



Ministry  
of Defence



Domestic Abuse  
Help is available

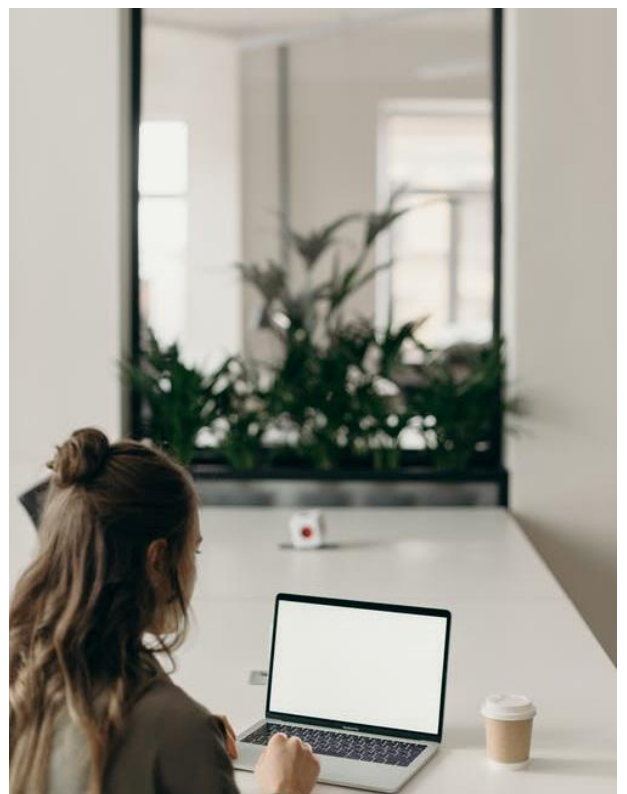
# A general note

Measures announced over recent weeks to tackle coronavirus have seen people's day-to-day lives drastically altered. These changes are essential to beat coronavirus and protect the NHS.

We know that the order to stay home can cause anxiety for those who are experiencing or feel at risk of domestic abuse.

For anyone who feels they are at risk of abuse, it is important to remember that there is help and support available to you.

**Read further to find out what support is in place.**



In an emergency always call 999

# Support is available

Many support services are having to change the way they work, with a decrease in face to face and group work support.

However, telephone support is available alongside a wealth of information online if it is safe for you to access this.

## Your questions answered in this guide:

*Hyperlinked to relevant areas of this document*



### Is it abuse?

If things don't feel right, they usually aren't



### Where can I get help?

Telephone and online support is available



### Worried about someone else?

If you're worried a friend is being abused, let them know you've noticed something is wrong.

In an emergency always call 999

# What is domestic abuse?

## Recognise it

Domestic abuse is more than physical violence. It can include, but is not limited to:

- Coercive control and 'gaslighting'
- Economic abuse
- Online abuse
- Verbal abuse
- Emotional abuse
- Sexual abuse

## Report it

If you, or someone you know, is a victim of domestic abuse [find out how to report domestic abuse.](#)

## Seek help

This guide explains [where you can seek help from](#) for yourself or someone you know who may be in an abusive relationship.



In an emergency always call 999

# Where can I get help?

If you believe you are being abused, or worried you may commit domestic abuse, there is help available.

If you suspect that someone in your community may be a victim of domestic abuse, we encourage you to report it to the police.

## In an emergency call 999

If you are in immediate danger, call 999 and ask for the police - press 55 if you are unable to talk.

## National Domestic Abuse Helpline

The [website provides guidance and support](#) for potential victims, and those worried about friends and loved ones. They can be called, for free and in confidence, 24 hours a day on

**0808 2000 247**

## Bright Sky app

You can also use the mobile app [Bright Sky](#), which is designed to be used by anyone looking for more information about domestic abuse.

It's free to download.

## Support for MOD Personnel

### Civil Servants

Employee Assistance Programme (Health Assured)  
0800 345 7047

### Army Welfare Service

(Mil): 947773053  
(Civ): +44 (0) 1904 882053  
Email: [RC-AWS-IAT-0Mailbox@mod.gov.uk](mailto:RC-AWS-IAT-0Mailbox@mod.gov.uk)

### [Naval Service Family and People Support, NS FPS](#)

Free phone: 0800 145 6088  
(Mil): 9380 28777  
(Civ): +44 (0)23 92728777  
Email: [navynps-peoplesptnsfpsptl@mod.gov.uk](mailto:navynps-peoplesptnsfpsptl@mod.gov.uk)

### Royal Air Force Welfare Service

Details of RAF Welfare Services are provided locally.

RAF personnel and their families can contact the **SSAFA telephone service**: +44 (0) 207 463 9358

**SSAFA**: 0800 7314880 [www.ssafa.org.uk/](http://www.ssafa.org.uk/)

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# Worried about someone else?

## For Line Managers and Colleagues

If your member of staff confides in you, your support and confidentiality will be extremely important.

[Advise them that although you can provide support](#) in relation to their working environment, you are not able to provide specialist support or counselling. Make them aware of the support offered.

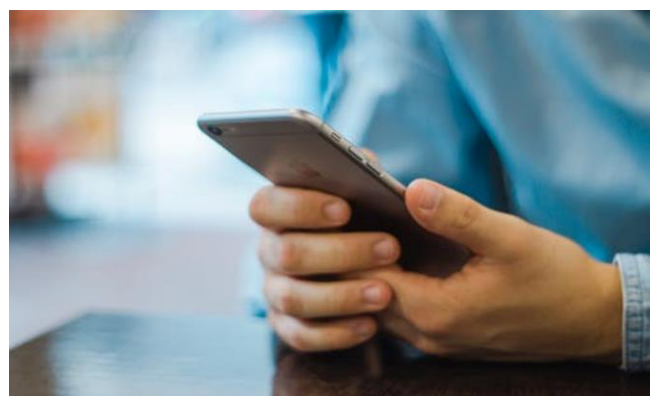
Individuals disclosing domestic abuse, or witnessing will be supported by their management chain and respective welfare teams (see previous page)

## Worried about a friend?

If you're worried a friend is being abused, let them know you've noticed something is wrong.

They might not be ready to talk, but try to find quiet times when they can talk if they choose to.

[Find out what you can do](#)



In an emergency always call 999



## Further help and advice

- [Safety Planning \(from Aurora New Dawn\)](#)
- [A summary of advice for MOD staff experience domestic abuse survivors during Coronavirus](#)
- [Safety Planning when in Self-Isolation with a perpetrator of abuse](#)
- [Safety Planning when your child is abusing you](#)
- [Domestic Abuse on DefNet](#)
- [Domestic Abuse Guidance for Civilian Employees and Managers.](#)
- [JSP 913: Tri-Service Policy on Domestic Abuse and Sexual Violence](#)
- [JSP 913: Tri-Service Policy on Domestic Abuse and Sexual Violence](#)
- [Domestic Abuse Support Organisations](#) : A comprehensive list.

In an emergency always call 999