


Ask for ANI step-by-step process

1

Clarify they are asking for ANI

If you think someone has used the codeword, **acknowledge** and check by using a phrase like “So you’d like to speak to ANI? OK, please come with me” or “Yes, ANI is available. Please come with me to the consultation room.”




2

Offer a private space

If the person is alone, **respond** by offering to accompany them to the consultation room.


If they’re with another adult, ask if they are able to come to the consultation room on their own.



3

Explain confidentiality

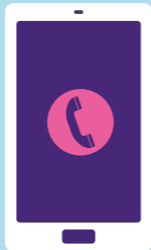
Explain how you will treat information disclosed to you or in front of you.



4

Explain what you can offer

Explain that you can help them access immediate support from the police, a national helpline or a local support service.



5

Ask what they would like to happen



Confirm whether they would like a police response, or support from a national helpline or local support service. Ask if they are comfortable making the call or if they would prefer you to make the call on their behalf.

6

Offer the phone to make the call



Act by calling the police or a support service. If the individual is able to make the call, provide a phone and the relevant number. If they want you to make the call, explain to the call handler that you are calling on behalf of someone using the ANI codeword.

7

Record the incident



Record use of the codeword on the **online form**.

8

Debrief with a colleague



To protect your wellbeing, talk to someone you trust about your experience and be kind to yourself.

National Domestic Abuse Helpline (England)
0808 2000 247

Live Fear Free Helpline (Wales)
0808 8010 800

Domestic Abuse and Forced Marriage Helpline (Scotland)
0800 027 1234

Domestic and Sexual Abuse Helpline (Northern Ireland)
0808 802 1414