



2020/21

Helpline Statistics

Q1 Report



3,508

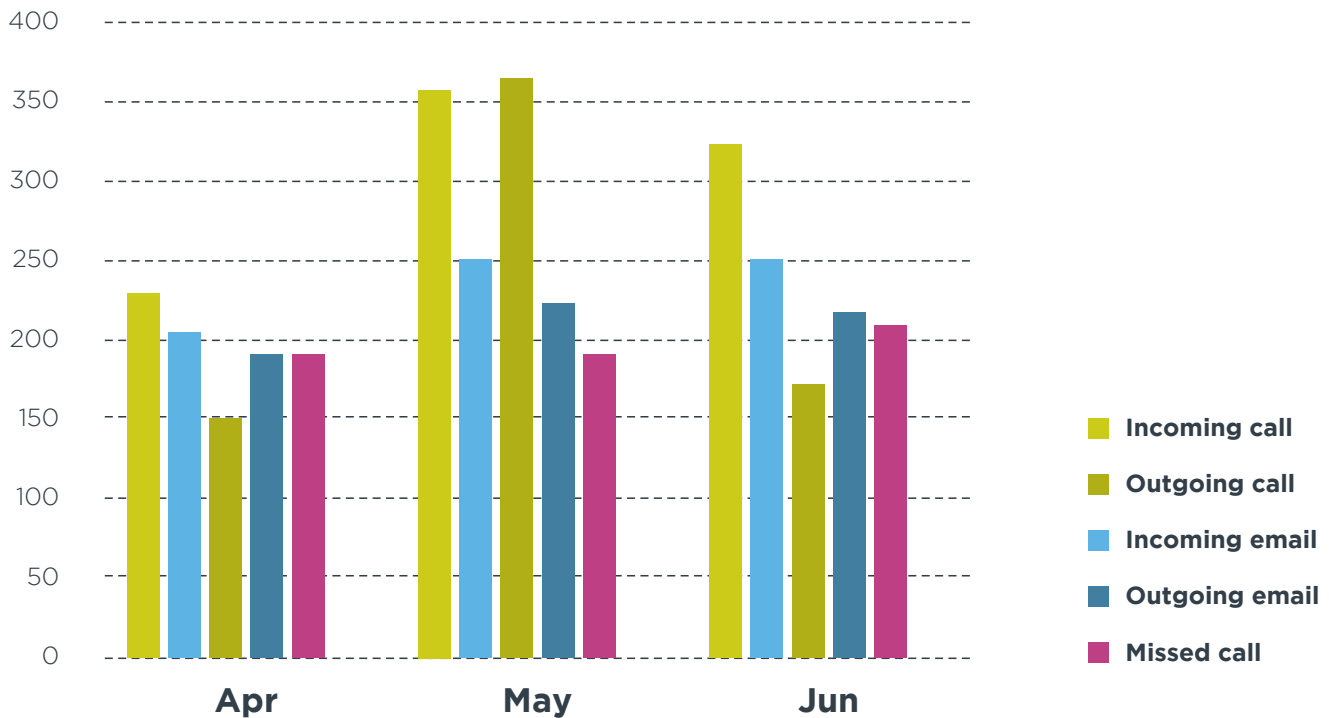
Total Contacts



618

Total New Cases

Monthly Contacts



During quarter one, the helpline managed 3508 contacts, a 95% increase compared to 2019.

The helpline supported 519 new referrals, a 15% increase compared with the same period in 2019. Total cases supported increased by 17%.

The average number of contacts per case increased to 6, compared with 3 contacts per case during the same period last year.

3,508 total contacts during the first quarter

15% increase compared the first quarter in 2019

17% total supported cases increase

200% increase per case during the same period last year

Referral Source

- Single Victim
- Police
- Third Party
- Children Social Care Services
- Voluntary Domestic Abuse Service



Professionals made 218 new referrals to the helpline.

Single victim self-referrals have increased by 21% compared with the same period last year.

Professionals referring new cases has fallen by 21%. Third-party referrals have increased by 100%.

Cases where Domestic Abuse prompted contact to the helpline increased by 53%, compared with the same period in 2019. Cases where victims were experiencing Domestic Abuse 'only' where no elements of Honour Based Abuse/Forced Marriage were identified increased by 114% compared to the same period in 2019.

The total number of children being referred fell by 40%. Referrals from education fell by 85% as schools and colleges closed. Children became increasingly invisible to social care, evidenced in a 45% fall in referrals.

However, there was a 250% increase in children contacting the helpline themselves.

218

new referrals to the helpline were made by professionals

21%

self-referrals were made by single victims

53%

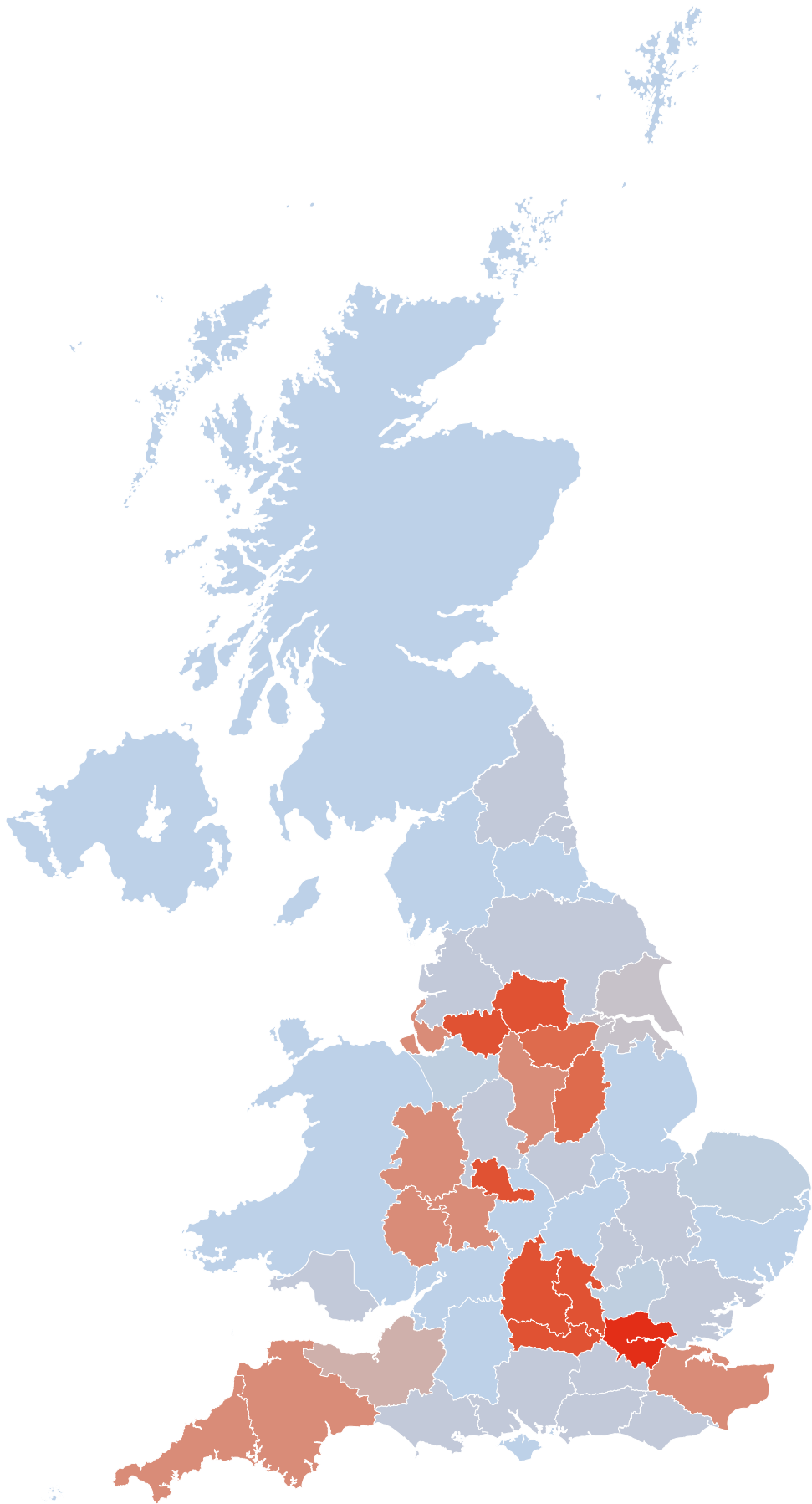
case increase from Domestic Abuse

85%

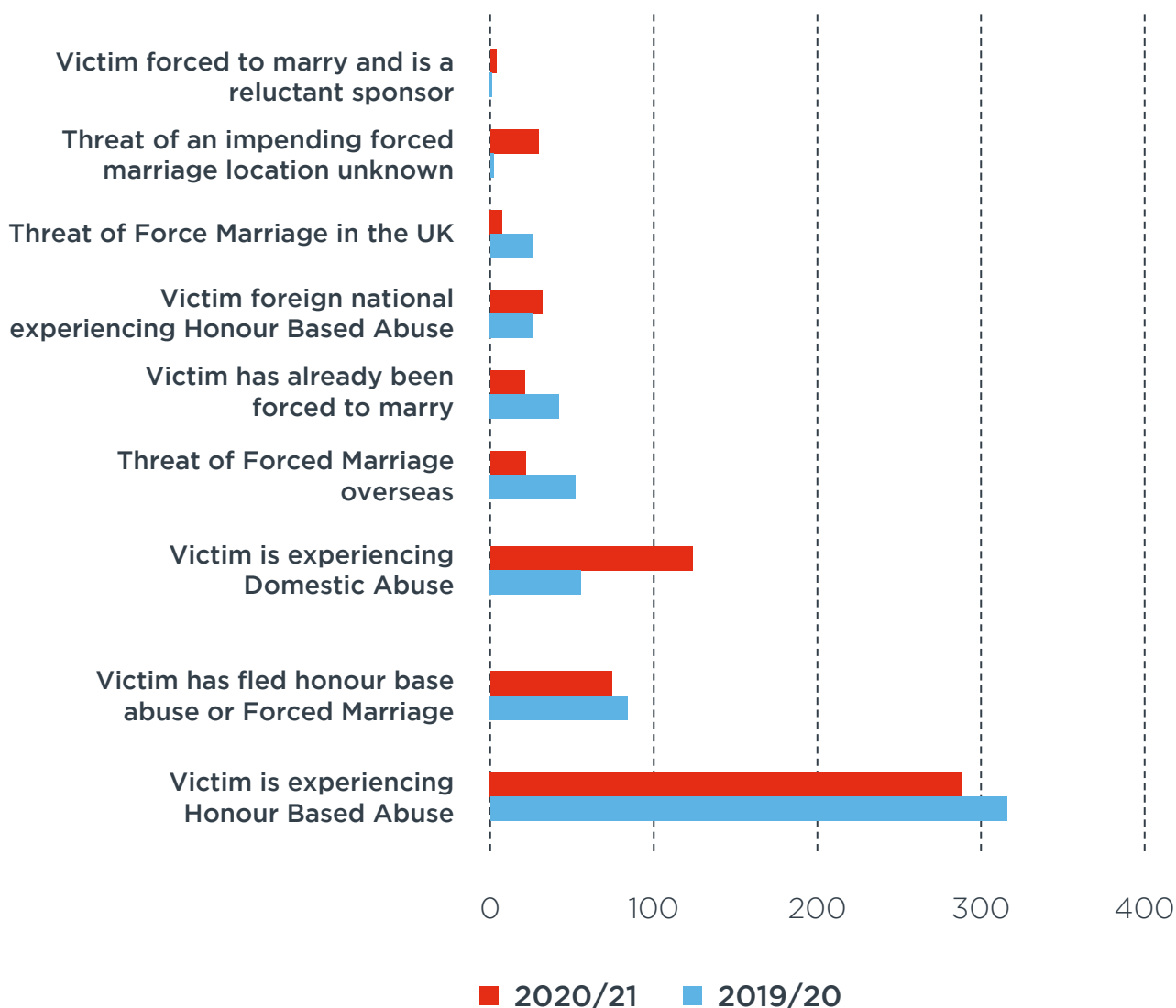
self-referrals were made by single victims

Top Locations

New case locations in the UK.



What prompted contact?



Twenty-five victims facing the threat of forced marriage didn't know where the marriage was planned. Threats of forced marriage known to be abroad and in the UK fell by 62%.

As those members of the UK workforce who could work from home settled into a new way of working, helpline activity began to increase. New cases where Domestic Abuse was a primary prompt to contact the helpline in-

creased. Referrals for children fell. Third-party referrals increased. During quarter 1, education referrals for children fell by 67%, and social services referrals for children fell by 45%.

During quarter one the helpline supported 89 victims whose circumstances were exacerbated by Covid-19 lockdown. We supported seven victims who contacted the helpline because lockdown prevented them from

travelling to a place of safety. One caller was concerned that her child was staying with her ex-partner and insisted he kept the child until lockdown had ended and that she should not travel to collect him.

Callers reported feeling increasingly isolated and constantly monitored whilst feeling trapped with the perpetrators, often with connected people like parents, partners, and siblings.

