

Q-Step Internship: Analysis of Respect Phonline and Men's Advice Line

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Respect is a domestic violence organisation that runs two helplines - Respect Phonline and Men's Advice Line - that work with perpetrators,

victims and family members to address abusive relationships. As an intern of Respect's Helplines Team, my project contributed to knowledge on male and female experiences of victimisation and their help-seeking patterns.

Objectives

The central aim of my work was to provide a peripheral perspective on experiences of victimisation and develop the evidence base for informing domestic abuse policies and prevention programmes. Through analysing the help-seeking patterns and socio-demographics of the phonline users in the past year, my project aimed to establish the relationship between the types of abuse experienced by callers and callers' age, gender and sexuality. This also involved producing a separate report for both helplines that summarised the findings and recommendations for future development.

Another scope of my work was to analyse the call-handling processes for both helplines and produce monthly performance reports of each Helpline worker to determine the efficiency of the services. Through the analyses of these past-year and monthly trends, Respect aimed to have a better understanding of their callers and their help-seeking patterns so as to shape the direction for their services

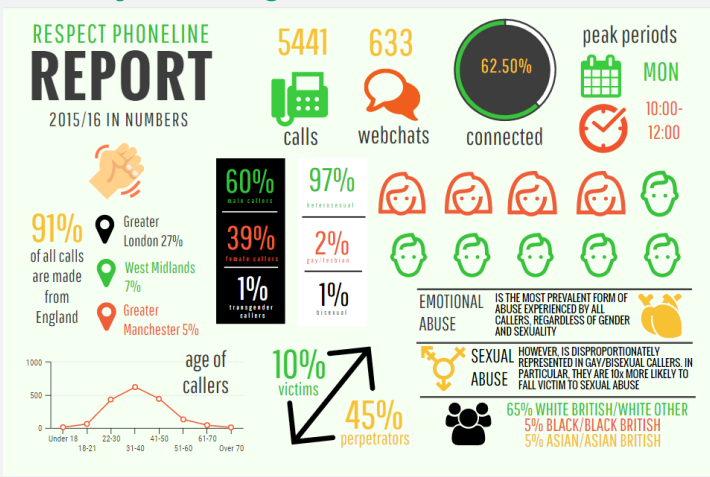
Method

The data I used for these analyses was available and downloaded from the Salesforce and Call Handling databases, which I eventually extracted onto Microsoft Excel. These data included (but were not limited to) socio-demographics of callers, types of abuse experienced and where and how they heard of the respective helplines, etc. As both helplines are national helplines, the data extracted could only be used to explain domestic violence victimisation nationally.

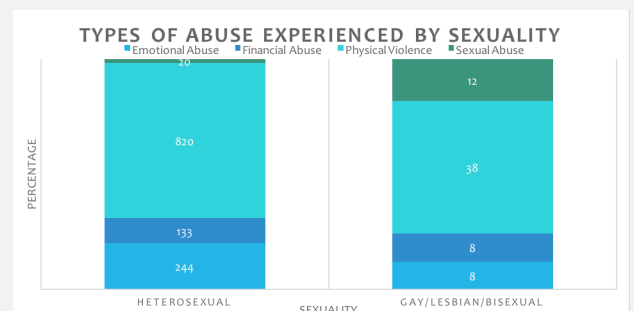
To analyse the data, I conducted a series of exploratory analyses (tables and stacked bar charts) for each variable (experiences of victimisation, types of abuse, age, gender, sexuality) and ran basic statistical tests on Salesforce and Microsoft Excel to determine their association(s).

The findings for both helplines were presented in three different formats: graphical representations, written reports and infographic reports.

Key Findings



Data has shown that for both helplines, experiences of victimisation and callers' age produced a normally distributed curve. Due to the nature of Respect's work, majority of callers who had any experiences of victimisation were male callers, and male victims were more likely to experience physical violence and sexual abuse than female victims. It is also disturbing to note that 'homosexual/bisexual/trans' individuals were over 10 times more likely to be victims of sexual abuse than their 'heterosexual' counterparts.



Conclusion

- Male experiences of victimisation, though under-researched, is an increasingly prevalent issue

More emphasis and resources should be placed on addressing the sexual abuse experienced by LGBT individuals in intimate relationships

- Future analyses should include longitudinal trends (greater sample sizes) and Respect should resolve the problem of missing data to effectively identify any statistically significant relationships