The end of the year 2008 marks four complete years since the hotline’s re-inception in October 2004. The documentation system continues to undergo numerous refinements which would be reflected in the following report.

This period saw a total of thirty-four thousand, nine hundred and ninety-five calls (34,995) being received by the eight (8) active listeners who staff the line. This figure represents a two percent (17%) increase over the year 2007. Call activity continues to be analysed in three different ways: 1) as a comparison of total calls received per month, 2) by shift per month, and 3) by call category per month. These classes of calls are further summarised by quarters to facilitate further, more general comparisons. The demographic breakdown of clients forms the bulk of the report (pgs 13 -23).
Analysis of Call Distribution

As stated above, the line received just under thirty-five thousand calls (34,995) calls during the period, with an average of two thousand, nine hundred and sixteen (2,916) calls per month. The following figure (Diagram 1) demonstrates the monthly distribution.

Diagram 1

The first and third quarters of 2008 seemed to be on par with the monthly average for 2007, with the lowest call tallies occurring in January and August 2008. The last quarter proved to be the busiest period for the hotline in 2008 with call activity soaring in October, November and December. The reasons for this increase are further discussed in review of types of calls received.

Diagram 2
**Shiftly Distribution**

The shift system necessitated by the hotline’s 24-hr service provides a useful method of organising call documentation, and measuring call frequency over the course of the day. Despite considerable monthly and quarterly fluctuations in call activity over the period, the shiftly distribution of calls for 2007 closely resembles that of 2006, which saw 45% of calls occurring during the 2pm-10pm shift, 41% in the morning shift, and 14% at night.

The figure below provides a breakdown of each month’s calls by the number of calls received in each shift. The highest values recorded for the year for each shift are represented in blue while the lowest are represented in red. Decreases in call activity are usually observed to coincide with festive seasons such as Carnival and Christmas, while increases generally take place with increased publicity, and at times of particular financial strain e.g. Post-Carnival season, post-Christmas etc. For 2008, while call activity for the period of Carnival was consistent with annual patterns, the last quarter of 2008 saw a drastic increase in calls. Analysis of the calls by call type will show that this sudden rise was wholly caused by prank calls.
During the year 2008, the line received an average of approximately ninety-six (96) calls per day. The following diagram traces the change per month of shiftly averages over the year, and more easily illustrates the periods of highest and lowest call activity.

Diagram 5
**Types of Calls**

The calls received by the hotline were categorised into five main groups: Client Calls (which is further classified), Interagency Calls, Personal Calls, Prank Calls, Hang-ups and Wrong Numbers; and were distributed as follows:

![Monthly Distribution of Calls disaggregated by Category](image.png)

*Diagram 6*

![Ratio of Calls by Category](image.png)

*Diagram 7*
Pranks Calls
This category includes intentional obscene and jocular calls. Whereas for 2007, prank calls accounted for 14% (4,273 calls) of call activity, for 2008, this figure was more than doubled, with a prank call count of 10,495, representing 30% of total calls received for the year. The steep increase of prank calls in the fourth quarter coincides with and explains the unexpected increase in call activity observed in Diagram 4 above.

Hang-ups
This class accounts for those calls for which listeners were greeted by silence after answering the phone. Such calls may represent genuine callers who are experiencing technical difficulties, or who may not yet be ready to discuss their concerns with listeners, as well as prank callers who call repeatedly in order to frustrate listeners. It is however difficult to definitively distinguish between the two types of hang-ups. For this period, 13% of the calls received fell into this category, with a steady downward trend over the course of the year.

Together, pranks and hang-ups account for 43% (10,580) of all calls received, a call count which also represents a 43% increase over the period.
Wrong Numbers
This group captures calls mistakenly made to the line by persons seeking other parties or agencies. Such callers often confuse the hotline’s number, 800-SAVE, with other toll-free numbers, the most notable of which were 800-DEAL for TSTT’s Smart Choice promotion launched in March ’05, and 800-4321 which is the number for Childline. For the year, wrong numbers dropped by 31% amounting to two hundred and thirty-five (235) calls which represent approximately 1% of all calls received for 2008.

Interagency Calls
Calls received from representatives of agencies with which we regularly collaborate are included in this category. Such agencies include the Police Service, National Family Services, Families in Action, and the Shelters among many others. For 2008, the line received 1,770 calls of this type, with an average of about 148 per month.
Personal Calls
This category represents those calls occasionally received by listeners during their shifts from family members and personal acquaintances. During 2008, a general downward trend was observed in this category of calls. For the period, these calls represent approximately 4% of all calls, averaging about 104 per month.

Diagram 10
Client Calls
This grouping refers to all calls made about and by new and repeat clients, and those calls made in request of relevant information or to provide client updates. For the period, client calls accounted for 47% of all calls received by the line, as shown in Diagram 7. This category is further subdivided into three categories which are identified in Diagram 10 on the right.

Information Requests has consistently represented between 14 – 18% of the client calls, and 7 – 10% of all calls. However, for this period, this category’s proportional representation dropped to 11% of client calls and 5% of total calls, and experienced an actual decrease of 28%.

Requests include:
- information on how to obtain restraining and protection orders
- telephone numbers of other agencies such as specific police stations, hospitals, NGOs, Social Services, Counselling Agencies
- information on how to access government-sponsored programmes such as C.C.T.P., G.A.P.P., MuST., HDC housing lottery, etc
- information on what services are provided by 800-SAVE itself

Brief Client Calls to listeners account for the most significant portion of client calls. They amounted to 76% of client calls and about 36% of the year’s total calls. This category signifies calls made by those clients who call to update listeners on the progress of their situations and spend little or no time on a call. While 2007 recorded values consistently between 800 and 1000 calls, with a monthly average of 903, the year 2008 saw considerable fluctuation in the category from month to month. Monthly call count peaked in April with 1300 calls of this type, while in the last quarter they steadily decreased to a low of 822 in December.

Data Captured Client Calls refer to the sum of First-time and Repeat Client calls for which data sheets are prepared and case notes compiled. Where necessary, follow-up and or investigation are undertaken by listeners to assist some such clients. In some cases, which are commonly referred to by listeners as ‘family cases’, one call yields multiple clients. This trend accounts for the discrepancy between the number of Data client calls (1790) and the number of Data clients themselves (2565).

This sub-category of calls, despite accounting for only 13% of client calls and 6% of calls, is especially significant as it represents the majority of both call time and referrals made. The remainder (pgs 10 – 21) of this report is based on the clients yielded from
these calls in which demographic data was acquired for statistical break-down and analysis.

![Monthly Distribution of Client Calls](image)

**Diagram 8**

![Comparison of Quarterly Averages of Client Calls](image)

**Diagram 13**
Analysis of Data Client Statistics

Over the period January – December 2008, the hotline handled the cases of two thousand, five hundred and sixty-five (2,565) clients. Despite a 17% increase of calls overall, this year’s client call tally represents a 3% decrease compared to the previous year which registered two thousand, six hundred and fifty-four (2,654) client cases. The primary categories of analysis are sex, and call status (whether the client is new to the line or has previously accessed its services).

Sex of Clients

Five hundred and seventy-six (576) clients were male, while one thousand, nine hundred and eighty-nine (1,989) were female, giving a male to female ratio of approximately 2:7, compared to 1:3 in 2007. Male clients still represent only about one fifth of clients received for the period, and experienced a decrease of about 10%. Conversely, female clients decreased only by 1%.
Call Status of Clients

For the year, there were almost seven hundred more first-time clients than repeat clients, with first-time clients numbering one thousand, six hundred and twenty-four (1,624), and nine hundred and forty-one (941) repeats. This represents a considerable increase in the gap between first-time and repeat calls (1513 and 1141 respectively) recorded in 2007. First-time clients increased by 7% while repeats experienced a marked decrease of 18% during the period.

Diagram 16

Diagram 17
The two graphs that follow (Diagrams 18 and 19) offer a monthly comparison of client calls simultaneously disaggregated by sex and call-status. Pages 13 – 17 then present client distribution in relation to age group, employment, marital status, ethnicity and county respectively.

Diagram 9

Diagram 109
Age Distribution of Clients

Clients were fairly evenly distributed among the age groups. Both the male and female distributions closely resemble that of total clients.

Among males, child clients were most significantly represented with 21%. While for females the age group of highest representation was ‘20-24’ followed closely by the ‘Under 15’ category, both of which accounted for approximately 14% each.
Employment Status of Clients

Employment Distribution of Clients disaggregated by Sex

Employed: 650 (39% Male, 70% Female)
Unemployed: 920 (8% Male, 92% Female)
Not Stated: 1 (100% Male)
Not Applicable: 363 (56% Male, 44% Female)

Diagram 24

Employment Ratio of Clients

- Employed: 39%
- Unemployed: 36%
- Not Stated: 2%
- Not Applicable: 23%

Diagram 25

Employed and unemployed clients were almost equally represented each with approximately 39% and 36% of the share respectively. The ‘not applicable’ category represents child clients who are not eligible to work and formed 23%.

Of the employed clients, 70% were female which is slightly lower than the female representation among total clients (76%). Correspondingly, females were disproportionately represented among the unemployed.

Sex Ratio of Employed Clients

- Male: 30%
- Female: 70%

Diagram 26

Sex Ratio of Unemployed Clients

- Male: 8%
- Female: 92%

Diagram 27
Client distribution by marital status continues to show a high representation among clients in committed relationships. Married and common-law clients had a combined representation of 49%, while unattached clients (single and divorced/separated) were 24%.

Distribution of female clients closely resembles that of the total client ratio. However male distribution is notably different, with committed relationships accounting for about 27% and single and divorced accounting for 32% combined. The not applicable category which captures children who are ineligible for marriage formed 39%.
Ethnicity of Clients

As expected, client call activity was highest among the nation’s predominant ethnic groups, African and Indian, followed by clients of mixed race. A break-down by sex shows that for the period, there was little variation in the disaggregated distribution.

Clients of Caucasian and Asian descent represented only .3% combined.
### County Distribution of Clients

#### County Distribution of Clients disaggregated by Sex

<table>
<thead>
<tr>
<th>County</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. David</td>
<td>186</td>
<td>149</td>
</tr>
<tr>
<td>St. George</td>
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</tr>
<tr>
<td>St. Andrew</td>
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<td>114</td>
</tr>
<tr>
<td>Caroni</td>
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<td>142</td>
</tr>
<tr>
<td>Nariva</td>
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<td>10</td>
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<td>Victoria</td>
<td>314</td>
<td>341</td>
</tr>
<tr>
<td>Mayaro</td>
<td>75</td>
<td>10</td>
</tr>
<tr>
<td>St. Patrick</td>
<td>12</td>
<td>26</td>
</tr>
<tr>
<td>Tobago</td>
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<td>30</td>
</tr>
<tr>
<td>Not Stated</td>
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<td>0</td>
</tr>
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</table>

#### County Ratio of Clients

For the period, clients of the line were geographically concentrated in three counties: St. George, Caroni, and Victoria, which together accounted for 4/5 of all clients. The breakdown by sex is commensurate with these findings, with some variation in the ratio among these three areas.

Tobago disproportionately represents only 2% of all clients.
Adult Abuse

Over the period, one thousand, nine hundred and eighty-three (1,983) reports dealt with the abuse of adult clients. Women accounted for 82% (1,626) of such reports, while men represented 18% (357). This distribution of adult abuse is illustrated in further detail in the table and corresponding graph below. These figures encompass both new and repeat clients, and therefore cannot be considered to be a representation of the number of unique adult clients of the line during the year.

Types and numbers of reports of Adult Abuse

disaggregated by Sex

Table 1

<table>
<thead>
<tr>
<th>Type of Abuse*</th>
<th>No. of Females</th>
<th>% of Female Clients</th>
<th>No. of Males</th>
<th>% of Male Clients</th>
<th>Total No. of Clients</th>
<th>% of All Clients</th>
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</thead>
<tbody>
<tr>
<td>Emotional</td>
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<td>353</td>
<td>99</td>
<td>1979</td>
<td>100</td>
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<tr>
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<td>63</td>
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<td>104</td>
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<td>1</td>
<td>0</td>
<td>51</td>
<td>3</td>
</tr>
<tr>
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<td>44</td>
<td>12</td>
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<td>20</td>
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<td>80</td>
<td>22</td>
<td>823</td>
<td>42</td>
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<td>19</td>
<td>5</td>
<td>55</td>
<td>3</td>
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</tbody>
</table>

*Incidents of abuse identified here are not mutually exclusive.
Percentage values represented are rounded to the nearest unit.

Diagram 40
**Child Abuse**

Of the two thousand, five hundred and sixty-five (2,565) clients of the line for this period, five hundred and eighty-two (582) were children (under 18), representing 23% of the clientele. Of these, 62% were female (363), while the remaining 38% were male (219). This distribution of child abuse is illustrated in further detail in the table and corresponding graph below. These figures encompass both new and repeat clients, and therefore cannot be considered to be a representation of the number of unique child clients of the line during the period.

**Types of Abuse**

*Types and numbers of reports of Child Abuse disaggregated by Sex*

<table>
<thead>
<tr>
<th>Type of Abuse*</th>
<th>No. of Females</th>
<th>% of Female Clients</th>
<th>No. of Males</th>
<th>% of Male Clients</th>
<th>Total No. of Clients</th>
<th>% of All Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional</td>
<td>363</td>
<td>100</td>
<td>219</td>
<td>27</td>
<td>582</td>
<td>100</td>
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<tr>
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<tr>
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<td>47</td>
<td>125</td>
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<tr>
<td>Sexual</td>
<td>94</td>
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<tr>
<td>Incest</td>
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<td>8</td>
<td>2</td>
<td>1</td>
<td>30</td>
<td>5</td>
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<tr>
<td>Rape</td>
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<td>4</td>
</tr>
</tbody>
</table>

*Incidents of abuse identified here are not mutually exclusive. Percentage values represented are rounded to the nearest unit.

[Diagram 41]
Distribution of Referrals by Category disaggregated by Sex

Diagram 43

Ratio of Referrals by Category

Diagram 44
Counselling recommendations represent the largest share (36%) of the referrals made by listeners. This is indicative of the psychological distress inherent in all types of abuse, and therefore should not be taken lightly.

Referrals to the police represented 22%. Such recommendations are made primarily in instances of physical abuse, since an official police report is a precondition for further action such as social worker intervention, safe home admittance, and restraining orders, among others. Police referrals captured in Figs 37 and 38 do not include the numerous calls made to the police by listeners on behalf of the clients.

Similarly, the referrals to social workers identified in the figures are greatly consolidated by the daily efforts of listeners to bring urgent cases, particularly those involving children, to the immediate attention of social workers. Given the obvious lack of adequate numbers of social workers, this is no easy task.

Although the hotline is targeted towards victims of domestic violence, we receive calls concerning a variety of issues. The 4% of referrals broadly categorised as “Other” represents the efforts made by listeners in response to such issues. Such referrals include: 800-TIPS, HDC, Rent Assessment Board, and ALTA, amongst several others.