



2021/22

Helpline Statistics

Q4 Report



1,733

Total Contacts

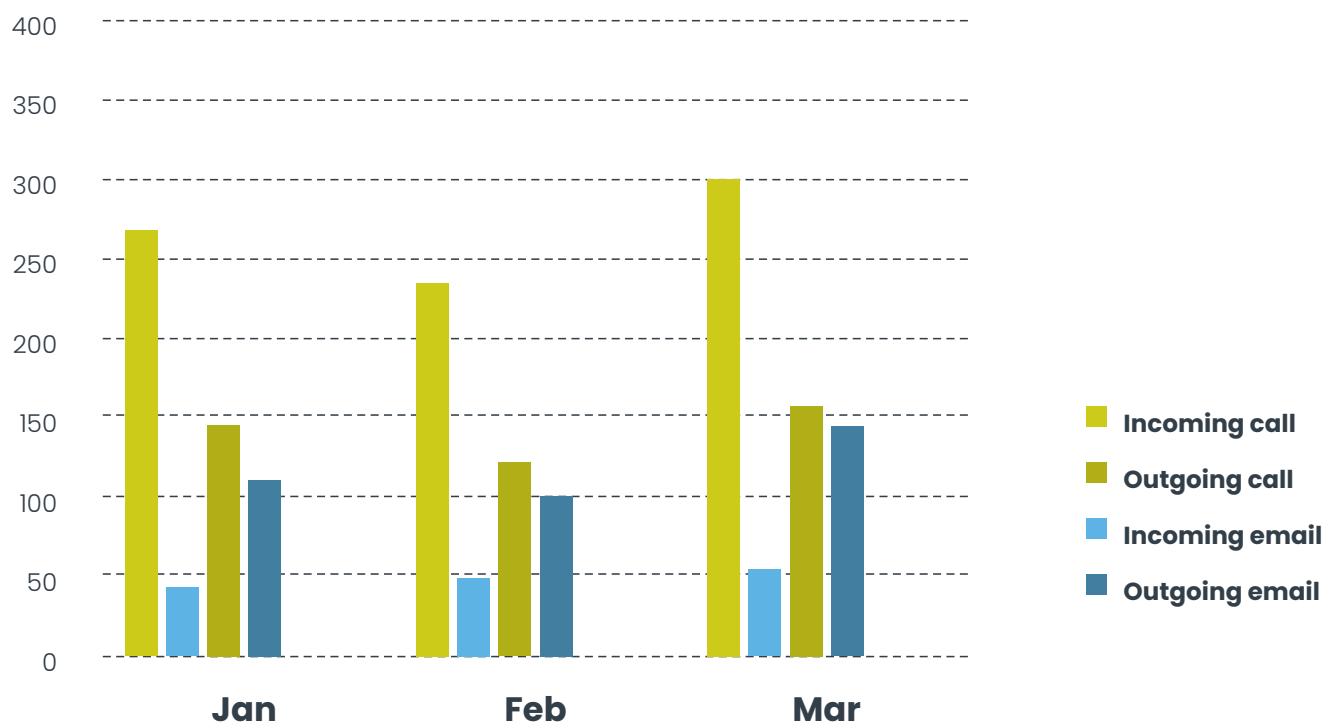


589

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



New helpline software resulted in missed calls being misrepresented in the Q4 data and therefore comparison data has not been included in this report. The total contacts quoted are all those managed by the helpline which excludes 'missed calls.'

Quarter 4 was the least active period of 2021-22

with a fall of 9% compared with Q3, and a 23% fall compared with Q1 when 2265 contacts were managed.

March was the busiest month during Q4 with 632 managed contacts with 265 incoming calls, more than any other month during the period.

625 contacts from March alone

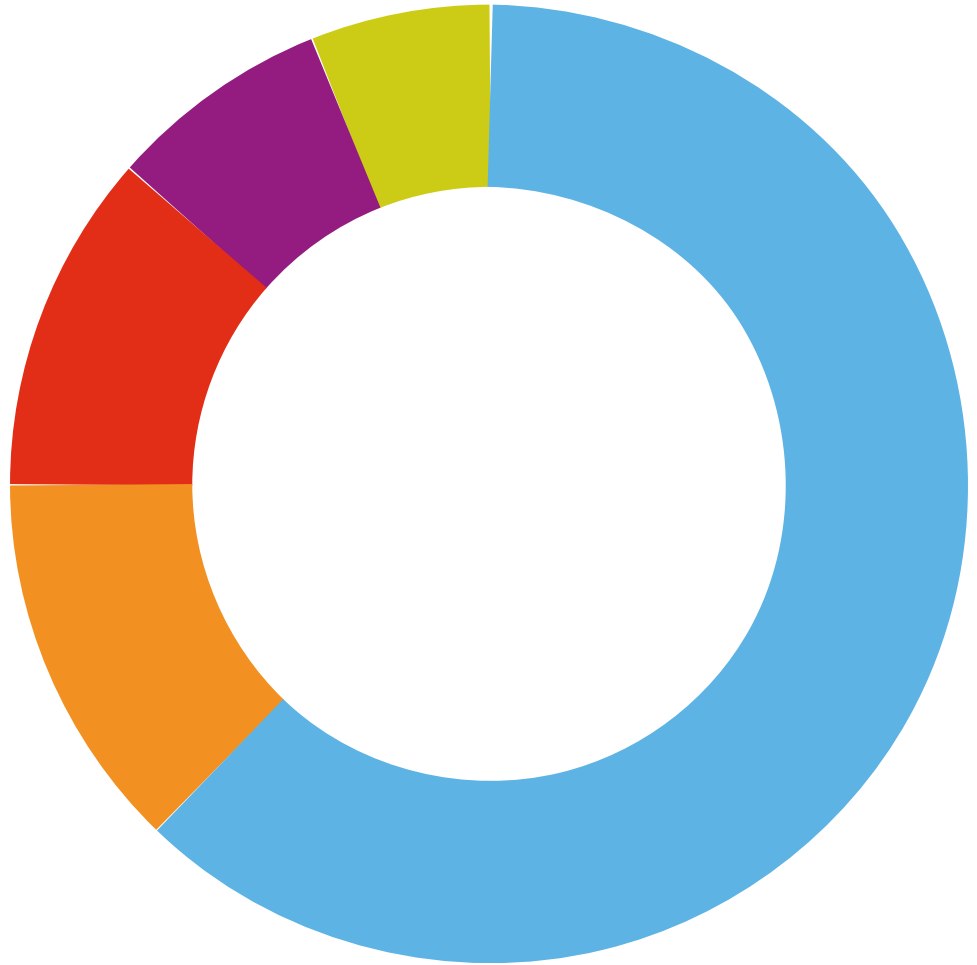
265 incoming calls was the busiest month

23% fall compared with Q1

9% fall compared with Q3

Referral Source

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



We supported 486 callers who had contacted the helpline for the first time. 39% of new cases were victims calling the helpline. Police forces across the UK were the second-highest referrers making 43 referrals.

19 different police forces contacted the helpline whilst supporting victims of HBA/FM. West Yorkshire police made 9 referrals, London Met made 6 referrals and West Midlands Police made 5 referrals.

We also received 4 referrals from Essex police.

486 callers were supported

39% of new cases calling the helpline

43 total contacts came from the Police

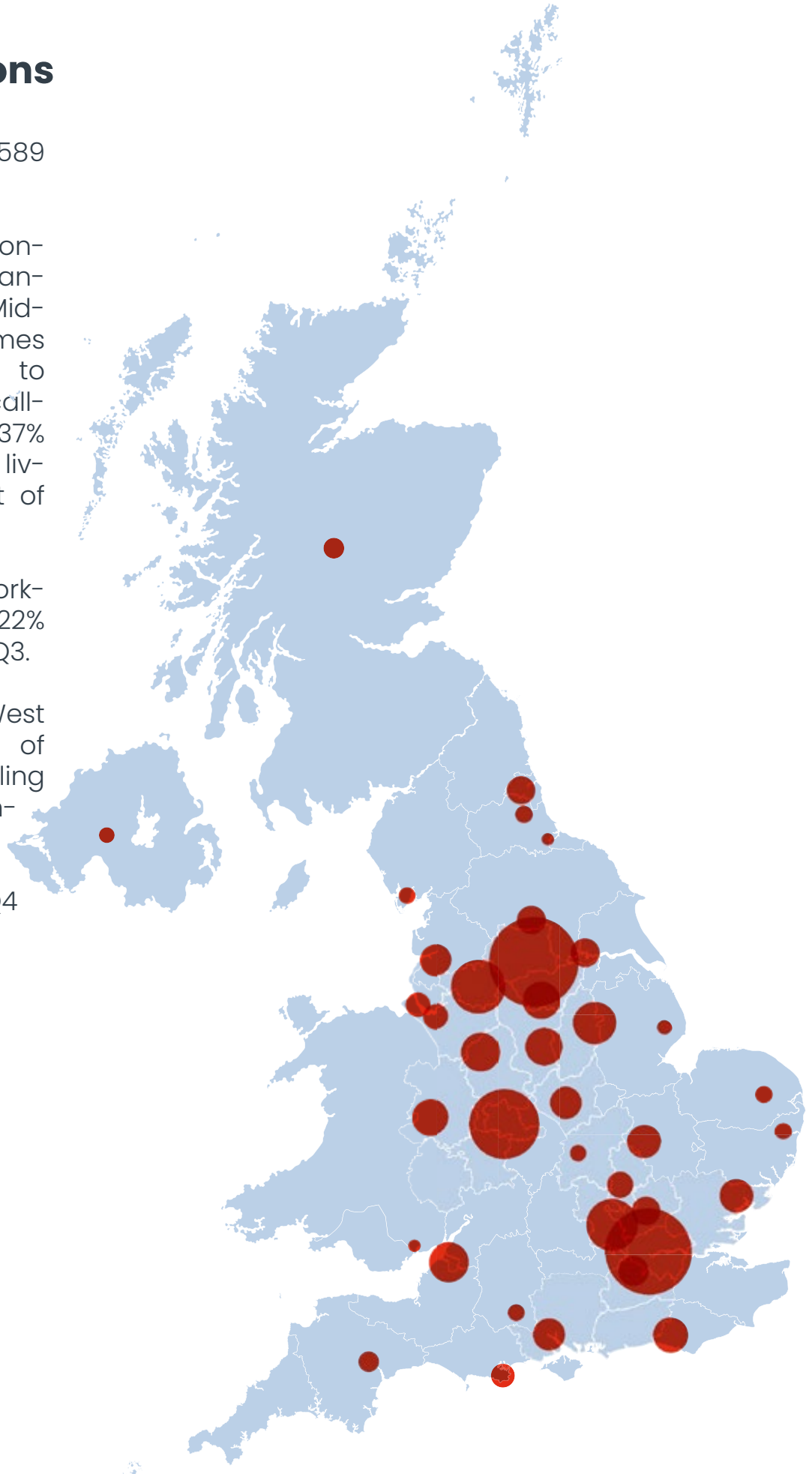
Top Locations

We supported 589 cases during Q4.

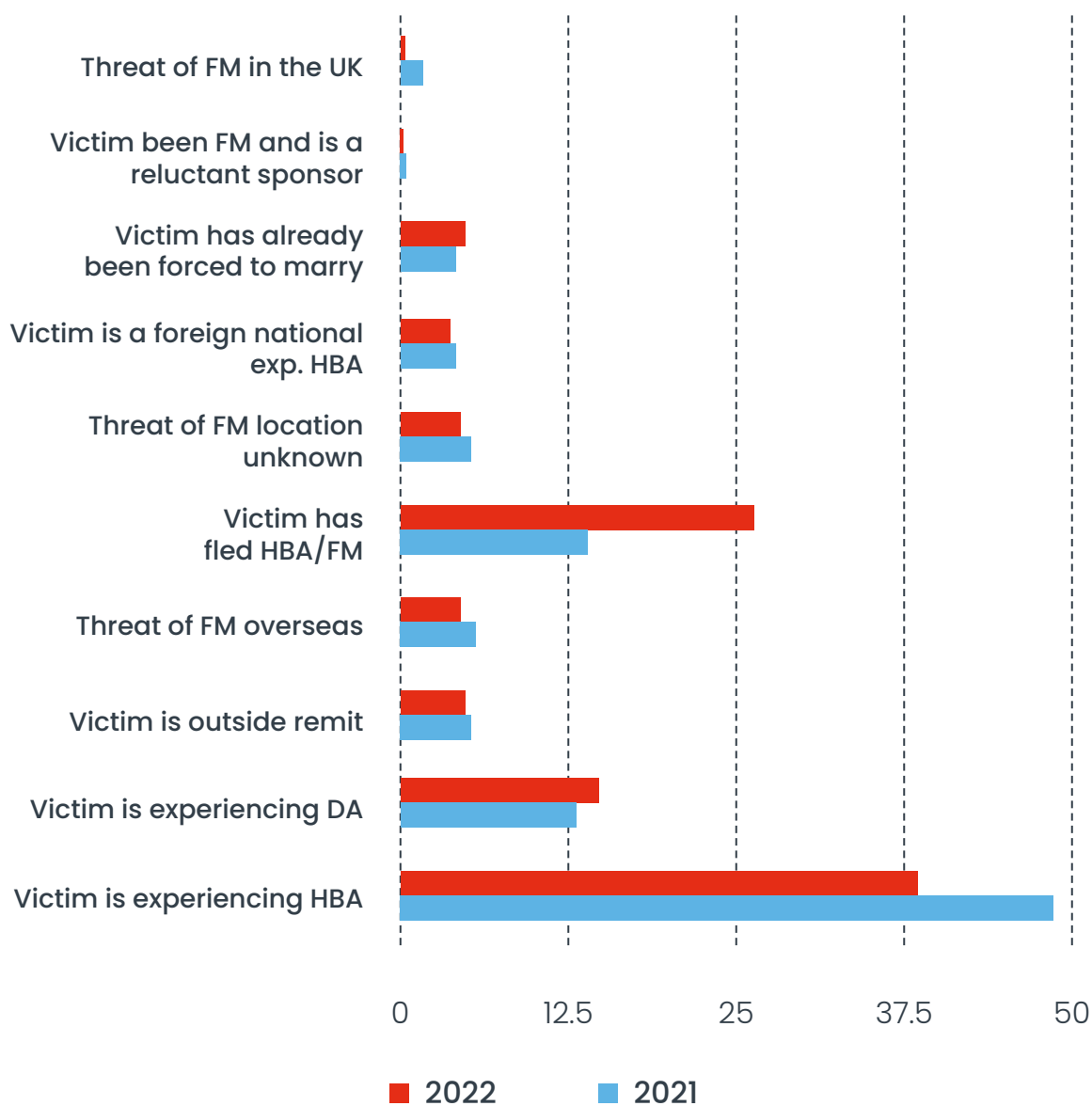
West Yorkshire, London, Greater Manchester, West Midlands and Thames Valley continue to be our highest calling areas where 37% of all cases were living at the point of contact.

Cases in West Yorkshire fell by 22% compared with Q3.

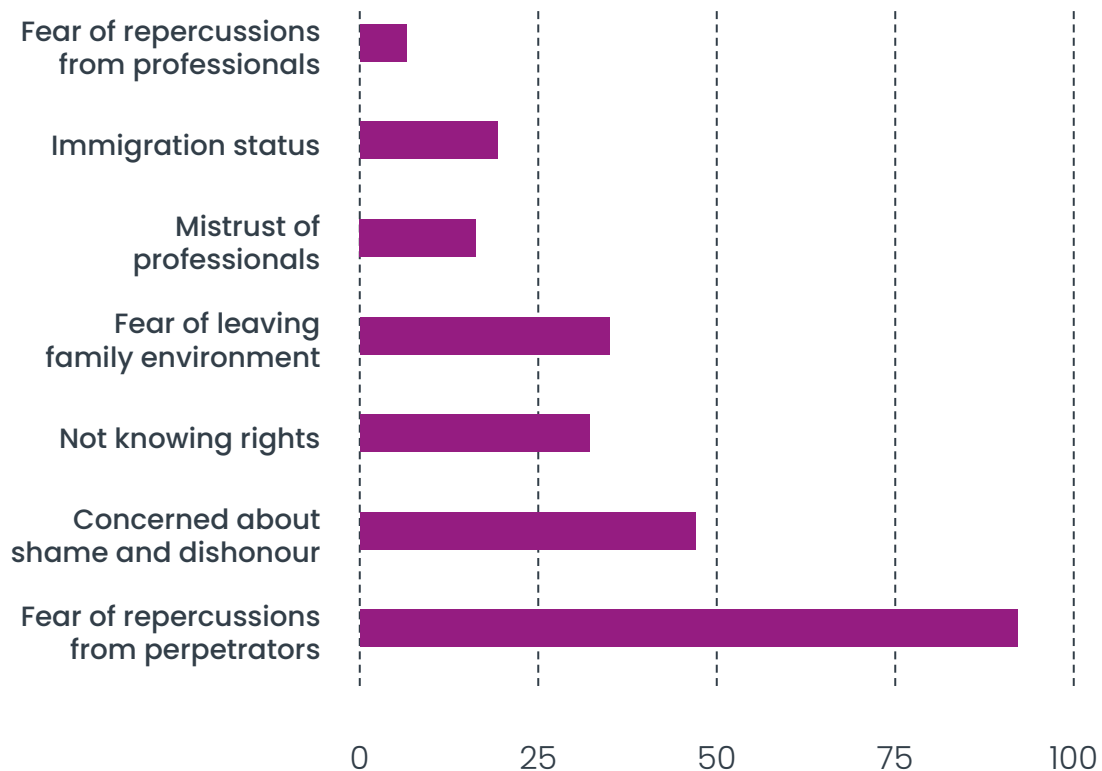
Cases in the West Midlands, one of our highest calling areas, have increased by 95% during Q4, from 41 in Q3 to 41 in Q4



What prompted contact?



Barriers to Disclosing *Reporting Abuse*



In Q4 we began recording the barriers to reporting abuse that callers were telling us they are facing. Between 14.02.22 and 31.03.22, 83 victims disclosed barriers across 115 contacts, with over half facing multiple barriers.

The most cited multiple barriers were 'fear of repercussions from perpetrators' and 'concerned about shame and honour.'

'Fear of repercussions from perpetrators,' was cited 90 times, more than any other barrier.

We are collating this data to evidence the complex nature of honour-based abuse and the additional barriers victims face when considering telling someone about what they are experiencing.



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