

Respect – Quantitative and Qualitative Data Analysis Trends of Domestic Abuse Helplines for Male Victims and Perpetrators

Call Data and Case Record Analysis of Respect Helplines

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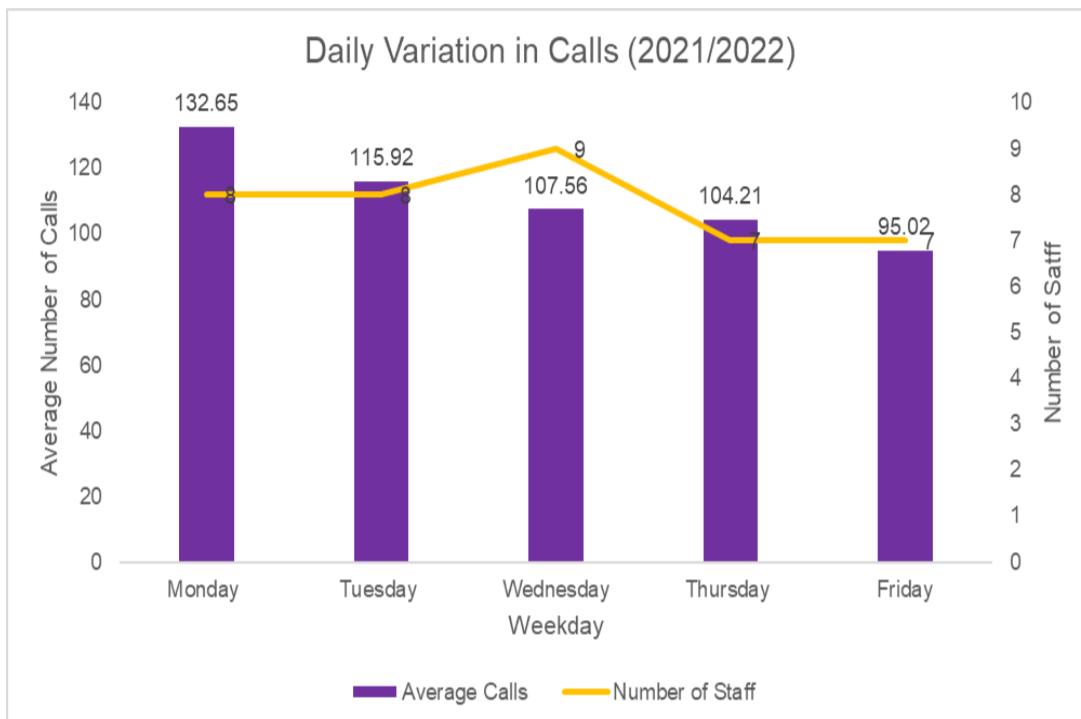


Figure 2. Daily Variation in Call Frequency to Men's Advice Line

Overview of the Data Fellowship

My data fellowship was for the charity Respect. They are a domestic abuse charity specifically providing support for male victims of abuse and also providing help for perpetrators. The project I was involved in was analysing data from Respect's three helplines, to produce annual reports. The aim of this report was to identify themes and trends within the data to make suggestions to improve the experience of service users, make recommendations surrounding the data collection strategies used by Respect, and to provide an overall better understanding of the service and users. As I finished the main project slightly before the end of my internship, I also got involved with another project within Respect and helped to analyse some data for their partnership with Child Law Advice.

Data Analysis

This fellowship mainly involved quantitative data analysis. This analysis involved importing call data and case records using Salesforce, Call Handling and Airtable and then analysing the relevant data using Excel. A key part of the process was tidying and filtering the raw data to analyse. Using both univariate and bivariate analysis, I explored variables such as call frequency, missed calls and different demographics of callers. Statistical tests were also used to compare data from year to year. Some qualitative analysis was used to analyse feedback given from the callers to the helplines (See Figure 1). Creative data visualisations were essential in producing reports that would be useful and accessible to the charity.

Findings

- The demand for Men's Advice Line (the main helpline run by Respect) has increased over the past year, along with the proportion of missed calls. This highlights the need for more resources to cope with the volume of calls. Furthermore, staffing and scheduling could be reconsidered to account for daily and hourly variations in demand to the helpline (See Figure 2).

- For all the helplines, the analysis identified improvements to be made in terms of the range of categories in callers records, for example, in gender identity and sexual orientation. Furthermore, consistency in data collection and recording would help to create a better understanding of the overall service and the users.

Key Skills Learnt

Consolidating my data skills and gaining reassurance in my abilities was a huge part of this experience, however, there were many other professional skills that I developed in my time at Respect.

A key skill I worked on during the fellowship was **adaptability**. I usually struggle when plans change, however, a few weeks into the internship, we realised that the software I was using had been generating inaccurate data. Therefore, a lot of the previous analysis was incorrect and unreliable. This meant recreating a lot of it and changing the timeline for completing tasks. However, working with my project manager, we managed to identify the issue and get back on track.

Furthermore, this experience showed me the importance of **collaboration**. I worked a lot with my project manager and the surrounding team and the exchange of ideas and skills was extremely rewarding.

The most important thing I have taken from this experience is **confidence**. Although I achieved highly in my data modules, I still doubted my abilities to use these skills independently in a workplace and now I have done that! It has confirmed that I can do it and that my skills are appreciated by professionals.

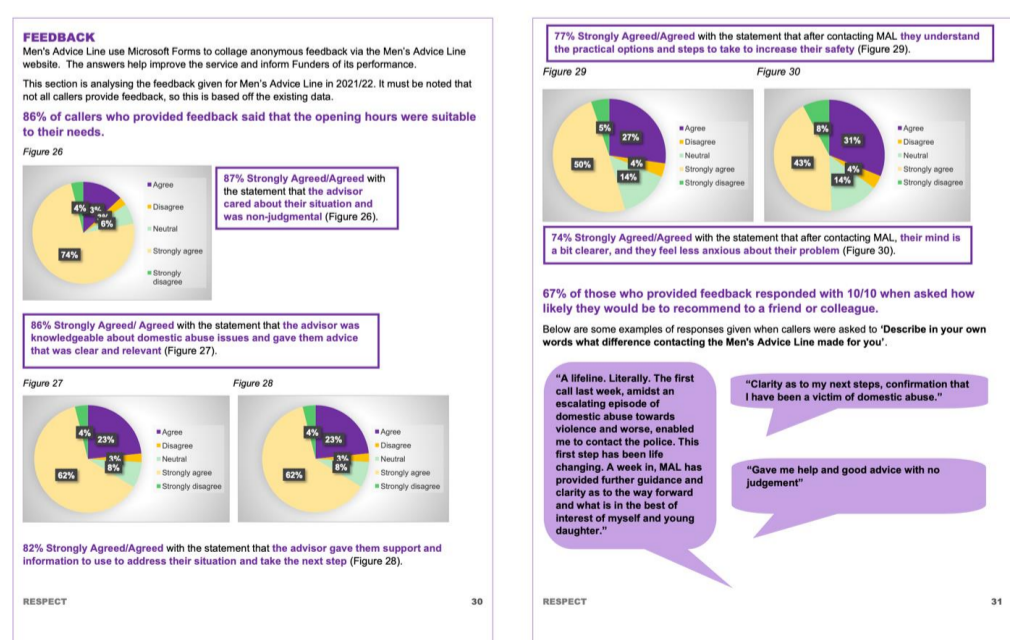


Figure 1. Qualitative Analysis of Feedback given by Callers