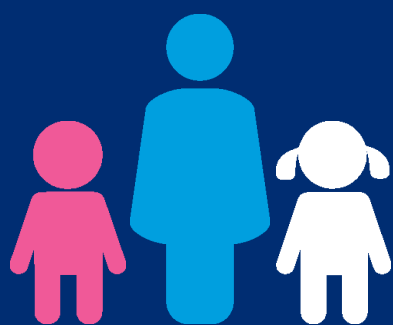

Insights helpline England and Wales dataset 2014-17

Adult helpline services



SafeLives

**Ending
domestic
abuse**

Contents

At a glance	1
Key findings	2
Service inputs	3
Client profile	4
Socio-demographic description of clients accessing the service	4
Profile and history of abuse at intake	6
Client outcomes	12
Service outputs	15
Interventions	15
Criminal and civil justice outcomes	18
Criminal justice system outcomes	18
Civil justice outcomes	21

About this dataset

This data report forms part of a series of publications from SafeLives' Adult Insights dataset. It contains 1,755 unique individual cases at intake and 1,690 matched cases at exit, drawn from 5 helpline services across England and Wales which used the SafeLives Insights outcome measurement service between April 2014 and March 2017. Please note that due to rounding errors, some columns may not add up to 100%.

SafeLives runs the largest national database of domestic abuse cases in the UK. Our Insights database has records of more than 64,000 unique cases of adults experiencing domestic abuse from 2009 to date, and a further 3,000 unique cases of children in domestic abuse households from 2011 to date. These datasets give us an unparalleled overview of the national picture of domestic abuse. We hope that everyone working to stop domestic abuse will be able to use this data to improve their services so that victims and families get the right help sooner.

At a glance

5 services

1,755 clients entered services

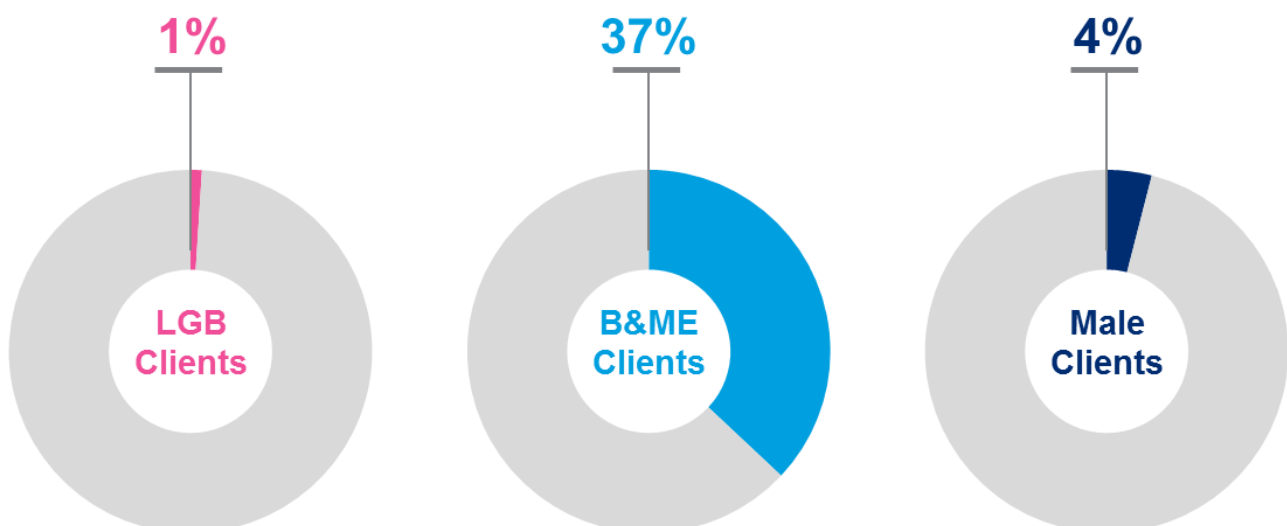
1,690 cases closed

153 clients supported with criminal and civil justice

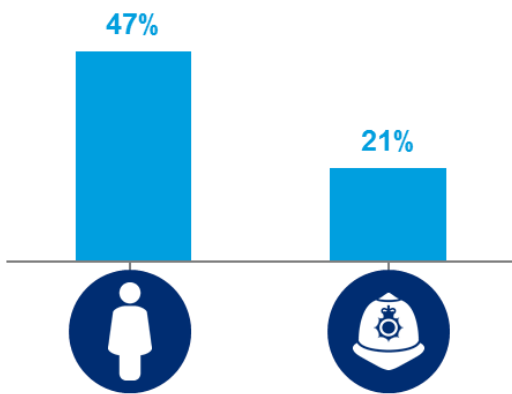


Location of the services in the dataset

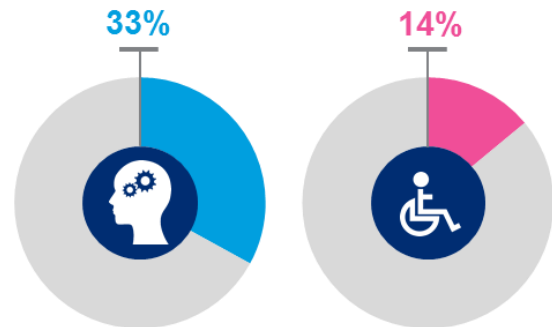
Proportion of clients from diverse client groups



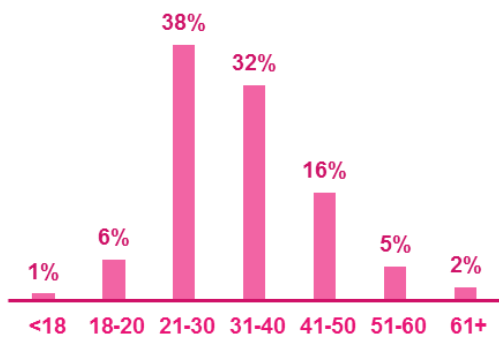
Key findings



The most frequent referral route was **self-referrals**, followed by **the police**



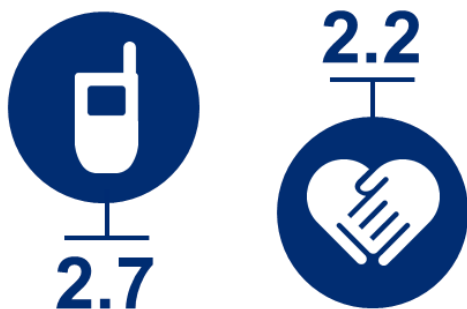
One third of clients had issues with **mental health**, and **14%** had a **disability**. **6%** of clients had a **physical disability**.



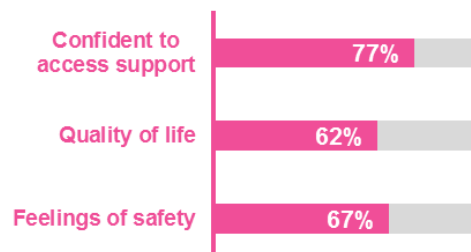
70% of clients were aged **between 21 and 40**. The average age of clients accessing outreach services was **32**



Two-thirds of children in households where domestic abuse was taking place **were not known to children's services**



On average, each client was had **2.7 contacts** and accessed **2.2 areas** of support



On exit, **67%** of clients reported **feeling safer**, **62%** felt their **quality of life had improved**, and **77%** felt **confident in accessing support in the future**.

Service inputs

Cases used in the analysis

Intake forms	1,755
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In the period April 2014 to March 2017, caseworkers submitted 1,815 intake forms for clients accessing helpline services.

53 forms were excluded from the dataset due to the client appearing twice, and 7 forms were excluded due being completed incorrectly. These forms contain information about client demographics, and the characteristics of the abuse that clients accessing helpline services are experiencing.

Exit forms	1,690
------------	-------

Caseworkers submitted 1,742 exit forms for clients leaving helpline services for the period April 2014 to March 2017. Of these 39 of these were excluded due the client appearing more than once, and 13 were excluded due to being completed incorrectly. These forms were then matched to their corresponding intake form to provide a picture of client outcomes at the point of exit compared to intake. They also contain information about what interventions the client accessed.

Intake dates may occur prior to the period April 2014 to March 2017.

Criminal and civil justice forms	153
----------------------------------	-----

Caseworkers supporting clients with criminal and civil justice (CCJ) submitted 159 forms for the period April 2014 to March 2017. Of these, 2 were excluded due to the client appearing more than once and 4 were excluded due to being completed incorrectly. These forms provide information on the outcomes of any criminal and civil justice interventions at exit.

New Referrals/ Repeats	2014 - 2017	
	%	n=
New Referrals	82%	1431
Repeats	18%	324
Total	100%	1755

Cases are deemed repeats if the client has returned to the service after their case was previously closed (or made inactive).

Primary Referral Route	%	n
Police	21%	361
Marac	1%	17
Self-referrals	47%	823
Health	6%	112
DV and SV services	4%	71
Housing	5%	92
CYP services	8%	134
Specialist services	4%	64
Other	5%	79

Client profile

Socio-demographic description of client accessing helpline services

(Information captured at intake, number of cases (n) = 1,755)

Demographic information at intake		
Age of client	%	n
<18	1%	26
18-20	6%	101
21-30	38%	670
31-40	32%	553
41-50	16%	282
51-60	5%	88
61+	2%	35
Gender identity		
	%	n
Female	96%	1689
Male	4%	65
Intersex	0%	0
Not gender assigned at birth	<1%	4
Sexual Orientation		
	%	n
Heterosexual	96%	1691
LGB	1%	34
Missing	3%	30
Ethnicity		
	%	n
White British or Irish	62%	1085
Other white background	4%	75
Asian	16%	283
Black	10%	168
Dual Heritage	4%	77
Arab	1%	13
Other	5%	79
Total B&ME	37%	643

National B&ME percentage is 18.6%. Note this dataset only reflects the demographics of the areas in which the services are located. Some year on year variation in B&ME percentage is therefore also due to changes in the services which make up the dataset.

Immigration	%	n
Clients needing an interpreter	7%	124
Clients with no recourse to public funds	10%	175
Clients needing to apply for ILR	4%	74

Children	%	n
Children in household	68%	1198
No children in household	32%	557
Clients who are pregnant	7%	123

Total number of children	2650
Average number of children per household with children	2.2

Ages of children	%	n
Under 3 years old	22%	593
3 to 4 years old	12%	313
5 to 7 years old	16%	434
8 to 11 years old	17%	446
12 to 14 years old	8%	220
15 to 17 years old	7%	175
Missing	18%	469

Children and young people services (CYPS)	n = 1198	
CYPS Involvement	%	n
Clients with CYPS involvement with the family	25%	299
Clients with no CYPS involvement with the family	66%	793
Missing	7%	106

Type of CYPS Involvement	%	n
Concern raised - no further action	0%	3
Concern raised - contacts/follow up	0%	0
Initial assessment	0%	0
S17 - Child in need	6%	77
S47 - Child protection	10%	117
S31 - Care or supervision order	1%	7
Child protection plan	0%	0
CAF	2%	25
Other	6%	75

Multiple needs at intake		
		n = 1755
Within the past 12 months	%	n
Drugs misuse	5%	95
Alcohol misuse	6%	112
Mental health problems	33%	581
At any time		
Threatened or attempted suicide	16%	284
Self harm	8%	144
Client has a disability		
	%	n
Physical	6%	107
Learning	4%	67
Visual	<1%	6
Hearing	1%	13
Other	5%	79

Profile and history of abuse at intake

(Information captured at intake, n=1,755)

Clients' circumstances at intake		
Employment/ education	%	n
Paid employment	25%	447
Voluntary employment	<1%	2
In education/training	13%	224
Not in employment/ education	55%	958
No (retired)	0%	0
Missing	7%	124
Financial circumstances		
	%	n
Struggling to pay for essentials	19%	5
Can pay for essentials but nothing left after	31%	8
Can buy occasional treat and save a little	50%	13
Regular treats and saving or holidays	0%	0
Comfortably managing - don't have to worry	0%	0
Missing	0%	0

Information for financial circumstances was not collected prior to 2016, so data shown is from the period April 2016 to March 2017

Relationship to perpetrator	%	n
Intimate partner	26%	460
Ex-intimate partner	62%	1082
Intermittent intimate partner	3%	46
Family member (adult)	8%	136
Family member (minor)	1%	16
Other	<1%	5

Additional risks	%	n
Multiple perpetrators	14%	247
Risk of forced marriage	1%	20
Risk of 'honour'-based violence	4%	75

Living arrangements	%	n
Living together	25%	444
Not living together	73%	1275
Living together intermittently	1%	25

Risk profile at intake		
Dash score	%	n
Between 0-5	11%	176
Between 6-9	26%	418
Over 10	63%	1010
Average Dash score		11 ticks

Risk level	%	n
High risk	34%	592
Non-high risk	66%	1163
Marac threshold	23%	398

34% of clients were assessed as high risk at intake and 23% of clients reached the threshold for referral to a multi-agency risk assessment conference (Marac).

History of abuse at intake		
Length of abuse	%	n
0-12 months	17%	168
1-2 years	16%	155
2-5 years	30%	297
5-10 years	14%	138
10+ years	23%	224
Average length of abuse		3 years

History of abuse		n= 26
	%	n
Yes, same partner in an earlier relationship	54%	14
Yes, by previous intimate partner	4%	1
Yes, perpetrated by family member	0%	0
Yes, direct abuse as a child/young person	4%	1
Yes, exposure to domestic abuse as a child/young person	4%	1
Yes, other	0%	0
No	31%	8

Information for history abuse was not collected prior to 2016, so data shown is from the period April 2016 to March 2017

Attempts to leave perpetrator in past 12 months		
Has the client attempted to leave the perpetrator?	%	n
Yes	63%	1101
No	19%	328
Not Applicable	18%	319
Average number of times		4.3

Use of public services in past 12 months		
Reported the abuse to the police	%	n
Yes	60%	1057
No	34%	602
Missing	6%	96
Average number of times		3

Visited their GP (for any reason)	%	n
Yes	64%	1126
No	27%	468
Missing	9%	161
Average number of times		6.7

Attended A&E (as a result of the abuse)	%	n
Yes	14%	237
No	78%	1362
Missing	8%	156
Average number of times		1.5

Accessed other specialist DV service	%	n
Yes	9%	155
No	58%	1019
Missing	33%	581
Average number of times		1.3

Average number of times excludes data not applicable, available or missing

Profile of abuse at intake		
For the 3 months prior to intake:		
Type of abuse experienced by clients	%	n
Physical abuse	50%	872
Sexual abuse	20%	353
Harassment & stalking	63%	1111
Jealous & controlling behaviours	85%	1500

Severity of abuse		
% of clients experiencing high severity abuse	%	n
Physical abuse	23%	409
Sexual abuse	5%	93
Harassment & stalking	29%	516
Jealous & controlling behaviours	38%	665

% of clients experiencing moderate severity abuse	%	n
Physical abuse	16%	280
Sexual abuse	8%	141
Harassment & stalking	19%	332
Jealous & controlling behaviours	27%	467

% of clients experiencing standard severity abuse	%	n
Physical abuse	10%	183
Sexual abuse	7%	119
Harassment & stalking	15%	263
Jealous & controlling behaviours	10%	183

Changes in severity of abuse	
% of clients experiencing increase in severity of abuse	%
Physical abuse	24%
Sexual abuse	6%
Harassment & stalking	31%
Jealous & controlling behaviours	39%

% of clients experiencing no change in severity of abuse

Physical abuse	13%
Sexual abuse	7%
Harassment & stalking	24%
Jealous & controlling behaviours	35%

% of clients experiencing reduction in severity of abuse

Physical abuse	12%
Sexual abuse	7%
Harassment & stalking	8%
Jealous & controlling behaviours	11%

Changes in frequency of abuse**% of clients experiencing increase in frequency of abuse**

Physical abuse	23%
Sexual abuse	5%
Harassment & stalking	31%
Jealous & controlling behaviours	37%

% of clients experiencing no change in frequency of abuse

Physical abuse	13%
Sexual abuse	8%
Harassment & stalking	23%
Jealous & controlling behaviours	35%

% of clients experiencing decrease in frequency of abuse

Physical abuse	13%
Sexual abuse	7%
Harassment & stalking	9%
Jealous & controlling behaviours	12%

Multiple types of abuse and escalation

	%	n
Multiple types of abuse reported	73%	1275
Multiple types of high severity abuse reported	33%	582
At least one form of high severity abuse	49%	853
At least one form of high severity abuse which is escalating in frequency or severity	37%	652
Any escalation in severity of abuse	49%	857
Any escalation in frequency of abuse	48%	837
Any escalation in severity or frequency of abuse	52%	912

Primary perpetrator information		
Gender & gender identity	%	n
Female	4%	74
Male	92%	1606
Intersex	0%	0
Not gender assigned at birth	<1%	2

Criminal record		
	%	n
Yes - DV related	27%	482
Yes - other violent crime	20%	354
Yes - non-violent crime	18%	320
No	28%	496

Client outcomes

Outcomes and profile of abuse at exit (Information captured at exit, n=1,690)

The following is an analysis of cases where an exit form was completed during the reporting period. Cases have been matched with their corresponding intake forms, and intake data here relates only to the cases which also have exit data, so will vary from the number of cases in the intake dataset.

96% of the cases with exit data were closed by the case worker according to the service's case closure policy. 4% were made inactive due to a prolonged period of no contact.

Client circumstances at exit		n = 1690
Living arrangements at exit	%	n
Living together	21%	354
Not living together	77%	1298
Living together intermittently	1%	25
Missing	1%	13

Where not living together, do the following apply?		Not living together = 1298
	%	n
Perpetrator in jail	6%	76
Serious illness or death of perpetrator	<1%	4
Other (perpetrator abroad, military duty, etc)	38%	489
None of the above	42%	548

If not living together, is there ongoing contact?		%	n
Clients reporting ongoing contact	49%	639	
Clients reporting no ongoing contact	40%	517	
Missing	11%	142	

Reasons for ongoing contact		Ongoing contact = 639
	%	n
Children	55%	350
Family and social network	4%	25
Legal proceedings	4%	27
Financial arrangements	1%	8
Ongoing abuse	48%	309
Ongoing intimate partner relationship	<1%	1
Other	6%	36

"Ongoing intimate partner relationship" option was added in Jan 2016, so the figures shown will be lower than the true figures.

Employment/education			n = 1690
	%	n	
Paid	25%	423	
Voluntary	<1%	3	
In education	4%	69	
No	62%	1051	
No (retired)	<1%	1	
Missing	9%	143	

Profile of abuse at exit compared to intake			n = 1690
	%	n	
No abuse experienced in past month / since intake	18%	310	

Type of abuse at exit compared to intake				
	%		n	
	Intake	Exit	Intake	Exit
Physical abuse	50%	36%	841	612
Sexual abuse	20%	15%	340	248
Harassment/stalking	63%	53%	1066	899
Jealous and controlling behaviours	86%	71%	1448	1193

% of clients experiencing high severity abuse vs. intake		
	%	
	Intake	Exit
Physical abuse	23%	16%
Sexual abuse	5%	3%
Harassment/stalking	30%	24%
Jealous and controlling behaviours	38%	30%

% of clients experiencing moderate severity abuse vs. intake		
	%	
	Intake	Exit
Physical abuse	16%	11%
Sexual abuse	8%	5%
Harassment/stalking	18%	14%
Jealous and controlling behaviours	26%	20%

% of clients experiencing standard severity abuse vs. intake		
	%	
	Intake	Intake
Physical abuse	11%	9%
Sexual abuse	7%	6%
Harassment/stalking	15%	15%
Jealous and controlling behaviours	22%	21%

Multiple types of abuse and escalation at exit compared to intake				
	%		n	
	Intake	Exit	Intake	Exit
Multiple types of abuse reported	73%	58%	1227	987
Multiple types of high severity abuse reported	33%	25%	562	428
At least one form of high severity abuse	49%	38%	826	636
At least one form of high severity abuse which is escalating in frequency or severity	37%	23%	632	394
Any escalation in severity of abuse	49%	27%	824	463
Any escalation in frequency of abuse	48%	27%	806	448
Any escalation in severity or frequency of abuse	52%	30%	879	500

Caseworker perception of risk at exit		
	%	n
Risk reduction		
Significant	36%	612
Moderate	24%	409
Limited	23%	392
Increased Risk	1%	21
Missing	0%	0
Significant/Moderate	60%	1021

	%	n
Sustainability of any reduction in risk		
Very short term	4%	42
Short term	14%	140
Medium term	27%	278
Long term	20%	205
Risk permanently eliminated	28%	282
Missing	7%	74

Client reported outcomes at exit		
	%	n
Feelings of safety		
Much safer	39%	636
Somewhat safer	28%	452
No change	14%	231
Less safe	0%	4
Missing	19%	304
Somewhat / much safer	67%	1088

	%	n
Quality of life		
Improved a lot	36%	590
Improved a little	26%	426
Not changed	17%	277
Become worse	0%	5
Missing	21%	329
Much / a little improved	62%	1016

Confidence in accessing support	%	n
Very confident	45%	728
Confident	32%	519
Not confident	3%	56
Missing	20%	324
Very confident/confident	77%	1247

Service outputs

Interventions

(Information captured at exit, n=1,690)

Case status at exit	%	n
Closed	96%	1627
Unplanned closure	4%	62
Client fatality	0%	0

Intensity of support	%	n
Less than 5 contacts	87%	1473
Between 5 and up to 10 contacts	10%	161
More than 10 contacts	2%	42
Average number of contacts		2.7

Number of interventions	%	n
0 or 1 areas of support	30%	514
2 or 3 areas of support	52%	881
4 or 5 areas of support	16%	265
More than 5 areas of support	2%	30
Average number of interventions per client		2.2

Types of interventions and outcomes	n = 1690	
Areas of support	%	n
Safety planning	44%	743
Marac	15%	247
Police	11%	193
Criminal court process	5%	81
Probation	<1%	2
Civil orders	7%	118
Housing	49%	826
Financial benefits	10%	167
Immigration	1%	24
Health & well-being	65%	1093
Children	17%	284
HBV / Forced marriage	<1%	3

Safelives recommends that all clients should receive safety planning.

Interventions accessed in each area of support

As a % of all clients accessing that area of support

Safety planning		Clients accessing support area = 743	
	%	n	
Safety plan	75%	560	

Police		Clients accessing support area = 193	
	%	n	
Protective measures	46%	88	
Arrest	15%	29	
Other	35%	68	

Criminal court process		Clients accessing support area = 81	
	%	n	
Process ongoing or pending	25%	20	
Conviction and sentence	7%	6	
Bail conditions	36%	29	
Other	4%	3	

Probation		Clients accessing support area = 2	
	%	n	
IDAP/perpetrator programme	0%	0	
Other	0%	0	

Civil orders		Clients accessing support area = 118	
	%	n	
Granted and enforced	8%	10	
Other	22%	26	

Housing		Clients accessing support area = 826	
	%	n	
Sanctuary scheme	6%	51	
Client re-housed in area	1%	10	
Client moved out of area	4%	30	
Perpetrator evicted	0%	4	
Refuge	12%	97	
Other	8%	66	

Financial benefits		Clients accessing support area = 167	
	%	n	
Benefits/monetary support	28%	46	
Debt being addressed	11%	18	
Employment (paid/ voluntary)	2%	3	
Other	3%	5	

Immigration	Clients accessing support area = 24	
	%	n
Leave to remain not dependent on perpetrator	13%	3
Recourse to public funds	8%	2
Other support with immigration	13%	3

Health & well-being	Clients accessing support area = 1093	
	%	n
Improved access to help and support	20%	214
Improved coping strategies	4%	41
Clients engagement with:		
Mental health services	6%	63
Other health services	1%	15
Drug services	1%	10
Alcohol services	1%	9
Specialist DV services (not refuge)	8%	87
Specialist BME DV service	0%	2
Counselling	3%	33
Pattern changing course/similar	4%	40
Positive change in clients' support networks	5%	55
Engagement with adult safeguarding	1%	13
Midwife	0%	5
Peer-support Group	0%	2
Other	3%	35

Children	Clients accessing support area = 284	
	%	n
Child contact arrangements in place	14%	41
Safeguarding initiated/ issued/ addressed	26%	73
Civil orders (children) granted & enforced	2%	6
Special needs of children addressed	4%	11
Parenting courses	0%	1
Statutory Children's Service involvement	4%	11
Specialist DV support for CYP	2%	5
Other	9%	25

HBV / Forced marriage	Clients accessing support area = 3	
	%	n
Forced Marriage Unit	0%	0
Honour-based violence helpline	0%	0
Other specialist HBV/FM service	33%	1
Other	33%	1

Criminal and civil justice outcomes

Criminal justice system outcomes (Information captured at exit, n=153)

Criminal justice outcomes		n = 1690
Police involvement		
Was a police report made?	%	n
Yes, made by the victim	7%	111
Yes, made by other	1%	16
No	1%	24
Total clients who had a police report made	8%	127

When was the report made?	%	n
Before engagement with service	7%	114
After engagement with service	1%	11

The above shows when the police report was made as percentages of all cases reviewed at exit. Below is shown as a percentages of all police reports made.

Police action		Police reports = 127
Was the perpetrator arrested?	%	n
Yes	51%	65
No	26%	33

Was a domestic violence protection notice issued?	%	n
Yes, issued	4%	5
No	60%	76

Was a domestic violence protection order granted?	%	n
Applied, not granted	0%	0
Applied, granted	4%	5
Not applied	44%	56

Action taken	%	n
Cautioned	7%	9
Fixed penalty notice	0%	0
Charged	20%	26
No further action	20%	25

Crown prosecution service		Cases charged = 26
As % of cases charged		
Perpetrator was:	%	n
Released on bail	58%	15
Remanded in custody	23%	6

Did CPS proceed?		%	n
Yes, with support of victim	58%	15	
Yes, but victim withdrew	12%	3	
No, insufficient evidence	4%	1	

Court information		CPS proceeded = 18
As % of CPS proceeded		
Where was the case initially heard?	%	n
Magistrate - SDVC	44%	8
Magistrate - Other	22%	4

Was the case passed to crown court?		%	n
Yes, for trial	22%	4	
Yes, for sentencing	11%	2	
Yes, for appeal	0%	0	
No	22%	4	

Who attended court?		%	n
Victim	17%	3	
Perpetrator	0%	0	
Other	6%	1	
Caseworker	0%	0	
Witness service	6%	1	

Were special measures granted?		%	n
Not requested	28%	5	
Granted	0%	0	
Denied	0%	0	

Court outcomes		%	n
Pled guilty	6%	1	
Convicted	11%	2	
Guilty verdict	17%	3	
Acquitted	0%	0	

Charges applied for		Cases charged = 26	
Offences against the person	%	n	
ABH (S47)	8%	2	
Affray	0%	0	
Assault by penetration	0%	0	
Attempted murder	0%	0	
Breach of restraining order	0%	0	
Breach of non-molestation order	0%	0	
Breach of the peace	0%	0	
Common assault	12%	3	
Communications/ malicious Communications Act offences	0%	0	
Drunk & disorderly	0%	0	
Female genital mutilation	0%	0	
Forced marriage	0%	0	
GBH (S18)	4%	1	
GBH (S20)	0%	0	
Harassment (S2)	8%	2	
Harassment (S4)	4%	1	
Indecent assault	0%	0	
Murder	0%	0	
Public order act offences	0%	0	
Rape	0%	0	
Stalking (S2A)	0%	0	
Stalking (S4A)	0%	0	
Sexual assault	8%	2	
Threats to kill	0%	0	
Witness intimidation	0%	0	
Other offences against the person	4%	1	
Don't know	27%	7	
Offences against property	%	n	
Arson	4%	1	
Burglary/ attempted	0%	0	
Criminal trespassing	0%	0	
Criminal damage	8%	2	
Theft	0%	0	
Threat to damage	0%	0	
Other offences against property	4%	1	
Don't know	38%	10	

Criminal justice outcomes have been omitted due to insufficient data

Civil justice outcomes

(Information captured at exit, n=28)

Civil justice outcomes		
Was the client supported with civil justice?	%	n
Yes	2%	28
No	7%	125
Missing	91%	1537

Legal aid	Supported with civil justice = 28	
	%	n
Qualified for legal aid	4%	1
Did not qualify for legal aid	14%	4
Did not apply	4%	1

Provision of legal aid	%	n
Solicitor	36%	10
McKenzie friend	4%	1
Idva (DIY order)	4%	1
Other	11%	3
No legal support	0%	0

Civil orders applied for	%	n
Non-molestation order	29%	8
Occupation order with power of arrest (PoA)	0%	0
Occupation order	4%	1
Order under Protection from Harassment Act	0%	0
Injunction under Forced Marriage Act with PoA	0%	0
Contact order	0%	0
Prohibited steps order	11%	3
Specific issue order	0%	0
Residence order	4%	1
Other orders under the Children Act	0%	0

Civil orders granted/breached		
Non-molestation order	%	n
As a % of orders applied for:		n= 8
Granted	13%	1
Under-taking	25%	2
As a % of orders granted:		n= 1
Interim	0%	0
Final	0%	0
Indefinite	0%	0
Breached	100%	1

Residence order	%	n
As a % of orders applied for:		n= 1
Granted	100%	1
Under-taking	0%	0
As a % of orders granted:		n= 1
Interim	0%	0
Final	0%	0
Indefinite	0%	0
Breached	0%	0

Outcomes of breached orders		n= 1
	%	n
Criminal charge in respect of breach of non-mol	0%	0
In contempt of court and fined/imprisoned	0%	0
Application for warrant of arrest	0%	0
Adjourned	0%	0
Dismissed at civil court	0%	0
Other	0%	0
No further action	100%	1

Applications made by the perpetrator		n= 28
Cross applications made by the perpetrator	%	n
Contact order	7%	2
Other orders under Children Act	0%	0
Other cross application	0%	0

Fact finding hearing in cases where a cross application was made		n= 2
	%	n
Cases where there was a fact finding hearing	50%	1

Other perpetrator orders		n= 28
	2016	2015
Cases where the perpetrator applied for any other orders	0%	0