

Domestic abuse support

A guide for constituents

July 2026



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Commonly known as the Senedd, it makes laws for Wales, agrees Welsh taxes and holds the Welsh Government to account.

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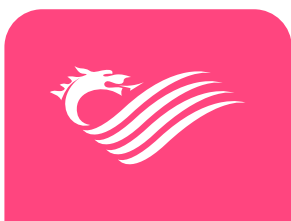
Domestic abuse support

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Senedd Research provides impartial research support to Members of the Senedd. We cannot correspond directly with any other individuals or organisations, nor advise or comment on individual cases.

The information provided in this guide is for general informational purposes only to support the work of Members of the Senedd in assisting their constituents. It is not intended as a substitute to legislation, guidance, policy nor professional advice.





This factsheet is intended to support Members of the Senedd and their staff in responding to constituents' concerns about domestic abuse, and signpost people to relevant sources of support in Wales.

This information is provided to support constituency casework and signposting. It is not intended to be relied upon as legal or professional advice.

If someone is in immediate danger

If a constituent (or someone else) is in immediate danger, encourage them to call **999**. If they cannot speak, they can use the police 'Silent Solution' by pressing **55** when prompted.

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1. Resources for Members of the Senedd and support staff

Domestic abuse can take many forms, including physical violence, coercive control, emotional or psychological abuse, sexual abuse and financial abuse.

This reflects the definition of domestic abuse set out under the **Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015**, which recognises abuse as encompassing physical, sexual, emotional, psychological and financial harm, often involving patterns of control.

Domestic abuse casework can involve significant safety risks. Where possible, Members and their staff should agree with the constituent the safest way to communicate (when, how and whether it is safe to contact them), and record any contact restrictions clearly in the case notes.

2. Signposting and support for constituents

The organisations below can provide confidential advice and support. Availability and referral routes can vary locally; where possible, Members and their staff should encourage constituents to contact specialist services directly (or offer to support them to make contact in a safe way).

National helplines

- **Live Fear Free (Wales):** 24/7 confidential support for domestic abuse and sexual violence. Telephone: 0808 80 10 800. Text: 07860 077333. Webchat available. Website: <https://www.livefearfree.gov.wales>

Other UK-wide specialist helplines:

- **Karma Nirvana:** specialist helpline for forced marriage and honour-based abuse. Telephone: 0800 5999 247. Website: <https://karmanirvana.org.uk>
- **Hourglass:** helpline for older people experiencing abuse. Telephone: 0808 808 8141. Website: <https://www.wearehourglass.org>
- **Childline:** support for children and young people. Telephone: 0800 1111. Website: <https://www.childline.org.uk>

Constituents can also seek support via their GP and local NHS services.

- **NHS 111 Wales:** non-emergency health advice. Telephone: 111. Website: <https://111.wales.nhs.uk>

Specialist domestic abuse services

Specialist organisations can provide risk assessment, safety planning, advocacy and (where needed) refuge/outreach support. Some also provide support for specific groups.

- **Welsh Women's Aid:** national umbrella organisation supporting local domestic abuse services, including refuge and outreach. Website: <https://www.welshwomensaid.org.uk>

- **BAWSO:** specialist support for Black, minority ethnic and migrant survivors. Telephone: 0800 7318147. **Website:** <https://bawso.org.uk>
- **Men's Advice Line:** support for male victims of domestic abuse. Telephone: 0808 801 0327. Website: <https://mensadviceline.org.uk>
- **Galop:** support for LGBT+ victims and survivors of abuse and violence. Telephone: 0800 999 5428. Website: <https://galop.org.uk>

Housing, benefits and legal issues

In many areas, refuge spaces and outreach support are accessed via local specialist services (for example through **Welsh Women's Aid** member services) and/or **local authority housing** teams.

Constituents can also contact:

- **Shelter Cymru:** housing advice, including homelessness due to domestic abuse. Telephone: 08000 495 495. Website: <https://sheltercymru.org.uk>
- **Citizens Advice:** practical guidance on housing, benefits and legal issues. Website: <https://www.citizensadvice.org.uk>
- **Rights of Women:** free legal advice (including on family law and domestic abuse). Website: <https://rightsofwomen.org.uk>

The House of Commons Library [factsheet](#) includes links to criminal justice resources such as guides on support for victims.

The College of Policing has created an [Authorised Professional Practice on Domestic Abuse](#) which explains how the police should deal with domestic abuse reports.

Children and safeguarding

Local authority social services safeguarding teams can provide support where children or vulnerable adults may be at risk.

- **NSPCC:** advice if you are worried about a child. Helpline: 0808 800 5000. Website: <https://www.nspcc.org.uk>

About this factsheet: Contact details and availability can change. If you spot a broken link or an out-of-date number, please notify the Senedd Research team so that the online version can be updated.