Respect Phoneline — the UK's National Helpline for Perpetrators of Domestic Abuse

Gender Equality · Good practice · United Kingdom

Quality score: 63/100

Evidence strength: Moderate

Summary

Confidential phone, email and webchat service helping domestic-abuse perpetrators change their behaviour. Contacts nearly doubled to 13,508 in 2020-21 under Covid lockdowns, and ONS recorded 8,955 contacts in 2022/23 — but there is no published evidence on whether abuse reduced.

Key dimensions

Dimension	Score
Transferability / replicability	2/3
Impact on gender equality	1/1
Effectiveness	0/1
Efficiency	0/1
Evaluated outcomes	0/1
Sustainability	1/1
Achievement / evidence	1/1
Gender-mainstreaming embedding	1/1
Curator validation	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-15

Respect (registered charity 1141636) — accessed 2026-11-15

Respect Phoneline service review 2020-21 — accessed 2026-11-15

ONS — Domestic abuse victim services, England and Wales: 2023 — accessed 2026-11-15

Respect Phoneline — About us — accessed 2026-11-15

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