



2022/23

Helpline Statistics

Q1 Report



2,340

Total Contacts

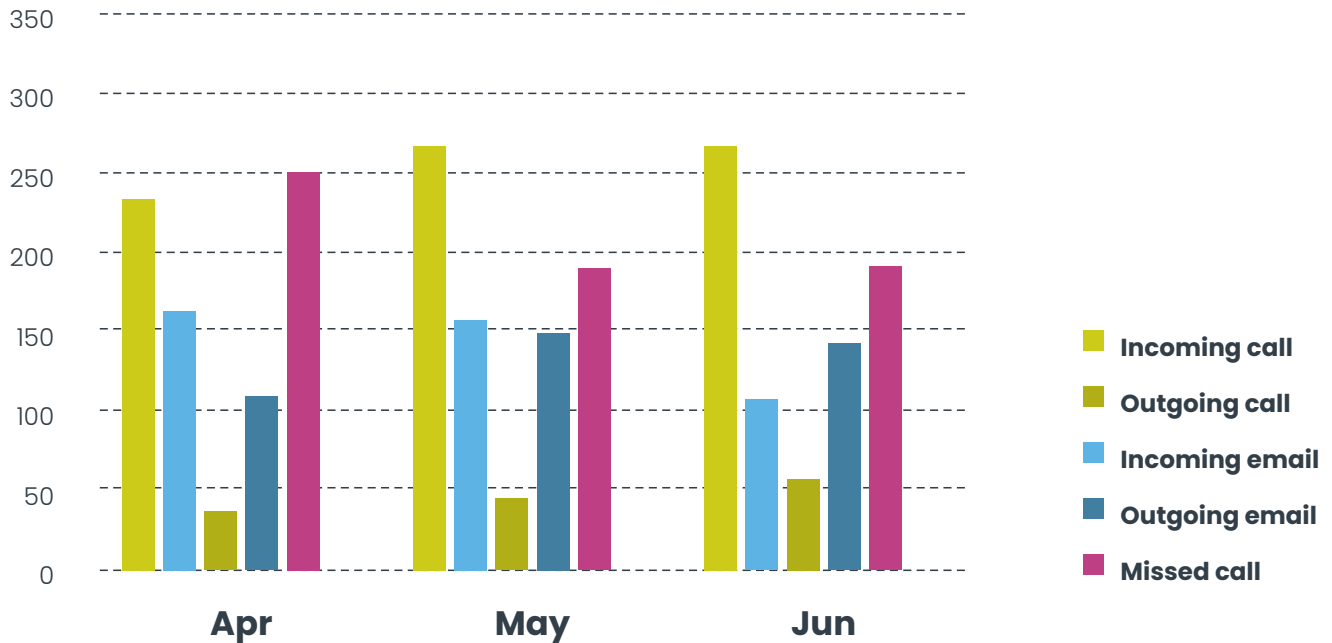


574

Total New Cases

The information provided in this report is based on the information callers chose to share with the helpline and does not reflect the true prevalence of HBA in the UK.

Monthly Contacts



In Q1, the helpline received a total of 1727 contacts, including both answered calls and missed calls, with 574 cases being supported.

Out of these, 477 were new cases.

May was the busiest month during the quarter, with a total of 606 contacts.

However, 614 calls were missed during this period, which indicates a higher demand for support.

477

were the total of new cases

606

contacts in May alone becoming the busiest

1,727

total contacts were received by the helpline in Q1

Referral Source

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



During the quarter we supported 188 victims who contacted the helpline for the first time, 39% of all new victims were supported.

Referrals from the police stayed consistent with the previous quarter – 43 to 40 respectively.

Children's Social Care referred 35 victims. Referrals from the 3rd Sector increased by 2% from 19 to 28.

188 supported who contacted the helpline for the first time

40 referrals were made by the Police

35 referrals came from Children's Social Care

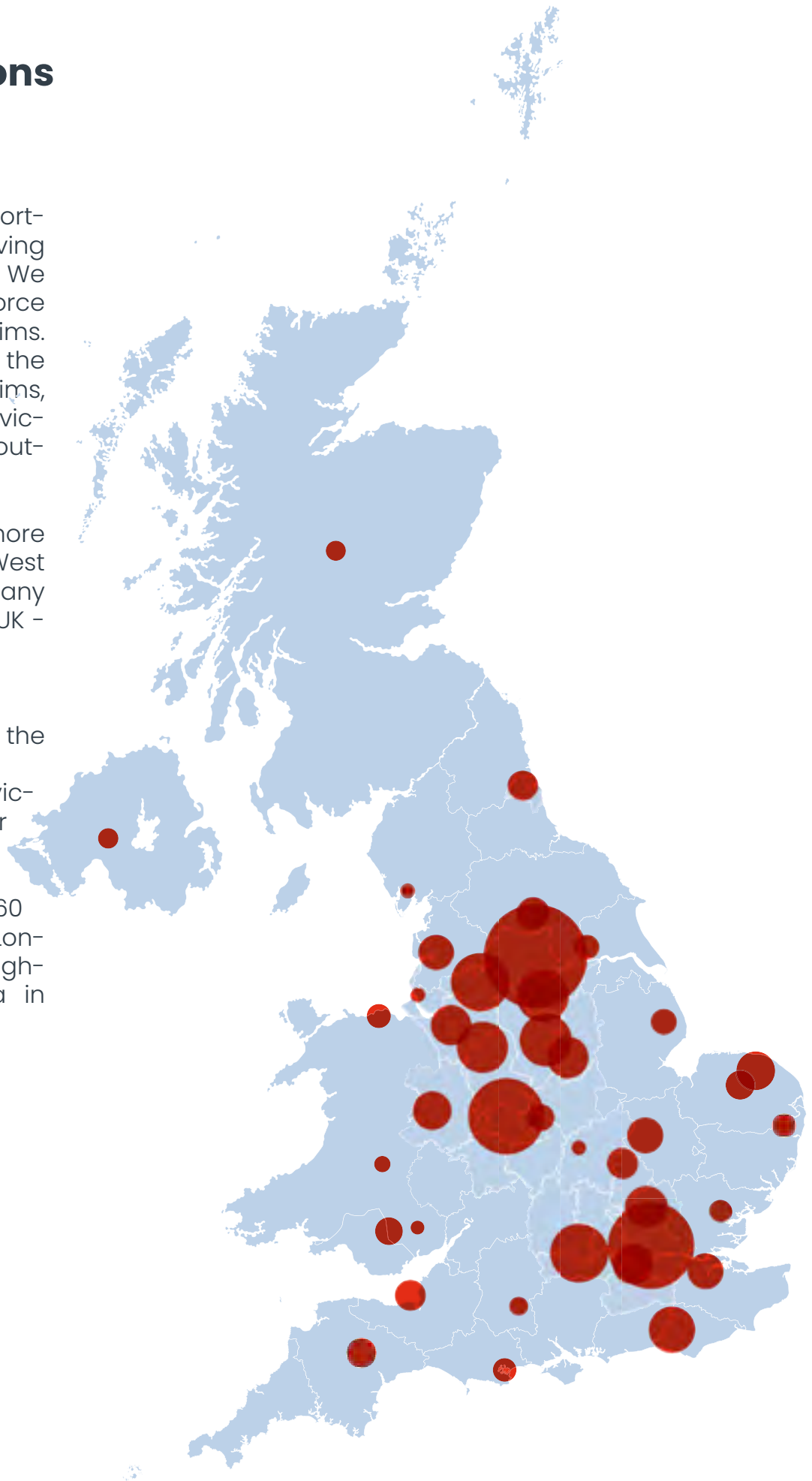
Top Locations

The helpline supported 573 victims living across the UK. We knew the police force area of 496 victims. We didn't know the location of 74 victims, and we know 3 victims were living outside of the UK.

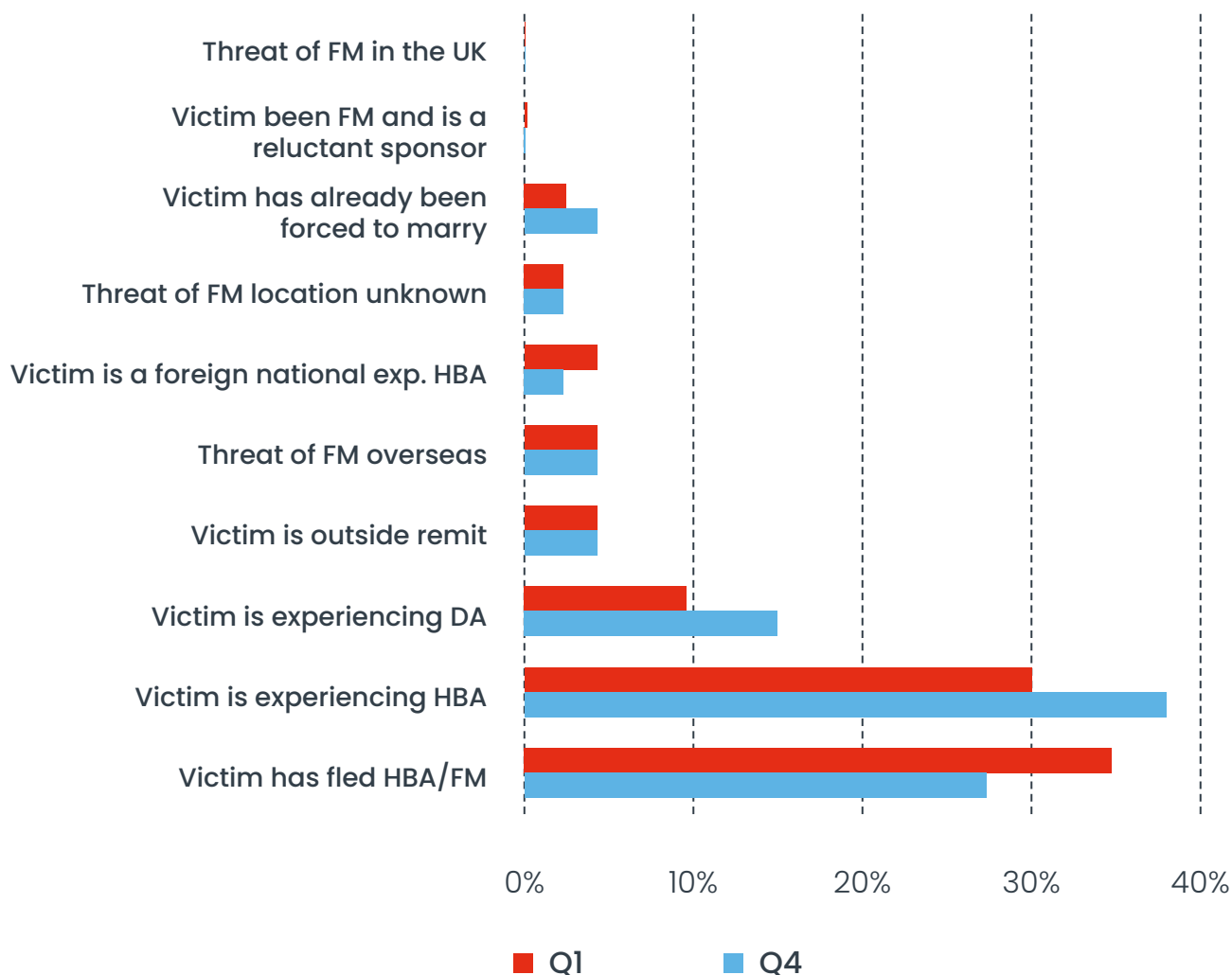
We supported more victims living in West Yorkshire than any other area in the UK – 88 victims.

We supported 44 victims living in the West Midlands, and 27 victims living Greater Manchester.

We supported 60 victims living in London, the second highest contact area in the UK.



What prompted contact?



During the first point of contact with the helpline, 229 victims reported experiencing HBA, while 82 reported experiencing DA. It is worth noting that there was a 6% increase in the number of victims who contacted the helpline because they had fled HBA and/or FM. Interestingly, the threat of FM in the UK was the least cited reason for contacting the helpline, with only 0.1% of victims reporting it as a prompt for their call.

Children

We supported 47 children during Q1, 26 of whom were facing the threat of being forced

into child marriage. We know that 16 of these children were at risk of being taken abroad. A further 10 children didn't know where they were going to be taken but knew child marriage was imminent.

Children's Social Care departments across the UK made 14 referrals to the helpline. Other professionals supporting children such as the police, CAF-CASS, schools, and colleges also contact the helpline for support and best practice guidance.

Children also made contact themselves because they were experiencing HBA and

facing the threat of FM. The abuse was being perpetrated by their, parents, siblings, and in-laws. Some of the children told us that the abuse was triggered because they were in a relationship their parents disapproved of, or that they had told somebody else what was happening at home.

For some children, their parents had become physically abusive, and controlling what they could and couldn't do. It's important that children have a safe and supportive environment to share their experiences and receive help.



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