Who can I ring if I am at risk of violence in my home?

* National Domestic Abuse Helpline: 0808 2000 247 is a **free number and will not come up on your phone bill**. This is for men and women. You can also complete this form <https://www.nationaldahelpline.org.uk/Contact-us> to give a safe way/time they can contact you later. The email **will not be able to be traced back to you**. This is a **24 hour service.**
* Mens Advice Line: 0808 8010327 is a **free number to call and will not come up on your phone bill** specifically for males.

What do I do if the person I am at risk of is in the household or I cannot call?

* If you are a **woman and need communication that isn’t on the phone** then <https://chat.womensaid.org.uk/> provide a online chat service from **10:00am - 12:00pm Monday through to Friday**. You can also email helpline@womensaid.org.uk.
* If you are a **man and need communication that isn’t over the phone** then <https://mensadviceline.org.uk/> provide a online chat service from **10am-11am and 3pm-4pm on Wednesday, Thursday and Friday**. You can also email [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk).

What do I do if I feel I am in immediate harm?

* If you are in immediate harm, **you must always call 999.** This can be quite daunting and hard to do in an emergency. If you can get away and into a safe, locked room to make the call do this.
* If not ring 999 and **stay quiet, you will be transferred to the Silent Solution Service**. This is a service used to sift out hoax calls and transfer real ones where **people are in danger but cannot speak.**
* The operator will determine **if they can hear disturbance e.g banging or shouting** so they can connect you to the police straight away. If not, you can also cough or tap using the keys when asked to so they know you need help, or they may ask you to **press 55.**
* When you are connected to the police, from that point on the operator **may ask questions so you can tap on your keys or cough as a response** to keep your partner from hearing. They may also ask **yes or no** questions if appropriate.