



2020/21

# Helpline Statistics

## Q4 Report



**3,040**

**Total Contacts**

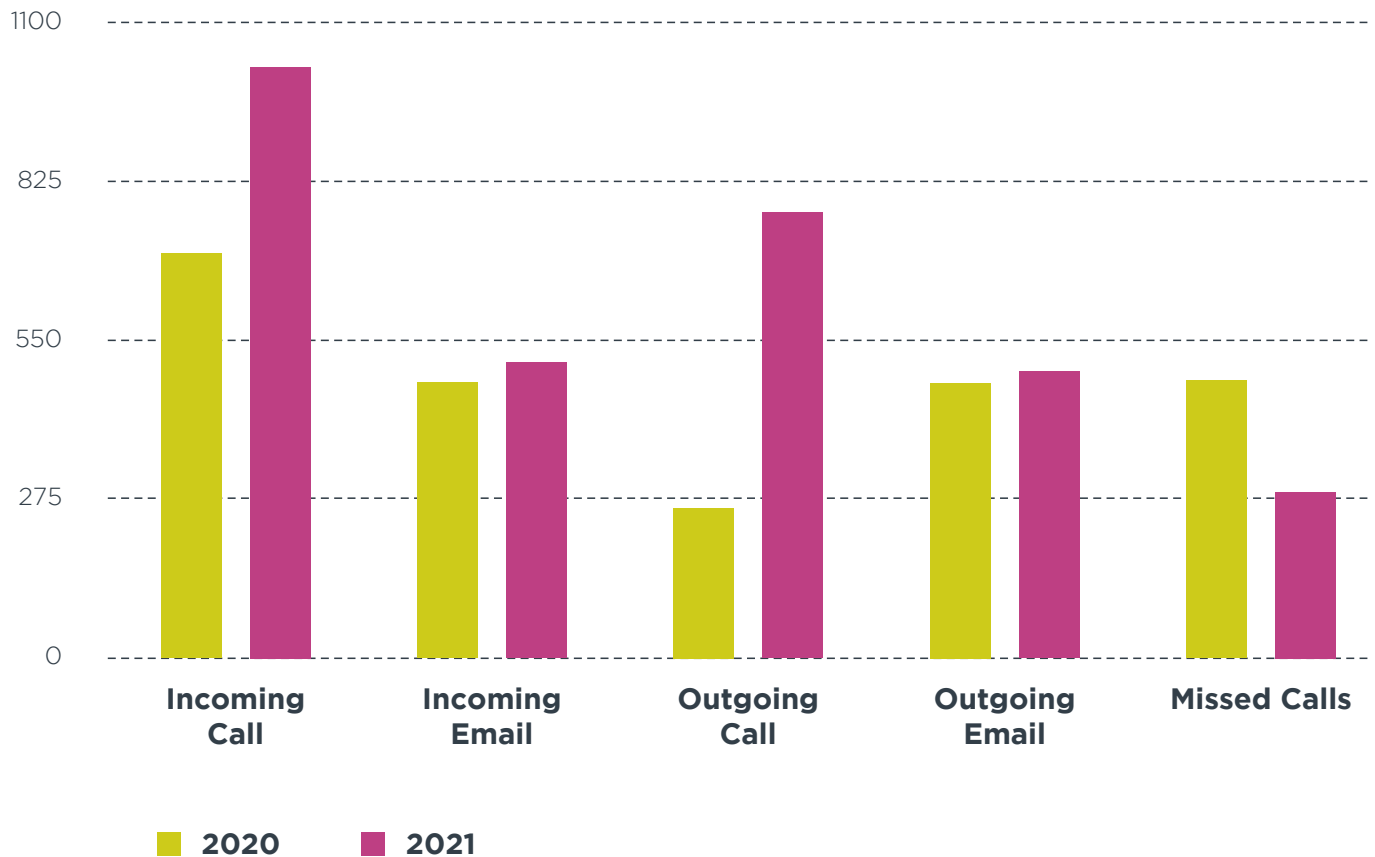


**658**

**Total New Cases**



## Helpline Activity - Annual comparison



Outgoing calls increased by 189% - 266 – 766 respectively, evidencing the demand to provide ongoing support for callers.

Incoming calls increased by 41% 718 – 1013, respectively. Encouragingly, missed calls fell by 34%.

January was marginally the busiest month with a total of 1098 contacts, a 44% increase compared with the previous year.

February was the least busy month; however, contacts were 16% higher than the previous year.

Contacts in March increased by 31%.

**189%** increase on outgoing calls

**41%** increase on incoming calls

**34%** decrease on missed calls

**1,098** contacts during January

## Referral Source

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



Self-referrals have increased by 19%, and professional referrals have increased by 3%.

Police, children's social care, and voluntary Domestic Abuse services made more referrals than other professionals. However, children's social care referrals fell by 9%, and police referrals fell by 7% compared with the same period last year.

Voluntary DA service referrals, on the other hand, increased by 114%. Similarly, other voluntary service referrals increased by 118%, and referrals from housing departments increased by 117%.

Referrals from schools fell by 59%, college referrals fell by 55%, and university referrals fell by 30%.

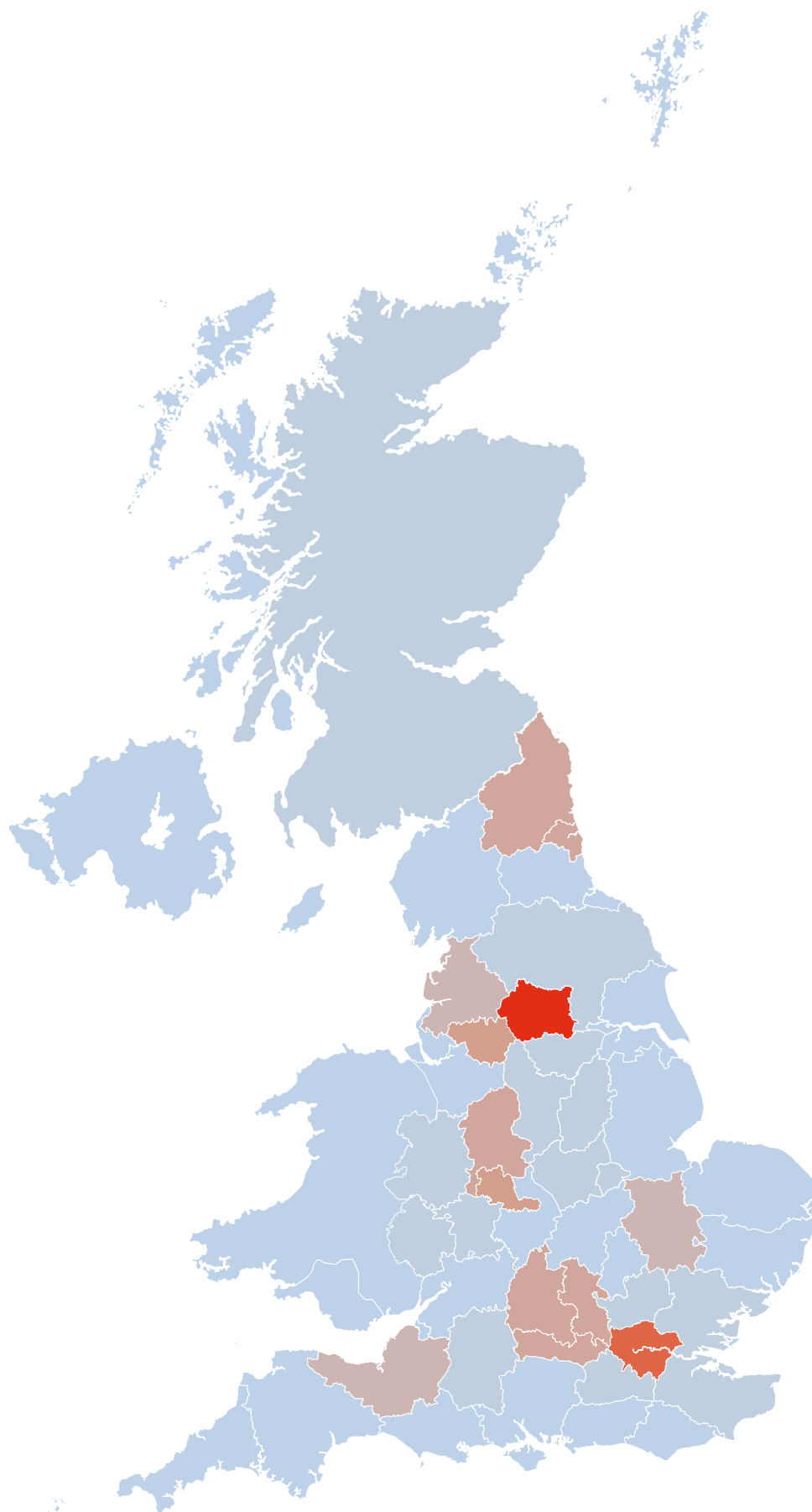


## Top Locations

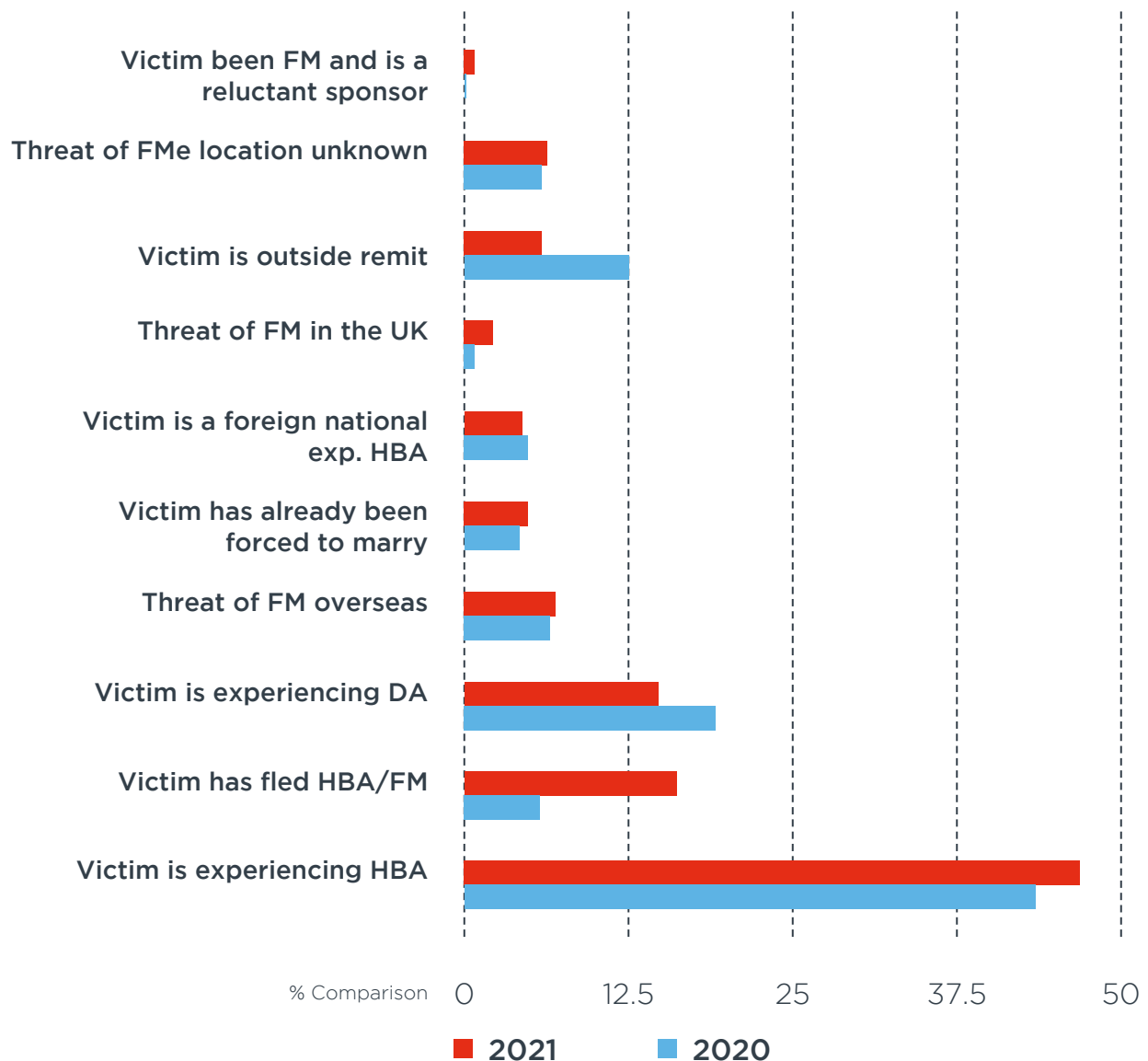
We received the highest number of referrals from London Metropolitan police force area, an increase of 10%.

Referrals from West Yorkshire were the second highest at 66; however, referrals fell by 21%.

Thames Valley referrals increased by 29%. However, the most significant increase in referrals from the top five locations were from Greater Manchester at 50%.



## What prompted contact?



- Victims prompted to contact the helpline after they had fled Honour Based Abuse/Forced Marriage increased by 71%
- Victims prompted to contact the helpline because there was a threat of an FM in the UK increased by 70%
- Victims prompted to contact the helpline because there was a threat of FM overseas increased by 19%
- Victims assessed as 'out of remit' fell by 134%

As the third lockdown was announced at the start of the year, and schools were closed again, we anticipated a fall in activity as parents and carers were once again working and schooling back at home.

Self-referrals fell by 12%, but professional referrals increased by 10%. Contacts were increased by 50% compared with the same period last year. As February came around, we experienced only a 1% increase in referrals and a 16% increase in contacts.

In addition, referrals for children fell by 61%, the biggest fall during the 12 months.

However, as schools reopened at the beginning of March, we were encouraged by a 30% increase in new referrals, and new referrals for children slowly started to increase. Referrals for victims facing forced marriage also increased by 20%, the most significant increase over the 12 months. Contacts also increased by 55%.

