

Respect: Patterns in Users Access To Helplines

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 Respect is a national organisation which helps those impacted by domestic violence. They run two helplines - Respect Phoneline (a service to help perpetrators who want to address their abusive behaviour) and the Men's Advice Line (MAL) (a helpline for male victims). I worked with the helpline team looking at users patterns of access to the helplines.

Objectives

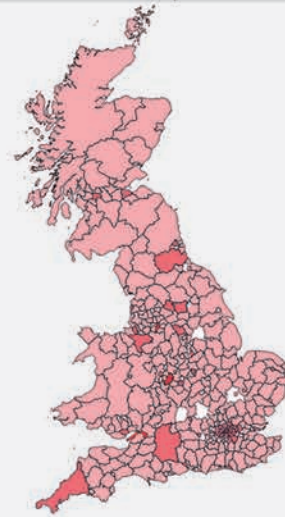
The main aim of the project was to explore patterns in the data that had been collected from the two helplines.


Using the data from the Call Handling Service I explored the patterns of call by time and day of the week.

Using the data from the Salesforce database I explored demographic data such as: age, sexuality and gender of perpetrator, as well as geographical data.

As well as this I also aimed to look at the the outcomes of access for users, exploring which perpetrator programme they were referred to, where users had heard about the service and where they were signposted and also if the calls changed their views of their own behaviour.

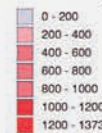
I also had time to explore my own further questions that arose from handling the data and chose to look at the type of abuse used by those who were perpetrators but did not think of themselves as such.



 This map shows the number of calls received from both Helplines by Local Authority District from Jan 2010 to July 2017

(NB: Some locations are left blank due to an absence in the online database for those local authorities)

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Method

I was given the call handling data in a raw form, cleaned it and completed all exploratory analysis in Excel. I mostly created bar graphs and line graphs to show the different number of calls at different times and across all the working and non-working hours.

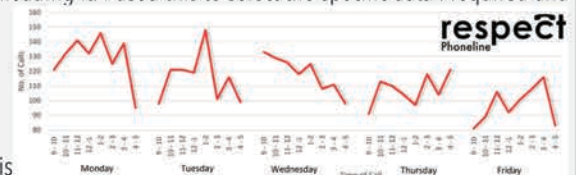
Within the Salesforce database, there was the option to filter and clean the data before downloading it. I used this to select the specific data I required and I then once again used excel to create the graphs and summary statistics (mostly in % form).

Key Findings

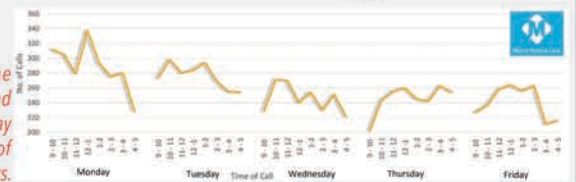
The busiest period for the helplines was between 12pm and 2pm on a Monday (though this is heavily influenced by the large number of MAL Calls - see fig 1)

For the Respect Phoneline:

- The majority of callers were aged 22-50
- 96% of callers identified themselves as heterosexual
- 88% of callers to the helpline were male
- 52% of callers were signposted to a perpetrator programme



*Fig 1
These graphs show the number of calls received by both helplines, by day of the week and time of day, during working hours.*



Outcomes

Some of the helpline team changed the day they worked based on findings about the helplines busiest periods.

The maps I produced were taken to a local council meeting to demonstrate the areas in London which had received the largest number of calls.

The impact of the helplines became visible through the statistics of those who presented as victims but later changed their view of their behaviour and acknowledged that they were perpetrators or involved in a mutually violent relationship.

Skills Learnt

- Advanced Excel
- Data cleaning within an online Database
- QGIS