

Article

Domestic abuse victim services, England and Wales: 2025

Information on services that are available to victims of domestic abuse in England and Wales.

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1 . Other pages in this release

- [Domestic abuse in England and Wales overview: November 2025](#)
- [Domestic abuse prevalence and trends, England and Wales: year ending March 2025](#)
- [Domestic abuse victim characteristics, England and Wales: year ending March 2025](#)
- [Domestic abuse and the criminal justice system, England and Wales: November 2025](#)
- [Redevelopment of domestic abuse statistics: research update November 2025](#)

2 . Main points

- The number of contacts to the National Domestic Abuse Helpline increased by 6.0% from 164,630 in year ending (YE) March 2024 to 174,562 in YE March 2025, a similar number to YE March 2023 (171,490).
- Respect Men's Advice Line was contacted 43,548 times via calls, emails and webchats in YE March 2025, a 6.2% increase compared with 41,011 in YE March 2024.
- The number of refuge bed spaces in England has risen every year since 2016 to 4,604 in 2025 but remains 19.9% below the minimum number of bed spaces recommended by the Council of Europe; no region has exceeded the minimum recommended bed spaces other than London and the West Midlands, which have done so each year since 2018 and 2021, respectively.
- The number of clients accessing Independent Domestic Violence Advisor (IDVA) services that use SafeLives' Insights tool has decreased year on year for the past three years to 1,507 in YE March 2025, from 2,873 in YE March 2022.
- The number of cases discussed at multi-agency risk assessment conferences (MARACs) in England and Wales increased by 10.8% to 119,250 in YE March 2025, compared with 107,674 in YE March 2024.

3 . Data on domestic abuse victim services

[Domestic abuse victim services](#)

Dataset | Released 26 November 2025

Data from different organisations on the availability of domestic abuse services and the characteristics of service users.

4 . Glossary

Domestic abuse

Domestic abuse is not limited to physical violence and can include a range of abusive behaviours. It can also be experienced as repeated patterns of abusive behaviour to maintain power and control in a relationship. The [Domestic Abuse Act 2021](#) defines domestic abuse as any incident or pattern of incidents between those aged 16 years and over who:

- are a partner
- are an ex-partner
- are a relative
- have, or there has been a time when they each have had, a parental relationship in relation to the same child

The Domestic Abuse Act 2021 outlines the following behaviours as abuse:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional, or other abuse

The Domestic Abuse Act 2021 recognises children aged under 18 years who see, or hear, or experience the effects of the abuse as a victim of domestic abuse if they are related or have a parental relationship to the adult victim or perpetrator of the abuse.

Helpline

A helpline is a telephone service that offers information, advice or support to callers about particular issues. A domestic abuse helpline offers these services to victims of domestic abuse and their families, friends, colleagues and others calling on their behalf. Local, community-based helplines are distinct from the 24-hour National Domestic Abuse Helpline. Many survivors may speak to both services, as the national helpline provides referrals to services in their local area, alongside refuge referrals, emotional support, risk assessment and safety planning, and information on rights and options.

Independent Domestic Violence Advisors

Independent Domestic Violence Advisors (IDVAs) are professionally qualified, specialist domestic abuse workers, who support high-risk victims of domestic abuse.

Multi-agency risk assessment conferences

A multi-agency risk assessment conference (MARAC) is a meeting where information is shared on the highest-risk domestic abuse cases between representatives from a range of agencies. After sharing all relevant information about the circumstances for a particular victim, the representatives discuss options for increasing the victim's safety and turn these into a coordinated action plan.

Refuge service

A domestic abuse refuge service provides emergency temporary accommodation for victims of domestic abuse with a planned programme of therapeutic and practical support.

5 . Data sources and quality

This publication is part of our domestic abuse statistics release. It presents information on services that are available to victims of domestic abuse in England and Wales. Other commentary discussing domestic abuse in England and Wales can be found in the [Domestic abuse in England and Wales overview](#).

To provide insight into how domestic abuse services respond to victims of domestic abuse, we have sourced data from a range of organisations. These data are sourced from non-governmental, administrative datasets and are not classified as official statistics.

The following services are included in this publication:

- [Karma Nirvana](#)
- [ManKind Initiative](#)
- [The National Domestic Abuse Helpline, run by Refuge](#)
- [Men's Advice Line and Respect Phonenumber, run by Respect](#)
- [SafeLives](#)
- [Welsh Women's Aid](#)
- [Women's Aid Federation of England](#)

For further information about the data sources available from the victim services see Section 7 of our [Domestic abuse victim services, England and Wales: November 2020 article](#) .

More quality and methodology information on strengths, limitations, appropriate uses, and how the data were created is available in our [Domestic abuse quality and methodology information \(QMI\)](#).

6 . Related links

[How domestic abuse data are captured through the criminal justice system: November 2025](#)

Article | Released 26 November 2025

Information on the stages of the criminal justice process in England and Wales, and how data are captured at each stage.

7 . Cite this article

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