

# Live Fear Free



## What is it?

Free, confidential 24/7 support for anyone affected by domestic abuse or sexual violence.

Here to support friends, family, and professionals seeking advice.



## When should I use it?

If someone seems distressed, fearful, or hints at being controlled, isolated, or unsafe.



## Signs to listen and look out for

Nervous, apologetic tone.  
Mentions of control ("I can't go out," "I'm not allowed to...").  
Fear of someone else's reaction.  
Isolation from friends and family.  
They are rarely left on their own and unable to talk freely.

## Gentle prompts

"How are things at home?"  
"Do you get to see your friends and family often?"  
"Would you like to talk to someone who can listen and support you in confidence?"  
"There's a service called Live Fear Free, they can help you whenever you're ready."

## Respond

**Believe and validate:** "You're not alone — this is not your fault."

**Prioritise autonomy:** Ask what they want to happen next.

**Contact Life Fear Free for advice.**



## Offer all contact options

If they want to contact Live Fear Free, ask:  
**"What's the best way for you to contact them?"**

**Call:** 0808 80 10 800

**Text:** 0786 007 7333

**Chat or email:** [www.gov.wales/livefearfree](http://www.gov.wales/livefearfree)

**BSL Users can also use the Convo app:** Type in 'Live Fear Free'.

## Key reminders

You don't need all the answers, just listen and offer help.  
Keep it calm, simple, and private.  
Never leave a voicemail or written message unless the caller says it's safe.  
Treat everyone you speak to with dignity and respect.

**A calm question and a kind word can bring someone closer to getting the help they need.**

## If you believe someone is at immediate risk:

Follow your organisation's adult safeguarding procedure or call 999 if danger is imminent.