

Anyone can be affected by domestic abuse and sexual violence, and there are people and organisations available to support people of all ages and genders, including people with a disability and members of the LGBTQ+ community.

Domestic and sexual abuse and violence is not acceptable. If you or someone you know is a victim, report it and get help.

If you are in danger in your home, please leave and seek help. Call 999 in an emergency.

Information for victims of domestic violence on Scilly

If you need urgent police help through the 999 service but cannot speak:

Call 999, you will be connected to a phone operator who will ask which service you need.

On a mobile:

- if you can't speak but the operator hears something suspicious, they'll connect you to a police call handler
- if you can make some noise, whispering for example, the operator will connect you to the police
- if you can't speak, and the operator can't tell what service you need, they'll transfer you to the Silent Solution system. This runs a 20 second automated message, and that will ask you to press 55, to be put through to the police

On a landline phone:

- if you cannot speak and the operator can hear only background noise, they'll connect your call to the police



Local support on Scilly

- If there is no immediate danger you can call 101 and ask for a local police officer to contact you.
- Alternatively you can also disclose domestic abuse and sexual violence to many other agencies locally such as your GP, midwife, health visitor, teacher, social workers (Adults or Children's), housing department and pharmacy staff to name a few. Any disclosure will remain confidential however, there are times where it is necessary for us to share a disclosure with other professionals in order to adequately safeguard the victims. You will always be notified of this.
- Council Services contact numbers:
 - Adult Social Care: 01720 424 470
 - Children's Social Care: 01720 424 483
 - Housing: 01720 424 440
- if your query is urgent but out of hours then you can ask the duty worker to call you back by calling Park House: 01720 422 699

Council tenants:

If you're a council tenant, we can:

- repair damage caused by domestic violence
- give advice and help with the security of your home, such as changing the locks
- give housing, benefits and money advice
- give details of support organisations and help you contact them
- If you would prefer not to speak to anyone on the Isles of Scilly please refer to our webpage to access information about other organisations available to support you.

