



2021/22

Helpline Statistics

Q1 Report



3,077

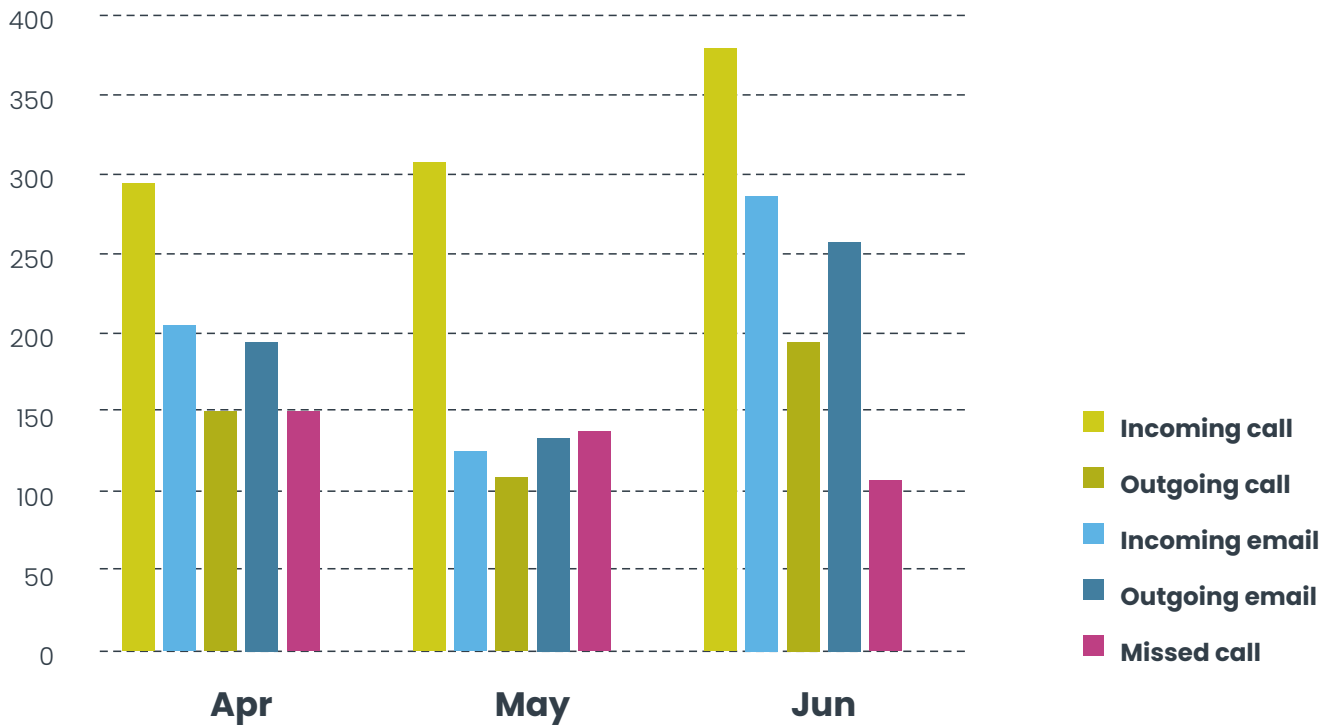
Total Contacts



654

Total New Cases

Monthly Contacts



In quarter 1, incoming contacts increased by 5% from 904 to 951 and encouragingly missed calls fell by 22% from 529 to 412, which meant more callers could get through. June was the busiest month of the quarter, with a total of 1204 contacts.

Despite overall contacts being slightly down compared to last year's period, we believe this was primarily down to the first lockdown during the pandemic, where contacts reached an all-time high.

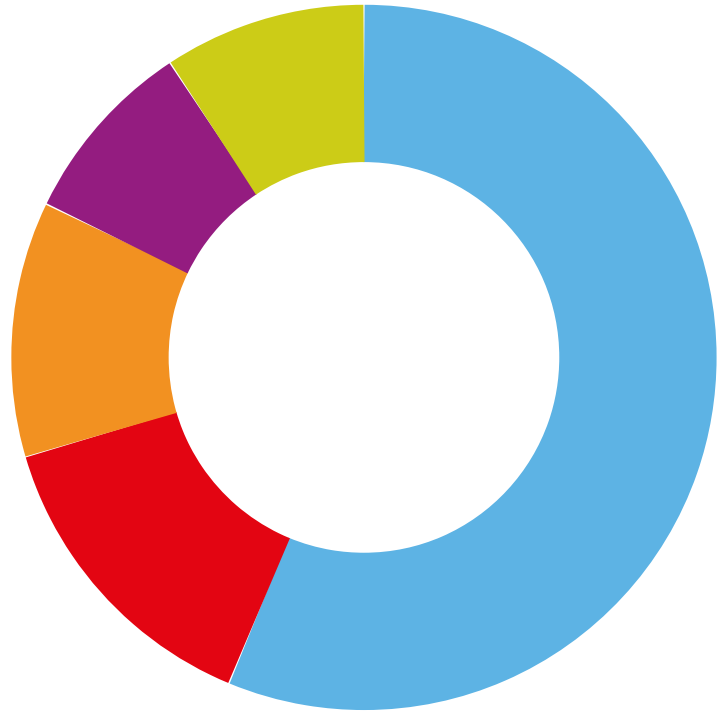
951 total incoming calls during the first quarter

412 missed calls which fell 22% compared

1,204 contacts in June alone becoming the busiest

Referral Source

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



201 victims contacted the helpline for the first time, a 7% fall compared to last year.

Referrals from police forces across the UK remained stable at 53, precisely the same number of referrals as the previous year.

However, referrals from voluntary domestic abuse services increased most significantly at 59%, from 17 to 27, suggesting that the easing of Covid restrictions enabled victims to reach out for support safely.

201

victims contacted the helpline

53

referrals were made by the Police

59%

referrals increase from Voluntary Domestic Abuse

Top Locations

We received more known referrals from West Yorkshire than another area which saw a 34% increase to 63 cases.

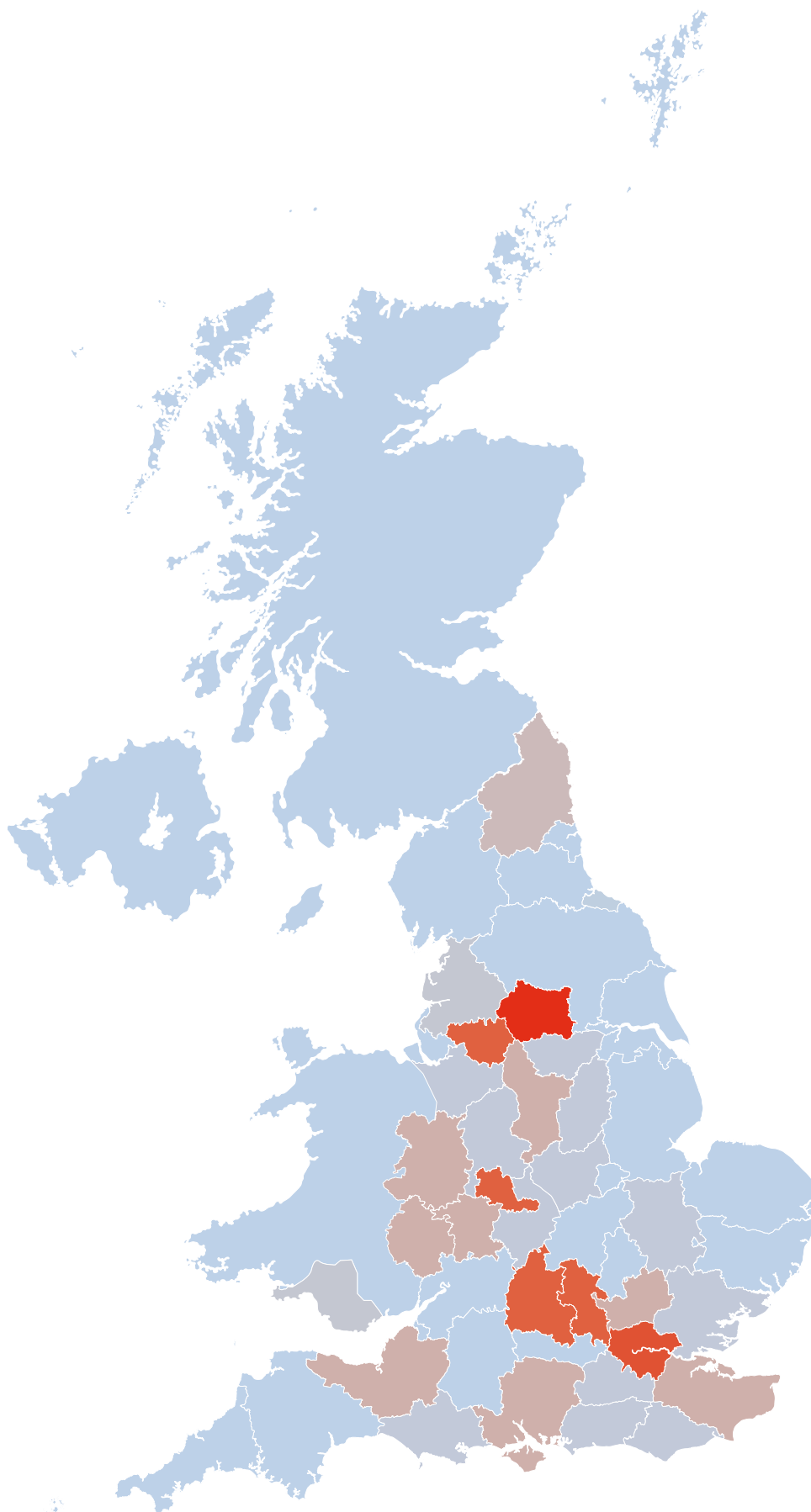
London boroughs received the highest known location contacts relating to 58 cases.

The most significant referral increases were from Hertfordshire and Avon & Somerset – 225% and 175%, respectively.

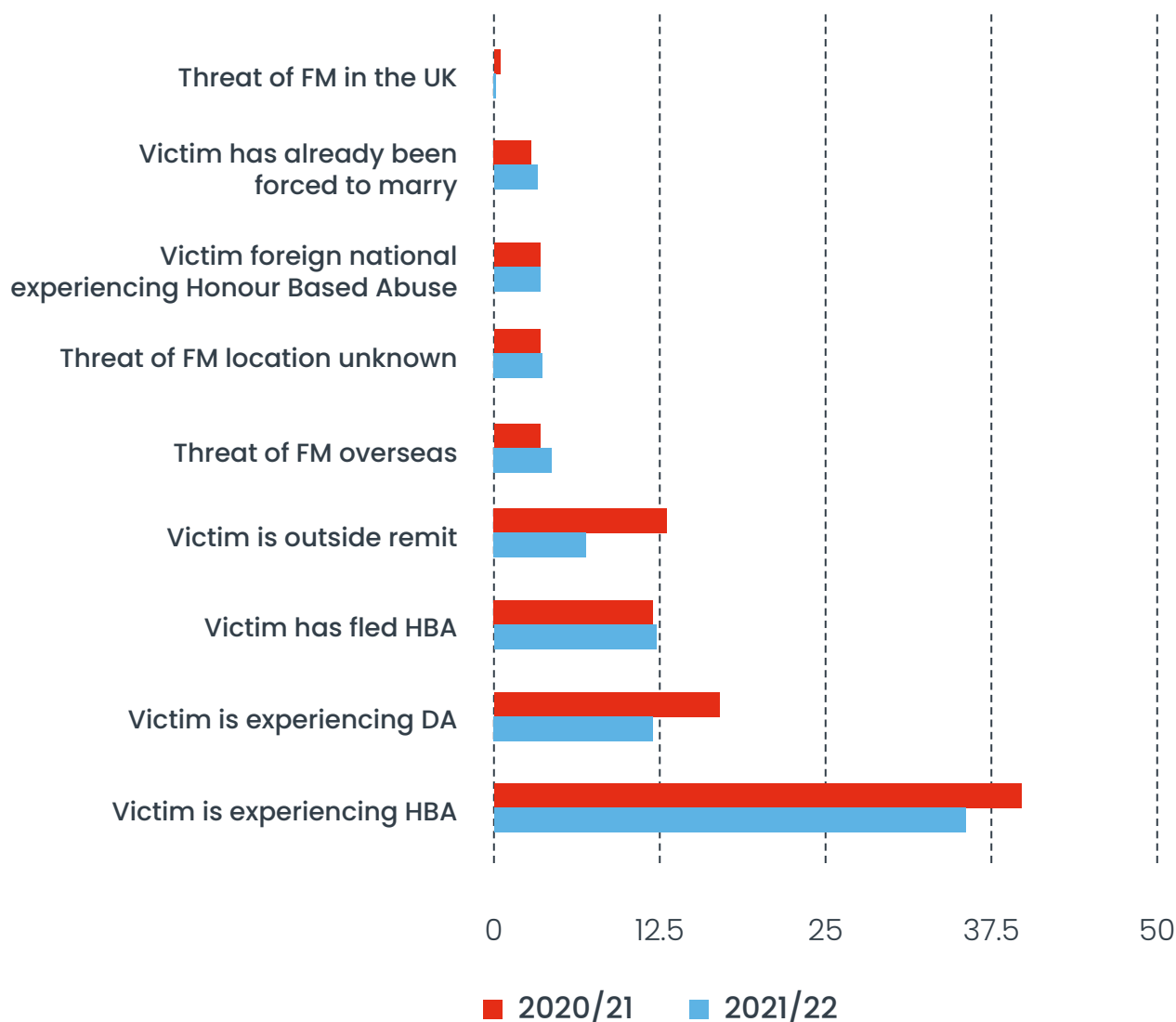
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65



What prompted contact?



With children becoming increasingly visible to statutory services, the number of children we supported increased by 75% - 40 to 70 cases.

Referrals for children facing the threat of child marriage increased by 71% - 14 to 24 cases. Referrals from schools also increased from 4 to 7 children. Twenty children were

referred by children's social care, a 33% increase compared to last year.

We supported sixteen male victims facing the threat of forced marriage compared with only three during the same period last year. Five victims were children. All boys were supported by a professional that contacted the

helpline for guidance on how best to provide support.

They were all experiencing Honour Based Abuse and the threat of a forced marriage perpetrated by either their mother or father. Triggers for forced marriage included victims coming out as gay, having a disability and having said no to a forced marriage.

