

Domestic Abuse From Fear to Freedom:

A Guide for Women Across South Wales

*Planning to or Fleeing From Domestic Abuse:
Information, Support and Practical Steps*



 A South Wales Multi-Agency developed resource
Led by Soroptimist International Wales South and developed in
partnership with Welsh Women's Aid and some local Domestic
Abuse and Sexual Violence Services, alongside wider safeguarding
and specialist legal, justice, advice and support services, together
with the Physical Empowerment CIC and Women's Institute, and
informed by survivors with lived experience.

March 2026

Women Planning to or Fleeing From Domestic Abuse

If you are reading this, you may be thinking about leaving, **planning for the future**, or facing a situation where staying no longer feels possible.

You may feel frightened, guilty, overwhelmed, confused, or torn.

All of these feelings are completely normal.

You are not weak – **you are responding to a very real and complex situation in the best way you can.**

Thinking

Deciding to leave an abusive situation is **one of the hardest choices a woman can face.**

It is rarely sudden or straightforward, and often comes after **fear, uncertainty, hope, self-doubt**, trying to keep yourself and those you care about safe.

Planning

You do not have to do everything at once, or on your own.

Support is available before, during, and after leaving.

Specialist services understand the risks and challenges and will work alongside you to help you make choices that are right for you – at your own pace.

Getting Support

You don't have to know the whole journey – just the next safe step





Shame:
Feeling embarrassed
or afraid of being
judged?



Trauma Responses:
Feeling frozen, confused
or numb – making
decisions harder?

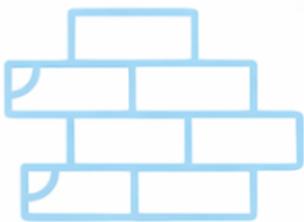
Barriers to Leaving



Money worries or
finances being
controlled?



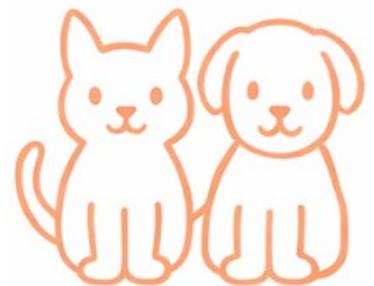
Fear:
Worried of what
might happen if you
leave?



Practical Barriers:
Disability, caring,
immigration, housing,
issues making things
harder?



Love & Hope
Still care for them
or hoping things
will change?



**Protecting
your Pets?**

**Protecting your children
and keeping them safe?**



Isolation:
Feeling alone
or cut off
from help?



**These barriers are real.
They do not reflect your strength or character.
Support is available whenever you are ready.**

Preparing to Leave – Staying Safe

Leaving is often the most dangerous time.
Planning ahead can help keep you safe.



Planning Ahead

- Keep a charged phone with you
- Store copies of documents, spare keys, and some money with someone you trust
- Open a savings or bank account in your own name if you can
 - Know where you will go if you need to leave quickly
- A support worker can help you plan how to leave safely
- Keep a suitcase with essentials plus copies of documents at a family or friend's place

What to take if you can

- ID, money, cards, keys
- Medical records, benefit info
- Medicines and essentials
- Clothing, keepsakes and comfort items
- Important documents (tenancy, passports, certificates)

Using an Injunction Safely

- Keep a copy of your order with you
- Share copies with police, key agencies, and trusted people
- Report any and every breach to the police
- Tell your solicitor or support worker about any concerns

⚠ During an Abusive Incident

- **Know the quickest exits from your home**
- **Keep keys and essentials in one place**
- **Ask neighbours to call police if they hear worrying noise**
- **Move to a safer room if you sense danger**

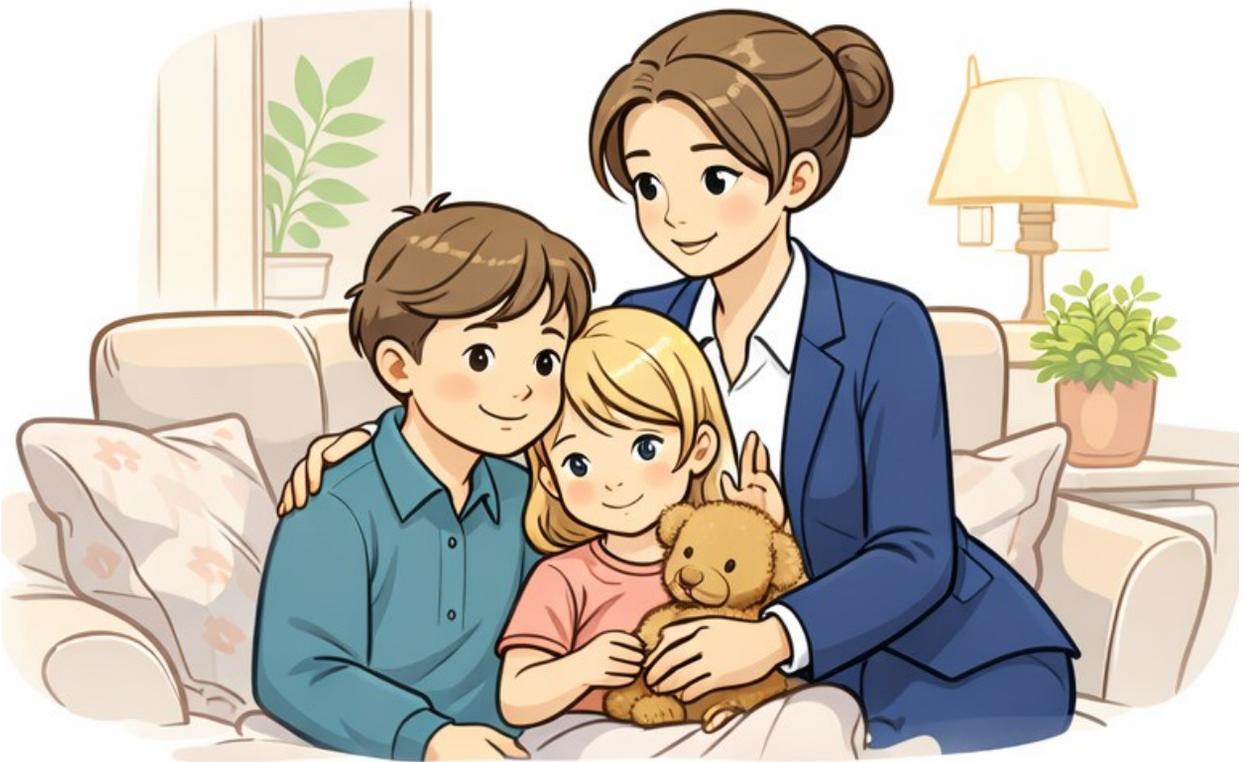
If You Have Children

Keeping Children Safe

- Teach your children what to do in an emergency
- Use a trusted person or service for child handovers
 - Inform your child's school or nursery about your situation
- Share copies of court orders with relevant agencies
 - Create and agree a safety plan with your child if age-appropriate

Preparing to Leave – what to take if you can:

- Children's passports and birth certificates
- Children's photographs and keepsakes
- Children's comfort items and favourite toys
- Items to keep your children entertained



Schools, Nurseries and Professionals

- Schools can help keep children safe at drop-off and pick-up
- They can follow court orders and safety plans
- Information should be shared only on a need-to-know basis
- 👉 *A support worker can help you speak to them safely*

You Are Not Alone

- **You do not have to manage this by yourself**
- **Support workers can help with planning and communication**
- **Help is available for you and your children**

If you have Pets

**You do not
have to leave
Your pet
behind**



There are services that help keep pets safe when you are leaving abuse

Some Refuges Accept Pets:
Ask your support worker to check

Pet Fostering Schemes:

Confidential services where trained volunteers can care for your pet in a safe, loving home while you get support.

You can be reunited with your pet when you are safe

Refuge Pet Fostering Services-

- Dogs Trust Freedom:
<https://www.dogstrustfreedom.org.uk/>
- Cats Lifeline:
<https://www.cats.org.uk/what-we-do/cp-lifeline>

Your support worker can help you make a referral

Ask your support worker to help you make a safety plan for your pet

Veterinary Help:
Support workers can access vets if your pet has been harmed

RSPCA:
Offer advice and may be able to help if your pet is at risk

**Pets are part of
the Family**

**You and your pet, both
deserve to be safe**

Your Phone and Online Safety Matters

Technology can help and support **or monitor and control**

Protecting Your Digital Identity

- Use strong passwords (mix of letters, numbers, symbols)
- Never reuse the same password across accounts
 - Turn on two-step verification for email, banking, and social media
- Do not share personal details like your address, school, or workplace online
 - Keep your email account secure – it often links to all your other accounts

Social Media and Privacy Safety

- Keep your accounts **private** so only people you trust can see your posts
 - Be careful with **friend or follower requests** – abusers can make fake profiles
- Avoid posting **where you are** or photos that show your location
- Check who can **tag you** or see photos you are tagged in
- On Facebook, Instagram, and other apps, **check your privacy settings often** to make sure they are still safe



Sharing or threatening to share intimate or explicit images without consent is a form of abuse

This can include images taken with consent that are later shared or used to control, threaten, or humiliate

South Wales Police Cyberstalking or Harassment Guidance:

https://www.south-wales.police.uk/SysSiteAssets/media/images/south-wales/campaigns/white-ribbon-day-2025/c25-0040_cyberstalking--harassment-guidance_v4_digital.pdf

Speaking Too Risky?

- Call 999
- press 55 if you cannot speak – **police will know you need help**





Phone and Device Safety

- Keep your phone locked with a PIN or fingerprint
- Do not share your unlock code
- Consider having a second phone for safe contacts
- Check location-sharing apps (like Find My, WhatsApp, Google Maps) and switch them off if unsafe
 - Reset devices if you think spyware has been installed (ask a trusted IT helper or domestic abuse service before doing this)
- Save emergency numbers so you can call quickly if needed

Staying Safe On Your Phone



Spotting and Responding to Tracking

Your phone or online activity may be monitored

Signs this may be happening:

- Phone battery drains very quickly
- They know things you haven't told them
- You notice unfamiliar apps or changes on your phone

What you can do:

- Run a security or antivirus check
- Change passwords using a different device you know is safe
- Use private or incognito browsing when seeking help

If you think you are being tracked, you can contact the police

In Wales, **Project Athena** supports people experiencing stalking or online monitoring

Safety Apps

- **Bright Sky:** gives advice and links to support (available in Welsh and English).
- **Hollie Guard:** turns your phone into a personal safety alarm and can record evidence.

⚠️ **Only use these apps if it's safe for them to be on your phone.**

Older Women

- Older women may be targeted by scams, fake emails, or fraud
- Never give out bank details or passwords over the phone or by email
- Use strong passwords and ask for help setting up security
- Free digital skills training is available through local libraries, councils, and community groups in Wales

Children and Young People

- Talk with children about being safe online
- Use parental controls and privacy settings to protect them
- Remind children not to share personal details or accept requests from people they don't know
 - If a child is being contacted online by someone unsafe, they may need help and support

Keeping Evidence Safe

Save messages, screenshots, call logs or photos somewhere safe the abuser cannot access

This may help if you report the abuse later

STAY SAFE



Housing Options if You Need to Leave

If you need to leave your home because of abuse, there **are housing options and support available**

What is right for you will depend on your situation, your safety, and who is with you

Refuges and Safe Houses

Provide **safe, confidential emergency accommodation for women** (*with or without children*)

To access contact
24/7 Live Fear Free Helpline
on **0800 80 10 800**

If you are Fleeing with Children

Your children's **safety and wellbeing are a priority**

Support services can help you:

- Find suitable accommodation
- Plan next steps
- Access schooling, health care and financial support

If a women's refuge is not suitable for your family, **other housing options can be explored**



Other Housing Options:

Staying with trusted family or friends, if safe

Emergency or temporary accommodation

Private Rental

Social Housing from the Local Authority

Specialist accommodation via support services

Get Help ASAP to Explore Your Options

Domestic Abuse and Support Services can:

- Talk through your housing options
 - Help find a refuge place if appropriate
 - Support you if a refuge cannot accommodate your family
 - Help you plan safely, at your pace

Remember

There is no one "right" way to leave -
Support services are there to help you find a **safe and workable option for you and your children**

Money and Housing Help if You Need to Leave

Support is available in Wales - You do not have to manage this alone

Emergency Money

Discretionary Assistance Fund (DAF)

If you need help quickly, you can apply for emergency support to help with:

- Food
- Gas and electricity
- Essential items
- Setting up a new home

 **0800 859 5924**



gov.wales/discretionary-assistance-fund

 **A support worker can help you apply**

Domestic Abuse Support Funds

Extra help may be available through Domestic Abuse Services, including:

- **Emergency money for immediate needs**
- **Resettlement help to start again**

These funds change over time

 **Ask your support worker or local domestic abuse service what is available**



Rail to Refuge

If you need to travel to a refuge, **free train travel** can be arranged for you anywhere in Wales

 **Ask your support worker or local domestic abuse service**

You Are Not Alone

- **You do not need to know what to apply for**
- **You do not need to explain everything at once**
- **Support workers can help you do this safely**

Help with Money, Benefits and Housing

Universal Credit (UC)

UC can help if:

- Your income is low
- You had to leave your home
- You are struggling with bills

Domestic Abuse Easement

If you tell your work coach about abuse:

- You may get **13–26 weeks** with no work-search rules
- This can be extended if abuse is still affecting you

👉 **Speak to an adviser or support worker.**

Other Benefits

You may also be able to claim:

- New Style Job Seekers Allowance (JSA)
- New Style Employment and Support Allowance (ESA)
- Personal Independence Payment (PIP)
- Pension Credit

👉 **Advice services can help you apply**



Economic Abuse

Economic abuse is when someone controls your money or work

This can include:

- Taking your wages or benefits
- Controlling bank accounts
 - Forcing loans or debt
- Stopping you working or accessing post

⚠️ **Debt taken out because of pressure may not be enforceable**

👉 **Speak to an adviser.**

Helpful Money Tips

- UC is paid after 5 weeks – you can ask for an advance
 - In temporary accommodation, Housing Benefit is used instead of UC
- Rent can be paid directly to landlords
- If money went into your partner's account, tell DWP
 - Open your own bank account safely

👉 **A support worker can help with all of this**

Who Can Get Legal Aid

- Victims of domestic abuse (with evidence, e.g. police or GP)
- People on a low income or with little savings
- Cases about family, housing, or children's safety
- Both the person bringing the case and the person responding may qualify

How to Apply

Apply through a **legal aid solicitor**, or through **Civil Legal Advice** online or by phone.

Legal aid solicitors can be found on-line or through a domestic abuse or support services

You will be asked about your income, savings, and any benefits you receive

If approved, legal aid can pay for:

- Legal advice
- Paperwork
- Court representation

Children and Young People

- Legal aid covers children's safety and welfare cases
- A parent/guardian usually applies for them
- Children may have a litigation friend in some cases

Older Women

- May qualify if facing abuse, housing or care issues
- Pensions and low savings are considered
- Extra court support is available for health /mobility needs

Women Without Public Funds

- If your visa says "no recourse to public funds," you may still get legal aid in abuse or child protection cases
- Some charities can help with specialist solicitors

Free or Low-Cost Help

Law Centres or clinics – free advice

Citizens Advice – benefits, housing, legal help

McKenzie Friends – supporters in court (can't speak for you)



Accessing Legal Aid

Understanding the Criminal Court Process

A simple guide for when Domestic Abuse is Reported to the Police

2. Charges May be Brought

The Police along with the Crown Prosecution Service (CPS) decides if there is enough evidence.

The Police and CPS may charge the person with criminal offences

You will be told what is happening

You can ask for a review if a decision is made not to charge

1. When You Report Abuse

The police will listen to you, take a statement, and gather evidence

If abuse was sexual, you can ask for an officer of the same sex

Police can offer protection and help you stay safe

Sexual Assault Referral Centre (SARCs)

You can go to a SARC for medical care and support, even if you do not report to the police

Your name cannot be shared by the media in sexual violence cases

3. Court Decides Guilty or Not

At Court evidence is presented and a decision is made if the defendant is guilty or not guilty

4. Court Decides the Sentence

If found guilty, the court decides on the sentence

Court-Related Abuse (CARA)

CARA is a **police risk-assessment process** used to help manage safety and ongoing risk in some domestic abuse cases

It is **not a decision about guilt and not an alternative to prosecution.**

CARA may be used whether or not a case goes to court

Other safeguarding and support options remain available



Protection and Support Available

Throughout and after the court process, you can apply for protective orders and support to keep you safe

These include: **Bail conditions, Protective orders and Safe housing**

Independent Domestic Violence Advisors (IDVAs)

What is an IDVA?

An **Independent Domestic Violence Advisor (IDVA)** is a trained specialist who supports people experiencing domestic abuse.

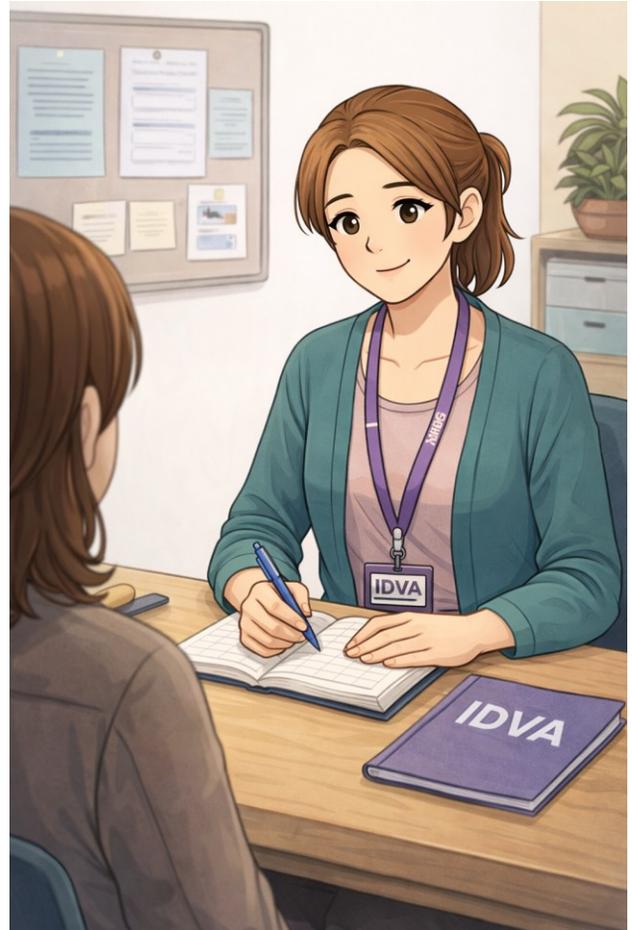
IDVAs are **independent** of the police and courts

Their role is to **support you and prioritise your safety**

An IDVA can:

- Help you **understand your options**
- Support you with **safety planning**
- Help you prepare for **court** and request **special measures**
 - Support you with **bail conditions and protection orders**
- Act as a **link between you and services** (police, courts, housing, health)
- Support you **before, during and after** court proceedings

You do not have to make decisions alone



How to access an IDVA in South Wales

- Contacting your **local Domestic Abuse Service**
 - Being referred by the **police, health services, or social services**
 - Contacting **Live Fear Free** (Wales' national domestic abuse helpline)

You can ask directly:
"Can I be referred to an IDVA?"

Important to know

- **IDVA support is free**
- **You do not need to report to the police to get support**
- **Support is confidential within safeguarding limits**

When a Case Goes to Court:

What to expect and what support is available



Where is the case heard?

- Most cases start in the **Magistrates' Court**
- More serious cases may go to the **Crown Court**

What to Expect at Court

- There are circumstances where you may need to provide evidence in court
 - If you are asked to give evidence, professionals will explain the process and support you
 - In some circumstances, evidence can be given **from another location**, such as a different building or via video link
- You may meet the prosecutor before the hearing
- Measures can be put in place to help you feel safe and avoid contact with the offender
- A support worker can stay with you while you are at court

Support Available to You

- Independent Domestic Violence Advisor (IDVA), where available
 - Witness Service
 - Live Fear Free
- Local Domestic Abuse Services
 - A supporter of your choice (friend, family member, McKenzie Friend)

In criminal law, a person is treated as innocent unless the court decides otherwise – this does not mean you are not believed

Remember

You are not alone
Your safety remains a priority throughout the court process

Going to Court: What to Expect and What Can Help

You May Not Need to Go to Court

- Many cases are dealt with without you attending
- You are usually only required if the case goes to trial
- You will be told in advance if you are needed
- Your **Victim Personal Statement** can be read out in court on your behalf

Special Measures to Help You Feel Safer

No direct cross-examination by the defendant

You can:

- Ask to see the courtroom before proceedings
- Request a separate entrance and waiting area, where available
- Arrangements can be made for you to **enter and leave the court at different times** to the defendant
- Give evidence **behind a screen**
- Give evidence by **live video link**, where available
 - Use intermediaries for communication needs (including interpreters)

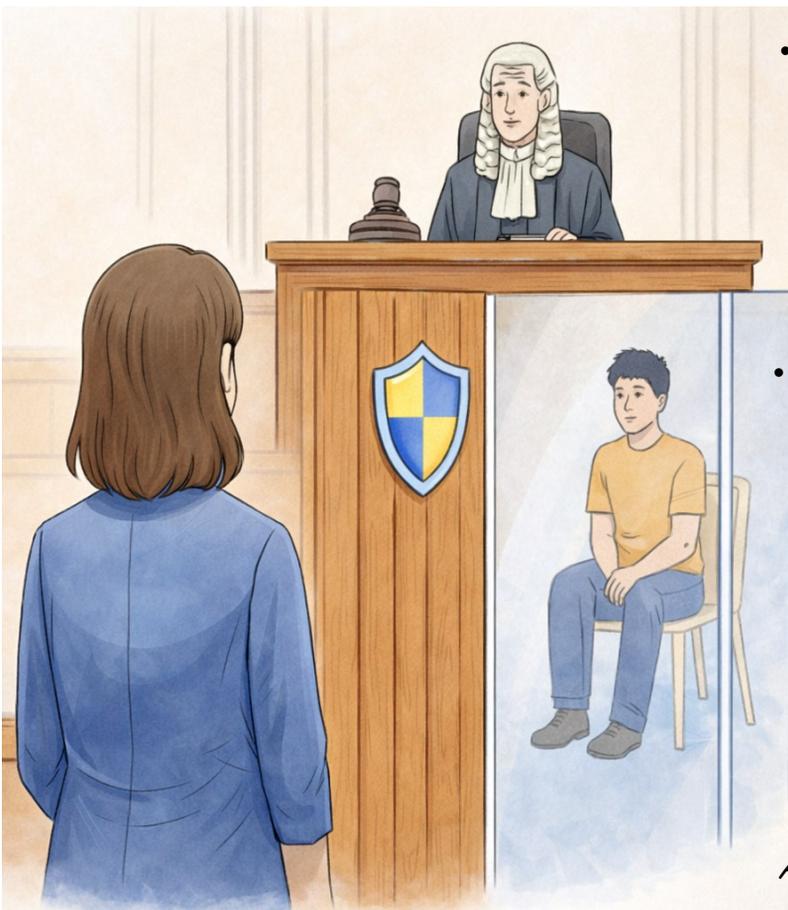
Requests should be made in advance

A support worker or the police can help request these – you do not have to ask alone

You have the right to safety, protection and support – before, during and after court.

It's OK Not to Feel "Strong"

- Feeling anxious, upset, or overwhelmed is normal
- Your reactions do not affect the seriousness of the case
- Support continues throughout the process



Making a Victim Personal Statement

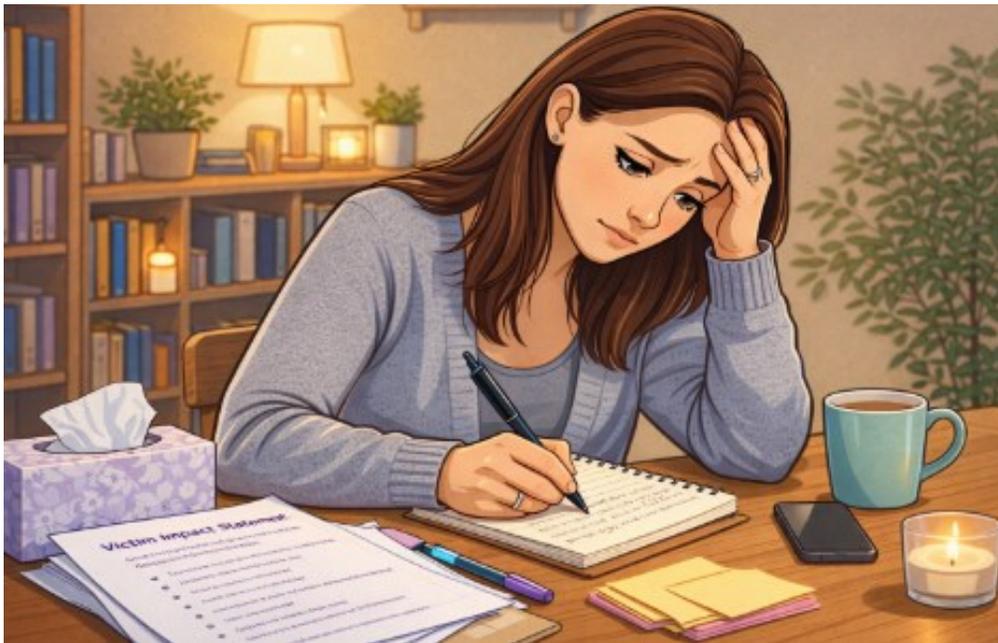
A Victim Personal Statement (VPS) is your right and chance to tell the court how the abuse has affected you

A VPS gives you a voice in the court process

You do not have to write one, but it can help the court understand what you have experienced

How it is used

- The magistrate or judge will read it before sentencing
- It helps explain the full impact of the abuse
- You will not be questioned about your feelings
- **You do not have to read it out loud** - You can read it, have someone else read it, or have it included quietly.



Support

The Police, IDVAs, Witness Support, Live Fear Free, and local services can help you write it

How to Write it

- Write it in your own words or the police can help record it for you
- Use short sentences
- Be honest
- Include emotions as well as facts
- Take breaks
- You can write it over a few days
- Ask a support worker to help

It does not need to be perfect

What you can include:

- How you feel now
- The impact on your health
- Changes to your daily life
- How it has affected your children or pets
- Fears about safety
- Money problems or work difficulties
- Anything else that is important to you

How the Law May Respond to Domestic Abuse

The law recognises domestic abuse, even though there is no single criminal offence called “Domestic Abuse”

Instead, the law uses existing criminal offences to respond to abuse, based on what has happened

Common charges include:

Violence and Physical Harm

- Assault
- Actual bodily harm (injury)
- Grievous bodily harm (serious injury)

Threats, Fear and Harassment

- Harassment
- Stalking
- Threats or intimidation (including online)

Controlling or Coercive Behaviour

- Controlling money or access to essentials
- Isolation from family or friends
 - Monitoring movements or communications
- Gaslighting or psychological abuse

Other Related Offences

- Criminal damage
- Public order offences (causing fear or disruption in public)
- Breach of court or bail conditions



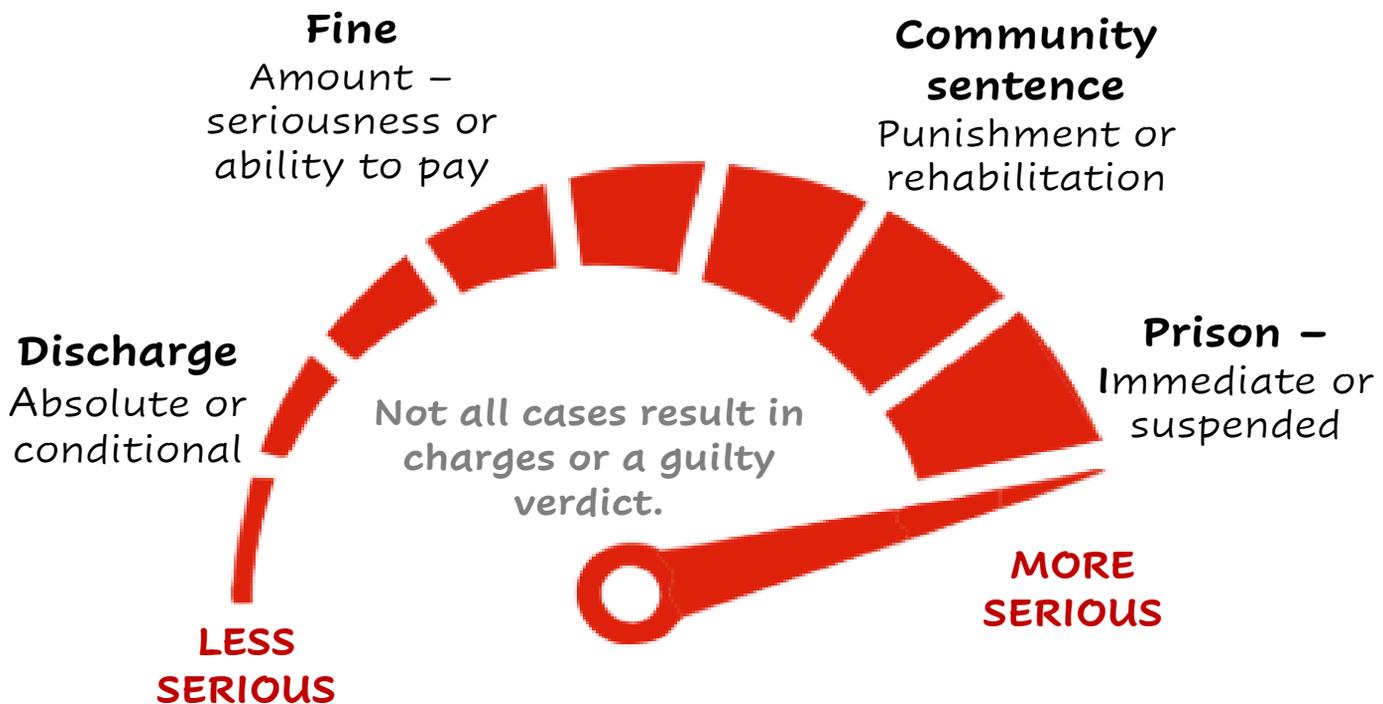
How the Law May Respond to Domestic Abuse



More serious offences are dealt with in the higher criminal courts

The more serious or harmful the behaviour, the stronger the possible sentence

What can happen if someone is found guilty



On request the court may also make protection or restraining orders to help keep you safe.

After Court: What Happens Next

Court Outcomes Can Be Complicated

- Cases may be delayed or adjourned
- Outcomes may not feel like “justice”
- Mixed emotions are common

If the defendant was found guilty

Possible outcomes include:

- Prison
- Community order
- Restraining order for protection

If the defendant goes to prison, you may join the

Victim Contact Scheme

Protection Can Continue After Court

- Bail conditions (rules the defendant must follow)
- Restraining or protection orders
- Family court protections (where relevant)

When the Outcome Doesn't Reflect What Happened

- A not guilty verdict does not mean abuse did not happen
- Cases can end for legal reasons that have nothing to do with the truth
- Court decisions are based on legal rules and evidence, not personal experience

Support Does Not Stop When Court Ends

- **Advocacy can continue**
- **Emotional impact often comes after proceedings**
- **You can ask for help even if your case has finished**

If an order is broken

You will be taken seriously

- Call the police
- Breaking a bail condition or court order is a **criminal offence**



Sentencing and Protection After Court

Court Process in Brief

1. Court decides guilty or not guilty
2. If guilty, sentencing happens
3. Court may add protective orders
4. After court, you may hear from probation or the Victim Contact Scheme

How Sentencing Works

If guilty, the judge decides the punishment

Possible sentences:

- **Prison**
 - **Suspended sentence** (rules to follow instead of prison)
 - **Community order** (work, programmes, restrictions)
 - **Fine or compensation**
- Domestic abuse is taken seriously, especially if children are affected**

Protection After Court

- **Restraining Order:** Stops contact or coming near you
- **Compensation Order:** Offender may pay for harm or damage
- **Victim Contact Scheme:** If offender is in prison, you can get updates (like release dates) and give your views on licence conditions



Police
Court
Guilty

If Orders Are Broken

- Call the police straight away
- Breaching an order is a crime – the offender can be arrested and sentenced again
- Keep copies of your orders safe

You can ask for additional support or adjustments at any stage if you have communication, disability, language, or other support needs

Navigating the Family Courts (Wales)

What to expect • How you are supported • Keeping children safe.

This process is designed to put children's safety and your wellbeing first



The Family Court Pathfinder Model (Wales)

Across Wales, Private Family Law cases follow the Family Court Pathfinder Model, a clearer, more child-focused and trauma-informed approach

The Pathfinder Model aims to:

- Put children's safety and wellbeing first
- Identify and address risks early
- Gather information in a trauma-informed way
- Reduce unnecessary or repeated court hearings
- Improve experiences for victims, children, and families

Family Court Pathfinder IDVA Service

If you are experiencing domestic abuse and your case is part of the Pathfinder Model, you can access a dedicated Family Court Pathfinder Independent Domestic Violence Advocate (IDVA)

A Pathfinder IDVA:

- Works alongside CAFCASS Cymru
- Undertakes a specialist assessment
- Prepares a Summary Report which outlines your experience of domestic abuse to inform court recommendations
- Helps ensure your voice, safety, and wellbeing are central to the process
- Provides safety planning, emotional support, and practical guidance
- Supports you to raise concerns, understand court procedures, and navigate court orders safely

Starting a Case

Applications may involve:

- Child Arrangements Orders
 - Prohibited Steps Orders
 - Specific Issue Orders

You do not have to attend mediation if domestic abuse is present.

Your contact details can be kept confidential

Safety During the Court Process

You can ask for:

No direct communication with the other party

Communication through solicitors only

Safe, supervised, or third-party child handovers

Confidentiality of your address, school, or workplace details

Children and Family Court Advisory and Support Service (Cymru) (CAFCASS):

- Speaks with parents and, where appropriate, children
 - Identifies risks and safeguarding concerns
- Prepares reports for the court

You can request:

- Separate interviews
- A supporter present
- Written submissions instead of speaking

Victims of domestic abuse involved in the Pathfinder Model can also be supported by the Family Court Pathfinder IDVA Service

Court Orders Explained

- Prohibited Steps Order – prevents a parent from taking a specific action
- Specific Issue Order – resolves key decisions such as schooling or medical treatment

Legal Aid

You may be eligible for legal aid if you have experienced domestic abuse.

Special Measures

To help you feel safe in court, you may request:

- Separate waiting areas
 - Screens in the courtroom
- Participation by video link either at the court or at a safe community venue
- That the other parent does not question you directly
 - You may bring an advocate or a McKenzie Friend for support.



Children's Voices

- Children are not asked to choose between parents
- Children's views are gathered safely by trained professionals

What the Family Court Considers

The Welfare Checklist

When making decisions, the court considers:

- The child's wishes and feelings
- Their physical, emotional, and educational needs
- Any harm suffered or risk of harm
- Each parent's ability to meet those needs

Equality and Inclusion

You can request adjustments or support related to:

- Disability or health needs
- Language or communication
- Culture, religion, gender, or identity

Timescales

Family Court cases often take several months, particularly where reports or assessments are required



Evidence

Useful evidence may include:

- Messages, emails, or call logs
- Personal notes or diaries
 - Photographs
- Professional or medical reports

Keep evidence secure and private

Decisions and Next Steps

The judge makes decisions based on what is safest and, in the child's best interests. You may:

- Appeal a decision
- Ask for an order to be changed or enforced

In some cases, the court can limit repeated or vexatious applications.

Your Right to Make a Complaint

If you have been treated unfairly, been dismissed, had delayed action, or did not have your safety considered, **you have the right to make a complaint**

→ You do **not** need legal knowledge or evidence

→ Making a complaint does **not** affect your right to support

→ You can complain **even if no charges were brought.**

How to Complain in Wales

You can make a complaint:

- Online, by phone, in writing, or in person
- With help from a support worker or advocate
- Anonymously (this may limit follow-up)

→ Use your **own words**



Independent Oversight

Police Complaints in Wales are overseen by the **Independent Office for Police Conduct (IOPC)**

Their **“You Have a Voice”** campaign explains your rights and what happens next

Remember

If it didn't feel right, trust yourself. Everyone has the right to be heard

Contacts:

- **Local domestic abuse services or Women's Aid** – support and advocacy
- **Your local police force** (non-emergency contact or website)
- **Independent Office for Police Conduct (IOPC)** – guidance on complaints

You Are Not Alone

Support is available from:
Domestic abuse services
Women's Aid or local support services
A trusted person

Glossary

Simple Explanations of words you may hear from support services or Courts

A **Abuse:** Behaviours that scare, controls, hurts or pressures you

B **Bail Conditions:** Rules the court gives to the abuser (e.g. no contact). Breaking then is a crime.

C **CAFCASS Cymru:** Speaks with parents and children for Family Court and checks safety

C **Coercive Control:** a pattern of control – monitoring, threats, isolation or making you doubt yourself

D **DAF (Discretionary Assistance Fund):** Emergency money in Wales if you need help quickly

E **Emergency SMS/ Silent Solution (55):** Texting 999 (if registered) or pressing 55 when you can't speak

E **Economic Abuse:** Controlling your money, work or access to essentials

G **Gaslighting:** Making you question your memory, feelings or reality

I **IDVA (Independent Domestic Violence Advisor):** A domestic abuse specialist who helps keep you safe

I **ISVA (Independent Sexual Violence Advisor):** A Specialist who supports you after sexual violence

N **Non-Molestation Order (NMO):** A court order that stops threats, harassment or contact. Breaking it is a crime

O **Occupational Order:** says who can live in the home

P **PCC (Police and Crime Commissioner):** oversees victim support and policing

S **SARC (Sexual Assault Referral Centre):** Medical care, support and evidence collection – even if you don't report to police

R **Refuge:** A safe place to stay if you need to leave home quickly

R **Restraining Order:** A court order that stops someone contacting you

V **VAWDASV:** Violence against women, Domestic Abuse and Sexual Violence (Wales)

V **VPS (Victims Personal Statement):** Tells the court how the abuse has affected you

Quick Reference / (Emergency Help Section)

Police

 Police Emergency 999

 Police Emergency - Silent 999 – When You Can't Speak

If you are in danger but cannot talk:

- Call 999
- If using a mobile, press 55 when prompted – this lets the police know it is an emergency
- You can also register your phone for emergencySMS by texting register to 999

 Police Emergency (non-emergency) 101

24/7 Live Fear Free Helpline (Wales)

Free, confidential support for anyone experiencing abuse

- Call 0808 80 10 800
- Text 07860 077333
- Webchat and email available at: livefearfree.gov.wales

Safe Spaces in Pharmacies and Banks

Ask staff for a “Safe Space” in participating pharmacies, banks or building societies.

You will be taken to a private room where you can make calls and access support safely

On Trains and Stations

If you feel unsafe on a train or at a station:

Text British Transport Police on 61016

You can text quietly without making a call

In an emergency, call 999

Ask for Angela

Some pubs, bars and restaurants offer the Ask for Angela service. If you feel unsafe, you can ask staff for “Angela” to discreetly get help. Staff can help you leave safely, call a taxi or trusted contact, or contact support services or the police if needed

Important / Emergency Numbers

- Local Domestic Abuse Service:
- Support Worker:
- Solicitor:
- Social Services:
- School/Nursery:
- GP:

All information in this booklet was correct at the time of printing