



women

where to go for advice,
support and information
in the Glasgow area

2014/2015

www.gvawp.org.uk

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Introduction

The Glasgow Violence Against Women Partnership defines violence against women, children and young people as a function of inequality and an abuse of male power and privilege.

GVAWP recognises the different forms of male violence that women, children and young people may be subject to; domestic abuse, rape and all other forms of sexual violence and abuse, child sexual abuse, stalking and harassment, harmful cultural practices including female genital mutilation, forced and child marriage and so called 'honour crimes'; prostitution; trafficking and other forms of commercial sexual exploitation. GVAWP acknowledges the links between these different forms of violence as well as the importance of understanding links between male violence and child protection.

How to use this booklet

This booklet has been designed to be used by both women looking for services and by workers who are looking to access services for women, children and young people they support.

Part One

Contains helpline numbers and opening times.

Part Two

This section gives detailed information about all the organisations in Glasgow who provide direct services for women, children and young people who have experienced any form of gender based abuse, whether it is happening now or it has happened in the past.

Part Three

This section gives details of organisations who provide more general services for women and for men.

Need more?

If you need more detailed information about what any of the services may be able to offer, please do not hesitate to contact the organisations directly: they will be willing to help. Many of the organisations in this booklet have their own written information booklets, leaflets etc. that you can read in your own time. Some also produce information in other languages and formats. These are available directly from the agency and may also be found in health centres, libraries and learning centres. Most of the organisations have their own websites which you can access when it is safe to do so at home or in a library etc.

The organisations are listed alphabetically in all three sections.

Part One

Helpline Contact Numbers

Glasgow Helpline Numbers

AMINA – THE MUSLIM WOMEN’S RESOURCE CENTRE – 08088 01 03 01

Helpline open: Monday to Friday 10.00 am
until 4.00 pm

ARCHWAY GLASGOW – 0141 211 8175

Accessible 365 days a year, 24 hours a day.

DRUMCHAPEL WOMEN’S AID – 0141 944 0201

Support 24 hours a day, 7 days a week

GLASGOW EAST WOMEN’S AID – 0141 773 3533

Monday and Friday – 9.30 am to 1.30 pm
Tuesday to Thursday – 9.30 am to 3.30 pm

GLASGOW WOMEN’S AID – 0141 553 2022

Helpline 9.30 am to 4.30 pm Monday to Friday

HEMAT GRYFFE WOMEN’S AID – 0141 353 0859

Monday to Friday – 9.00 am to 5.00 pm

RAPE CRISIS CENTRE – 08088 00 00 14

Helpline every day from 11.00 am to 2.00 pm
and Monday to Thursday 5.30 pm to 7.30 pm

RESPONSE – 0808 202 1162

Out of hours service weekdays 5.00 pm to 9.00 am
Weekend and Public Holidays

THE TARA SERVICE – 0141 276 7724

Support available 9.30 am to 4.30 pm

Scottish and UK Helpline Numbers

BREATHING SPACE – 0800 8385 87

Helpline open Monday to Thursday 6.00 pm until 2.00 am and 24 hours at weekends

BRISTOL CRISIS SERVICE FOR WOMEN – 0780 047 2908 (text only)

TESS text and email service for young women up to 25 years who self-injure

FGM HELPLINE – 0800 028 3550

Helpline open 24 hours a day, 365 days of the year

FORCED MARRIAGE HELPLINE (Scotland) – 0800 027 1234

Helpline open 24 hours a day, 365 days a year.

FORCED MARRIAGE HELPLINE (UK) – 0800 5999 247

Helpline open 9.00 am until 9.00 pm 365 days a year.

IN CARE SURVIVORS – 0800 121 6027

RAPE CRISIS SCOTLAND – 08088 01 03 02

Helpline open 6.00 pm until Midnight 365 days of the year

SCOTTISH DOMESTIC ABUSE HELPLINE – 0800 027 1234

Helpline open 24 hours a day, 365 days of the year

Part two

Organisations which offer specialised services on violence against women, children and young people

ABERLOUR – The Bridges Partnership

Address: Saracen House
139 Saracen Street
Glasgow
G22 5AZ

Tel: Contact via email

Email: bridgespartnership@aberlour.org.uk

Website: www.aberlour.org.uk

Aims:

The Bridges Partnership is a multi-agency partnership between Aberlour Child Care Trust, Shelter Scotland, and Glasgow Housing Association. The service operates across the north west of Glasgow and supports expectant mothers and women and children who have experienced or are experiencing domestic abuse.

Services:

A Housing Advice and Support Worker and Children and Family Workers provide advice, and individually tailored packages of holistic support in conjunction with our partner agencies.

Access:

- Women only service
- Wheelchair access available
- Lift access available
- Accessible toilets
- Info in other languages or large print
- Access to interpreters
- Outreach service available

Area Covered:

North West Glasgow

Hours:

Monday to Friday, 9.00 am until 5.00 pm

ARCHWAY GLASGOW

Address: 6 Sandyford Place
Glasgow G3 7NB
Tel: 0141 211 8175
Helpline No: 0141 211 8175
Fax: 0141 211 6705
e-mail: archway@ggc.scot.nhs.uk
Website: www.sandyford.org

Aims:

To provide an integrated service supportive and responsive to the needs of survivors of rape and sexual assault in the immediate aftermath.

Provision of forensic, health and support services within one central location.

Services:

Single location where anyone over the age of 13 who have experienced rape and serious sexual assault within the last 7 days can attend and:

- Consider options available to them
- Have a forensic medical carried out as sympathetically as possible in private,

this can be done whether the police are involved or not

- Receive emergency contraception and pregnancy testing
- The information and help you need regarding sexually transmitted infections and blood borne virus testing
- Receive support, advocacy and counselling
- Support if you choose to give a full statement to the police

Access:

Referrals by telephone only

- Wheelchair access
- Access to interpreters

Area Covered:

Will see self-referrals from anywhere
Police referrals from the former Strathclyde Police area

Hours:

Accessible 365 days a year, 24 hours a day.
Appointment by telephone only, this is NOT a drop in service.

ASSIST (Advice, Support, Safety & Information Services Together)

Address: Community Safety Glasgow
Eastgate
727 London Road
Glasgow G40 3AQ

Tel: 0141 276 7710
e-mail: assist@glasgow.gov.uk
website: www.saferglasgow.com

Aims:

ASSIST is a Specialist Independent Domestic Abuse Advocacy and Support Service focussed on reducing the risk to and improving the safety of victims of domestic abuse, and has Leading Lights Accreditation from CAADA.

ASSIST's aims are to ensure that all victims of domestic abuse, women, children and men, are safe, informed and supported throughout their involvement with the criminal justice system. ASSIST provides both an individual and institutional advocacy service, thereby ensuring that all victims of domestic abuse benefit from the service. Partnership working is at the heart of the ethos of ASSIST.

Services:

ASSIST receives referrals from Police Scotland following a call out in relation to an incident between partners or ex-partners.

ASSIST supports both female and male victims of domestic abuse, offers access to a Risk Assessment and Safety Planning process and provides an opportunity to relay the victim's views into court.

ASSIST's Children's and Young People's Service prioritises high-risk situations including where a child is a cited witness or has witnessed an incident.

Where someone is considered to be at high risk of further harm, ASSIST coordinates MARACs (Multi Agency Risk Assessment Conferences) as a risk management process in Glasgow, Inverclyde, South Lanarkshire and North Lanarkshire with others in development. ASSIST works in partnership with SW Services to provide a partner support service where the perpetrator is participating in a groupwork process.

Glasgow's CEDAR project (Children Experiencing Domestic Abuse Recovery) is hosted at ASSIST in partnership with Glasgow WA. CEDAR provides a therapeutic 12 week groupwork programme for children and young people in recovery from domestic abuse that runs alongside a concurrent groupwork programme for their mothers.

Access:

Most support is offered via telephone with face to face support offered where required. Building is accessible to wheelchairs including lifts and toilets. Interpreters used when needed.

Area Covered:

ASSIST operates across the old Strathclyde Police Force area and for male victims only, the area covered by Edinburgh's Domestic Abuse Court.

Hours:

9.00 am – 5.00 pm Monday to Friday.
Arrangements can be made where necessary for contact to happen outside office hours.

CASTLEMILK LAW CENTRE – Criminal Injuries And Women’s Rights Project

Address: 155 Castlemilk Drive
Castlemilk, Glasgow G45 9UG
Tel: 0141 634 0313
Fax: 0141 634 1944
e-mail: mail@castlemilklawcentre.co.uk

Aims:

To provide legal advice and representation to women in Castlemilk and surrounding areas.
To provide support and legal assistance to children and families in the Castlemilk area.

Services:

- Legal advice for women and children
- Obtain court orders for interdicts and non-harassment orders
- Legal advice on housing and employment law
- Legal representation at employment tribunals and children’s hearings

Access:

- Service for women and children only
- Direct access or referral by another agency
- Disabled access
- Interpreters by arrangement
- Car park

Area Covered:

Castlemilk

Hours:

Monday to Friday 9.30 am - 12.45 pm
2.00 pm - 4.45 pm

DRUMCHAPEL WOMEN'S AID

Address: 8 Essenside Avenue
Drumchapel
Glasgow G15 6DX

Tel. (Support): 0141 944 0201

Fax: 0141 944 0201

Aims:

We offer support and temporary accommodation to women and their children (if any) who are suffering domestic abuse from a partner or ex-partner. This service is run by women for women.

Services:

- Telephone support
- Refuge accommodation
- Drop in service
- Awareness raising and training
- Women can contact the service direct or be referred by another agency

Access:

- Wheelchair access to the drop-in
- Accessible toilets in the drop-in
- Written information available in large print
- Advice and support surgeries in community venues
- First contact with the service must be in English

Area Covered:

Drumchapel and surrounding areas

Hours:

Phone Line:

24 hours opening, 7 days a week

Drop-In:

Monday to Friday 10.00 am until 5.00 pm

FAMILY SUPPORT PROJECT (Social Work Services)

Address: 229 Orr Street
Bridgeton
Glasgow G40 2BN

Tel: 0141 276 4160

Aims:

Family Support Projects aim to support survivors of childhood sexual abuse and their families. We work with children and adults, females and males.

Services:

- Individual work
- Group work when appropriate
- Consultation to social work colleagues
- Training
- Contact with the service is not time limited

Access:

Limited accessibility, no text phone, no information in other languages, we can arrange interpreters.

Area Covered:

Both projects cover the whole of Glasgow

Hours:

Monday to Thursday 8.45 am to 4.45 pm
Friday 8.45 am to 3.55 pm

No outreach service or drop in service.

FAMILY SUPPORT PROJECT (Social Work Services)

Address: 11 Ladyloan Avenue
Drumchapel
Glasgow G15 8LE
Tel: 0141 944 4025

Aims:

Family Support Projects aim to support survivors of childhood sexual abuse and their families. We work with children and adults, females and males.

Services:

- Individual work
- Group work when appropriate
- Consultation to social work colleagues
- Training
- Contact with the service is not time limited

Access:

Limited accessibility, no text phone, no information in other languages, we can arrange interpreters.

Area Covered:

Between both projects the whole of Glasgow is covered.

Hours:

Monday to Thursday 8.45 am to 4.45 pm

Friday 8.45 am to 3.55 pm

No outreach service or drop in service.

GLASGOW EAST WOMEN'S AID

Address: 753 Westerhouse Road

Easterhouse

Glasgow G34 9PB

Tel (Office): 0141 781 0230

Tel (Support): 0141 773 3533

e-mail: collective@gewa.org.uk

website: www.gewa.org.uk

Aims:

To assist women, children and young people affected by domestic abuse. To work with other agencies to tackle and help eradicate domestic abuse. To campaign for women, children and young people in bringing about a fairer society.

Services:

We provide individual support and counselling, group work, family and parenting support, accommodation, financial advice, out-reach and court support.

We liaise with statutory services and use our experience of multi-agency work to promote and improve services to women.

Access:

We are a women only service. Our office, while on the first floor, is wheelchair accessible via a lift. Our rooms and toilet are wheelchair accessible. We can arrange interpreters for non-English speakers. We have one accessible refuge space.

Area Covered:

We cover the East End and part of the North of Glasgow but will consider individual requests from outside this geographic boundary.

Hours:

Monday and Friday 9.30 am - 1.30 pm for drop in

Tuesday to Thursday 9.30 am – 3.30 pm for drop in

GLASGOW WOMEN'S AID

Address: 4th Floor, 30 Bell Street
Glasgow G1 1LG

Tel (Support): 0141 553 2022

e-mail: admin@glasgowwomensaid.org.uk

Website: www.glasgowwomensaid.org.uk

Aims:

We provide information, support and temporary accommodation for women,

children and young people experiencing domestic abuse.

Services:

- Helpline service
- Drop in service
- Refuge accommodation
- Children and Young People Outreach service
- Women's Outreach Service
- Legal surgery
- Play Therapy
- Training for external agencies

Access:

- Lift available
- Literature available in various languages
- Interpreter can be arranged

Area Covered:

Refuge provision is in Glasgow, however we support women from all areas.

Hours:

Helpline and drop in open 9.30 am to 4.30 pm
Monday to Friday

**GORBALS LAW CENTRE - Criminal Injuries
And Women's Rights Project**

Address: 72 Commercial Road
(Twomax Rear Annex)
Glasgow G5
Tel: 0141 418 1010
Fax: 0141 418 1016
e-mail: mail@gorbalslawcentre.co.uk

Aims:

To provide legal advice and representation to victims of domestic abuse, sexual abuse and rape, about criminal injuries compensation.

Services:

- Legal advice
- Legal representation
- Training
- Leaflets

Access:

- Service for women and children only
- Direct access or referral by another agency
- Disabled access
- Disabled parking nearby
- Interpreters by arrangement
- Some written information in translation

Area Covered:

Glasgow

Hours:

Monday to Friday 9.30 am - 12.45 pm
 2.00 pm – 4.45 pm

HEMAT GRYFFE WOMEN'S AID

Address: 0/1 24 Willowbank Street
 Glasgow G3 6LZ
Tel (Support): 0141 353 0859
Fax: 0141 564 1316
e-mail: womensaid@hematgryffe.org.uk
Website: www.hematgryffe.org.uk

(English and 5 different languages) including Bengali, Cantonese, Hindi, Punjabi, Urdu

Aims:

To provide safe temporary refuge accommodation, support and information primarily to women, children and young people from the black and minority ethnic community who experience domestic abuse and girls who face forced marriage situations. We operate an open door policy and will turn no woman away.

It is our aim to treat women, children and young people as individuals and to value and respect their specific cultural sensitive needs and rights. To have privacy and proper respect, receive the time and space and facilities needed, free from intrusion, provided it is safe for you and everyone else.

Services:

- Safe temporary refuge accommodation
- Outreach services for women, children and young people
- Drop in and appointment service for women, children and young people
- Information and support on a wide range of issues
- Culturally sensitive counselling
- Welfare benefits
- Immigration issues: Domestic Violence Rule
- Legal issues information

Access:

- Workers who speak a range of languages - Urdu, Punjabi, Hindi and Nepalese
- Female interpreters by arrangement
- Translated information in Urdu, Punjabi, Hindi, Bengali, and Cantonese
- Women can be referred by other agencies or can self refer
- First contact to Hemat Gryffe Women's Aid can be made in English, Urdu, Punjabi, Hindi, or Nepalese
- This is a women only service

Area Covered:

UK wide

Hours:

Monday to Friday 9.00 am -5.00 pm

LEGAL SERVICES AGENCY - WOMEN & YOUNG PERSON'S SERVICE

Address: 3rd Floor
 Fleming House
 134 Renfrew Street
 Glasgow G3 6ST

Tel: 0800 316 8450
(Helpline) (Tuesdays 2pm to 4 pm only)

Tel: 0141 353 0859
(Office)

e-mail: lsa@btconnect.com

Website: www.lsa.org.uk

Aims:

The Women and Young Persons' Department of the Legal Services Agency offers a holistic legal service to refugee, asylum seeking and migrant women and young people in Scotland. The Department's legal services are based on the following principles:-

- Early and effective legal advice
- Solicitors employ a human rights-based approach
- A holistic service is provided to clients
- Assistance is tailored towards the needs of each particular client and provided within a safe environment
- Solicitors work closely and in partnership with statutory and third sector organisations

The Department has a wider policy remit to improve outcomes for its client group in Scotland and in order to meet this remit offers:- (1) free second-tier advice to lawyers, organisations and individuals who are assisting or supporting this client group; and (2) contributes to training, research and policy in issues that directly affect this client group at a local and national level.

Services:

Legal Advice and Representation - Female lawyers are available

Second Tier Advice for organisations working with refugee, asylum seekers and migrants

Training

Access:

There is lift and wheelchair access.
Independent interpreters will be arranged if required.

Area Covered:

Scotland

Hours:

Legal advice is available by:-

- Appointment – call 0141 353 3354 or 0800 316 8450 to arrange an appointment between the hours of 9 am and 5 pm Monday to Friday.
 - Free Telephone advice – Tuesdays 2 pm – 4 pm on the same numbers as above.
 - Free Drop in Service – Wednesdays 10 am to 12.30 pm at our office at Fleming House, Glasgow.
-

RAPE CRISIS CENTRE

Address: 5th Floor
30 Bell Street
Glasgow, G1 1LG

Tel (Support): 08088 00 00 14
Tel (Office): 0141 552 3201
Textphone: 0141 552 4244
Fax: 0141 552 3204

E-mail
(Office): info@rapecrisiscentre-glasgow.co.uk

E-mail
(Support): support@rapecrisiscentre-glasgow.co.uk

Website: www.rapecrisiscentre-glasgow.co.uk

Aims:

To provide free and confidential support to women, girls and their family members who have been raped, sexually assaulted and/or sexually abused, no matter when or how. Women can be referred to the Rape Crisis Centre by other agencies or can contact the project direct.

Services:

- Crisis helpline support
- Ongoing telephone support
- E-mail support
- Face to face support
- Advocacy support
- ROSEY Project - Specialised services for young women from aged 13 years plus prevention workshops by arrangement
- RUBY Project - Specialised services for BME women with Independent Sexual Violence Advocacy for women asylum seekers and refugees
- JUNO Project - Group work programmes for survivors of sexual violence, partners and family members and for young women and girls
- Training and consultation

Access:

- Female interpreters by arrangement
- Signer by arrangement
- Information available in a range of community languages
- Access to Big Word for phone support in other languages

- Advice and support surgeries in community venues
- This is a service run by women for women

Building is accessible with lift to 5th Floor. Premises fully accessible inside. We are unable to provide childcare on site, but childcare expenses can be paid in some circumstances. Public transport costs can also be paid in some circumstances.

Area Covered:

Glasgow, East Dunbartonshire, West Dunbartonshire, Inverclyde, East Renfrewshire, Renfrewshire

Hours:

Freephone telephone helpline available seven days per week from 11.00 am until 2.00 pm
Helpline also available Monday to Thursday evenings from 5.30 pm until 7.30 pm
Face to face appointments available daytime and evening by arrangement
Drop in each Wednesday from 10.30 am until 3.00 pm and 5.30 pm until 7.30 pm.

RESPONSE

Address: Hamish Allan Centre (office base)
180 Centre Street
Glasgow G5 8EE
Tel: 0808 202 1162
Fax: 0141 287 1894

Aims:

The RESPONSE service can provide a flexible daytime and out of hours service to women, with or without children, fleeing domestic abuse or any other form of gender based violence and who are at risk of homelessness. RESPONSE is not a women only service but is open to anyone who may be deemed vulnerable and who needs emergency accommodation.

Weekday Response:

There are 3 Community Casework Teams (CCTs) in Glasgow that can help women plan to leave a domestic abuse situation by applying for alternative housing. CCTs can also assist women to access temporary flats or Women's Aid refuges if they have to leave immediately.

Weekend/Out of Hours Response:

If a woman wants to leave when CCT offices are closed, she can contact RESPONSE on the free phone number above. Link workers are a mixed female and male team and they work through the night, at weekends and on public holidays. They can arrange transport to get women to temporary accommodation or a safe waiting place if she has to get out of the house urgently. They can also provide some basic essentials such as food and nappies if necessary.

Access:

Direct access or referral by another agency

Area Covered:

Glasgow

Hours:

Community Casework Teams
North East CCT: 33 Burnmouth Rd
Barlarnark, Glasgow
0141 276 6153 and 0141 276 6160

North West CCT: 30 Mansion St
Possil Glasgow
0141 276 6169 and 0141 287 3158

South CCT: Twomax Building
187 Old Rutherglen Road, Glasgow
0141 276 8201 and 0141 276 6180

Monday to Thursday 8.45 am – 4.45 pm
Friday 8.45 am – 3.55 pm

Out of Hours Service

Phone: 0808 202 1162

Weekdays 5.00 pm - 9.00 am

Weekends and Public Holidays 24 hours

ROUTES OUT (Case Management Service)

Address: Community Safety Glasgow
Eastgate
727 London Road
Glasgow
G40 3AQ
Tel: 0141 276 0737

Aims:

To be part of a process which assists and supports women to exit street prostitution.

To offer short term interventions to establish safety.

Services:

All women coming to the attention of the service are offered a quick and proactive case management service.

Outreach to city centre drop-ins and some accommodation projects to offer safety advice

Access:

- Wheelchair access
- Lift
- Access to interpreters as required.
- Accessible toilets

Area Covered:

Glasgow wide. Will offer support to women from out with Glasgow with a view to linking with local services.

Hours:

Monday to Friday: 9.00 am until 5.00 pm

SAY WOMEN

Address: 3rd Floor, 30 Bell Street
Glasgow G1 1LG
Tel (Office): 0141 552 5803
Fax (Office): 0141 552 9751
Tel (Accom): 0141 778 4777
Fax (Accom): 0141 778 5333
Textphone: 0141 778 4777
e-mail: enquiries@say-women.co.uk
Website: www.say-women.co.uk

Aims:

To provide safe and supported accommodation and related services to young homeless women, aged from 16 – 25 years, who are survivors of childhood sexual abuse or rape/sexual assault. The Resource Service is available to young men who are survivors of childhood sexual abuse, rape or sexual assault. This service is staffed by women.

Services:

- Supported accommodation project and scatter flat
- Follow on resettlement support
- Resource service - immediate and short term support
- Training and consultancy

Access:

- Building is accessible but assistance needed with lift
- Disabled parking nearby
- Female interpreters/signers by arrangement
- Written information available in Urdu, Punjabi, Chinese
- Braille and large print information available
- Written information available for deaf women
- Survivors can self refer or be referred by another agency

Area Covered:

Glasgow, although Resource Service is available for young people from any local authority.

Hours:

Office:

Monday to Friday 9.30 am - 5.00 pm

Accommodation Project:

Monday to Thursday 9.30 am - 9.30 pm

Friday (sleepover) 9.30 am -12.00 pm on

Saturday

Sunday 12.00 pm -7.30 pm

SCOTTISH DOMESTIC ABUSE HELPLINE

Address: 44 Springvale Street

Saltcoats KA21 5LP

Tel (Support): 0800 027 1234

Tel (Office): 01294 602079

Fax: 01294 465725

e-mail: sdahelpline@yahoo.co.uk

Website: www.domesticabuse.co.uk

Aims:

To provide telephone support to those affected by domestic abuse.

Services:

- 24 hour free telephone service
- Information regarding domestic abuse
- Statistical information
- Training for volunteers interested in providing telephone service

Access:

- Telephone service only
- First contact to the helpline must be made in English

Area Covered:

Scotland

Hours:

24 hour opening - 365 days a year.

THE BASE

Address: 75 Robertson Street

Glasgow G2 8QD

Tel: 0141 276 0737

Aims:

To be part of a process which assists and supports women to exit street prostitution.

To offer short term interventions to establish safety.

Services:

- Drop-In Services
- Harm reduction services
- “one –hit” kits
- Condoms
- Emotional and practical support
- Women only

Outreach Services:

- Street outreach in City Centre, Glasgow Green area and Calton.
- “Safety” inputs to accommodation services for all women not exclusively those involved in street prostitution.

Access:

- Women only.
- Wheelchair access
- Access to interpreters as required.
- Accessible toilet

Area Covered:

Glasgow wide. Will offer support to women from out with Glasgow with a view to linking in with local services.

Hours:

Drop-In:

Monday to Friday 7.30 pm - 11.30 pm

THE DOMESTIC ABUSE PROJECT

Address: 121 Castlemilk Drive
 Glasgow
 G45 9UG

Tel: 0141 634 4053

Fax: 0141 634 4053

E-mail: domviol2000@yahoo.co.uk

Website: www.domesticviolencescotland.org

Aims:

To raise awareness of issues around domestic abuse through inter agency working and to address needs identified by local women. This is a women only service.

Services:

We offer support, information and advocacy tailored to the individual needs of women who are living with, or who have experienced violence or abuse. We also assist women through use of inter-agency connecting, mentoring and working with local peer support group W.A.V.E.S. We can offer training and awareness raising to individuals, local communities and other agencies and we are also now able to offer multi-lingual support to women from local BME communities.

Access:

- Direct access or referral by another agency
- Building fully accessible with disabled parking nearby
- Female interpreters/signers by arrangement
- Advice surgeries in other community venues

Area Cover:

South East Glasgow

Hours:

Monday to Thursday	9.00 am - 5.00 pm
Friday	9.00 am - 4.00 pm

W.A.V.E.S. (Women Against Violent Environments)

WAVES can be contacted through The Domestic Abuse Project and aims to provide peer support to women who are living with, or have experienced domestic violence.

WAVES provides time, space and information for women to make informed choices about their lives and offers support to women who wish to remain in the area.

It aims to help women to access all services from one point of contact. The group meets every Monday. For further information telephone The Domestic Abuse Project for more details.

THE TARA SERVICE

Address: Community Safety Glasgow
Eastgate
727 London Road
Glasgow, G40 3AQ

Tel (Office): 0141 276 7724

Fax: 0141 276 7599

e-mail: commsafetyTARA@glasgow.gov.uk

Website: www.saferglasgow.com/what-we-do/support-services-for-victims/support-to-victims-of-human-trafficking.aspx

Aims:

Community Safety Glasgow's TARA service provides support to women, age 18 and over, where there are concerns they have been trafficked for the purpose of commercial sexual exploitation and have been identified/recovered in Scotland. TARA also raises awareness of human trafficking for commercial sexual exploitation with organisations across Scotland.

Services:

- First Responder for the National Referral Mechanism
- All female team
- Access to safe accommodation
- Comprehensive needs and risk assessments
- Advocacy
- Emotional support
- Co located Psychology Service
- Access health services, legal advice, subsistence payments and emergency clothing packs
- 24/7 Crisis Response
- Advice, information and guidance to external organisations
- Awareness Raising and Training events on request

Access:

- Female interpreters by arrangement
- Information translated on request
- Open referral policy
- Wheelchair access to office
- Accessible toilets

Area Covered:

Scotland

Hours:

TARA's office hours are 9.30 am to 4.30 pm. An out of hours, crisis service is available ensuring a 24/7 direct response if required. Our out of hours contact telephone number is available on the office voicemail (0141-276-7724).

WISE WOMEN

Address: 120 Sydney Street
Glasgow G31 1JF
Tel (Support): 0141 550 7557
Textphone: 0141 550 7558
Fax: 0141 550 4443
E-mail: info@wisewomen.org.uk
Website: www.wisewomen.org.uk

Aims:

To proactively address women's experiences and fears of violence by providing accessible information, advice, workshops and courses on personal safety and confidence building.

Services:

- Provide personal safety and confidence building courses and workshops for women
- Provide information and resources on all aspects of personal safety
- Provide courses and workshops for women with shared experiences / discriminations
- Provide information and training for workers

Access:

- Building is fully accessible (courses and workshops are also provided in accessible community venues)
- Course information available in large print and Braille
- Staff at the project have basic BSL skills
- We have a Minicom: 0141 550 7558 and Text: 07969 835 966
- Signers available by arrangement
- Female interpreters by arrangement
- The service is run by women for women
- Women can refer themselves or be referred by an agency
- First contact with us needs to be in English or BSL

Area Covered:

Glasgow City

Hours:

Monday to Friday 10 am till 5 pm, answer machine at all other times and staff will call you back.

WOMEN'S SUPPORT PROJECT

Address: Adelphi Centre
12 Commercial Road
Glasgow, G5 0PQ
Tel (Office): 0141 418 0748
Textphone: 0141 418 0748
Fax: 0141 429 7496
e-mail: wsproject@btconnect.com
Website: www.womenssupportproject.co.uk

Aims:

The Project works to raise awareness of the extent, causes and effect of male violence against women and children, and for improved services for those affected by violence.

Services:

- Training and awareness raising on a range of issues, including; commercial sexual exploitation, sexualisation, childhood sexual abuse, supporting women whose children have been sexually abused, Female Genital Mutilation.
- We can advise on training materials and lend audio-visual resources to support training and public education, for example on domestic abuse, sexual exploitation and Female Genital Mutilation. See www.womenssupportproject.co.uk/vawtraining/content/resources/234/
- We are not currently able to offer one-to-one support or counselling but can provide information, including an on-line directory of support services across Scotland. See www.womenssupportproject.co.uk/content/directoryofsupportservices/179/

Access

Office is wheelchair accessible. Interpreters available by arrangement, funding permitting.

Area Covered:

The Project is based in Glasgow and works across Scotland.

Hours:

Core hours are 9 am – 5 pm from Monday to Friday

Part Three

Organisations which do not offer specialised services on violence against women – but offer a range of services for women

AMINA - The Muslim Women's Resource Centre

Address: City Wall House
32 Eastwood Avenue
Glasgow G41 3NS
Tel (Office): 0141 212 8420
Tel (Helpline): 0808 801 0301
Fax: 0141 423 7700
e-mail: info@mwrc.org.uk
Website: www.mwrc.org.uk

Aims:

To promote the welfare of Muslim women and counter disadvantage by working with statutory, voluntary and private organisations to ensure Muslim women's needs are taken account of in the provision of services.
To provide culturally sensitive facilities for advice, counselling, support, personal development and training for Muslim women.
To overcome the social exclusion of Muslim women.

Services:

- Violence against women project
- National Helpline
- Capacity building project
- Volunteering projects
- Women's Friendship Group

Access:

It is a women only organisation, has wheelchair access, lifts and information available in other community languages, e.g. Urdu, Arabic and Somali.

Area Covered:

Glasgow, however helpline and violence against women projects are Scotland wide.

Hours:

Amina MWRC office is open from 9.30 am to 5 pm

GLASGOW ASSOCIATION FOR MENTAL HEALTH

Address: St Andrews by the Green
33 Turnbull Street
Glasgow G1 5PR
Tel: 0141 552 5592
Fax: 0141 552 6625
e-mail: info@gamh.org.uk
website: www.gamh.org.uk

Services:

To promote the health and welfare of people with mental health problems and their carers who live in the Glasgow area, and to promote an understanding of mental health and mental illness by offering:

- Information, advice and practical and emotional support
- Website with full list of services

Access:

- Wheelchair access via back door plus disabled parking
- Interpreters by arrangement
- Accessible information in a range of languages

Area Covered:

Glasgow

Hours:

Monday to Thursday 9.00 am - 5.00 pm

Friday 9.00 am - 4.30 pm

GLASGOW WOMEN'S LIBRARY

Address: 23 Landressy Street

Bridgeton

Glasgow G40 1BP

Tel (Office): 0141 550 2267

e-mail: info@womenslibrary.org.uk

Website: www.womenslibrary.org.uk

Aims:

Glasgow Women's Library aims to:

- Advance the education of the general public by increasing the knowledge and understanding of women's history, lives and achievements and break down barriers to learning and participation for women so that they become fully active citizens, develop skills and knowledge, engender self-confidence and equip themselves to pass on their experience to benefit their families and broader communities
- Provide information on a range of women's and gender equality issues and enable women, particularly the most vulnerable and excluded in society, to access the information, resources and services they need to make positive life choices.

- Pioneer new ideas of, and approaches to, culture and heritage that bring together people from the most diverse backgrounds and be a catalyst for change by taking a lead role in redressing the neglect of women's historical and cultural contributions to Scottish society.

Services:

- Adult Literacy and Numeracy tuition
- ESOL classes (provided by Glasgow Clyde College)
- A wide programme of Lifelong Learning opportunities for women from all backgrounds (Including BME specific workshops)
- A National Lifelong Learning programme
- An Anti-Sectarianism project
- Reading for well-being groups
- A wide range of volunteering opportunities
- A lending and reference library, archive and museum containing books, archival materials and objects relating to a variety of different women's issues
- A Third party reporting centre for hate crimes

Access:

- Most activities are women only but men are allowed in to the main library/museum spaces and to some events.
- We have wheelchair access to the ground floor areas and from late 2014 will have lift access to the first floor.
- Currently we have an accessible toilet on the ground floor and after refurbishment

two more will be added (one on each floor).

- Between our staff and volunteers a number of languages are spoken but availability will vary from day to day.

Area Covered:

Although most of our activities occur in Glasgow and surrounding areas, we work throughout Scotland via our National Lifelong Learning project.

Hours:

Our opening hours are 9.30 am-5 pm on Monday, Wednesday, Thursday and Friday and 9.30 am-7.30 pm on Tuesday.

LGBT Domestic Abuse Project

Address: LGBT Youth Scotland,
40 Commercial Street,
Leith,
Edinburgh EH6 6JD

Tel: 0131 555 3940
0141 552 7425

e-mail: info@lgbtyouth.org.uk

Website: www.lgbtdomesticabuse.org.uk

Aims:

The aims of the LGBT Domestic Abuse Project is to ensure that every LGBT person experiencing domestic abuse gets a good response, regardless of which service provider they access. We do this through training and awareness raising.

Services:

Although the project does not currently offer a service to LGBT people experiencing domestic abuse, information is available on the above website. The aim is also to act as a resource for LGBT people experiencing domestic abuse who want more information on domestic abuse and details of relevant support agencies.

Access:

Accessible specifically for lesbian, gay, bisexual and transgender people

Area Covered:

Scotland wide

Hours:

Monday to Friday 9 am-5 pm
(not as a support/
helpline)

LGBT Helpline

Address: LGBT Health
 9 Howe Street
 Edinburgh, EH3 6TE

Telephone: 0300 123 2523 (calls charged
 at local rates)

e-mail: helpline@lgbthealth.org.uk
Website: <http://www.lgbt-helpline-scotland.org.uk/>

Access:

Telephone and Email Support - Open every Tuesday and Wednesday between 12 - 9 pm

Aims:

- To provide information and emotional support to lesbian, gay, bisexual and transgender people and their families, friends and supporters across Scotland
- We are also here to support those questioning or wanting to discuss their sexuality or gender identity

Issues Covered:

Sexuality; gender identity; relationships; sex and sexual health; coming out; safety; your rights; homophobia; bi-phobia; transphobia; info on LGBT venues and groups; isolation; emotional support; suicidal thoughts; bullying; or anything else that is on your mind.

Services/Resources:

- Telephone and email support. The helpline is supported by experienced, trained, friendly, non-judgemental staff and volunteers who are happy to listen.
- Most of us identify as LGBT and we are all experienced in supporting LGBT people with a wide range of issues.
- Staffed by trained LGBT volunteers providing fully confidential listening/support

LIFELINK

Address: Unit E3
145 Charles Street
Royston
G21 2QA
Tel (Office): 0141 552 4434
e-mail: info@lifelink.org.uk
Website: www.lifelink.org.uk

Aims:

LifeLink provides a crisis intervention service for people who are self harming and/or are at risk of suicide. We offer mental, emotional, practical and therapeutic support as close to the initial point of contact as possible.

Our service is:

- Information on harm minimisation
- Access to Counselling and Massage
- School based - one to one crisis; counselling and group work programmes
- One to one support, assessment and referrals
- Group support/mindfulness sessions and support for family, friends and carers

Hours:

Monday-Friday 9 am – 5 pm

Wednesday evening appointments by prior arrangement

NORTH WEST WOMEN'S CENTRE

Address: 17-33 Shawpark Street
Maryhill
Glasgow G20 9DA
Tel: 0141 576 1400
e-mail: info@womenscentreglasgow.org.uk
Website: www.womenscentreglasgow.org.uk

Services:

- Courses from educational to leisure and recreational
- Counselling, help and advice
- Volunteering programme
- Reflexology, Swedish massage and clinical massage
- Monthly 'Being with Hands' (meditation and massage therapy)

Access:

- Building fully accessible
- Crèche
- Some written materials in large print
- Women only space

Area Covered:

North West Glasgow

Hours:

Monday to Friday 9.30 am - 4.00 pm
Evening as per programme

SPECIAL NEEDS IN PREGNANCY SERVICE

Address: Princess Royal
Maternity Hospital,
Alexandra Parade
Glasgow G31 2ER

Tel (Maternity): 0141 211 5366

Tel (Secretary): 0141 211 5337
(9.00 am – 2.30 pm
weekdays)

Tel: 0141 211 5366
(non-pregnant women)

Fax: 0141 211 0511

Services:

- Total maternity care for pregnant women
- Support for vulnerable mothers and babies in the community - up to 12 weeks post-natally
- General reproductive health care for non pregnant women
- Medical services including pregnancy testing, family planning, emergency contraception,
- screening and treatment for sexually transmitted infections, referral to termination of pregnancy
- Service currently provided by women only
- Management of physical effects of violence on pregnancy and reproductive health
- Support and signposting for women experiencing sexual violence
- Referral to specialist services if requested

Access:

- Full disabled access
- Clinics in community based health centres and other services in which we provide reproductive
- health care (phone to check venues)
- Women can self refer or be referred by another agency
- Interpreting services can be arranged given notice

Area Covered:

Greater Glasgow NHS Board area

Hours:

24 hours for maternity care.

THE SANDYFORD

Address: 2 - 6 Sandyford Place
Glasgow G3 7NB
Tel: 0141 211 8130
Email: GG-UHB.sandyfordweb@nhs.net
Website: www.sandyford.org

Aims:

Sandyford is Greater Glasgow and Clyde's flagship sexual, reproductive and emotional health service. It provides a range of confidential and specialised services for men and women, including a service for young people aged 17 and under.

Services:

- Walk-in clinic: For a range of problems including sexual health, contraception and emergency contraception. See below for opening hours.
- Archway: specialist service if you have been sexually assaulted or raped within the last 7 days: 0141 211 8175
- Counselling services: for men and women, including alcohol counselling for young people : 0141 211 6700
- Listening Ear: drop-in, telephone or appointment for one-off emotional support: 0141 211 8130
- YoungPeople@Sandyford: specialised clinics for young people aged 17 and under
- Emergency Contraception: free condoms also available
- TOPAR: Termination of Pregnancy Assessment and Referral service for women who are pregnant and want to discuss their pregnancy options: 0141 211 8620
- Sappho: specialist services for lesbians, bisexual women and women who have sex with other women: 0141 211 8137
- Menopause Clinic: no referral needed: 0141 211 8130
- Sandyford@Base 75: specialist services for women involved in prostitution
- Homeless and vulnerable service: Sandyford offers additional support to those that may find it difficult to access mainstream services: 07780 520 862

- Gender identity clinic: a comprehensive gender identity service available to anyone who is confused about their gender identity or expression of their gender:
0141 211 8130
- HIV/STI testing and treatment available at walk-in or by appointment
- Sexual problems service: including sexual pain
- Library and Information Service: Open to all, quality sexual health information, leaflets and books to freely take away:
0141 211 6717

We also offer a range of services for men, please check the website: www.sandyford.org

Access:

- Building is fully accessible – disabled parking right outside. Parking meters in street.
- Wheelchair access and lift
- Interpreter by arrangement
- Information in other languages available through Library and Information services and Sandyford website

Area Covered:

Services in Glasgow city centre and local clinics covering the Greater Glasgow and Clyde NHS Board area

Hours:

Appointments:

Monday - Friday: 8.30 am – 7.50 pm

Walk-in clinic:

Monday: 8.30 am – 2.00 pm
Tuesday: 8.30 am – 10.30 am
Wednesday: 8.30 am – 2.00 pm
Thursday: 8.30 am – 2.00 pm
Friday: 8.30 am – 2.00 pm
(Doors open at 8.00 am)

YoungPeople@Sandyford:

See website for further information.

www.sandyford.org

WHAT IF PROJECT (Female Service)

Address: Unit 5, The Quadrangle
59 Ruchill St
Maryhill
Glasgow G20 9PX
Tel: 0141 946 1116
Fax: 0141 946 1288
e-mail: whatiffemaleservice@quarriers.org.uk
Website: www.quarriers.org.uk

Aim:

To provide non-emergency supported accommodation with intensive support for homeless young women with complex needs.

Services:

- Individual flats, staff sleepover flat and office base in Maryhill area
- Support provided for up to approx 3 years

Access:

Base and some flats are wheelchair accessible.

Area Covered:

Glasgow

Hours:

Monday - Sunday 9.00 am - 10.30 pm
with staff sleepover

YOUNG WOMEN'S CENTRE

Address: 229 Orr Street
 Glasgow
 G40 2BN
Tel: 0141 276 1874

Services:

A caring, nurturing environment, supporting young women who are at risk of sexual exploitation, abuse or escalation through the judicial system. To offer needs led support/intervention destined to assist young women with their social, health and educational needs. Also offers support to female carers of the young women.

The service is for young women from 12 years to 18 years. Social work referrals only.

- Telephone support
- Face to face support
- Groupwork
- Drop-in for current clients only

Access:

There is disabled access to the building.

Area Covered:

Glasgow

Hours:

Monday to Friday, 8.45 am until 4.45 pm

Male violence against women is wrong and it is damaging, it is an abuse of power and trust and is rooted in the inequalities that are faced by women, children and young people. Violence against women is a community safety issue and we all have a role in prevention and protection.

Glasgow has been very active in tackling violence against women and has had a working multi agency partnership since 2000. We work from the perspective that challenges women blaming and places responsibility for abuse firmly with the perpetrator.

There are many organisations who are working together in order to:

Prevent violence against women

Protect women, children and young people

Provide services directly for women, children and young people

This joint work is taking place under the banner of **The Glasgow Violence Against Women Partnership** and the following agencies are currently committed to this partnership:

Glasgow City Council Education Services

Glasgow City Council Social Work Services

Community Safety Glasgow

Police Scotland

Crown Office Procurator Fiscal's Service

Standing Group on Violence Against Women

Glasgow Homelessness Partnership

Glasgow Life

NHS Greater Glasgow and Clyde
Glasgow Women's Voluntary Sector
Community Health Partnerships
Glasgow City Council Democratic Services
Department of Work and Pensions
Scottish Fire and Rescue

If you would like to know more about the work of the Partnership please contact;

0141 276 7711

info@gvawp.org.uk

www.saferglasgow.com



Glasgow Violence Against Women Partnership



COMMUNITY SAFETY

GLASGOW

Working in partnership for a safer Glasgow

www.saferglasgow.com



Glasgow

CITY COUNCIL