






Ask for ANI: Information for non-participating pharmacies.

If someone uses the codeword 'ANI' in your pharmacy, you should take the following action:

	<ul style="list-style-type: none">• Discreetly acknowledge that they have used the codeword.• You could use a phrase like <i>'So you'd like to speak to ANI, please come with me.'</i>• Speak to them in a quiet, private area of the pharmacy, away from other customers to find out what they need – do they need emergency help from the police?
	<ul style="list-style-type: none">• If it is an emergency situation, you should follow your normal safeguarding procedures and call 999 if urgent assistance is required.
	<ul style="list-style-type: none">• If it is not an emergency situation and the individual would like advice and support in relation to domestic abuse, you should advise them to contact a national domestic abuse helpline. National helpline numbers are set out below. If possible, provide them with use of a phone and a safe, private space to enable them to make this phone call.

National Domestic Abuse Helpline (England)

0808 2000 247

Domestic Abuse and Forced Marriage Helpline (Scotland)

0800 027 1234

Live Fear Free Helpline (Wales)

0808 8010 800

Domestic and Sexual Abuse Helpline (Northern Ireland)

0808 802 1414

What is Ask for ANI?

Ask for ANI (Action Needed Immediately) is a codeword scheme developed by the Home Office to provide a discreet way for victims of domestic abuse to signal that they need emergency help from the safety of their local pharmacy.

How does the scheme work?

Victims of domestic abuse will be able to use the codeword **ANI** in pharmacies to let staff know that they require an emergency police response or help contacting a helpline or specialist support service. Participating pharmacies will ensure that all staff are aware of the codeword and have completed training on how to respond if someone asks for **ANI**.



Participating pharmacies will display posters in their window and around the pharmacy to let customers know that they can approach their staff to seek help.

When a victim uses the codeword or asks for help, the member of staff will ask the victim to accompany them to the consultation room. They will then check whether the victim is in danger and wants the police to be called. If so, the staff member will offer the use of a phone to dial 999 or make the call on the victim's behalf.

If the victim is not in an emergency situation, the staff member will support the victim to contact a national domestic abuse helpline or local support service. They may also contact the police via 101.

My pharmacy is not able to sign up to Ask for ANI but we'd like to support victims of domestic abuse – what can we do?

You can ask your local police for information about local domestic abuse helplines and support services to place around your pharmacy and/or put up posters for a national campaign, for example the 'You Are Not Alone' campaign, which signposts to advice and support on the [gov.uk website](https://www.gov.uk).

You could consider running the UK Says No More [Safe Spaces](#) scheme which involves providing a safe, private space, usually a consultation room, where victims of domestic abuse can access information about specialist support services and make a phone call if necessary. You can find out more about domestic abuse by reading the '[Understanding Domestic Abuse](#)' guidance that supports the Ask for ANI scheme. It answers some of the common questions about domestic abuse, provides information on the nature of domestic abuse and insight into what it's like to be trapped in the cycle of an abusive relationship.