

# Domestic Abuse information, guidance and resources

In an emergency or if you feel yourself or child are at risk of harm please call 999. Alternatively you can report or ask questions via the live chat here:

<https://www.west-midlands.police.uk/your-options/domestic-abuse>

## Websites

### For Families:

- Surviving Economic Abuse have produced guidance on economic abuse while self-isolating, as well as practical issues including benefits and sick pay. The guidance is updated regularly as the situation changes:  
<https://survivingeconomicabuse.org/resources/>
- If you need to secure your devices or clear your browsing history after accessing support, take a look at Chayn's DIY online safety guide:  
<https://chayn.co/safety/>
- Many women experience economic abuse within the context of intimate partner violence. Surviving Economic Abuse can provide information and resources:  
<https://survivingeconomicabuse.org/>
- Chayn provides online tools, information, courses and support for people experiencing abuse, all free to access. Their Soul Medicine courses provide bitesized support, delivered in disguised emails at a time that you choose. They are also launching a secure Telegram channel to provide particular support during this time:  
<https://chayn.co/tools/>

## Apps:

### Bright Sky app by Hestia

Bright Sky is a free download mobile app, launched by Hestia with the Vodafone Foundation, providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know.

The app is also designed to be used by specialist and non-specialist practitioners and other employers, and for anyone looking for information about issues around domestic abuse such as online safety, stalking and harassment and sexual consent.

The app can be disguised as a weather app on your phone can be downloaded from google play or app store.

### Helplines and Chat-forums:

Support is available from Women's Aid's online chat service, open from 10am-12pm Monday-Friday.

- **Silent Solutions** - This is a system for victims of domestic abuse who might be afraid of further danger and escalation of harm if they are overheard when calling 999 in an emergency. When somebody calls 999, an operator will ask which emergency service is required. If the caller is unable to audibly signal to the operator, the call will be forwarded to an operating system. If 55 is pressed by the caller, the system will detect this. The operator will then transfer the call to the relevant police force as an emergency. [Click here to find out more.](#)
- **The Survivors' Forum** - is an online resource for survivors of domestic abuse. The Survivors' forum can be accessed 24/7. This is a place where survivors can support each other and share their experiences.
- **Women's Aid:**  
<https://chat.womensaid.org.uk/>
- **NSPCC –Confidential helpline:**  
0808 800 5000
- **Childline:**  
<https://www.childline.org.uk> or 0800 1111
- **The Hide Out:** 'Space for children and young people to understand Domestic Abuse and how to take positive actions':  
<https://thehideout.org.uk>
- **Supportline** provide a confidential telephone helpline and email counselling service. Particularly to those at risk of abuse or are isolated:  
<https://www.supportline.org.uk/>
- **Black Country Women's Aid:**  
01922 649569 or  
[www.blackcountrywomensaid.co.uk](http://www.blackcountrywomensaid.co.uk)
- **National Domestic Abuse Helpline (England):** A confidential, 24-hour service run by Refuge. Call on 0808 2000 247 or access the service online. You can set a codeword and send a message to the helpline to either contact you by phone or email. They can also contact an alternative number you provide, such as for a friend's phone. If you are asking them to contact you by email, it is important your email is safe and not checked by the abuser. See more information on online safety below.
- **Live Fear-Free Helpline (Wales):**  
A 24-hour service available on 0808 80 10 800. Live chat is available or you can email: [info@livefearfreehelpline.wales](mailto:info@livefearfreehelpline.wales). A 24-hour text service can be accessed on 07860 077333.
- **Domestic Abuse and Forced Marriage Helpline (Scotland):** A 24-hour service available on: 0800 027 1234. You can also email: [helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk). An online chat service is also available.
- **Domestic and Sexual Abuse Helpline (Northern Ireland):** Managed by Nexus NI, the helpline is available 24-hours a day on 0808 802 1414. You can also email [help@dsahelpline.org](mailto:help@dsahelpline.org) or use the web chat service.
- **National LGBT Domestic Abuse Helpline:**  
Run by Galop, the service is available Mon, Tues and Fri, 10m–5pm; Weds and Thurs, 10am–8pm) on: 0800 999 5428 or [help@galop.org.uk](mailto:help@galop.org.uk).
- **Men's Advice Line:** Call on 0808 801 0327 (Mon and Weds, 9am–8pm; Tues, Thurs and Fri, 9am – 5pm) or [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk). Web chat service also available.