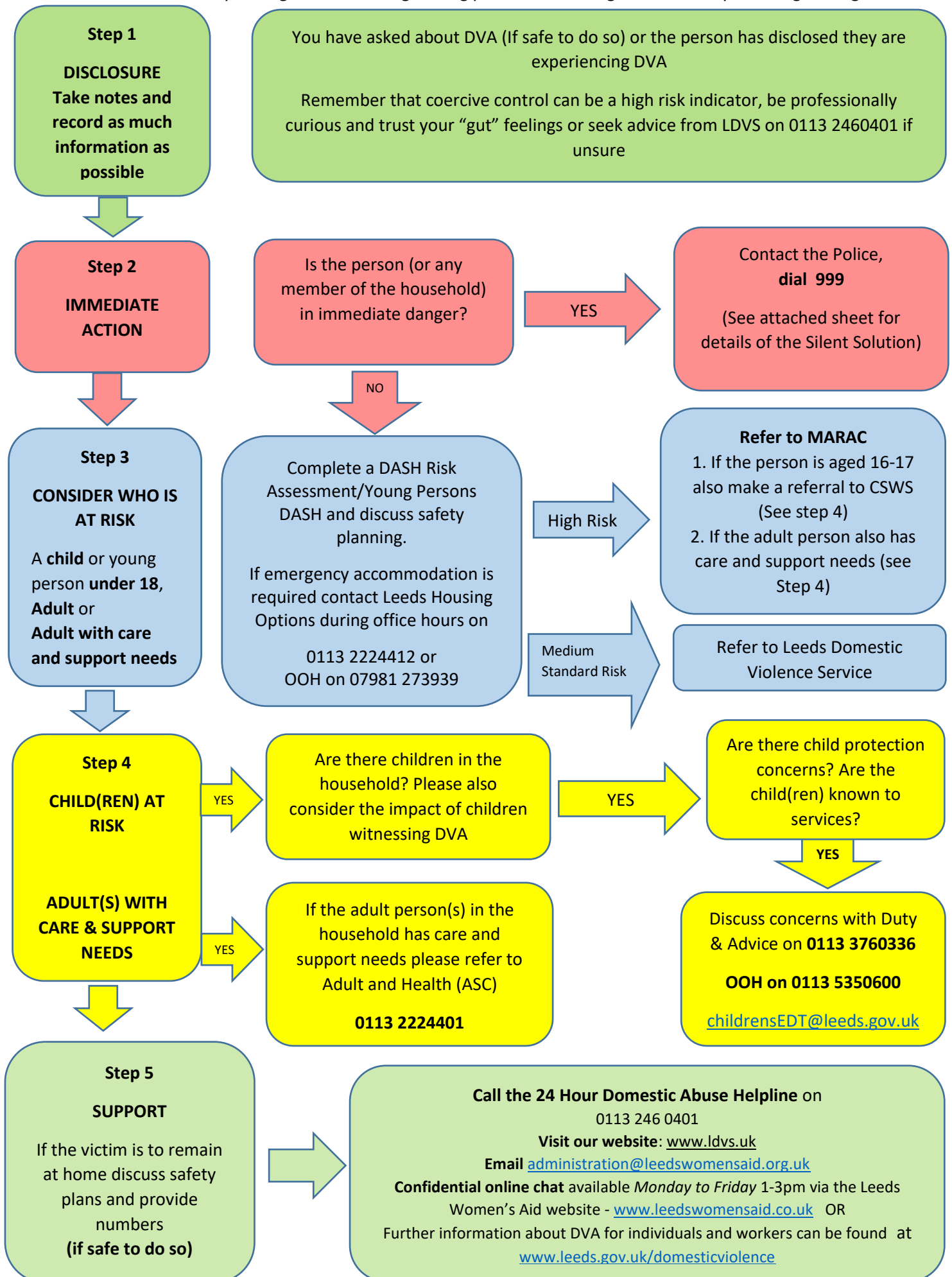


What to do when someone discloses Domestic Violence & Abuse (DVA)

Please also refer to your organisations safeguarding policies and seek guidance from your safeguarding lead.



Silent Solution

If you are in danger and unable to talk on the phone, call 999 and listen to the questions from the operator and if possible, respond by coughing or tapping the head set.

Call 999 from a mobile

If prompted, press 55 to [Make Yourself Heard](#) and this will transfer your call to the police.

Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If only background noise can be heard and operators cannot decide whether an emergency service is needed, then you will be connected to a police call handler.

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

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you have a hearing impairment or can't verbally communicate

You can register with the [emergencySMS service](#). Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

Audio of the silent solution in practice

https://fullfact.org/media/uploads/npcc_silent_solution_video_14april2020_1.mp4