Getting help

Calling the emergency Services

Contact the police on 999 if you are in immediate danger. If you want help, but cannot speak, you can then dial **55** (mobile phone only). This will inform the call handler that you cannot speak but need urgent assistance, and your call will be transferred to the police. Tapping on the keys or a cough (if possible) will alert the call handler the victim requires the police. If you call from a landline and do not speak, the call will be transferred to the police.

Extra detail from: https://www.met.police.uk/contact/af/contact-us/us/contact-us/how-to-make-a-silent-999-call/

Mobile phone emergency features

You should:

- Make sure you understand the emergency contact features offered by your phone

- Fill in appropriate emergency contact details on your phone if you are able to

Android phones example features

- **On most smartphones**, the unlock screen will include an emergency call button without the need to unlock the device.

- On some, **pressing the ON button and a volume key** can also bring up a shortcut to 999.

- Google's safety app, available on its Pixel handsets, has a similar function.

- Samsung's emergency mode is designed to prolong battery life while keeping the phone on standby. It limits features and the home screen is displayed as black but it enables emergency calls, calls to an emergency contact, and location-sharing within a message using minimal power.

Samsung: What is Emergency Mode and how do I use it? | Samsung UK

Google phones: Get help in an emergency using your Pixel phone - Pixel Phone Help

iPhone example features

- You can check the emergency call shortcuts on your iPhone via Settings > Emergency SOS. At the time of writing none of these will *immediately* call the emergency services, so you may want to test them.

- From iPhone 8 upwards the default emergency call shortcut is to hold the side button plus either volume button down. The Emergency SOS slider appears, and if you continuing to holding buttons a countdown from 10 starts. **Warning:** The default setting (it can be switched off) is for this to emit a loud tone, from 5 in the countdown, even if the phone is on silent. Once the countdown ends, the phone will call emergency services.

- The optional emergency call setting is five presses on the side button, which will go straight into the countdown.

- iPhone users can also say the **number 14 to the voice assistant Siri**, which will then ask whether you want to make an emergency call - although in some countries it will connect straightaway.

- You can add your emergency contacts **(ICE – In case of Emergency)** via your phone's health apps – those you nominate will notified if an emergency call is made

Siri

- "Siri – I'm getting pulled over" was created for iPhone users in 2018 and gained attention after the George Floyd incident. It does not work by default - it is a shortcut which needs setting up in advance. Once set up, the command will dim the screen, pause any music playing, and start recording from the phone's front camera. It will also send the device's current location to an emergency contact.

iPhone: [Use Emergency SOS on your iPhone](#)

Location sharing

Emergency services

- On an **Android phone**, if the emergency location service is switched on (this can be found within settings, under the location tab), the device will automatically share its location with the emergency services during a call.

- An **iPhone** will automatically ping its location once the emergency call is finished, but this can be cancelled by the phone owner.

Sharing with contacts on WhatsApp

- WhatsApp users can choose a contact, hit the attachment button to the right of the text box and select "location". This will share the location of the device with the person they are messaging, for a certain period of time, ranging from 15 minutes to eight hours.

Further help

ANI = Action Needed Immediately   #YouAreNotAlone

This can provide immediate help from police/or other support services at local pharmacies

Ask for ANI Scheme | Domestic Abuse - EveryDay Care & Support (everydayuk.org)

Safe Spaces – UK SAYS NO MORE

Safe Spaces Locations - UK SAYS NO MORE

Apps

These are not prescriptive and have not been endorsed by the police or NCSC. They have been created by Domestic Violence Charities for victims of Domestic Abuse and Domestic Violence.

Bright Sky – the app can be downloaded onto a phone or tablet. On face value it looks like a weather app. Press and hold the app icon and it will open a help service for victims of domestic abuse.

Bright Sky UK (bright-sky.org.uk)

Hollie Guard app – provides reassurance to users that are working or travelling alone. It houses deterrents from would be attackers when the phone is shaken, it'll

turn the screen red, capture a GPS location and well as audio/video footage that may be used to assess danger and collate evidence. On a second shake it will generate a high-pitched alarm and flashing light to attract attention.

[Hollie Guard Personal Safety APP](#)

Domestic Abuse Services

If you are in immediate danger, call 999, otherwise call 101

- Refuge National Domestic Abuse Helpline – 0808 2000 247 [Refuge Against Domestic Violence - Help for women & children](#) | [Support for men - Refuge Charity - Domestic Violence Help](#)

- Crimestoppers: 0800 555 111 [Independent UK charity taking crime information anonymously | Crimestoppers (crimestoppers-uk.org)](#)

- Victim Support: 0808 1689 111 [Home - Victim Support](#)

- Northern Ireland Domestic and Sexual abuse helpline: 0808 802 1414 [DSA Helpline - DSA Helpline](#)

- Scotland Domestic Abuse and Forced marriage helpline: 0800 027 1234 [Scotland's domestic abuse and forced marriage helpline - Scotland's domestic abuse and forced marriage helpline (sdafmh.org.uk)](#)

- Wales – Live Fear Free: 0808 80 10 800 [Live Fear Free helpline | GOV.WALES](#)

- Men's advice line: 0808 801 0327 [Domestic Abuse Helpline for Men | Men's Advice Line UK (mensadviceline.org.uk)](#)

- Mankind Initiative 01823 334244 [Male Victims of Domestic Abuse – Please call 01823 334244 to speak to us confidentially - (mankind.org.uk)](#)

Stalking and Harassment Services

If you are in immediate danger, call 999, otherwise call 101

- Paladin – National Stalking Advocacy Service: 020 3833 4107 [info@paladinservice.co.uk](#) [Paladin National Stalking Advocacy Service - Who We Are (paladinservice.co.uk)](#)

- Suzy Lamplugh Trust: 0808 802 0300 [National Stalking Helpline | Suzy Lamplugh Trust](#)

All URLS

How to make a silent 999 call

https://www.met.police.uk/contact/how-to-make-a-silent-999-call/

Mobile phone emergency features

Samsung: https://www.samsung.com/uk/support/mobile-devices/what-is-emergency-mode/

Google phones: https://support.google.com/pixelphone/answer/7055029?hl=en-GB

iPhone: https://support.apple.com/en-gb/HT208076#:~:text=Press%20and%20hold%20the%20side,and%20an%20alert%20will%20sound.

Ask for ANI scheme (Action needed immediately)

https://www.everydayuk.org/ask-for-ani

Safe Spaces

https://uksaysnomore.org/safespaces/

Apps

Bright Sky: https://www.bright-sky.org.uk/

Hollie Guard: https://hollieguard.com

Domestic Abuse Services

Refuge (National Domestic Abuse Helpline): https://www.refuge.org.uk/ (women & children) https://refuge.org.uk/i-need-help-now/other-support-services/support-for-men/ (men)

Crimestoppers: https://crimestoppers-uk.org/

Victim Support: https://www.victimsupport.org.uk/

Northern Ireland Domestic and Sexual abuse helpline: https://dsahelpline.org/

Scotland Domestic Abuse and Forced marriage helpline: https://sdafmh.org.uk/

Wales – Live Fear Free: https://gov.wales/live-fear-free

Men's advice line: https://mensadviceline.org.uk/

Mankind Initiative: https://www.mankind.org.uk/

Stalking and Harassment Services

Paladin – National Stalking Advocacy Service: https://paladinservice.co.uk/

Suzy Lamplugh Trust: https://www.suzylamplugh.org/