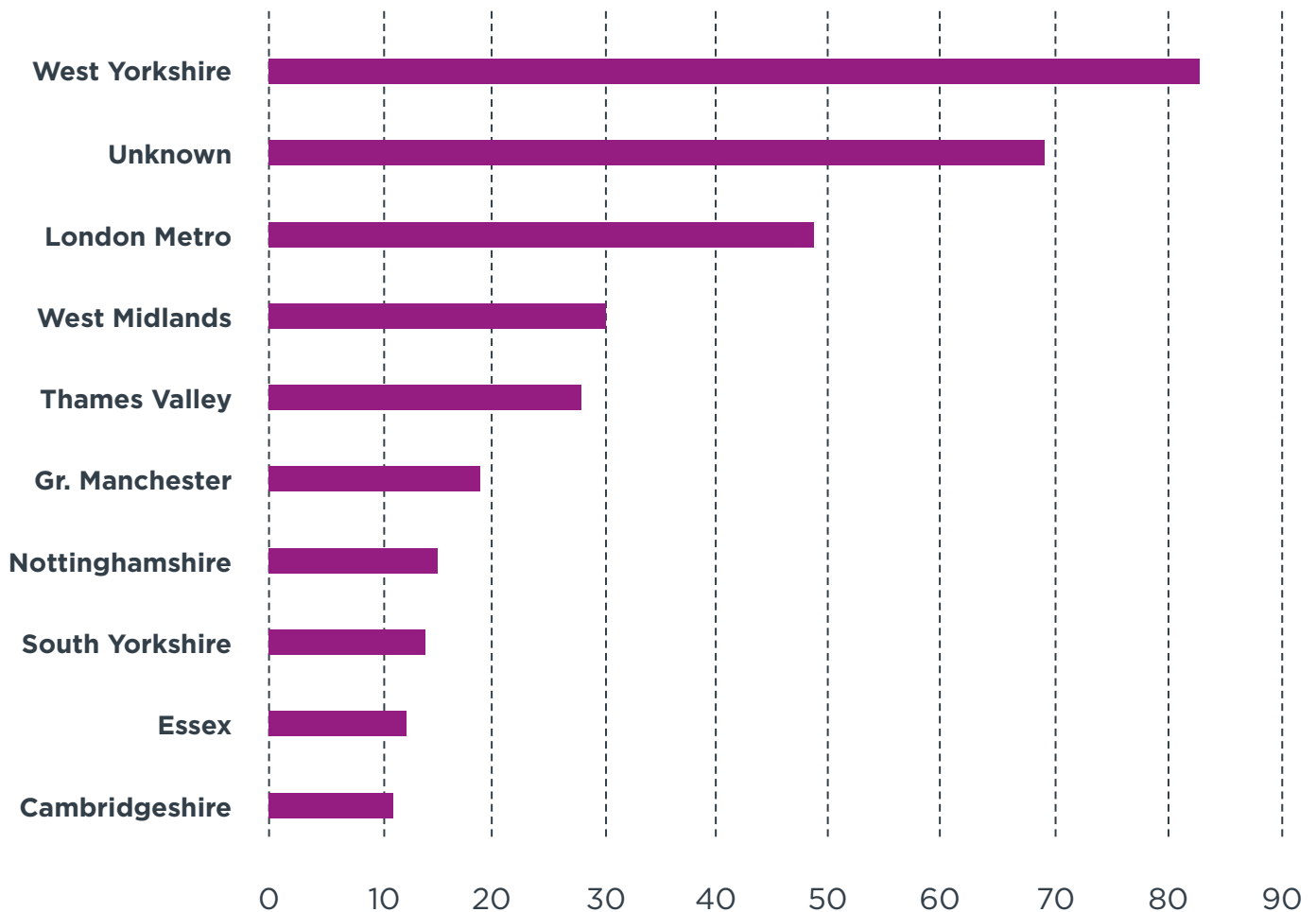
**4%**

Voluntary Domestic Abuse services and Third-party referrals both made 4% of referrals

# Top Locations



## Areas



We supported more new cases in West Yorkshire than any other area – 17%.

London metropolitan was the second highest new case location – 15%.

6% of new cases were living in West Midlands and the Thames Valley area.

17%

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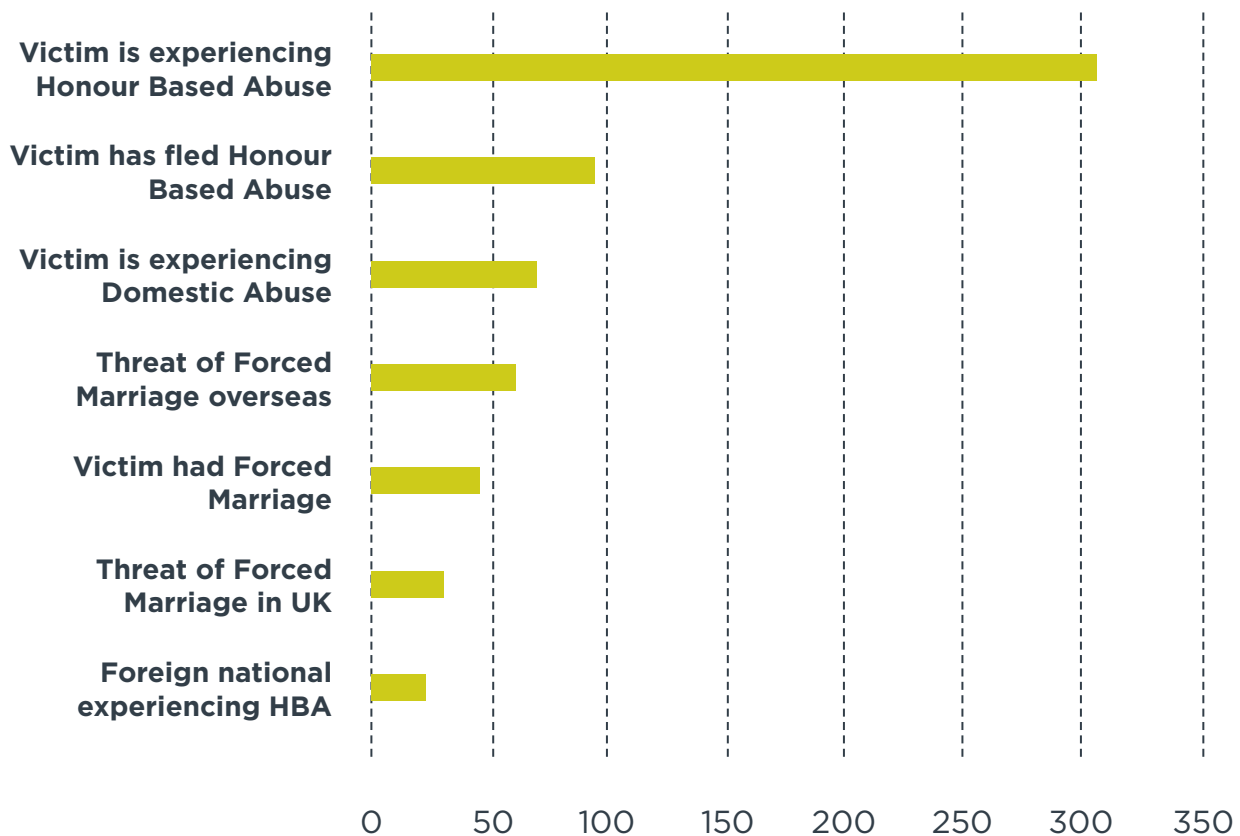
15%

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6%

of new cases were living in West Midlands and the Thames Valley area

## What prompted contact?



49% of victims were experiencing Honour Based Abuse at the time of the first contact.

14% had fled Honour Based Abuse/Forced Marriage.

14% threats of Forced Marriage.

11% were experiencing Domestic Abuse.

49%

of victims were experiencing Honour Based Abuse at the time of the first contact

14%

had fled Honour Based Abuse/Forced Marriage

11%

were experiencing Domestic Abuse

