|  |  |
| --- | --- |
| **Title** | **LGBT Consortium/NET Helpline Project – Data Requirements** |
| **Date Published** | **16 September 2020** |
| **Author** | **Tom Montrose-Moss** |
| **Attachments** | **None** |

**Introduction**

The National Emergencies Trust (NET) Helpline project brings together 8 LGBT organisation across the U.K. that specialise in the provision of LGBT specific helpline services. This project will run for a 9-month period, with the core reporting taking place from October 2020 – June 2021. Throughout the lifecycle of the project, participating organisations are asked to submit two sets of a data on a periodic basis. These will be submitted in the form of:

* A monthly data submission focussing on call traffic and locality of callers
* A quarterly data submission that focusses on demographics and themes raised on the helpline calls.

The data collected from partners will be anonymous to protect the identities of service users. In practical terms, this means we will not be collecting line by line records of individuals, but instead aggregated figures of individuals and themes that arise within our respective services.

In the event that the project is renewed beyond this initial funding, we can review this approach and determine partners’ appetite to submit anonymous line by line data so we can cross reference data points (i.e. demographic categories like age against themes raised)

**Data Submission Schedule**

As noted above, data submissions will be split into two categories, monthly and quarterly. The deadlines for these submissions are below:

|  |  |
| --- | --- |
| **Monthly Reporting**  | **Quarterly Reporting**  |
| **Reporting Period**  | **Partner**  **Submission Deadline**  | **Submission to NET Deadline**  | **Reporting Period**  | **Partner**  **Submission Deadline**  | **Submission to NET Deadline**  |
| October 2020  | 16th Nov  | 23rd Nov  | Baseline Jun – Aug 2020  | 9th Oct | 16th Oct  |
| November 2020  | 16th Dec  |  23rd Dec |  Oct – Dec 2020   | 15th Jan | -  |
| December 2020  | 15th Jan  |  22nd Jan | Jan – Mar 2021  | 16th Apr  | -  |
| January 2021 | 16th Feb  |  23rd Feb | Apr – Jun 2021 |  16th Jul | -  |
| February 2021  | 16th Mar  |  23rd Mar | End of Project Report  |  - | 14th Aug  |
| March 2021 | 16th Apr  |  23rd Apr |             |
| April 2021 | 17th May  |  24th May |
| May 2021 | 16th June  |  23rd June |
| June 2021  | 16th July  |  23rd July |

A spreadsheet template will be circulated for the initial baseline submissions, however LGBT Consortium is working on an online web page-based data submission provision which will be hosted on their website. More details around this will be circulated at a future date in advance of the first monthly submission due in November 2020.

**Data Requirement – Monthly Submissions**

The proposed monthly data submissions will be based on the table below:

|  |  |
| --- | --- |
| **Monitoring Categories** | **Reporting Month** |
| **Helpline** | **Email** | **Web Chat** |
| **All Calls/Contacts Received** |  |  |  |
| **Number of Unanswered Calls/Contacts** |  |  |  |
| **Answered Calls/Contacts** | England |  |  |  |
| Northern Ireland |  |  |  |
| Scotland |  |  |  |
| Wales |  |  |  |
| Outside UK |  |  |  |
| **Instances Where NO** **Demographic Data Was Acquired** | England |  |  |  |
| Northern Ireland |  |  |  |
| Scotland |  |  |  |
| Wales |  |  |  |
| Outside UK |  |  |  |
| **Instances Where** **Demographic or Thematic Data Was Acquired** | England |  |  |  |
| Northern Ireland |  |  |  |
| Scotland |  |  |  |
| Wales |  |  |  |
| Outside UK |  |  |  |
| **Instances Where Referred or Signposted to Service Provisions** | England |  |  |  |
| Northern Ireland |  |  |  |
| Scotland |  |  |  |
| Wales |  |  |  |
| Outside UK |  |  |  |

**Definitions**

**All Calls/Contacts Received** – NET are comfortable with us categorising emails, web chat and helpline calls as contacts.

**Instances Where NO Demographic Data Was Acquired –** This equates to any service user where no demographic or thematic data was acquired. It is only relevant for those that received a response/support. This does not include those calls/contacts that were unanswered.

**Instances Where Referred or Signposted to Service Provisions** – This can include any caller/contact that was referred to a service either within your own organisation or to other organisations.

**Data Requirement – Quarterly Submissions (Demographics)**

The proposed quarterly demographic data submissions will be based on the table below:

|  |  |
| --- | --- |
| **Demographic Categories** | **Baseline Jun - Aug** |
| **Phone Call** | **Email** | **Web Chat** |
| **Age** | 17 Years Old or Younger |  |  |  |
| 18 - 29 Years Old |  |  |  |
| 30 - 39 Years Old |  |  |  |
| 40 - 49 Years Old |  |  |  |
| 50 - 64 Years Old |  |  |  |
| 65+ Years Old |  |  |  |
| **Gender Identity** | Man (inc. Trans Man) |  |  |  |
| Woman (inc. Trans Woman) |  |  |  |
| Non-Binary |  |  |  |
| In Another Way |  |  |  |
| **Sexual Identity** | Asexual |  |  |  |
| Bisexual |  |  |  |
| Gay |  |  |  |
| Heterosexual |  |  |  |
| Lesbian |  |  |  |
| Queer |  |  |  |
| In Another Way |  |  |  |
| **Trans/Non-Binary Status** | Trans/Non-Binary |  |  |  |
| Cis |  |  |  |
| **Intersex Status** | Intersex |  |  |  |
| Dyadic |  |  |  |
| **Parent or** **Guardian Status** | Parent/Guardian of someone aged 18 or younger |  |  |  |
| **Disability** **Status** | Identifies as Disabled (inc. mental, physical and learning difficulties) or long-term condition |  |  |  |
| **Ethnicity** | BIPoC (Black, Indigenous and People of Colour) |  |  |  |
| Non-BIPoC |  |  |  |
| **Residency** **Status** | Is a migrant (inc. study/work etc.), refugee, or seeking asylum |  |  |  |
| **Financial Hardship** **(can be experienced pre or during COvid 19)** | Is experiencing financial hardship related to furlough, redundancy, financial pressures, or debt |  |  |  |
| **Accommodation** **Status** | Is homeless or at risk of homelessness (inc. emergency accommodation, sleeping rough, sofa surfing or at great risk of becoming homeless |  |  |  |
| **Carer Status** | Identifies as a carer (full or part time) |  |  |  |
| **Covid At Risk Group** | Includes those at high risk to covid 19 as a result of long-term conditions or key workers in response to the pandemic |  |  |  |

**Definitions**

NET has indicated that for each of these categories above where someone is calling on behalf of another person, we can take the demographic information of both the caller and the person who the call is in relation to. The following statements expand on the definitions of particular categories outlined above:

**Gender Identity** – As noted above this can include trans men and trans women including if that is some or all of the time; this is dependent on how the caller themselves identifies themself.

**Ethnicity -** The term and acronym used above is Black, Indigenous and People of Colour (BIPoC). It is worth noting that this category for the purpose of this project will include Gypsy and Traveller communities. The non-BIPoC category will typically include those that identify as ‘White British’, ‘White Irish’, ‘White European’, ‘White North American’ etc.

**Residency Status** **(Asylum Seeker, Refugee and Migrants)** – NET defines people in this category as quite road. They define it as *“Asylum Seekers and refugees are those who have fled their countries because of serious human rights violations and persecution, and they have a right to international protection. Asylum Seekers are those living in a country awaiting a decision on the right to stay (therefore having no recourse to public funds) and refugees are those who have been granted the right to stay. Migrants can include people who have chosen to live in a different country, generally for other reasons, including study and work.”*

**Financial Hardship** – As noted above, this can be for people who experienced financial hardship either prior to or during the pandemic. NET supplements this by stating that they include those who have faced hardship *“as a result of redundancy or being furloughed to those who have been struggling, pre-crisis, with financial pressures and/or debts”.*

**Accommodation Status –** This can include those that are either currently homeless or at the risk of becoming homeless. This includes those that *“living in emergency accommodation, those sleeping rough and/or those sofa surfing”*

**Covid At Risk Group –** NET defines these as those*“who are at a greater risk of being adversely impacted by the pandemic directly due to exposure to people with Covid-19, for example, frontline key workers. Other people at high risk of mortality or health complications if they contract Covid-1, for example, people living with long-term health conditions.”*

**Data Requirement – Quarterly Submissions (Themes)**

The proposed quarterly thematic data submissions will be based on the table below and is based on NET requirements and partner requests:

|  |  |
| --- | --- |
| **Themes to Log** | **Baseline Jun - Aug** |
| Abuse (Domestic Violence) |  |
| Abuse (Emotional) |  |
| Abuse (Financial) |  |
| Abuse (Neglect) |  |
| Abuse (Online) |  |
| Abuse (Physical) |  |
| Abuse (Sexual) |  |
| Biphobia (from others) |  |
| Biphobia (internalised) |  |
| Covid 19 related anxiety/stress |  |
| Coming Out |  |
| Cultural Identity & Values |  |
| Depression/Anxiety |  |
| Discrimination |  |
| Gender Identity |  |
| Hate crime/discrimination |  |
| HIV |  |
| Homophobia (from others) |  |
| Homophobia (internalised) |  |
| Isolation/Loneliness |  |
| Self-Harm |  |
| Sexual Health |  |
| Sexual Orientation |  |
| Substance Use |  |
| Suicide (ideation/attempts) |  |
| Suicide (bereavement) |  |
| Transitioning (medical aspects) |  |
| Transitioning (social aspects) |  |
| Transphobia (from others) |  |
| Transphobia (internalised) |  |
| Trauma |  |

These themes should be recorded any time they occur on a helpline call/contact. Due to the complex nature of the support that you provide service users, it is expected that we will be applying multiple themes to a single call/contact; for example you could record both Substance Use and Self Harm for one call.