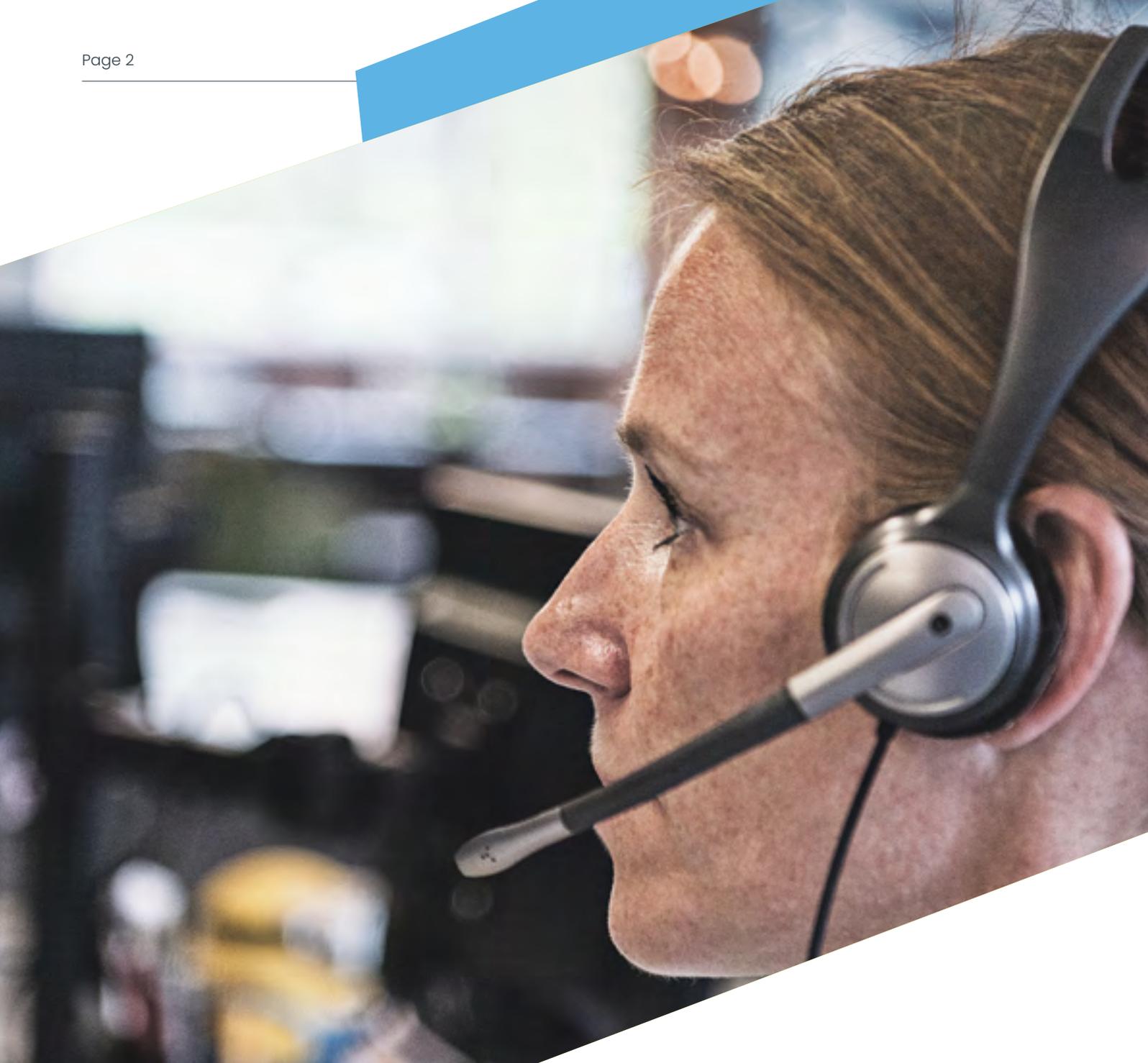




2022/23

# Helpline Statistics

Q3 Report



**2,116**

**Total Contacts**

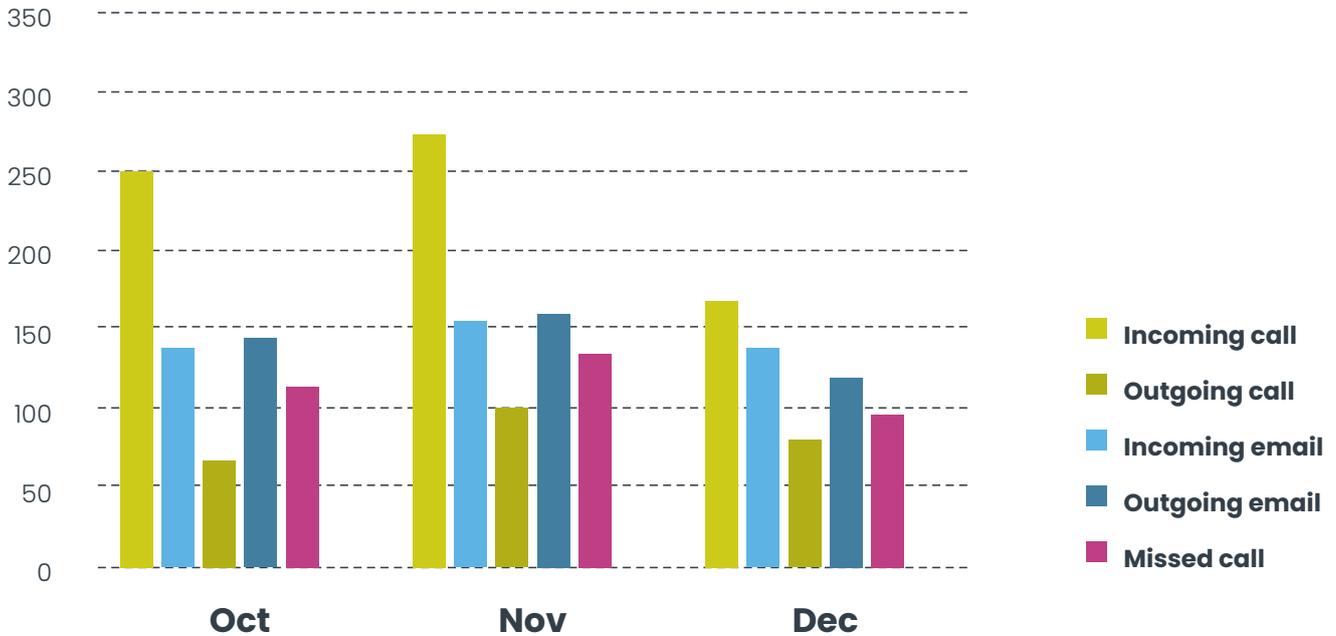


**619**

**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 Q3, the helpline dealt with 1773 contacts, with the busiest month being November, during which it received a total of 678 contacts. Incoming calls accounted for 39% of all contacts, while incoming emails accounted for 24%. Compared to Q2, missed calls decreased by 21% from 437 to 343.

During this quarter, the helpline provided support to 619 victims of Honour Based Abuse, out of which 492 were new cases who had not previously contacted the helpline.

Of the 492 new cases, 45% (222 cases) were victims calling the helpline for the first time. Children’s Services contacted the helpline regarding 54 new cases, and the helpline supported 49 new police cases.

**678** total contacts for November only

**39%** were from incoming calls

**619** were provided support for HBA

**222** new contacts from the helpline

## Referral Source

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



Compared to Q2, there was a 42% increase in new case referrals from health services, with 27 new cases during Q3.

New cases from schools also increased by 88%, from 8 in Q2 to 15 in Q3, and new cases from colleges rose from 2 in Q2 to 7 in Q3.

**42%**

increase for new case referrals

**88%**

increased new cases from Schools

**7**

new cases from Colleges

## Top Locations

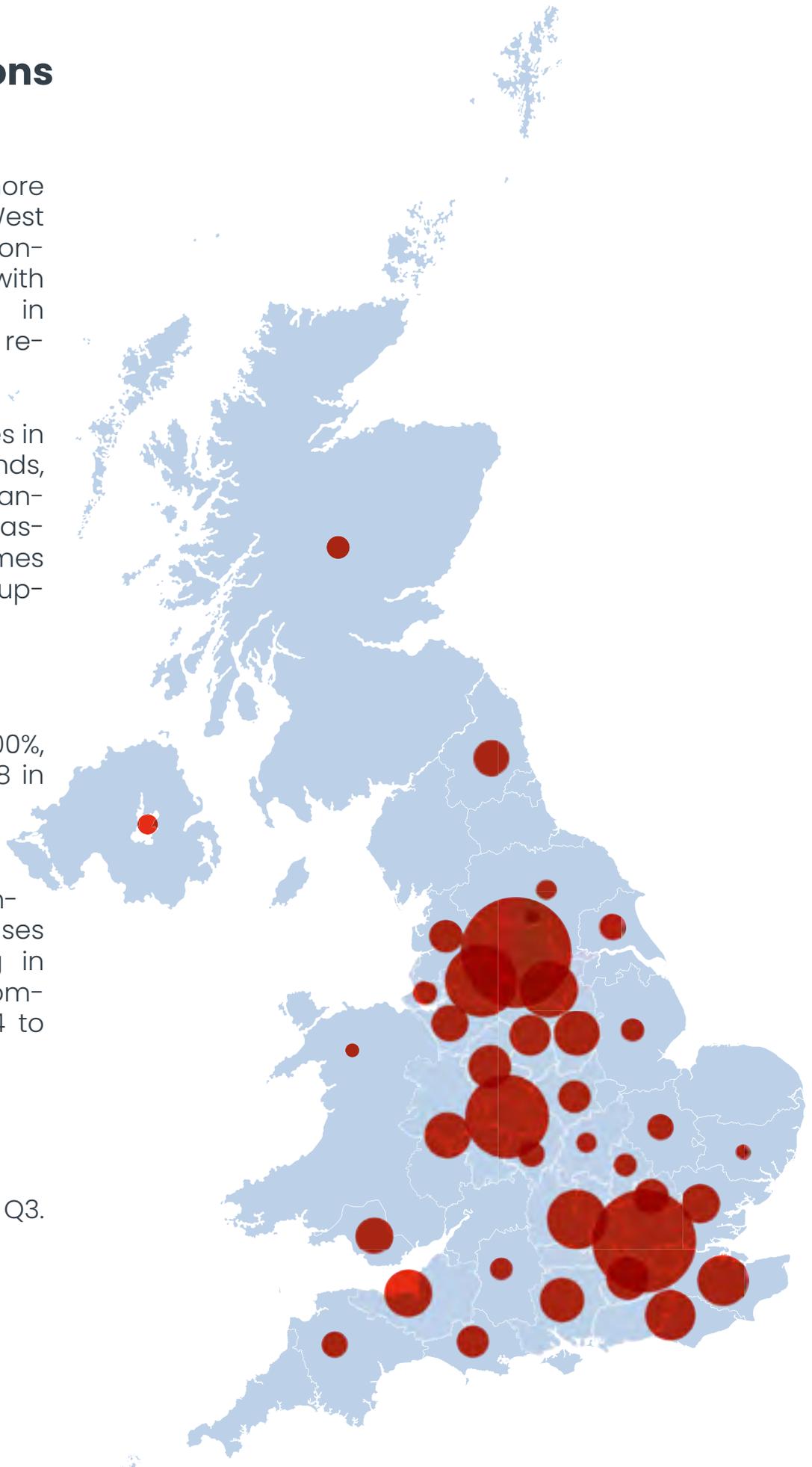
We supported more cases in both West Yorkshire and London compared with any other area in the UK, 90 & 79 respectively.

A further 50 cases in the West Midlands, 38 in Greater Manchester and 24 cases in the Thames Valley were supported.

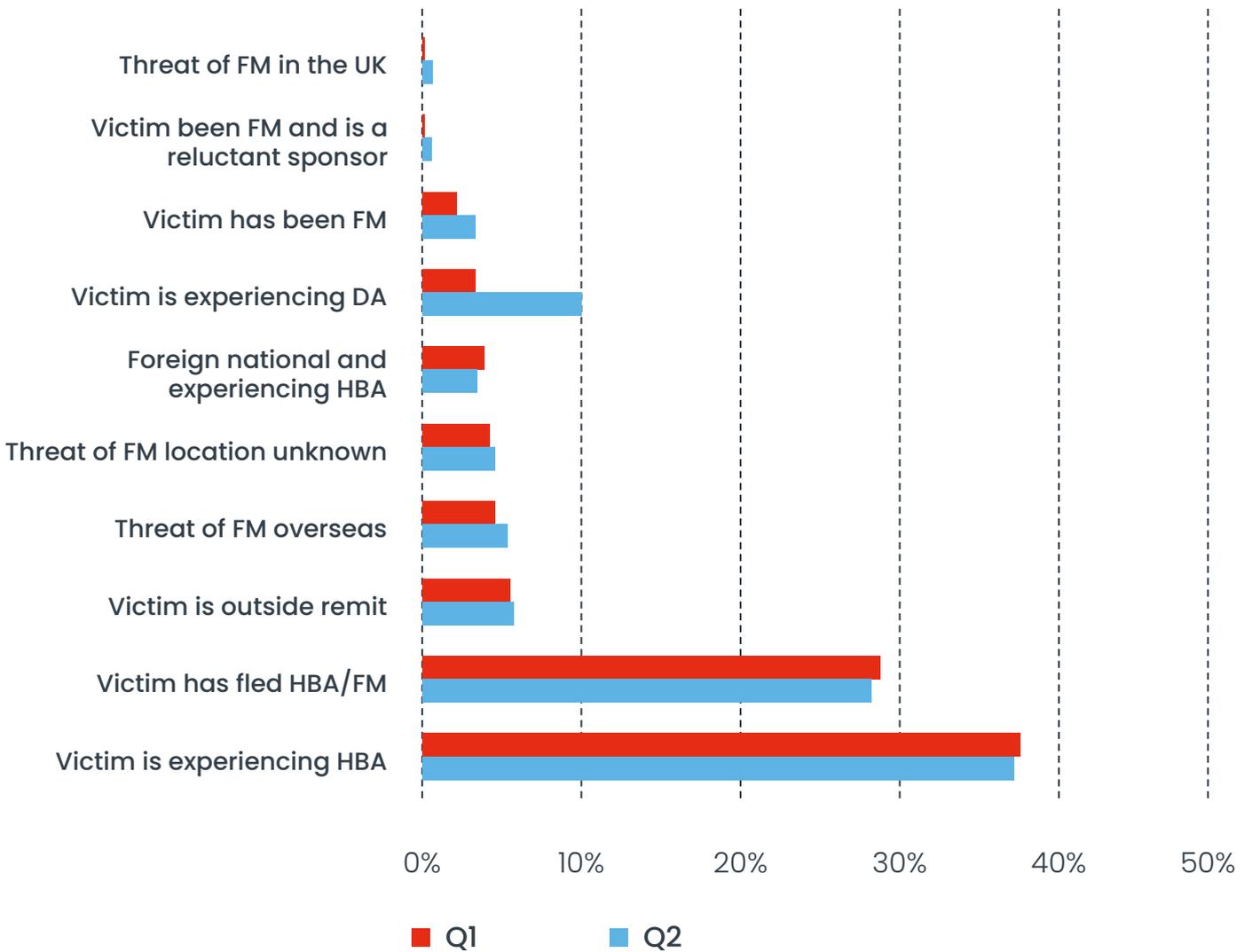
Cases from Northumbria increased by 100%, from 4 in Q2 to 8 in Q3.

During Q3 there was a 125% increase in cases supported living in South Wales compared with Q2-4 to 9 respectively.

Cases in Hertfordshire increased from 3 during Q2, to 8 in Q3.



# What prompted contact?



The most significant difference in prompts to contact the helpline compared to Q2 is victims experiencing domestic abuse fell from 351 to 324 respectively. All other prompts to contact the helpline remained consistent with Q2.

## LGBTQI+ Victims

During Q3, the helpline provided support to **17 cases from the LGBTQI+ community**, of which 11 were new cases. Most victims reported that their

sexuality was a trigger for HBA, as well as highlighting being westernised, being in a relationship, having social media and running away from home all actions that perpetrators deemed dishonourable.

All but one of the new cases supported were teenagers, and some were experiencing abuse from their parents and other family members due to their sexuality being disclosed. Other victims who were already experiencing HBA feared that disclosing

their sexuality would escalate the abuse.

The types of abuse victims told they were being subjected to primarily was coercive control, with emotional abuse secondary.

Some victims were also physically abused, financially abused, and suffered discrimination when their sexuality was found out.

