



## **‘Ask for ANI’**

### **Guidance for police call handlers on the domestic abuse codeword scheme**

#### **What is Ask for ANI?**

During the COVID-19 period many victims of domestic abuse will have found themselves more isolated and may be finding it more difficult to access help and support.

In January the Government will be launching the **‘Ask for ANI’** domestic abuse codeword scheme to help victims access emergency support in the community. Victims will be able to use the codeword **ANI (Action Needed Immediately)** in pharmacies to let staff know that they require an emergency police response or help contacting a domestic abuse helpline or specialist support service.

#### **What to do if someone calls saying the ANI codeword has been used**

An ‘Ask for ANI’ call to the police may come from a member of staff in the pharmacy or from the victim themselves. Guidance to pharmacy staff sets out that they should let the police call handler know that the ANI codeword has been used. A victim calling from a pharmacy may also mention that they have used the Ask for ANI scheme.

**If a pharmacy or victim calls 999 to say that the ANI codeword has been used, police should take the following action.** The action outlined is to be taken in addition to normal procedures.

- The use of the codeword ANI should alert call handlers that help from the police is required by a victim of domestic abuse.
- Call handlers should request relevant information from the caller, including their location and make an assessment of the level of response required. A priority response should be the default, unless the assessment suggests that is not appropriate.
- Establish whether children are present with the victim and if so, use closed questions with yes/no answers to help avoid them overhearing details.
- Officers should be dispatched to the pharmacy in line with the response.
- The call handler should record that an Ask for ANI codeword call has been received and the outcome of the call.

In a non-emergency situation, a pharmacy may use the 101 number to contact the police. As above, the 101 call handler should record that an Ask for ANI call has been received and the outcome of the call.

If you have any questions or comments, please get in touch at [AskforANI@homeoffice.gov.uk](mailto:AskforANI@homeoffice.gov.uk)