



2019/20

Helpline Statistics

Q3 Report



2,593

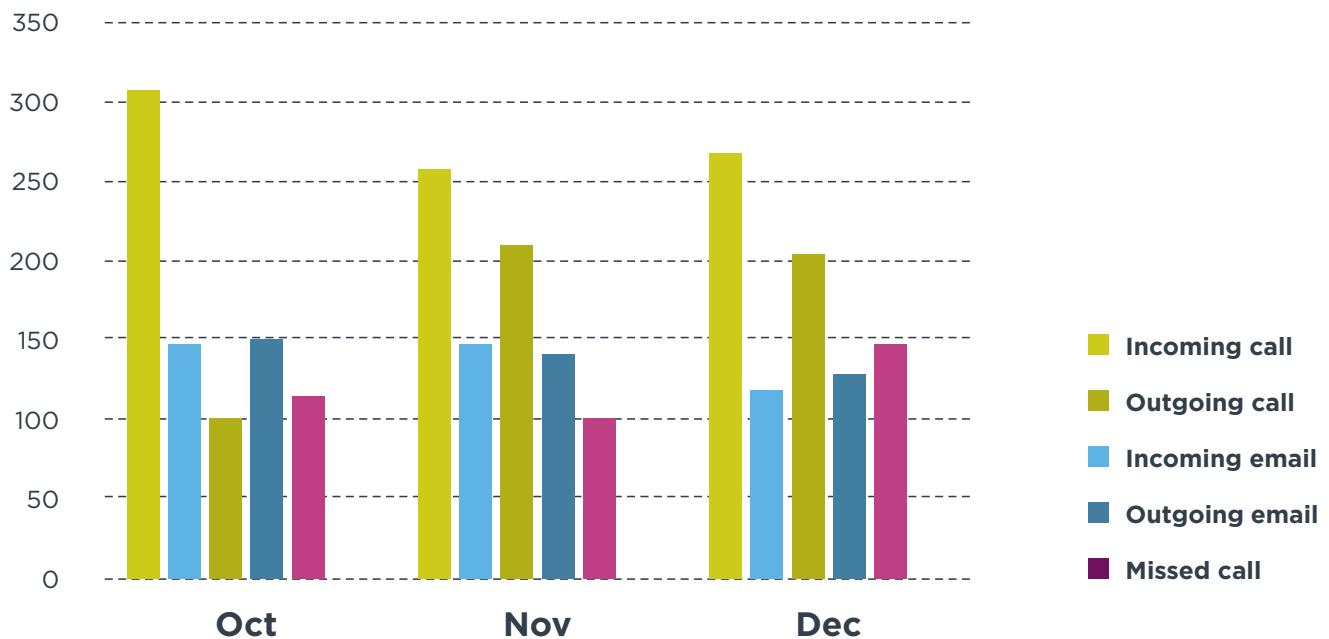
Total Contacts



593

Total New Cases

Monthly Contacts



During quarter 3 2019-20, KN helpline has experienced a 14% increase in overall contacts compared with quarter 2, from 2270 to 2593, respectively.

The largest increase of 82% was outgoing calls, rising from 284 in quarter 2, to 518 in quarter 3.

Incoming calls generated the majority of contacts at 38%, a 7% increase when compared to quarter 2. 24% of contacts were outgoing calls.

The helpline team had input into 593 cases during quarter 3. Of those cases, 494 were new cases to KN, and the remaining 99 existing cases were in contact for on-going guidance and support.

14% increase in overall contacts compared to Q2

82% increase of outgoing calls

38% being for the majority of incoming calls

24% were outgoing calls

Referral Source

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



Police forces across the UK made the most contacts and referred the most cases to the helpline during quarter 3, with 307 contacts regarding 63 cases.

Health services made the most average contacts per case (8), with police being second with an average of 5 contacts per case.

Education made an average of 2 contacts per case, the least amount for professional cases.

19 Police forces across the UK made a total of 31 new case referrals to the helpline.

West Yorkshire 3, South Yorkshire 3, Sussex 3, London Met. 2, Avon & Somerset 2, Bedfordshire 2, Hertfordshire 2, Surrey 2. The remaining 24 forces each made 1 new case referral during January.

307

contacts were from the Police forces regarding 63 cases

19

Police forces across the UK made a total of 31 new case referrals

8

Contacts per case from the Health services being the highest count

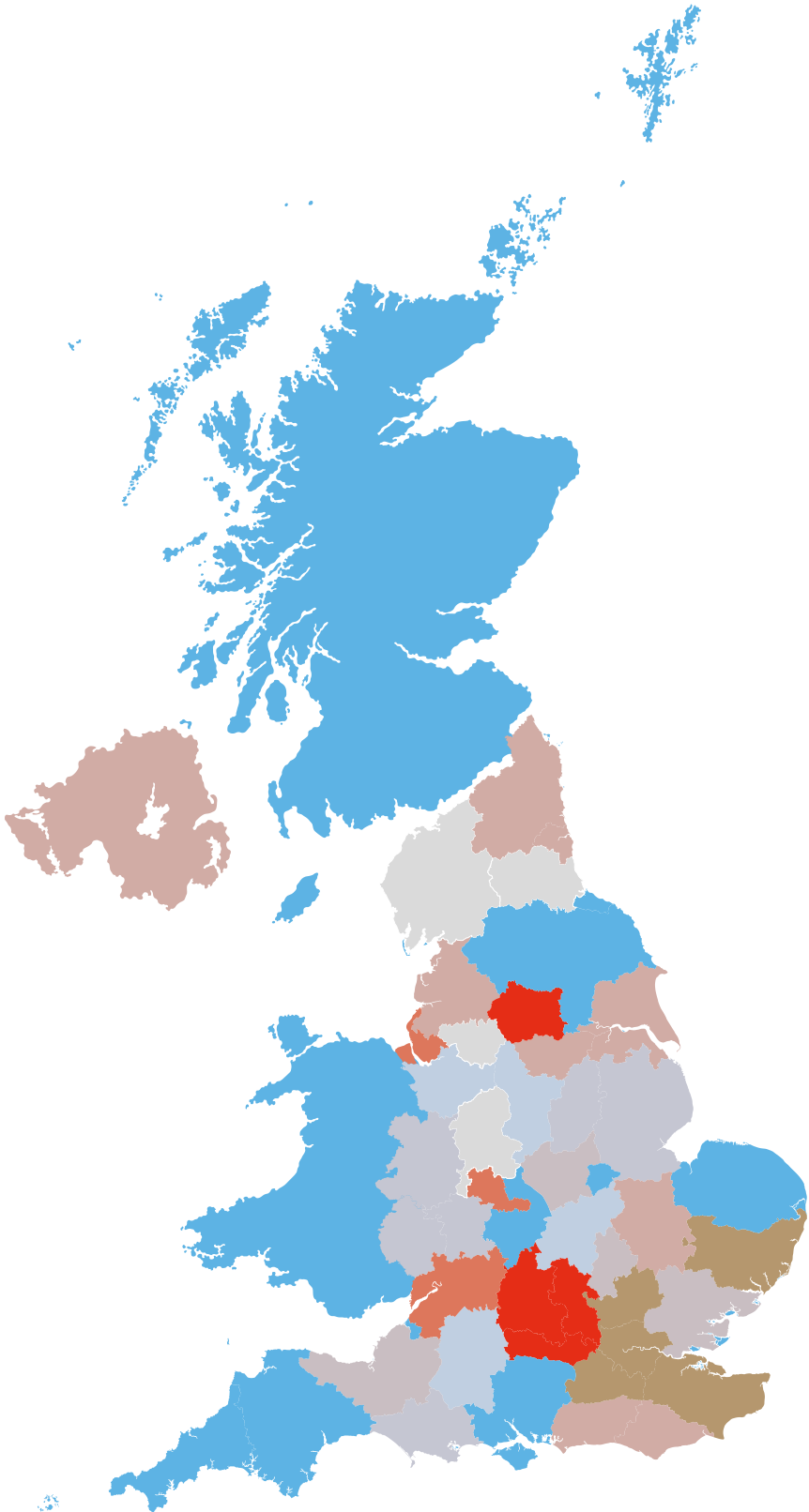
Top Locations

Top Incoming Contact Locations

- Leeds 174
- London 123
- Bradford 68
- Birmingham 59
- Nottingham 39

Top Case Locations

- London 59
- Leeds 56
- Birmingham 31
- Bradford 22
- Nottingham 12



Professional Contacts & Cases



When compared with quarter 2, the total amount of children KN have provided support for in quarter 3 increased from 48 to 53. Of the 53 child cases, 33 were at risk of FM.

Professionals contacted KN for guidance and support regarding 9 children who were either in local authority care, or in supported temporary housing due to the threat of FM.

There were 19 children living in the family home with parents who were the perpetrators of FM & HBA.

We know that for 18 of these children statutory services were aware of the risk and contacted KN for guidance and support to safeguard children appropriately.

The youngest victims were four 13-year-old girls, one of whom was being supported by children's social care.

53

Total child cases, 33 were at risk of forced marriage

19

Children living in the family home with parents who were the perpetrators

20%

increase on total amount of children KN provided support compared to Q2

