

Nobody is immune from the risk of domestic violence. If the group or organisation you're volunteering with is aware of specific risks, they should provide relevant guidelines to help you identify and report potential abuse.

If you are worried that someone you are helping as a volunteer is in danger or is experiencing any form of abuse, you must report it. If you have a key contact at your group or organisation, tell them as soon as possible. If necessary, contact the police. Call 999 in an emergency or, if the person is not in immediate danger, call 101. When you've had chance to discuss it with your contact/group, you can report suspected abuse to [Bristol City Council online](#).

If someone is in danger and unable to talk on the phone, they can call 999 and then press 55. This will transfer the call to the relevant police force who will assist without someone having to speak.

What is domestic abuse?

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

- coercive control
- economic abuse
- online abuse
- verbal abuse
- emotional abuse
- sexual abuse

On the doorstep ...

- Don't enter someone's home for any reason. If someone needs immediate help, call 999.
- Bear in mind that a discussion about someone's welfare on the doorstep should be avoided as the perpetrator may be listening and the situation may be made worse for the victim. If you are worried someone may be experiencing domestic abuse don't ask them outright but take a mental note of the house number and street so you have this to report as outlined above.
- Don't offer advice if you are asked, and don't attempt to offer in-depth emotional support. To do this properly you need training. Instead suggest they contact one of the organisations listed below. Some organisations can schedule a call back at a safe time to talk or there are live chat services.

Local support services

- Next Link's helpline is open 10am – 4pm Monday to Friday (0117 925 0680), and so if their [live chat service](#).
- [SARSAS](#) helplines (0808 801 0456 / 0808 801 0464) are open during the week. Or email support@sarsas.org.uk
- Safelives have published a [safety planning guide](#) for COVID-19.

Other useful resources

- The [National Domestic Abuse Helpline](#) website provides guidance and support for potential victims, as well as those who are worried about friends and loved ones. They can also be called, for free and in confidence, 24 hours a day on 0808 2000 247. The website also has a form through which people can book a safe time for a call from the team.
- Women's Aid has provided [additional advice specifically designed for the current coronavirus outbreak](#), including a live chat service.
- The [Men's Advice Line](#) (0808 801 0327) is a confidential helpline for male victims of domestic abuse and those supporting them.
- [Galop](#) runs a specialist helpline (0800 999 5428) for members of the LGBT+ community. Or email help@galop.org.uk.
- If somebody is worried about hurting other people, the [Respect Phonenumber](#) offers support.

Voscur is here to support VCSE organisations. For support, advice and guidance, please contact us: info@voscur.org 0117 909 9949
