

Police guidance on the '999 silent solution' call:

The 999 call system allows all 999 callers to access support if they are unable to speak during the call. It is important that either a noise is made or that 55 is pressed. For example, if you can only make noise, such as tapping the handset, coughing, crying or even talking to the offender, then these actions will alert the attention of the BT operator.

If you are supporting someone who is suffering with domestic abuse, speaking out is not always an option when someone is in real danger, so please encourage use of the 999 silent call. Please reassure service users that the Police Force and specially trained officers are still there for people during the lockdown. The below list details services which are also available:

For support:

In an emergency always, ring 999. Using a silent 999 call followed by 55 (or tapping/coughing into the phone) will enable police to respond.

National Domestic Abuse 24 hour Support Helpline: 0808 2000 247
RESPECT National Helpline, perpetrators (9am to 5pm): 0808 802 4040

Support directories:

<https://ehd.liverpool.gov.uk/kb5/liverpool/fsd/results.page?qt=domestic+abuse&term=&sorttype=relevance&sr=20>

<https://www.victimcaremerseyside.org/home/who-can-help.aspx>

<http://respect.uk.net/contact-us/>

Or ring:

Liverpool Domestic Abuse Services	0151 263 7474
Merseyside Domestic Violence Service	0780 272 2703
South Liverpool Domestic Abuse Services	0151 494 2222
Ruby Project	0771 428 9180
Savera UK (honour based abuse & harmful practice specialist)	0800 107 0726
Worst Kept Secret Helpline (Merseyside)	0800 028 3398

Support for children:

Young Persons Advisory Service (YPAS)	0151 707 1025
NSPCC	

Support for men:

Men's Advice Line (Freephone)	0808 801 0327
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