



2022/23

# Helpline Statistics

Q2 Report



**2,453**

**Total Contacts**

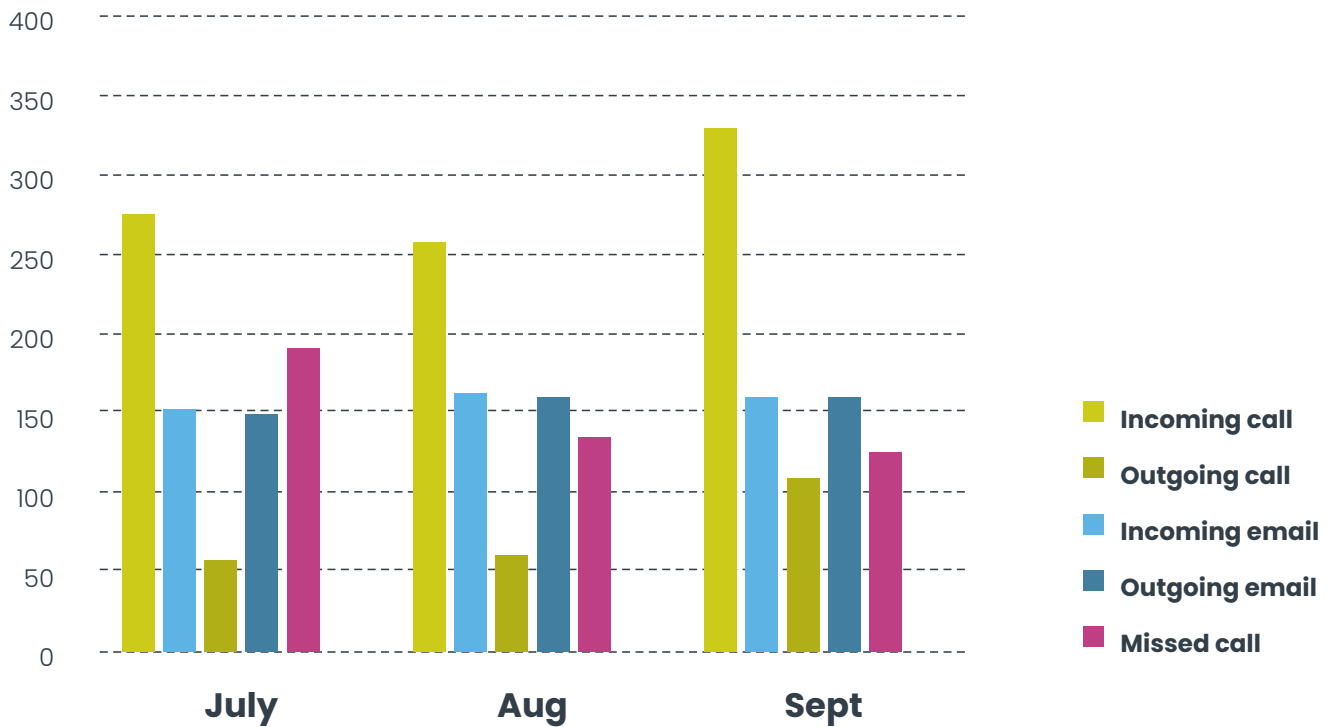


**635**

**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



During the second quarter, we saw a significant increase in activity on our helpline, with a 17% rise in the number of contacts received compared to the first quarter, totalling 2016 contacts. Additionally, the number of missed calls decreased by 29% in Q2, with 437 missed calls compared to 614 in Q1.

In September, we experienced our busiest month of the quarter, with a total of 734 contacts made to our helpline, accounting for 36% of the total contacts made during Q2. Incoming calls consistently make up the majority of our total contacts, 810 in Q2, representing 40% of all contacts.

**17%** rise in the number of contacts received

**2,016** total contacts during the second quarter

**734** contacts during September

## Referral Source

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



In Q2, we provided support to 534 new callers on our helpline, of which 39% were victims reaching out for the first time. New victim callers increased compared to Q1, rising from 188 to 222. We also saw an increase in the number of new cases referred from the police, from 40 in Q1 to 49 in Q2.

Children's social care made up 7% of the new case contacts, which was consistent with Q1. However, the number of new cases from children's social care increased from 35 in Q1 to 54 in Q2.

**534**

new callers were supported for the first time

**49**

referrals were made by the Police

**7%**

referrals came from Children's Social Care

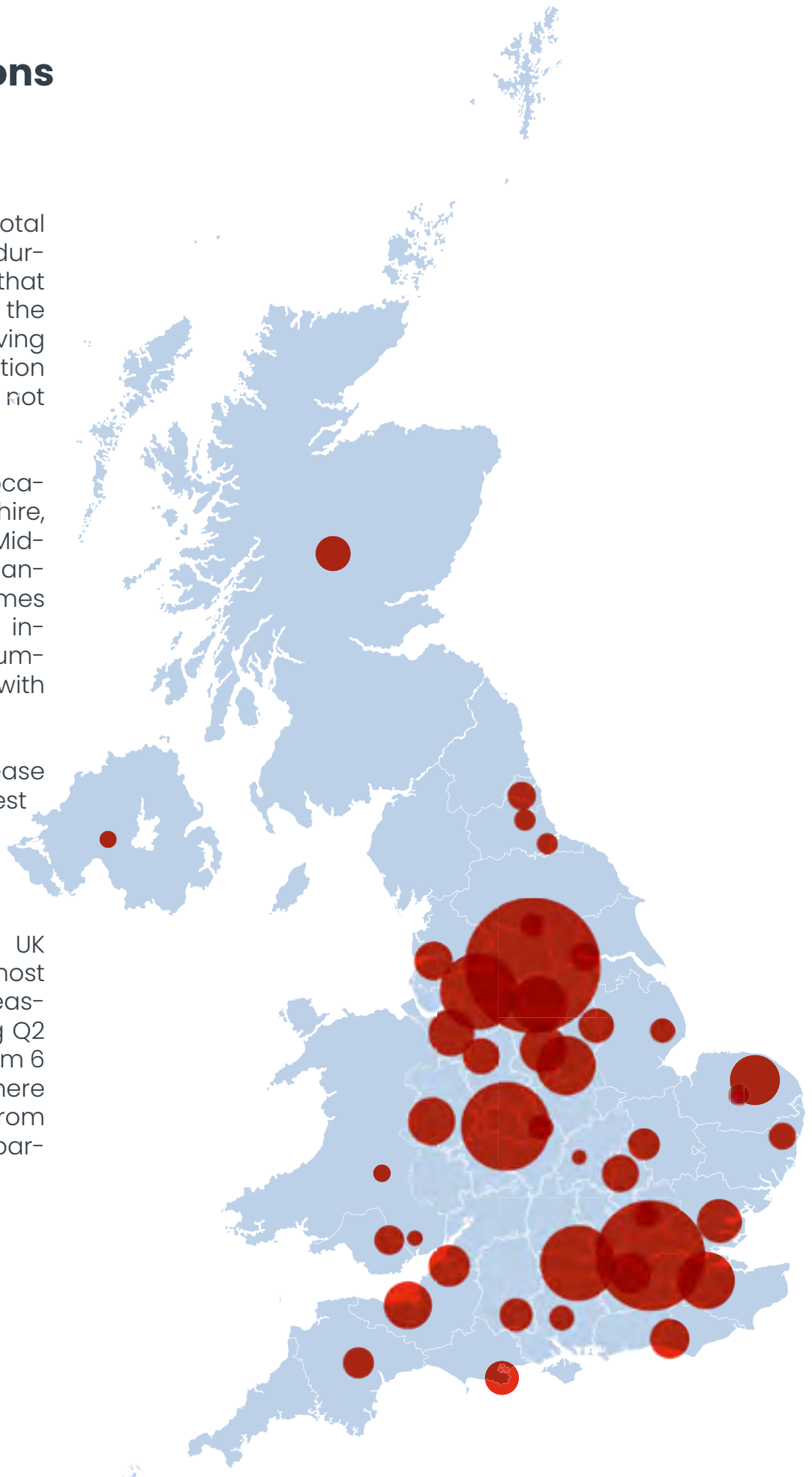
## Top Locations

We supported a total of 635 victims during Q2. We know that 533 were living in the UK, and 17 were living abroad. The location of 82 victims was not recorded.

The top 5 case locations, West Yorkshire, London, West Midlands, Greater Manchester and Thames Valley all showed increases in case numbers compared with Q1.

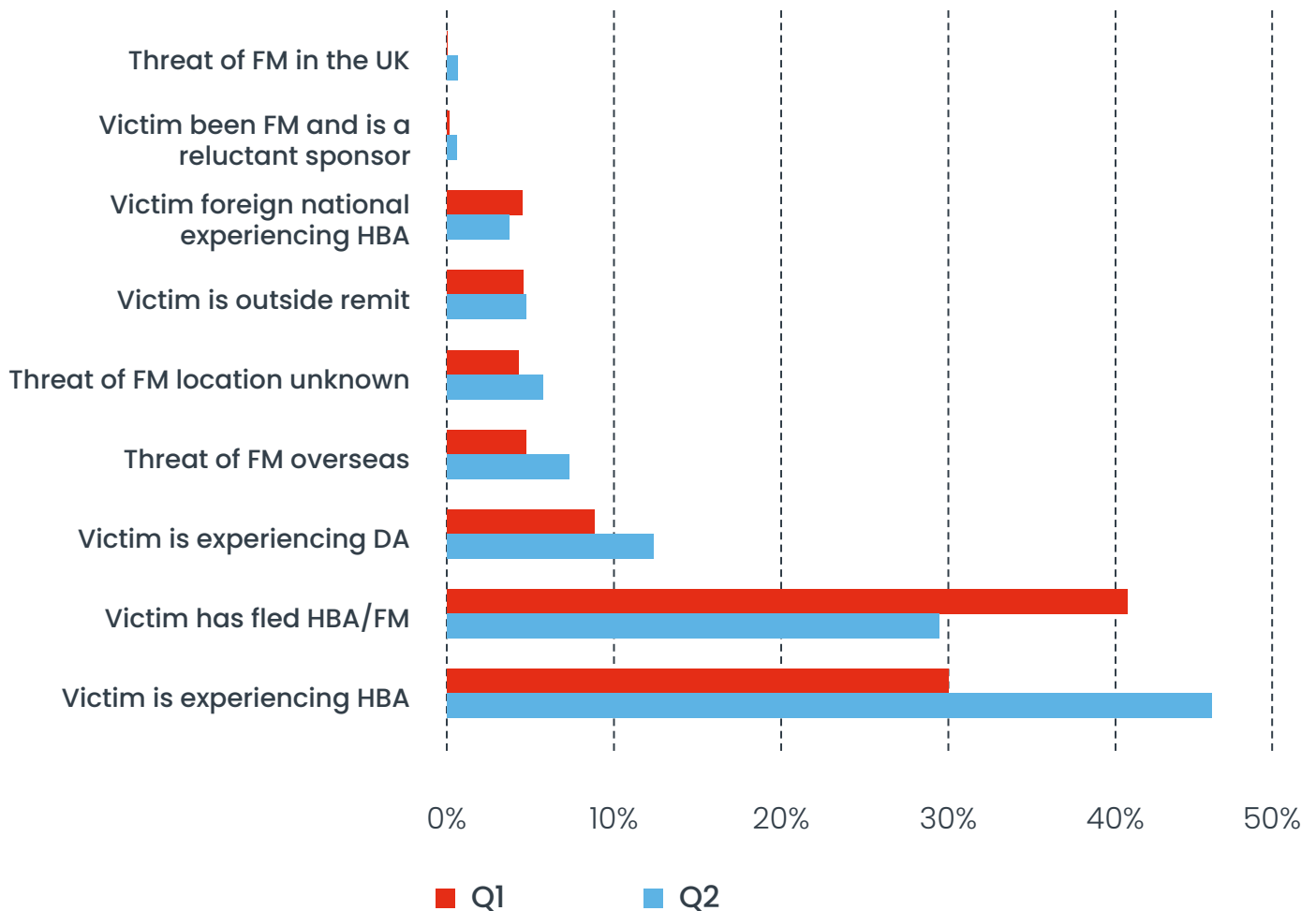
The largest increase of 25% was in West Yorkshire where cases increased from 88 to 110.

Locations in the UK that saw the most significant increases in cases during Q2 were Somerset from 6 to 12, and Kent, where cases increased from 9 to 19 when comparing with 01 cases.





## What prompted contact?



The most significant increase in prompts to contact the helpline was 'Victims experiencing HBA at the time of the contact, from 854 in Q1, to 1308 in Q2. We had an extra 85 cases where prompts were 'Threat of FM overseas' totally to 201.

### Male Victims

During Q2, we provided support to 54 male victims of HBA and FM, with 6 of them facing the threat of FM. Our data suggests that male victims are more likely to contact the helpline themselves rather

than seeking help from professionals or family members. Specifically, during this quarter, 30 male victims contacted the helpline compared to 17 professionals.

We also supported 8 boys who were experiencing HBA and FM, some of whom contacted the helpline themselves, while 6 professionals contacted us for guidance and support on behalf of the boys.

**Interestingly, our data shows that male victims of HBA/FM are less likely to experience abuse from their mothers**

### compared to female victims.

None of the male victims reported experiencing abuse solely from their mothers, while 11 female victims did.

Additionally, the percentage of male victims who cited "mum" as a perpetrator was 9%, which was 5% lower than the percentage reported by female victims, which was 14%. Furthermore, 13% of male victims were experiencing abuse from either their father or brother compared to 4% of female victims.

