Investigating Trends Across Respect's Domestic Abuse Helplines for Perpetrators and Male Victims

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Overview of the Data Fellowship

During my placement as a Q-Step Data Fellow, I collaborated with Respect, a UK-based domestic abuse charity that provides three confidential helplines: the Men's Advice Line for male victims, the Respect Phoneline for perpetrators, and the Scottish Domestic Abuse and Forced Marriage Helpline, supporting Scottish male victims.

- My role focused on the analysis of service data with the aim of producing internal reports that could inform decision-making and support the charity's annual review processes. The primary objectives were to identify themes and trends within helpline usage, evaluate caller **experiences**, make informed recommendations for service improvement, and support Respect's commitment to evidence-based practice.

Data Analysis

The analysis combined quantitative and qualitative methods using data from three sources: Call Handling logs (telephony), Salesforce (webchats and demographics), and Microsoft Forms (feedback and satisfaction). Conducted entirely in Microsoft Excel, the process required extensive data cleaning and organisation. Univariate and bivariate analyses examined variables such as call volume, missed call rates, demographics, abuse types, and referrals to external

Call Performance Over the Past Three Financial Years

Connected: 63% (2022/23), 58% (2023/24), 54% (2024/25)
Missed: 37% (2022/23), 42% (2023/24), 46% (2024/25)

Connected calls have dropped by nearly 10% over three years

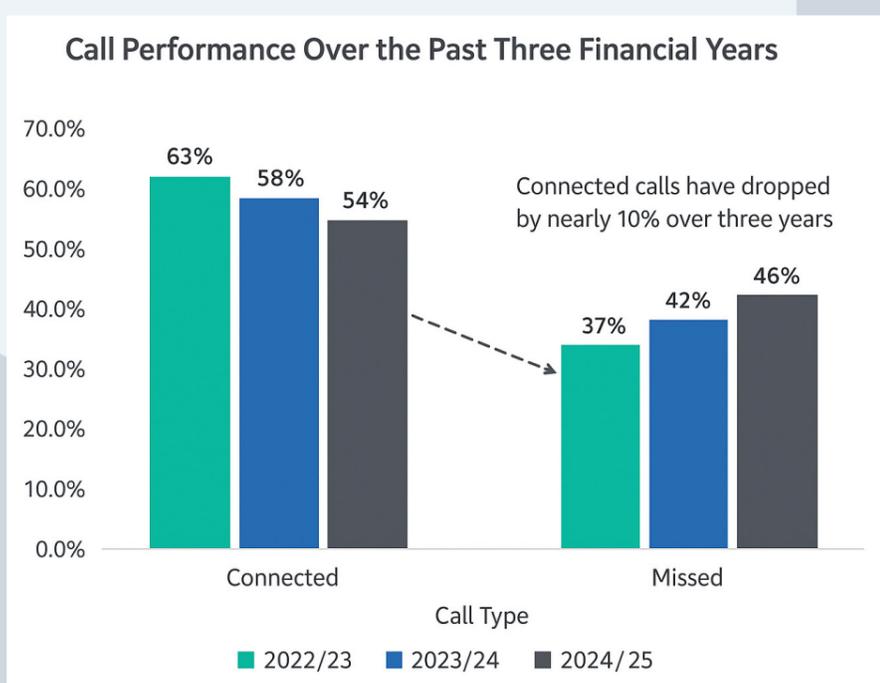Legend: ■ 2022/23 ■ 2023/24 ■ 2024/25
Call Type

Figure 1

agencies, with longitudinal comparisons identifying trends over time. Qualitative content analysis of feedback assessed service quality and areas for improvement, while data visualisation ensured clear communication of insights.
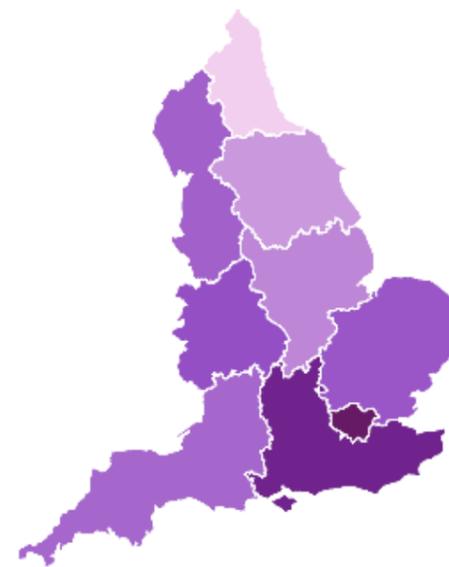

Regional Distribution Of Callers

Figure 2

Findings

- Rising Demand: All Respect helplines saw increased call volumes in 2023/24, alongside a sharp rise in missed calls, highlighting a growing gap between demand and capacity.

- Call Patterns: Mondays and 10:00 AM emerged as peak times, prompting rota adjustments to better match demand.

- Demographic Shifts: Certain ethnic groups and regions are increasingly overrepresented, suggesting opportunities for targeted outreach.

- Emerging Abuse Trends: Coercive control is rising among both victim and perpetrator contacts, indicating changing patterns in domestic abuse.

- Feedback: Respect Phoneline users reported high satisfaction, while feedback for the Men's Advice Line declined due to concerns about staff training, awareness, and wait times.

Key Skills Learnt

- Data Analysis: Gained confidence and skill in using Excel for data cleaning, analysis, and visualisation.

- Research & Communication: Designed research questions aligned with Respect's priorities and presented findings to helpline advisors, strengthening analytical and presentation skills.

- Ethical Awareness: Deepened understanding of ethical issues in handling sensitive domestic abuse data.

- Collaboration: Worked across departments, enhancing communication and teamwork.

- Data Management: Managed large datasets under tight deadlines, improving time and workflow management.

- Analytical Sensitivity: Developed awareness of how data interpretation influences service delivery on complex issues.