

## **Domestic Abuse – Helplines and Information**

Here you will find information about where and how to report domestic abuse and get help.

### **Phone the Police**

If you are in immediate danger, call 999 and ask for the police.

If you are in danger and unable to talk on the phone, call 999 and listen to the questions from the operator and if possible, respond by coughing or tapping the head set.

If prompted, press 55 to [Make Yourself Heard](#) and this will transfer your call to the police. (NB Pressing 55 only works on mobiles and does not allow police to track your location.)

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

From 14/1/21 those experiencing domestic abuse will be able to go into a Boots or indie chemist and seek help. If they say the codeword 'ANI' (pronounced Annie) they'll be taken to a private room and asked if they want to call 999 or domestic abuse helpline. ANI stands for 'Action Needed Immediately'."

Contact Numbers:

**National Abuse Helpline** 0808 80 10 800 or <https://gov.wales/live-fear-free>

**Respect:** A confidential and anonymous helpline for anyone concerned about their violence and/or abuse towards a partner or ex-partner. 0808 802 4040 or [respectphoneline.org.uk](https://respectphoneline.org.uk)  
or Men's Advice Line 0808 80 10 327 or [mensadvice.org.uk](https://mensadvice.org.uk)

### **UK Says No More**

During the coronavirus crisis, Hestia's [UK SAYS NO MORE](#) campaign has been working to ensure victims of domestic abuse across the UK can access vital support in a safe space. UK Says No More has launched the Safe Spaces scheme with Boots UK. All Boots UK stores will facilitate their consultation rooms as Safe Spaces, enabling people facing domestic abuse to access specialist domestic abuse support services.

How it works:

- All Boots UK stores will facilitate their consultation room as a Safe Space
- A poster will indicate to Boots customers that they can ask at the healthcare counter to use the Safe Space
- The Safe Space will have information on national helplines and how to download the Bright Sky app, which provides information on local, specialist domestic abuse services and other resources.

## **Seek help**

### **Freephone National Domestic Abuse Helpline, run by Refuge**

0808 200 0247

[www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### **Live Fear Free helpline (Wales)**

0808 80 10 800

[www.livefearfree.gov.wales](http://www.livefearfree.gov.wales)

### **Men's Advice Line**

0808 801 0327

[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

### **Rape Crisis (England and Wales)**

0808 802 9999

[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

### **Respect phoneline**

0808 802 4040

[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

### **Galop (for lesbian, gay, bisexual and transgender people)**

0800 999 5428

[www.galop.org.uk](http://www.galop.org.uk)

### **Scotland's Domestic Abuse and Forced Marriage Helpline**

0800 027 1234

[sdafmh.org.uk](http://sdafmh.org.uk)

### **Scottish Women's Aid**

0131 226 6606

[www.scottishwomensaid.org.uk](http://www.scottishwomensaid.org.uk)

### **Women's Aid Federation (Northern Ireland)**

0800 917 1414

[www.womensaidni.org](http://www.womensaidni.org)

### **Karma Nirvana**

[Karma Nirvana](http://Karma Nirvana) runs a national honour-based abuse helpline.

Telephone: 0800 5999 247

Email: [support@karmanirvana.org.uk](mailto:support@karmanirvana.org.uk)

### **Hestia**

[Hestia](http://Hestia) provides a free mobile app, Bright Sky, which provides support and information to anyone who may be in an abusive relationship or those concerned about someone they know.

### **Chayn**

[Chayn](#) provides online help and resources in a number of languages about identifying manipulative situations and how friends can support those being abused.

### **Imkaan**

[Imkaan](#) are a women's organisation addressing violence against black and minority women and girls.

### **Southall Black Sisters**

[Southall Black Sisters](#) offer advocacy and information to Asian and Afro-Caribbean women suffering abuse.

### **Stay Safe East**

[Stay Safe East](#) provides advocacy and support services to disabled victims and survivors of abuse.

### **SignHealth**

[SignHealth](#) provides domestic abuse service support for deaf people in British Sign Language (BSL).

Telephone: 020 3947 2601

Email: [da@signhealth.org.uk](mailto:da@signhealth.org.uk)

### **Shelter**

[Shelter](#) provide free confidential information, support and legal advice on all housing and homelessness issues.

### **Sexual Assault Referral Centres**

[Sexual Assault Referral Centres](#) provide advice and support services to victims and survivors of sexual assault or abuse.

## **Support for children and young people**

### **NSPCC**

Telephone: 0808 800 5000

Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

### **Childline**

Telephone: 0800 1111

## **Support if you think you may be an abuser**

[Respect](#) is an anonymous and confidential helpline for men and women who are harming their partners and families. The helpline also takes calls from (ex)partners, friends and relatives who are concerned about perpetrators.

Telephone: 0808 802 4040

## **Support for employers**

### **Employers' Initiative on Domestic Abuse**

The [Employers' Initiative on Domestic Abuse](#) website provides resources to support employers including an [employers' toolkit](#)

### **Business in the Community**

[Business in the Community](#) publish a toolkit with information for employers.

## **Live Chat Services**

### **IDAS**

The service will now run from 3 pm – 6 pm Monday – Friday. Additionally, the team will run a chat dedicated to answering questions from professionals, agencies and workers from 10 am – 12 noon on weekdays.

<https://www.idas.org.uk/extra-live-chat-services/>

### **Women's Aid**

This service runs on Monday to Friday from 10am – 2pm

<https://chat.womensaid.org.uk/>