

## **COVID 19 Violence Against Women Services Glasgow**

### **Support for women experiencing abuse**

Please find below a list of services available in Glasgow during the current COVID-19 outbreak. Support services are available for women in line with Scottish Government Guidelines on self isolation and social distancing.

This information is has been compiled in order that individuals and organisations are aware of the level of help and support available from front line violence against women services.

Below is a list of services available nationally and locally, this includes opening times and services that are available now.

This will be reviewed regularly and updated as changes happen.

### **Helplines:**

- **Amina – Muslim Womens Resource Centre helpline**  
Call: 0808 801 0301  
Open Monday to Friday 10am - 4pm
- **Domestic Abuse and Forced Marriage helpline**  
Call: 0800 027 1234 (open 24/7)
- **Glasgow Womens Aid: Monday to Friday 10am to 4pm**  
Helpline **0141 553 2022**
- **Glasgow & Clyde Rape Crisis: Mon to Fri 11am to 4pm**  
Contact: Tel: 08088 00 00 14 FB @GlasgowRapeCrisis; Twitter @RCCGlasgow; Instagram @glasgowandclydercc
- **Rape Crisis Scotland: open daily 6pm – 12am**  
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](mailto: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](mailto:help@galop.org.uk)

## General Helpline

- **Emergency Homelessness:** 0800 838 502
- **Social Work Direct:** 0141 287 0555 (office hours)  
0300 343 1505 (out of hours)
- **Scottish Welfare Helpline:** 0141 276 1177

## Name of Service: ASSIST

**Description of Service:** ASSIST continues to provide telephone support service to women, men, children and young people affected by domestic abuse and who are going through the criminal justice process. ASSIST continue to offer advocacy, support, risk assessment and safety planning.

**Contact:** [assist@glasgow.gov.uk](mailto:assist@glasgow.gov.uk) or 0141 276 7710 leave a message

## Name of Service: Routes Out

**Description of Service:** Routes Out offering telephone support to new and current women involved in prostitution. 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

**Description of Service:** 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)

## Name of service: SAY Women

**Description of service:** 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](mailto:enquiries@say-women.co.uk).

## **Name of service: The DAISY Project**

**Description of service on offer:** 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](mailto:office@thedaisyproject.org.uk)

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

## **Name of service: Hemat Gryffe Womens Aid**

**Description of service :** 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](mailto:womensaid@hematgryffe.org.uk)

**Availability:** 9am to 5pm

## **Name of Service : Women's Support Project Rights & Choices**

**Description of Service:** Our 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](mailto:enquiries@womenssupportproject.org.uk) Where possible please use the referral form on our website [www.womenssupportproject.org.uk](http://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@womenssupportproject.org.uk](mailto:enquiries@womenssupportproject.org.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](http://www.click.scot) We can support women to:

- Access money and resources. Women can speak confidentially to our Development Officer on [annaclick@womensupportproject.org.uk](mailto:annaclick@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](mailto:linda@womenssupportproject.org.uk)

## **NAME OF SERVICE: GLASGOW & Clyde Rape Crisis**

**Description of service:** Helpline services are available Monday to Friday 11am – 4pm

**Availability:** Mon to Fri 11am to 4pm

**Contact:** 08088 00 00 14

FB @GlasgowRapeCrisis; Twitter @RCCGlasgow;

Instagram @glasgowandclydercc

## **Name of Service: Glasgow Womens Aid**

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

**Helpline/Crisis support:** Monday to Friday 0141 553 2022 10am – 4pm

**Email Support:** [officecover@glasgowwomensaid.org.uk](mailto:officecover@glasgowwomensaid.org.uk)

## **Name of Service: 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](mailto: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.

## **Name of Service: Wise Women**

**Description of Service:** 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. This may change.

## **On Line Information**

**The Scottish Women's Rights Centre have an up to date list of availability of services during the Covid 19 outbreak**

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

To add your information to this list [kirstihay@gmail.com](mailto:kirstihay@gmail.com)