



2020/21

Helpline Statistics

Q3 Report



4,259

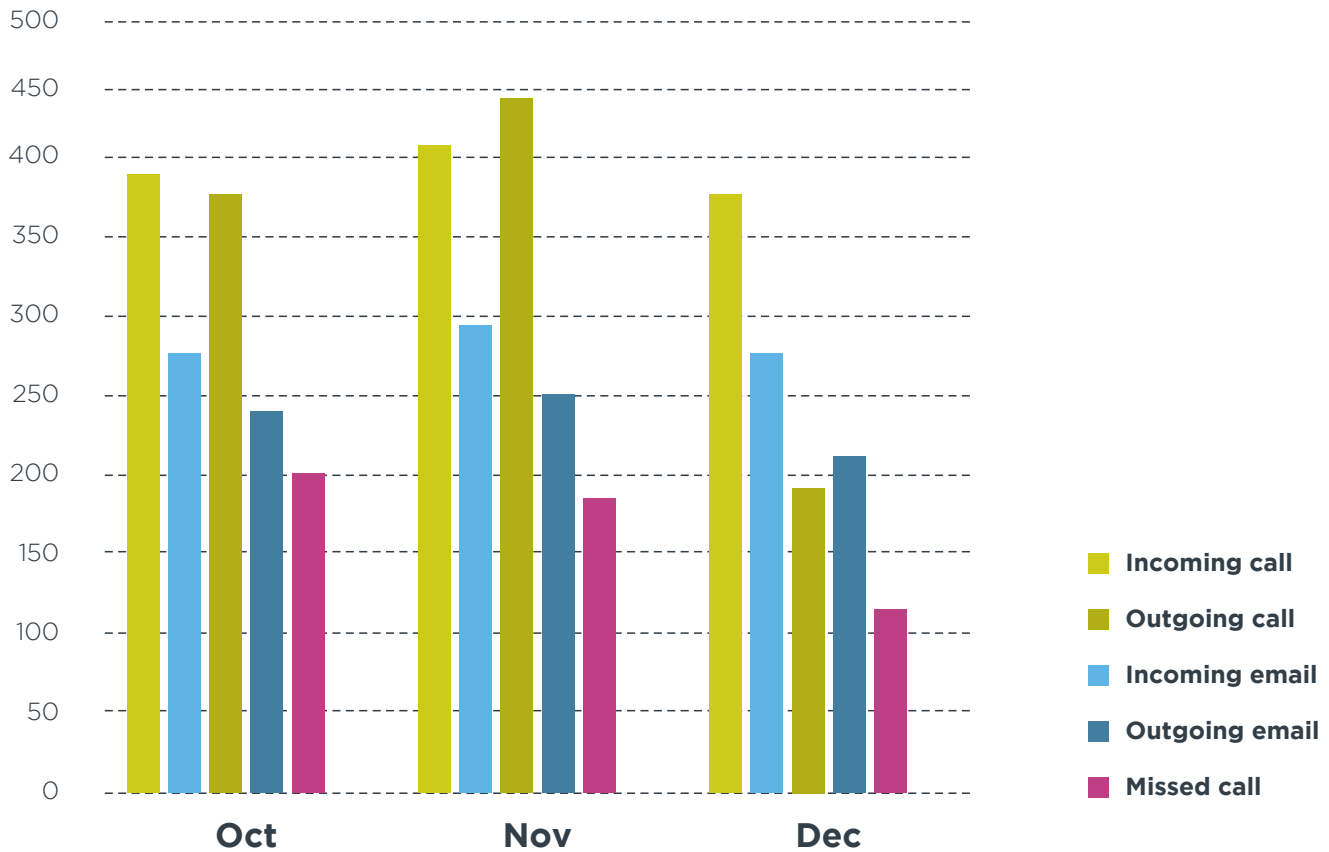
Total Contacts



778

Total New Cases

Monthly Contacts



Quarter 3 brought us increasingly Covid-19 uncertainty, with another lockdown announced at the beginning of November, then extended until the end of December.

During quarter 3, the helpline managed 4259 contacts, a 74% increase compared with the previous year (2442 to 4259). November proved to be the busiest month of the quarter with 1585 total contacts, 37%.

Incoming calls generated 27% of total contacts during quarter 3, a 20% fall compared with last year's same period.

However, Incoming emails increased by 20% and outgoing emails increased by 2%. Missed calls increased by 11%.

4,256 contacts were managed by the helpline

74% increase compared with previous years

37% of total contacts were from November

20% increase from incoming emails

Referral Source

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



Compared with last year's Q3, single victim referrals increased by 32% - 189 to 249.

Children social care referrals increased by 42% - 48 to 68.

Police referrals fell by 12% - 57 to 50.

Voluntary DA services referrals increased by 13% - 39 to 44.

Third-party referrals increased by 71% - 24 to 41.

32%

increase compared to last years third quarter

68

total referrals from children social care

50

referrals were made from the police

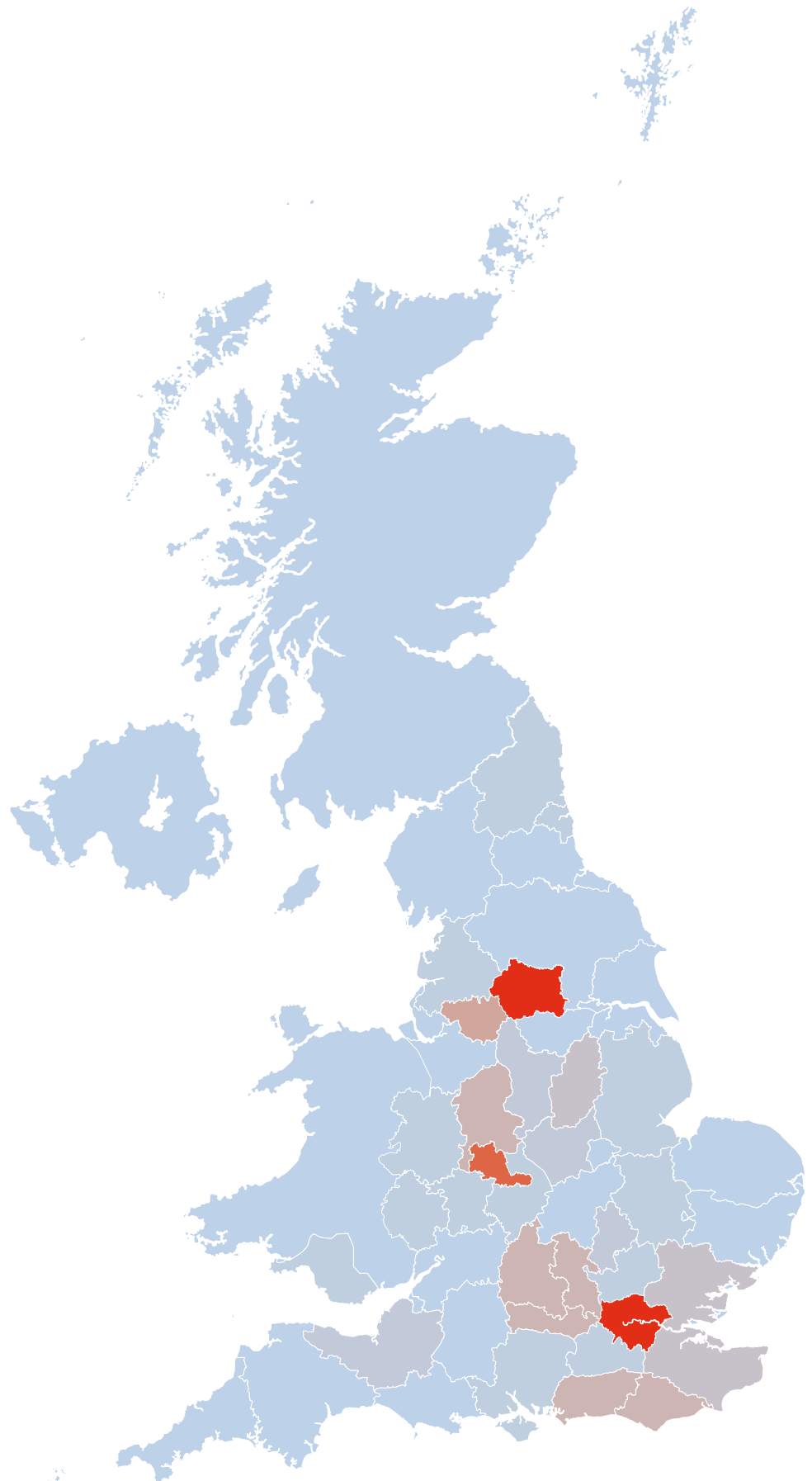
71%

increase referrals from third-party

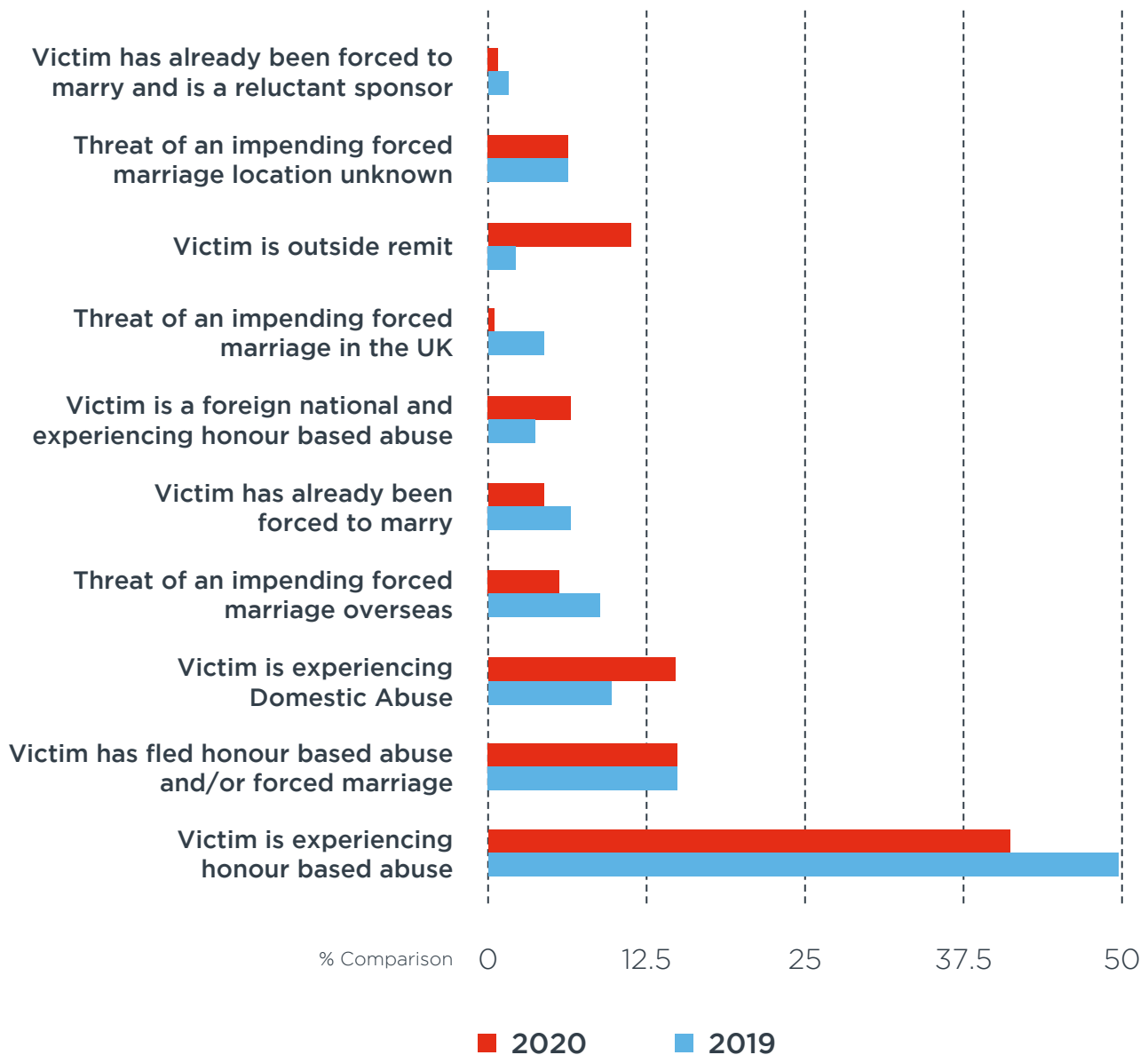
Top Locations

The most significant increases have been in Staffordshire, where cases increased by 100%, and London Metropolitan, where cases increased by 88%.

Cases in West Yorkshire and Greater Manchester have seen no significant change.



What prompted contact?



Compared with the same period last year, Domestic Abuse increased by 50%, Foreign nationals experiencing HBA increased by 102%.

The threat of Forced Marriage (FM) overseas fell by 45%, and the threat of FM in the UK fell by 80%.

Callers with prompts to con-

tact KN were out of remit increased by 680%, leaning into the narrative of how some callers were so desperate to find help during the pandemic.

The second national lockdown began at the beginning of November, and we started to experience an increase in helpline activity.

November was our busiest month on the helpline, with a total of 1404 contacts and referrals increasing by 46%.

Contacts remained higher than the year before and increased by 58% from 2475 to 4259.

