



Where to get help

If you believe you are being abused, or worried you may commit domestic abuse, please use the services on this page.

If you suspect that your neighbours or those in your community are victims of domestic abuse, we encourage you to report it to the police.

Call 999

If you are in immediate danger, call 999 and ask for the police - the police will continue to respond to emergency calls.

If you are in danger and unable to talk on the phone, dial 999, listen to the questions from the operator and respond by coughing or tapping the handset if you can. Then follow the instructions depending on whether you are calling from a mobile or a landline.

If you call from a mobile

If prompted, press 55 to [Make Yourself Heard](#) - this will transfer your call to the police.

Pressing 55 only works on mobiles and does not allow police to track your location.

If you call 999 from a landline

If only background noise can be heard and BT operators cannot decide whether an emergency service is needed, then you will be connected to a police call handler.

If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

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

National Domestic Abuse Helpline

Refuge runs the [National Domestic Abuse Helpline](#), which you can call for free, and in confidence, 24 hours a day on 0808 2000 247. Its website provides guidance and support for potential victims, as well as those who are worried about friends and loved ones. It also has a form through which you can book a safe time for a call from the team.

[Refuge](#)'s website includes a range of resources on identifying the signs of domestic abuse, and a safety guide for women and children who are living with a perpetrator. It also features a tech abuse chat-bot with step-by-step instructional videos on how to secure devices such as phones and laptops. Look for the pink button in the bottom-right corner.

Women's Aid

[Women's Aid](#) has a range of direct services for survivors, including a live chat service and an online Survivors' Forum. They have developed additional advice specifically designed for the current coronavirus outbreak. You can also find your [local domestic abuse service](#) on their website. They also provide information on the support helplines available in Wales, Scotland and Northern Ireland.

Men's Advice Line

The [Men's Advice Line](#) is a confidential helpline for male victims of domestic abuse and those supporting them.

Telephone: 0808 801 0327

Galop - for members of the LGBT+ community

[Galop](#) runs the National LGBT+ Domestic Abuse specialist helpline.

Telephone: 0800 999 5428

Email: help@galop.org.uk

Hestia

[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.

Sexual assault referral centres

[Sexual assault referral centres](#) continue to provide non-judgmental advice and support services to victims and survivors of sexual assault or abuse.

Interviews, forensic examinations and sexual health and counselling services are offered in a comfortable environment where staff will ensure that victims and survivors will be managed safely to comply with coronavirus guidance. Please call your local sexual assault referral center to arrange care and support, which may be provided in person or remotely depending on your needs.

‘Honour’-based abuse

If you are suffering abuse from your family or community because they say that you have compromised their ‘honour’, or if they are trying to force you into marriage, you can get help. Karma Nirvana runs the national honour-based abuse helpline.

Telephone: 0800 5999 247

Email: support@karmanirvana.org.uk

BME specialist services

Imkaan

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

Southall Black Sisters

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