



2019/20

# Helpline Statistics

## Q4 Report



**2,344**

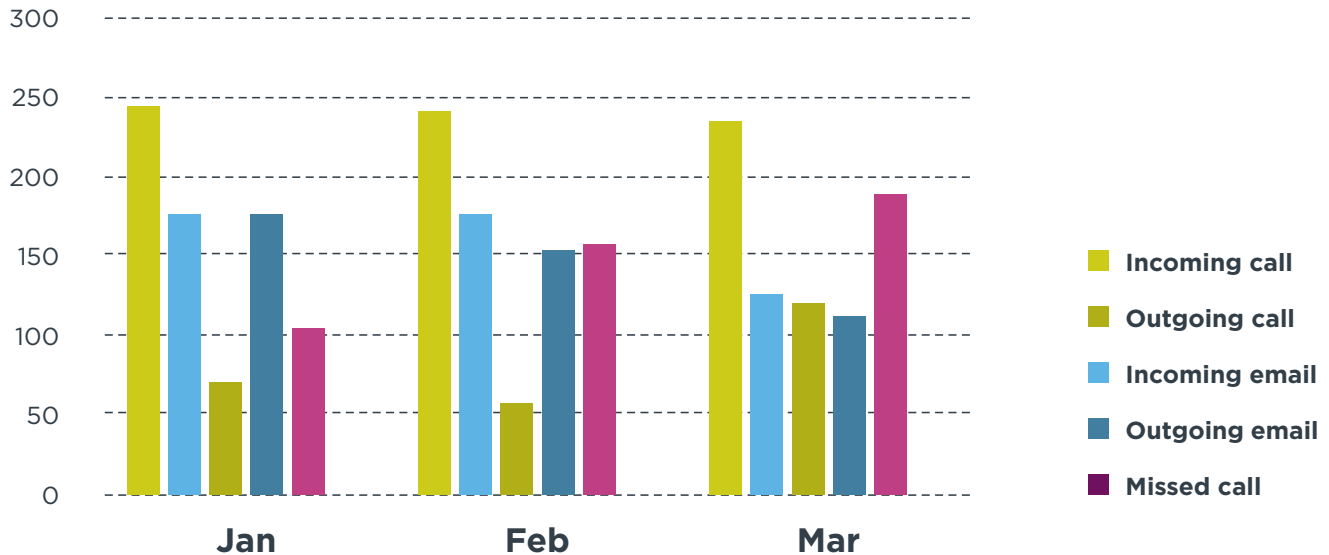
**Total Contacts**



**482**

**Total New Cases**

## Monthly Contacts



During Q4 total contacts fell by 4% compared with Q3 - 2442 to 2344 respectively.

Missed calls increased by 74% attributed to calls made over the Christmas holiday.

February was the busiest month with 797 total contacts.

New cases fell by 2% - 494 to 482 respectively.

Existing cases increased by 5% - 99 to 104 respectively of the 482 new cases.

**104** are existing cases from a total of 2,344 cases

**74%** total missed calls made over Christmas holiday

**797** total contacts just in February alone

**5%** increase out of the 482 new cases this quarter



## Referral Source

- Single Victim
- Police
- School
- Children Social Care Services
- Third Party



Single victims made up the majority of new cases at 36%, a 4% fall from Q3.

Children's Social care referrals made 12% of new referrals, a 21% increase compared with Q3.

Police referrals remained consistent at 11%.

Schools made 3% of new referrals, a 32% increase compared with Q3.

17 Third Party referrals made up 8% of all new cases, a 68% increase compared with Q3.

36%

were single victims that made up the majority

11%

Police referrals remained consistent

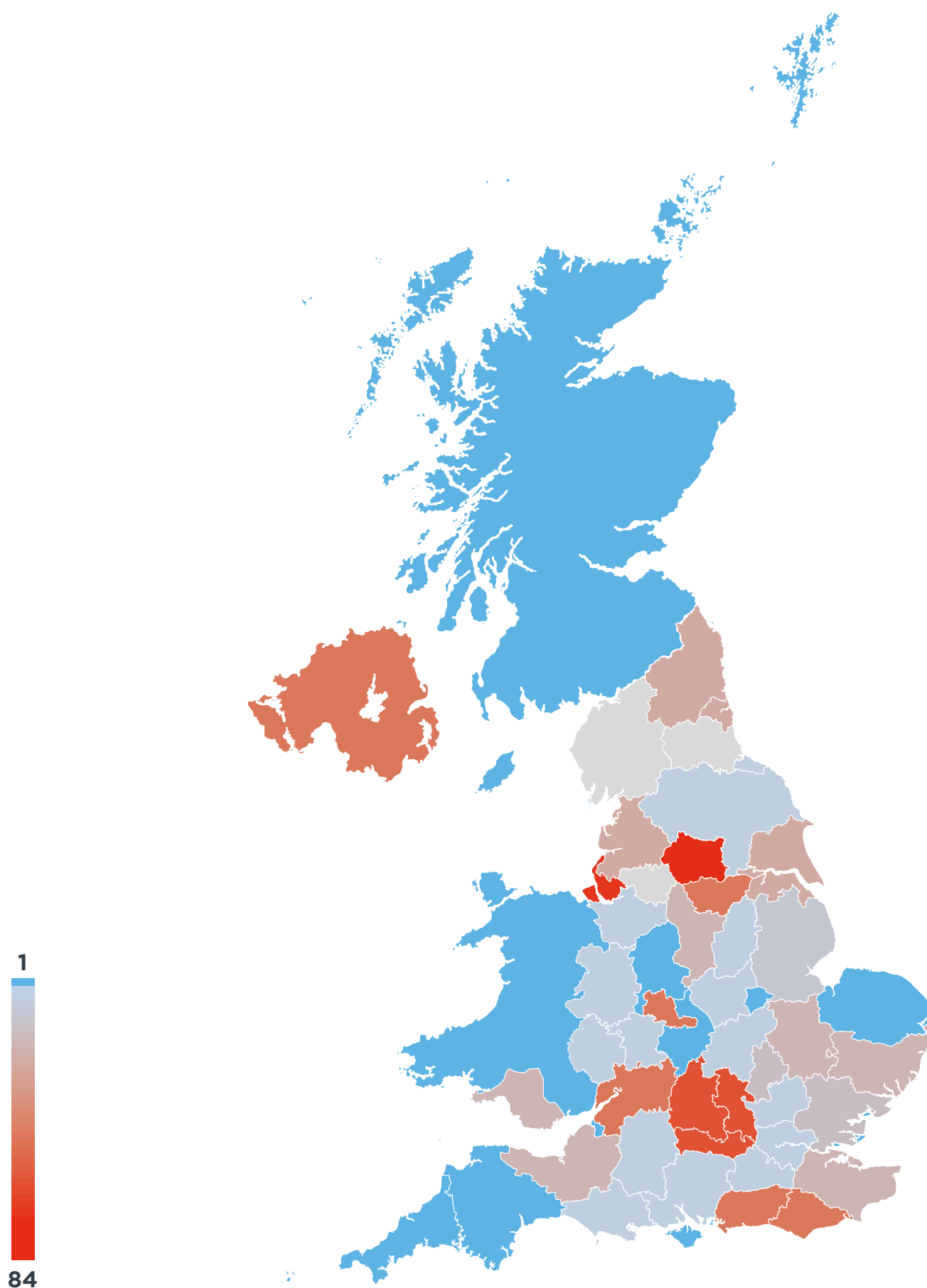
3%

made up from School referrals

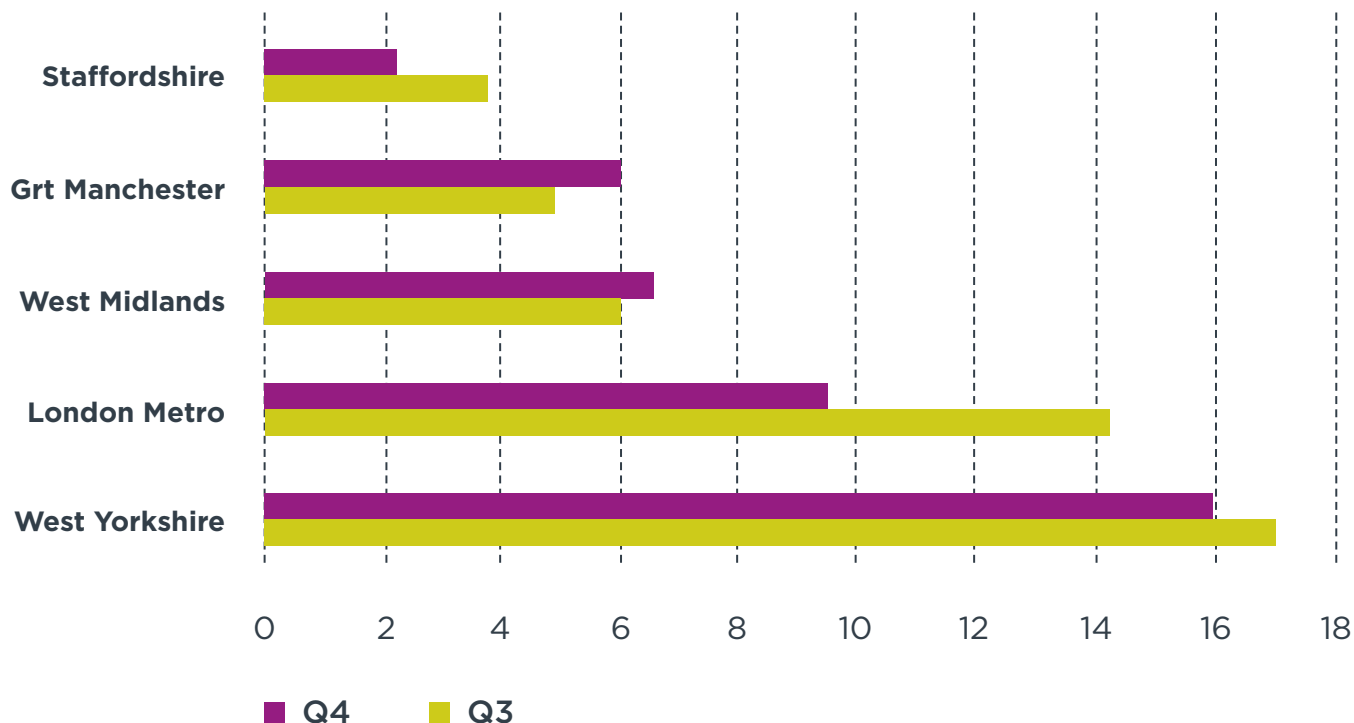
8%

was made up by 17x total third party referrals

## Top Locations



## Areas



Referrals from West Yorkshire made up 16% of total new cases – 6% fall compared with Q3.

Referrals from London metropolitan made up 10% of total cases – 34% fall compared with Q3.

Referrals from West Midlands made up 7% of total new cases – 34% fall compared with Q3.

Referrals from Greater Manchester made up 6% of total new cases – 24% increase compared with Q3.

Referrals from Staffordshire made up 3% of new case referrals – 34% fall compared with Q3.

# 16%

of referrals came from West Yorkshire with a 6% fall comparing to Q3

# 7%

of referrals came from West Midlands with a 34% fall comparing to Q3

# 6%

of referrals came from Greater Manchester with a 24% increase comparing to Q3

## What prompted contact?



During Q4 callers cited 635 prompts to contact the helpline, an 11% fall compared to Q3 attributed to the 2% fall in new cases.

306 victims were experiencing HBA at the time of the call – 48% of all citations, 3% fall compared with Q3.

91 victims had fled HBA/FM – 14% of citations, 5% fall compared with Q3.

85 victims were experiencing DA – 10% of all citations, 38% increase compared with Q3.

76 victims were facing the threat of FM – 12% of all citations, 21% fall compared with Q3.

# 635

prompts to contact the helpline

# 306

victims experiencing HBA

# 91

victims fled HBA/FM

