



2021/22

Helpline Statistics

Q3 Report



2,508

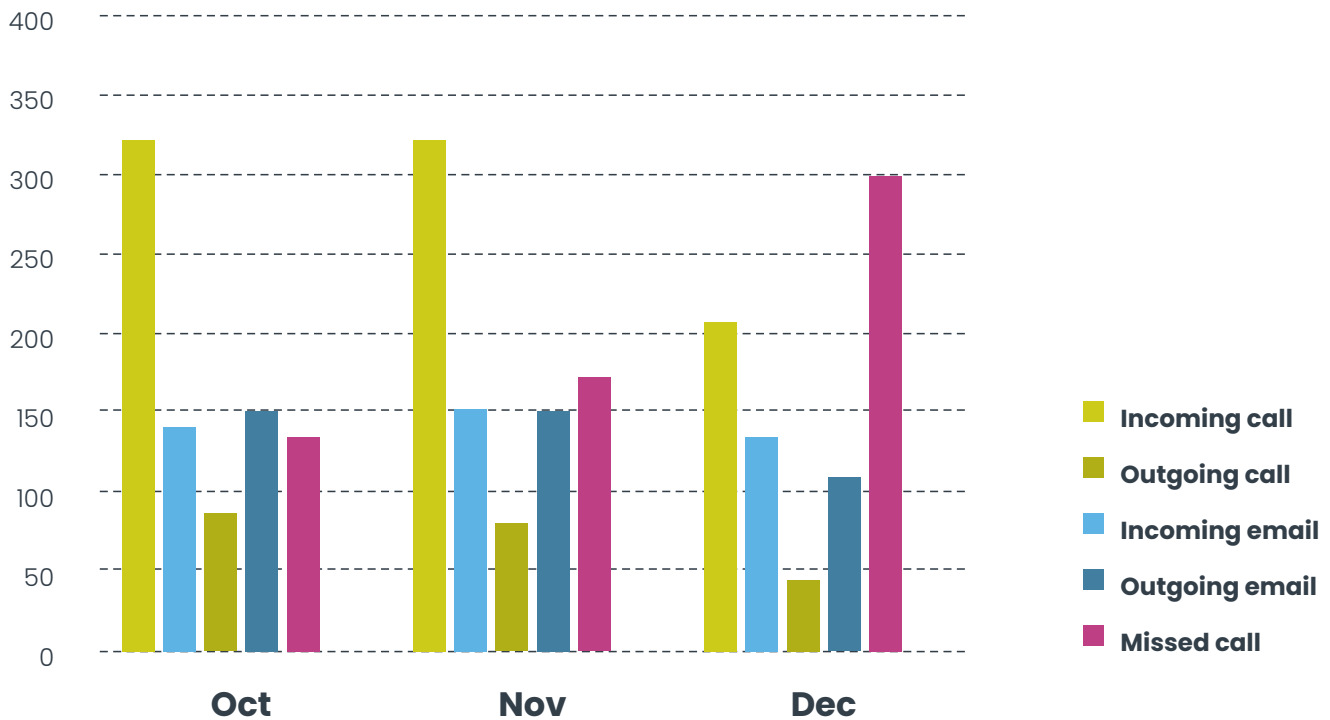
Total Contacts



591

Total New Cases

Monthly Contacts



During quarter 3 2021-22 the helpline managed 2508 contacts, 8% less than quarter 2. Missed calls increased during December as the helpline was closed over the Christmas bank holidays.

November was our busiest month with a total of 881 contacts. We received 312 incoming calls during

November, more than any other type of contact during the quarter. December was our quietest month since April with 803 contacts.

591 victims were supported, 478 of whom contacted the helpline for the first time. 113 callers had contacted the helpline prior to Q3 and required on-going support.

8%

less contacts compared with previous quarter

881

total contacts for November only

312

incoming calls in November

478

new contacts from the helpline

Referral Source

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



182 victims called the helpline for the first time, a 20% fall from Q2.

Police forces across the UK made whilst supporting 51 new cases, a 19% increase from Q2.

Third party referrals have remained consistent since the beginning of Q1 at 29 new cases needing guidance and support.

182 called the helpline for the first time

20% fall compared to Q2

51 were referred from Police forces

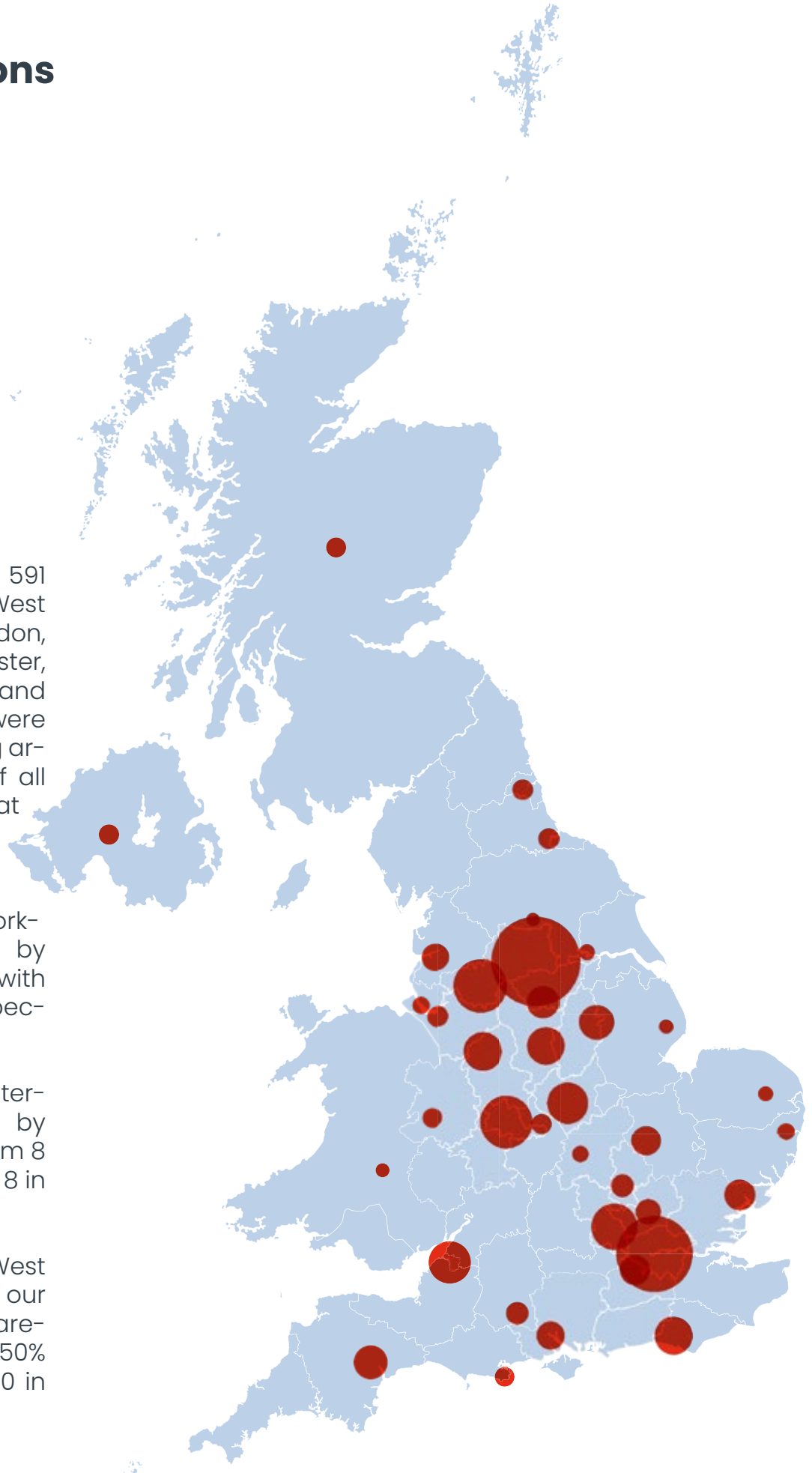
Top Locations

We supported 591 cases during Q3. West Yorkshire, London, Greater Manchester, West Midlands and Thames Valley were our highest calling areas where 46% of all cases were living at the point of contact.

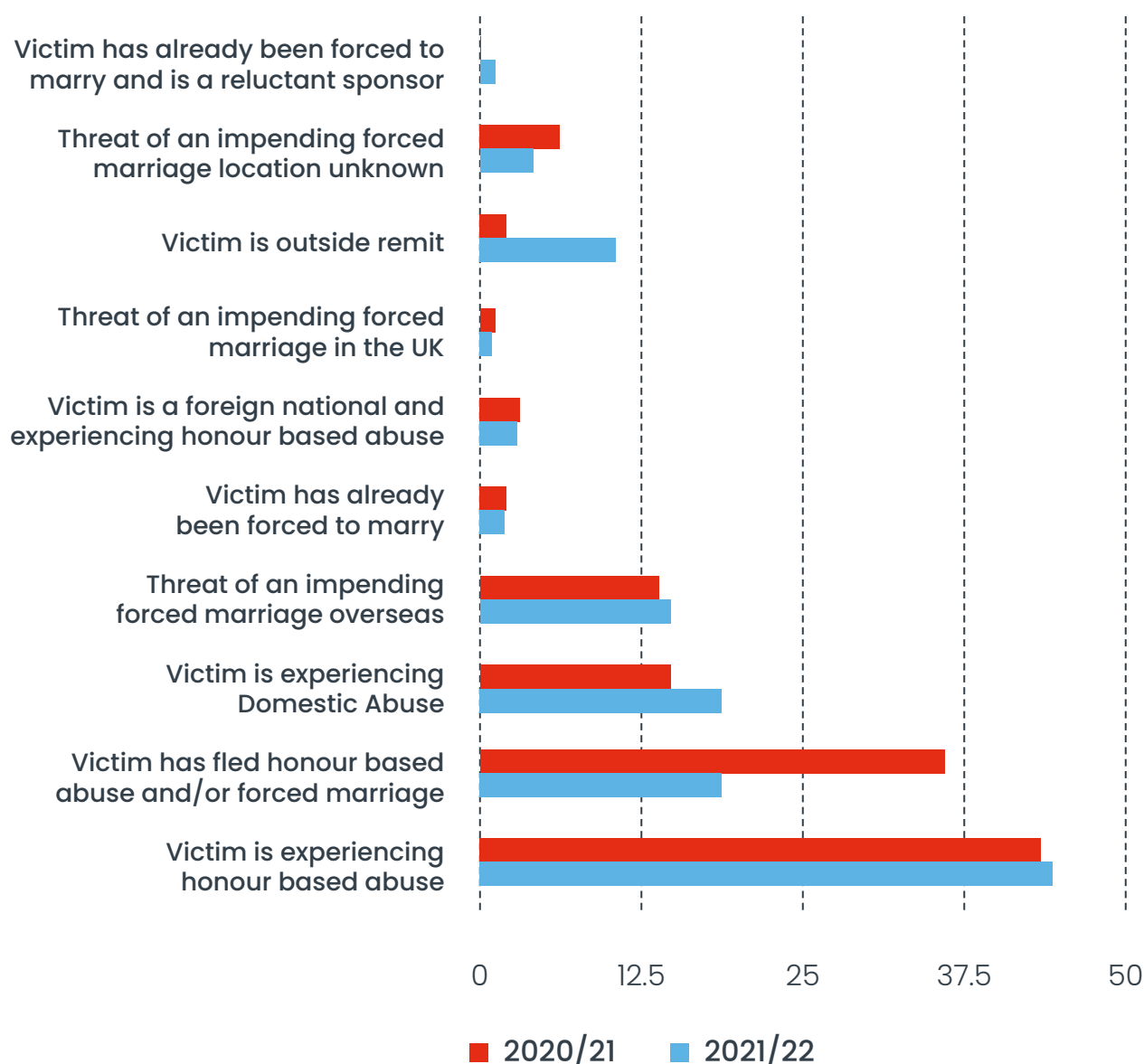
Cases in West Yorkshire increased by 27% compared with Q2 – 77 to 98 respectively.

Cases in Leicestershire increased by 125% during Q3 from 8 case during Q2 to 8 in Q3.

Cases in the West Midlands, one of our highest calling areas, have fallen by 50% during Q3, from 60 in Q2 to 30 in Q3.



What prompted contact?



Migrant Victims

We supported 52 victims whose immigration status was unstable. We supported victims at university on student visa's facing the threat of being forced to return to their country of origin and forced into marriage.

For 12 victims English was not their first language adding further barriers to accessing the support they need.

Child Marriage

We supported 44 children, 7 of whom we at risk of child marriage.

The ages of the children ranged between 15 and 17 years.

4 children were facing the threat of being taken abroad, and 3 children didn't know where marriages were being planned.

We supported both male and female victims some of whom disclosed that their parents had discovered they were in a relationship and were forcing them into marriage.

Other children disclosed that older siblings had already been forced into marriage and that they knew that the same was being planned for them.



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