

## University of Manchester Q-Step Summer Project 2016

### Ref: #33 UoMQStep 2016 Respect Domestic Violence

For enquiries contact Dr Jackie Carter, [jackie.carter@manchester.ac.uk](mailto:jackie.carter@manchester.ac.uk) or Dr Mark Brown, [mark.brown@manchester.ac.uk](mailto:mark.brown@manchester.ac.uk), Q-Step Co-directors

**Organisation Name:** Respect

**Team / Department:** Helplines – The Men’s Advice Line (for male victims of domestic abuse & Respect Phone line (For men and women who are suing abuse/violence on their relationships and are looking to stop)

**Address:** 4<sup>th</sup> Floor Development House, 56 -64 Leonard Street, London. EC2A 4LT

**Provisional title for project:**

Helplines: Quantitative analysis of the data from our call handling service of calls to the Respect Phone Line (male or female perpetrators) and Men’s Advice Line (male victims of domestic violence) over four years 2011-2015.

**100 word abstract of what the project would probably undertake, and any data to be used:**

1. To analyse and explore the current and potential future contribution to knowledge about male and female perpetration of domestic violence and male experiences of victimisation and their help seeking patterns to the Respect Phoneline and Men’s Advice Line.
2. To identify possible changes to improve our staffing arrangements, use and analysis contributes to knowledge
3. To provide a report with a thorough analysis of the last three years’ call patterns, web chat use, results of discussion with Helpline staff and recommendations for future development.

**Key words (up to 12):**

Quantitative analysis, help seeking, domestic violence, male victims, perpetrators, gender and intimate partner violence.

## **Essential and desirable skills that the student would need to have:**

### **Essential:**

1. Excellent analytical skills.
2. Understanding of the use and impact of domestic violence and intimate partner violence in particular.
3. Familiarity with the functions of Respect as an organisation, the Helplines in particular and the various briefing papers and reports on responding to domestic violence provided on the research pages of the Respect website.
4. Understanding of the strengths and limitations of quantitative data.
5. Good writing skills.
6. Willingness to work in partnership and collaboratively with practitioners

### **Desirable:**

1. Experience with how to transfer data from one platform to another. Our calls database is currently on the online website database provision by call handling.com. Data can be exported to Excel
2. Knowledge of the violence against women and girls sector and the help seeking patterns/ motivations of both victims and patterns.

## **Where the work would be carried out:**

The organisation is in London, near to Old Street tube station. There is some desk space which can be made available on request. The database is available online and data can be easily downloaded working remotely.

The student will need to be a full working member of the Respect team in the office at Old Street, London. They will have a desk in the organisation with full internet access. They will be introduced to Helpline workers, be shown how the database works and meet staff who will be able to advise and direct them, when necessary.

The student will be expected to report regularly to staff on their work, the data analysis and the possible implications of this to make sense of the progressing analysis. At the end of the placement they will be expected to present their findings and discuss the recommendations resulting from the work.

We expect the project to last 6 weeks, working 5 days per week

## **Preferred selection method (interview or other meeting):**

Interviews via skype

## **Support and training offered by the organisation:**

The line manager for this project will be Ntokozo Dlova (Senior Support Worker), with contribution from, Helplines Manager, and HR support from Ippo Panteloudakis, Operations Director. Training will be informal, focused on allowing

the student time to observe how the Helplines work and to read briefing papers about Respect and our work, plus time to ask questions of the staff, including those involved in the delivery of programmes.

We would want to be part of any future Q-Step event to showcase the project if possible. We would want to evaluate the immediate impact against the objectives and then six months on in our annual impact review, examine the impact on how we analyse our call patterns, what we now know about men's and women's use of intimate partner violence (including any differences) and help seeking and the impact on our training on responding to male victims and to male and female perpetrators.

We would also want to evaluate the impact of the project on the student's development, on our Helpline data collection systems and on our partnership with Manchester University. We will do this informally during a review meeting at the final visit, probably carried out by the Operations Director.

We would also encourage the student to blog on the research pages of our website, in consultation with Respect staff and with the right to reserve this option if not appropriate

**Any issues of data confidentiality and/or IPR that would need to be resolved:**

No issues that I can foresee. If any emerge, they would be discussed with the student. Names are not recorded on the Helpline database and neither are contact details. We would like to have the right to publish the report or a version of it on our website.

**Supporting information:**

1. This project would offer the opportunity to present findings to Respect board, who include significant national policy makers such as Police and Crime Commissioner for Northumbria and the Violence Against Women and Girls Commissioner for Brighton Council.
2. It would also offer the opportunity to write up the findings into a briefing paper for possible publication by Respect (naming the placement holder as author or co-author as relevant).
3. There would be the potential to present findings at the next national Respect conference either as a conference keynote or workshop presentation.

**Financial assistance offered by the organisation:**

We have no additional expenses to contribute at this time. We could discuss this if it is necessary for paying for travel expenses.