

COVID 19

Violence Against Women / Gender-based Violence Services

Information about GBV services for frontline staff supporting individuals experiencing gender-based violence

April 14th 2020

National and local GBV and associated support services availability during the current COVID-19 outbreak.

Services are provided for women in line with Scottish Government Guidelines on self isolation and social distancing.

This will be reviewed regularly and updated as changes happen.

Please email kath.gallagher@ggc.scot.nhs.uk with any updates

GBV SERVICES

National Helplines:

- **National Domestic Abuse and Forced Marriage helpline**
Call: 0800 027 1234 (open 24/7) Freephone
- UK wide Refuge freephone 24-hour National Domestic Abuse Helpline
[0808 2000 247](tel:08082000247) <https://www.nationaldahelpline.org.uk>
- **National Rape Crisis Helpline open daily 6pm – 12am (midnight)**
Available for survivors of all forms of sexual violence and abuse
Call: **08088 01 03 02**
Text: **07537 410 027**
Email: support@rapecrisisScotland.org.uk
- **National LGBT & Domestic Abuse Helpline** Monday to Friday, 10am – 5pm and Wednesday to Thursday Call: 0800 999 5428
Email: help@galop.org.uk
- **Amina – Muslim Womens Resource Centre helpline**
Call: 0808 801 0301 Freephone
Open Monday to Friday 10am - 4pm
- **Action on Elder Abuse helpline**
Open Monday to Friday, 9am - 5pm. Call: 0808 808 8141

The Scottish Women's Rights Centre have an up to date list of availability of all violence against women services during the Covid 19 outbreak including FGM; legal rights, immigration, victim support, housing

<https://www.scottishwomensrightscentre.org.uk/news/covid-19coronavirus-info/covid-19-support-available-for-women-experiencing-abuse/>

[This site is highly recommended as covers a wide range of service information](#)

NHSGGC wide services:

Domestic Abuse

ASSIST: continues to provide telephone support service to women, men, children and young people affected by domestic abuse. NHS staff can refer with victim's consent if they are in contact with victims who have domestic cases going through criminal court no matter how long away the dates are.

Contact ASSIST assist@glasgow.gov.uk or 0141 276 7710
leave a message

Rape and Sexual Assault

Glasgow & Clyde Rape Crisis: Mon to Fri 11am to 4pm

Contact: Tel: 08088 00 00 14 FB @GlasgowRapeCrisis;
Twitter@RCCGlasgow; Instagram @glasgowandclydercc

Archway provides sensitive support and physical examination services for people who have experienced rape or sexual assault in last 7 days

Archway is continuing to provide support during the Coronavirus (COVID-19) situation. <http://archway.sandyford.org/>

Please call us on 0141 211 8175, if you have been raped or sexually assaulted in the last 7 days. If on the rare occasion your call can't be answered then you will be able to leave a voicemail and an Archway nurse will call you back to discuss your enquiry.

If you are in any threat of danger please dial 999.

BME Women's Services : settled status / asylum seekers and refugees.

Amina – Muslim Womens Resource Centre Helpline

Call: 0808 801 0301 Freephone

Open Monday to Friday 10am - 4pm

Hemat Gryffe Womens Aid

Support for **women from BME communities** affected by domestic abuse. Telephone and email support

Contact: 07792 017 442 or 07866 936 644

Email: womensaid@hematgryffe.org.uk

Availability: 9am to 5pm

Women's Support Project Rights & Choices

Glasgow based Rights & Choices project works with migrant, refugee and asylum-seeking women who are isolated and / or have experienced violence. Work will continue by phone, text, email and WhatsApp.

We can:

- Contact women weekly, or as needed, to help combat isolation, and check if there are any urgent needs. This service will be provided by both staff members and volunteers.

- Circulate useful information, eg about local food banks and delivery services
- Help women access services, eg if there are language barriers
- Help women access emergency funds for food and fuel

- Workers can refer by email to enquiries@womenssupportproject.org.uk

Where possible please use the referral form on our website

www.womenssupportproject.org.uk - see Rights & Choices section.

- Women can contact us by phoning:
 - Sabina 07718493185 (Monday to Wednesday) Sabine speaks English, French and broken English
 - Samira 07718493182 (Monday, Tuesday Wednesday and Thursday mornings) Samira speaks English, Somali and Swahili.
 - Women can also email to enquiries@womenssupport.org.uk

HSCP Locality Information

East Dunbartonshire

Empowered is made up of members from a range of Council Services, Councillors, other statutory services and voluntary services operating in East Dunbartonshire.

Services which are represented on Empowered include:

- * [Addaction Families Plus](#)
- * [Carer's Link](#)
- * [Ceartas](#)
- * [Citizens Advice Bureau](#)
- * East Dunbartonshire Association for Mental Health (EDAMH)
- * [East Dunbartonshire Council – Children's Services](#)
- * [East Dunbartonshire Council – Criminal Justice Services](#)
- * East Dunbartonshire Council – Community Protection Services

- * [East Dunbartonshire Council – Homelessness Services](#)
- * [East Dunbartonshire Health and Social Care Partnership](#)
- * [East Dunbartonshire Women’s Aid \(EDWA\)](#)
- * East Dunbartonshire Youth Council
- * [NHS Greater Glasgow & Clyde](#)
- * [Police Scotland](#)
- * [Rape Crisis Glasgow](#)
- * [Scottish Families Affected by Alcohol & Drugs](#)
- * [Scottish Prison Service](#)
- * [Victim Support](#)

Empowered partners hold a wide range of knowledge and expertise and meet on a six-weekly basis to:

- * Share current practice and developments
- * Consider the implications of national policies/initiatives on local services
- * Highlight gaps and add value to local services through working more closely together
- * Develop and carry out an Outcome focused Action Plan annually.

Empowered is guided by the [Local Outcome Improvement Plan](#) and as such, reports on activities annually to the Community Planning Partnership Board. The Partnership works to [a five-year Strategy with a rolling one-year Action Plan](#). This plan sets out activities which are structured around the national Outcomes and Priorities set by the Scottish Government in [Equally Safe](#).

East Renfrewshire Domestic Abuse

- **Women’s Aid East Renfrewshire**

Our helpline is available Mon-Fri 9am-5pm and Wednesday evening from 7.30pm to 9pm. Tel 0141 404 0015.

Our duty service will still be accepting referrals by phone and by email and we will still be admitting to refuge during office hours (where space is available).

Our 24 hour on call service will be available to women currently in refuge.

Live chat is available Mon-Fri 9am-5pm and Thursday 7.30pm-9pm
www.wasler.org.uk.

We also offer support via email on info@wasler.org.uk

Glasgow Domestic Abuse

- **Glasgow East Womens Aid**

Description of Service: support and advocacy for women, children and young people affected by domestic abuse.

Contact: 0141 781 0230 answering machine leave a message for call back

Email: info@gewa.org.uk

Available: Monday to Friday answering machine and email checked twice daily. Proactively contacting current service users and families in refuge, offering online and telephone support.

- **Glasgow Womens Aid:**

Monday to Friday 10am to 4pm

Helpline **0141 553 2022**

Email Support: officecover@glasgowwomensaid.org.uk

- **Daisy Project (South Glasgow Domestic Abuse support services)**

DAISY will provide a telephone support and advocacy service for women affected by domestic abuse. We will provide risk assessment, safety planning and emotional and practical support. A culturally appropriate service will be provided for women from Black and Minority Ethnic Communities

Contact nos and/or email address: Tel: 0141-634-4053 or email office@thedaisyproject.org.uk

Availability times: Mon - Friday 9am-5pm with evening and weekend availability as required.

- **Glasgow & Clyde Rape Crisis: Mon to Fri 11am to 4pm**

Contact: Tel: 08088 00 00 14 FB @GlasgowRapeCrisis; Twitter @RCCGlasgow; Instagram @glasgowandclydercc

- **Social Work Direct:** 0141 287 0555 (office hours)

0300 343 1505 (out of hours)

Inverclyde

Please contact Fiona.Miller@ggc.scot.nhs.uk or Sharon.Sale@inverclyde.gov.uk for info on local services

Renfrewshire

Domestic Abuse

Renfrewshire Women's Aid

Providing telephone support via their main number which is 0141 561 7030 to both new and existing contacts, Monday to Friday, 9am until 4pm.

They are continuing to support women and their families living in our refuge accommodation, however we are currently full and as no one is able to move to permanent tenancies until we return to some kind of normality, it's unlikely this will change.

Women deemed to be at very high risk of harm by services when referring are

being contacted by telephone where it is safe to do so. Risk assessment and safety planning carried out by telephone

Renfrewshire : All forms of GBV

Women and Children First (as of 31/03/2020)

Workers providing telephone support in the first instance

Existing clients

- All open cases/clients will continue to receive telephone support
- Wellbeing, safety and practical issues such as food, baby items will be discussed
- Basic referral information will be taken by the business support team (0300 300 0345) who will pass this information to me by email or telephone.
- Where possible the referrer will be contacted for a fuller discussion on the reason from referral.
- Only case where there are risks of further harm, concerns for children or police intervention will be allocated.
- WCF will not operate a waiting list for non urgent cases.
- Cases where there is the potential for risk will be allocated to the WCF support staff who will complete a risk assessment and safety plan
- Staff will progress actions as required

MARACs

IDAA referrals (women whose risk of immediate serious harm is high)

- These will be emailed directly to WCF Manager and allocated to the WCF IDAA staff
- Staff will contact the client and complete the risk assessment and safety plan
- Staff will progress actions as required

New referrals

Our switchboard number is 0300 300 0345 (this should be fully operational again). Alternatively you may email me at louise.moore-sw@renfrewshire.gov.uk

West Dunbartonshire please contact annie.ritchie@wdc.gcsx.gov.uk or mary.holt@wdc.gcsx.gov.uk for info on local services

Women Involved in Prostitution/ trafficked for prostitution

Routes Out

Routes Out offering telephone support to new and current. Offering advocacy to benefits, money advice, homelessness, addictions services. Harm reduction services continue to be available at Drop In door service only.

Contact: TEL: 0141 276 0737

Name of Service: TARA

Support to victims of human trafficking for sexual exploitation. Telephone support and advocacy support for current service users.

Out of hours will respond, **telephone only 12am and 9am**. These changes ensure we continue to have service capacity to provide in person responses to urgent cases and/or new referrals.

Call: 0141 276 7724 (telephone only between 12am and 9am)

SAY Women

All services being delivered via phone or internet. Emotional support to all SAY Women service users 16-25 (homelessness and sexual abuse).

Availability: 9.30 to 5 Mon - Friday

Contact: 0141 552 5803

Email : enquiries@say-women.co.uk.

Women Involved in the Sex Industry

Description of Service: We are working with the Scottish Government and other partners to ensure that the needs of women in the sex industry are included in emergency responses and planning. There is an urgent need for immediate support to provide food, resources and utilities. Many women are not able to access financial supports, have no savings to fall back on and have no income. Some women need assistance in claiming benefits and navigating systems. We are supporting agencies in the Encompass Network develop and deliver services by providing up to date information on housing, local support and benefits / finances.

<https://www.encompassnetwork.info/>

We are a key agency in CLiCK, a partnership of Scottish services, working together to provide confidential support to women selling or exchanging sex online in Scotland. Women can use Click online chat and check out their website for useful information www.click.scot We can support women to:

- Access money and resources. Women can speak confidentially to our Development Officer on anna@click@womensupportproject.org.uk
- workers and services about emerging issues affecting women in the sex industry. We have concerns about women being sexually exploited during the crisis, e.g. in exchange for food, and the possibility of women who had left prostitution being pushed back.
- We are also concerned about women moving online to sell sexual images in insecure platforms.

If you have information on these issues please email

linda@womenssupportproject.org.uk

Wise Women

Proactively contacting current service users offering online and telephone support.

Support and advocacy; responding to disclosure; safe accommodation; guidance through criminal justice systems; hate crime legislation; access to legal support and child protection issues.

WiseWomen regret they do not have capacity to respond to new referrals currently

COPFS; Crown Office Prosecution Services

Guidelines issued acknowledge the particular risks associated with domestic abuse cases which will mean that, in some cases, it will be both reasonable and necessary to hold a person in custody pending the submission of a report to the Procurator Fiscal. Police officers must have regard to the terms of the Domestic Abuse Protocol when considering release of persons arrested for domestic abuse offences.

<https://www.copfs.gov.uk/media-site-news-from-copfs/1876-joint-statement-from-lord-advocate-and-chief-constable>

Housing and Homelessness

Shelter Scotland

Call: 0808 800 4444 (Mon-Fri, 9am-5pm)

Chat: you can [contact them through online chat here](#).

Information: get information on [coronavirus and housing issues here](#).

Positive action in housing

Call: 0141 353 2220

More info: www.paih.org

Benefits, money and general advice

<https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/money-worries/>

This info will be reviewed regularly and updated as quickly as possible changes happen.

Please email kath.gallagher@ggc.scot.nhs.uk with any updates

**Kath Gallagher
14th April 2020**

