

A message from the Surrey Domestic Abuse Partnership

The Surrey Domestic Abuse Partnership is aware that the measures that the government have taken to reduce the spread of Covid-19 will put survivors of domestic abuse at further risk. Being unable to leave the home will make accessing support even more difficult and being isolated at home with a perpetrator increases the risk of serious harm or worse.

For this reason we are determined that all our services will remain open to support those who need us. We have put contingency plans in place to enable us to continue running our services and we are working with our partners to develop new working practices and protocols to help us deal with the current crisis.

Our community outreach services are still open to referrals although this service will be delivered remotely and the confidential Your Sanctuary DA Helpline and on-line chat service is available for anybody seeking information or support. The refuge network both in Surrey and across England and Wales are working hard to keep women and their children safe and can be accessed through the Your Sanctuary helpline.

**South West Surrey
Domestic Abuse Services**

Tel: 01483 898884

Hours: 9am - 4pm (Monday to Friday)

Web: www.swsda.org.uk

If you are in immediate danger call the police – 999

- . [National Domestic Abuse Helpline 0808 2000 247](tel:08082000247) freephone
– For women and children facing domestic violence
- . [Surrey Domestic Abuse Helpline – by Your Sanctuary 01483 776822](tel:01483776822)
– Open 7 days a week 9am to 9pm
- . [Men's Advice Line 0808 801 0327](tel:08088010327)
– Confidential helpline for male victims of domestic violence and abuse
- . [National LGBT Domestic Abuse Helpline 0800 999 5428](tel:08009995428)
– Emotional and practical support for LGBT+ people experiencing domestic abuse
- . [National Centre for Domestic Violence 0800 970 2070](tel:08009702070)
– An organisation that specialises in providing you with assistance to obtain emergency injunctions from being further abused
- . [National Stalking Helpline 0808 802 0300](tel:08088020300)

What to do if you need urgent police help through the 999 service, but can't speak

If you're in an emergency situation and need police help, but can't speak, Make Yourself Heard and let the 999 operator know your call is genuine.

WHEN YOU CALL 999

All 999 calls are directed to call centres and will be answered by BT operators. They will ask which service you need. If no service is requested but anything suspicious is heard throughout the process, BT operators will connect you to a police call handler.

IF YOU CALL 999 FROM A MOBILE

It is always best to speak to the operator if you can, even by whispering. You may also be asked to cough or tap the keys on your phone in response to questions.

If making a sound would put you or someone else in danger and the BT operator cannot decide whether an emergency service is needed, your call will be transferred to the Silent Solution system.

The Silent Solution is a police system used to filter out large numbers of accidental or hoax 999 calls. It also exists to help people who are unable to speak, but who genuinely need police assistance. You will hear an automated police message, which lasts for 20

seconds and begins with 'you are through to the police'. It will ask you to press 55 to be put through to police call management. The BT operator will remain on the line and listen. If you **press 55**, they will be notified and transfer the call to the police. If you don't press 55, the call will be terminated. Pressing 55 does not allow police to track your location.

WHAT THEN?

When transferred to your local police force, the police call handler will attempt to communicate with you by asking simple yes or no questions. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

IF YOU CALL 999 FROM A LANDLINE

Because it's less likely that 999 calls are made by accident from landlines, the Silent Solution system is not used.



If, when an emergency call on a landline is received:

- there is no request for an emergency
- the caller does not answer questions
- 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 as doubt exists.

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

If you pick up again during this 45 seconds and the BT operator is concerned for your safety, the call will be connected to police.

When 999 calls are made from landlines, information about where you're calling from should be automatically available to the call handlers to help provide a response.



#MakeYourselfHeard
#SilentSolution



www.policeconduct.gov.uk



women's aid
until women & children are safe