



women

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

2009/2010

www.gvawp.org.uk

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part one

Helpline contact numbers.

Glasgow Helpline Numbers

AMINA - THE MUSLIM WOMEN'S RESOURCE CENTRE - 0808 801 0301

Helpline open - Monday to Friday 9.30am to 5.00pm

ARCHWAY GLASGOW - 0141 211 8175

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

DRUMCHAPEL WOMEN'S AID - 0141 944 0201

Support 24 hours opening, 7 days a week

GLASGOW EAST WOMEN'S AID - 0141 773 3533

Support Monday and Friday - 9.30am to 1.30pm
Tuesday to Thursday - 9.30am to 3.30pm

GLASGOW WOMEN'S AID - 0141 553 2022

Support Mon/Tues/Thurs/Friday - 9.30am to 4.30pm
Wednesday - 9.30am to 1.00pm

HEMAT GRYFFE WOMEN'S AID - 0141 353 0859

Support Monday to Friday 9.00am to 5.00pm

RAPE CRISIS CENTRE - 0141 552 3200

Helpline Support

Monday 10.00am to 12.00pm and 6.00pm to 8.00pm
Tuesday 1.00pm to 3.00pm and 5.30pm to 7.30pm
Wednesday Drop In 10.30am to 3pm and 4.00pm to 6.00pm
Thursday 12.00pm to 2.00pm and 5.30pm to 7.30pm
Friday 1.00pm to 3.00pm
Saturday 11.00am to 1.00pm
Sunday 6.00pm to 8.00pm

RED ROAD WOMEN'S CENTRE - 0141 557 5571

Support Monday to Thursday - 8.30am to 8.00pm
Friday 8.30am to 6.00pm

RESPONSE

Response - 0808 202 1162

**SANDYFORD COUNSELLING and
SUPPORT SERVICES (SCASS) - 0141 211 6700**

Support Monday to Thursday - 9.00am to 8.30pm
Friday 9.00am to 3.30pm

**SCOTTISH DOMESTIC ABUSE
HELPLINE - 0800 027 1234**

Helpline - 24 hours opening, 7 days a week

SWITCHBOARD LESBIAN LINE - 0141 847 0547

Support Wednesday Evening - 7.30pm to 10.00pm

THE TARA PROJECT - 0141 276 7724/7729

Support Monday to Friday - 9.30am to 5.00pm

WOMEN'S SUPPORT PROJECT - 0141 552 2221

Scottish & UK Helpline Numbers

Breathing Space

Freephone - 0800 8385 87

**Bristol Crisis Service For Women -
0117 925 1119**

National Self Harm Helpline

Friday - Saturday 9.00pm to 12.30am

Sunday - 6.00pm to 9.00pm

In Care Survivors

Freephone - 0800 121 6027

RAPE CRISIS SCOTLAND - 08088 01 03 02

Helpline Open daily 6.00pm to 12.00 midnight

Samaritans - 08457 90 90 90

**SCOTTISH DOMESTIC ABUSE
HELPLINE - 0800 027 1234**

Helpline - 24 hours opening, 7 days a week

Introduction

The Glasgow Violence Against Women Partnership works to the following definition of violence against women:

GVWAP recognises the different forms of male violence that women, children and young people may be subject to, including domestic abuse; child sexual abuse; stalking and harassment; rape and sexual assault; female genital mutilation; so called 'honour crimes'; prostitution; trafficking and other forms of commercial sexual exploitation. Furthermore it 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 for workers who are looking to access services for women, children and young people they support.

Part 1

Contains helpline numbers and opening times.

Part 2

This section gives detailed information about all of the organisations in Glasgow who provide direct services for women, children and young people specifically about their experiences of abuse, whether it is happening now or it has happened in the past.

Part 3

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 you own time. Some also produce information in other languages and formats.

These are available directly from the agency and might be found in health centres, libraries, learning centres. Most of the organisations also have their own websites which you can access when it is safe to do so at home, in libraries etc.

The organisations are in alphabetical order in both sections.

Glasgow Violence Against Women
Partnership 2009

part two

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

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.glasgowarchway.com

Aims:

To reduce the short and long term effects of Rape and Sexual assault on survivors by supporting them emotionally and practically.

To increase rate of disclosure of sexual assault by providing person centred holistic care in a supportive environment. To reduce the number of survivors who withdraw from the criminal justice system.

To increase the rate of reporting to the police by supporting clients to engage with the police if they wish to do so.

Services:

- We provide emotional and practical support to survivors of recent Rape and Sexual assault (within 7 days). Specialist Counselling is available as required
- We undertake forensic examinations and collect samples to detect evidence that could support the allegations of sexual assault and any physical assault
- We can store DNA samples to give survivors time to decide whether they wish to involve the police at a later date
- We provide medical care, treatment and advice to prevent sexually transmitted infections and unwanted pregnancy

Access:

Referrals by telephone only

- We provide services to men, women and young people aged 13 and over (if you are 12

or under then we would help you to access the children's service at Yorkhill Hospital)

- All our staff are female
- We have wheel chair access, accessible toilets and walk in shower facilities
- Interpreters via Glasgow interpreting services or Telephone
- Leaflets in number of languages

Area Covered:

Self referrals from anywhere in Scotland,
Police referrals via your nearest Police Office
(Strathclyde 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: Glasgow Community and
Safety Services
6th Floor, Westergate
11 Hope Street
Glasgow G2 6AB

Tel: 0141 276 7710

e-mail: Assist@drs.glasgow.gov.uk

Aims:

Assist offers advocacy and support to survivors of domestic abuse where the person accused is appearing in the specialist Domestic Abuse Courts or within Glasgow Sheriff Court. Assist aims to ensure that victims of domestic abuse, including children, are safe, informed and supported throughout the court process and beyond.

Services:

- Crisis support with practical needs, court information, risk assessment and safety planning
- Information about increasing safety through civil legal options
- Multi agency co-ordination of services, safety planning and risk assessment conferences
- Support throughout the whole court process
- Signposting and referral to community services that can provide ongoing support

Access:

- Female interpreters by arrangement
- Signer by arrangement
- Women are referred by the Police, the Procurator Fiscal Service and can also self refer

Area Covered:

Sheriffdom of Glasgow and Strathkelvin

Hours:

Monday to Friday 9.00 am - 5.00 pm

BASE 75

Address: 75 Robertson Street
Glasgow G2 8QD
Tel: 0141 276 0737
Fax: 0141 276 0736

Aims:

To provide a non-judgemental, easily accessible service to women involved in street prostitution. To assist women to exit prostitution. Also provide some outreach services.

Services:

Drop-In Services

- Medical services, needle exchange, condoms

- Advice, support and advocacy
- Short term rape counselling
- Access to long term rape counselling
- Sandwiches and hot drinks

Daytime Services:

- Assist access to methadone prescribing
- Scatter flats and crisis accommodation
- Individual key worker in specific situations
- Advice and support relevant to women in prostitution
- Personal safety advice
- Women's support Group

Area Covered:

Glasgow City

Monday to Friday 9.30 am - 5.00 pm

Drop-In:

Monday to Friday 7.30 pm - 11.30 pm

Saturday Closed

Sunday 7.30 pm - 10.00 pm

Support Group:

Friday 1.00 pm - 3.00 pm

BREAKTHROUGH FOR WOMEN

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

Tel: 0141 276 3981

Fax: 0141 276 3985

Aims:

To empower women to protect themselves and their children, to reduce the sense of isolation, shame, stigma and self blame experienced by women. This is a women only service. Women can be referred by other agencies or can self refer. First contact with this service must be in English.

Services:

- Information, advice, support and counselling to female victims of sexual violence over 16 years of age, who live in Glasgow
- Group work programme
- Information, advice, support and counselling to women from ethnic minority communities regarding any issue

Access:

- Building is accessible but assistance is needed with the lift
- Disabled parking nearby
- Other languages spoken in the project - Hindi, Urdu, Punjabi, Cantonese and Chinese
- Female interpreter/signer by arrangement
- Written information available in Urdu, Punjabi, Hindi, Cantonese and Chinese
- Home visiting service available

Area Covered:

City of Glasgow

Hours:

Monday to Thursday 8.45 am - 4.45 pm
Friday 8.45 am - 3.30pm

CASTLEMILK LAW CENTRE - CRIMINAL INJURIES LEGAL 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 free legal advice and representation to victims of domestic abuse, sexual abuse and rape, about criminal injuries compensation

Access:

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

Area Covered:

South East Glasgow

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:

Glasgow and surrounding areas

Hours:

24 hours opening, 7 days a week

Phone Line:

24 hours opening, 7 days a week

Drop-In:

Monday to Friday 9.30 am - 4.30 pm

FAMILY SUPPORT PROJECT

Address: 6 Buchanan Street
Ballieston
Glasgow G69 6DY
Tel: 0141 276 4160
Fax: 0141 276 4135

Aims:

Direct services to survivors of childhood sexual abuse - males and females. Adult survivors can self refer. Under 16s must be referred by social work services.

Services:

- Individual work
- Group work (when available)
- Training and consultation for workers
- Library
- Information bank

Access:

- Interpreters or signers by arrangement
- Home visiting service
- First contact with the project must be in English

Area Covered:

North Glasgow, North East Glasgow,
Greater Easterhouse

Hours:

Monday to Thursday

8.45 am - 4.45 pm

Friday

8.45 am - 3.55 pm

GLASGOW EAST WOMEN'S AID

Address: 753 Westerhouse Road
Easterhouse
Glasgow G34 9PB

Tel (Office): 0141 781 0230

Tel (Support): 0141 773 3533

Fax: 0141 771 4711

e-mail: collective@gewa.org.uk

Website: www.gewa.org.uk

Aims:

To provide information, support and safe accommodation for women, children and young people who are living with, or have experienced domestic abuse.

Services:

- Crisis and ongoing support, information and advocacy
- 5 self contained refuge flats, one is wheelchair accessible
- Therapeutic structured and unstructured groups
- Court reports for women - civil and criminal
- Training available on a single or multi agency basis
- Research

Access:

- Building is wheelchair accessible
- Interpreter/signer by arrangement
- Translated written information in Chinese, Punjabi, Bengali, Arabic, Sylheti

- Written information available in large print
- Home visiting service available
- Support and advice surgeries in community venues
- First contact to the project must be made in English
- Direct access or referral by another agency

Area Covered:

Glasgow city and all other geographic locations UK wide

Hours:

Monday and Friday	9.30 am - 1.30 pm for drop in
Tuesday to Thursday	9.30 am – 3.30pm for drop in

GLASGOW WOMEN'S AID

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

Tel (Support): 0141 553 2022

Fax: 0141 553 0592

e-mail: admin@glasgowwomensaid.org.uk

Website: www.scottishwomensaid.org.uk

Aims:

To offer support, information and temporary accommodation to women, children and young people who are being, or have been physically, emotionally or sexually abused by a partner, ex-partner or someone close. Service is run by women for women.

Services:

- Information on law, housing, contact and residence
- Drop-in service
- Temporary, safe accommodation (space permitting) for women and their children

Access:

- Assisted wheelchair and lift access to the building
- Disabled car parking nearby
- Barrier free refuge available for disabled women, or for women with a disabled child
- Interpreter/signer by arrangement (always try to ensure that a female interpreter be made available)
- Loop system for hearing impaired women
- Translations in Urdu, Mandarin, Chinese, Punjabi
- First contact with the project must be in English

Area Covered:

Glasgow City

Hours:

Mon/Tues/Thurs/Friday	9.30 am - 4.30 pm
Wednesday	9.30 am - 1.00 pm

No appointment necessary during these opening times. Appointment only on Wednesdays between 1.00 pm and 4.30 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: hemat.gryffe@ntlbusiness.com

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:
Two Year Immigration 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

RAPE CRISIS CENTRE

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

Tel (Support): 0141 552 3200
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:

- Ongoing telephone, letter and e-mail support
- Face to face support
- Accompany women to medical tests, police, court etc.
- Group work
- Training and consultation

Access:

- Female interpreters by arrangement
- Signer by arrangement
- Translated information available
- Home visiting service available
- Advice and support surgeries in community venues
- This is a service run by women for women
- First contact to the service must be in English

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.

Area Covered:

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

Appointments available daily

please phone to arrange. Evening appointments also available. Surgeries in East Dunbartonshire, West Dunbartonshire and East End of Glasgow. Please phone for more information.

Hours:

See helpline page for full details

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 provides a flexible daytime and out of hours service to women, with or without children, fleeing domestic abuse who are at risk of homelessness.

Daytime Response:

There are 5 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. Women can contact RESPONSE on the free phone number above to obtain the number of their local CCT.

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 all female 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

Monday to Friday 9.00 am - 5.00 pm

Out of Hours Service

Weekdays 5.00 pm - 9.00 am

Weekends and

Public Holidays 24 hours

**ROUTES OUT OF PROSTITUTION
INTERVENTION TEAM**

Address: 4th Floor
 30 Bell Street
 Glasgow G1 1LJ

Tel: 0141 276 3971/0737

Aims:

To support women to exit prostitution. Emotional and practical support, advocacy, individual plans and personal development.

Services:

- Individual emotional and practical support
- Individual personal plans and personal development
- Access to training and education tutors
- Awareness raising

Access:

- Women only service
- Direct access or referral from another agency
- Building fully accessible
- First contact with the project must be in English
- Female interpreter by arrangement
- Signer for deaf women by arrangement
- Large print information can be made available an information for women with limited literacy
- Home visiting service available

Area Covered:

Glasgow

Hours:

Monday to Thursday 8.45 am - 4.45 pm
Friday 8.45 am - 3.55 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 flats
- Follow on resettlement support
- Resource service - immediate and short term counselling
- 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
- Home visiting service available
- Survivors can self refer or be referred by another agency

Area Covered:

Glasgow

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 Sat
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.

Service:

- 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 DOMESTIC ABUSE PROJECT

Address: 121 Castlemilk Drive
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:

- Support, information and advocacy for women who are living with, or have experienced violence or abuse
- Inter agency connecting
- Mentoring
- Work with local peer support group
- Training and awareness raising

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 9.30 am - 5.00 pm

Friday 10.00 am - 4.00 pm

The TARA Project

Address: Glasgow Community
and Safety Services,
6th Floor, Westergate,
11 Hope Street,
Glasgow, G2 6AB

Tel (Office): 0141 276 7724/7729

Fax: 0141 276 7599

e-mail: corporatevaw@drs.glasgow.gov.uk

Website: [www.saferglasgow.com/
services/reducing-violence-
against-women/tara.aspx](http://www.saferglasgow.com/services/reducing-violence-against-women/tara.aspx)

Aims:

The TARA Project was established in 2005 as a service to help identify and support women who may have been trafficked to/within the UK for the purpose of commercial sexual exploitation. TARA can also offer support to women who have experienced sexual violence as a result of being trafficked for other forms of exploitation.

Services:

- TARA provides comprehensive assessment of needs including risk and offers a range of support services, including help to access crisis accommodation, emergency health

checks, emergency clothing packs, emotional support and advocacy.

- TARA can also provide support to frontline staff by sharing information, advice and good practice. TARA also responds to relevant Government policy and strategic developments at local, national and UK level.
- Additional services include information gathering, awareness raising and training, capacity building and group work programmes.

Access:

- wheelchair and lift access
- accessible toilets
- leaflets in other languages
- access to interpreters

Area Covered:

Scotland

Hours:

Monday to Friday 9:00am - 5:00pm.

We are able to provide planned out of hours support on request.

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.

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/workshops
- Provide information and resources on all aspects of personal safety
- Provide courses for women who are socially excluded because of discrimination
- Provide information and training for workers

Access:

- Building is fully accessible (though courses and workshops will be provided in community settings)
- Staff at the project have basic BSL skills
- Signers available by arrangement
- Female interpreters by arrangement
- This service is run by women for women
- Women can be referred by other agencies or can contact the project direct
- First contact with us must be in English or BSL

Area Covered:

Glasgow City

We can provide a service to organisations outside Glasgow, however, charges will apply.

Hours:

Monday to Friday 10.00 am - 5.00 pm
Answering machine at all other times.

WOMEN'S SUPPORT PROJECT

Address: 31 Stockwell Street
 Glasgow G1 4RZ
Tel (Office): 0141 552 2221
Textphone: 0141 552 9979
Fax: 0141 552 1876
e-mail: wsproject@btconnect.com
Website: www.womenssupportproject.co.uk

Aims:

To raise awareness of male violence against women and children, and to work for improved and positive services for survivors through training, information and development work. We work on a broad range of issues including domestic abuse, rape and sexual assault, child sexual abuse, incest, prostitution and other forms of commercial sexual exploitation.

Services:

- Telephone information, support and advocacy for women who have suffered violence, their family, friends and supporters
- Short term support for women who are unable to identify a suitable service, who wish to be referred to a specialist service or who wish to access written and other resources whilst on a waiting list for direct support
- Crisis, ongoing and long term support for women whose children have been sexually abused or who are at risk of sexual abuse
- Resources on all aspects of violence and abuse - books and videos available on loan (includes resources for male survivors)
- Interagency training, awareness raising events and multi agency/partnership working

Access:

- Textphone available
- Sign language or other interpreters by arrangement (notice often required for interpreting service)
- Parking nearby.
- Lift access, no steps
- Accessible toilets
- Requests for large print materials and/or audio tapes are welcome, although response is dependant on resources
- Resource library, training and events all open to women and men unless otherwise stated in publicity

Area Covered:

Glasgow based support and information service. Training and resources available nationally

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: Network House
311 Calder Street
Glasgow G42 7NQ
Tel (Office): 0141 585 8026
Tel (Helpline): 0808 801 0301
Fax: 0141 423 7700
e-mail: info@mwrc.org.uk

Services:

To promote the welfare of Muslim women and overcome social exclusion through provision of direct helping services and work with mainstream services.

We do this by providing:

- Information & advice
- Free telephone helpline
- Counselling
- Volunteering opportunities
- Family Counselling, Mediation & Advocacy Service

Access:

- Building is fully accessible
- Multi lingual services - English, Urdu, Punjabi, Arabic, and via language line
- First contact with this project need not be in English as language line is used
- Always attempt to ensure that a female interpreter can be available but sometimes with minority languages this is not the case. If this happens, woman is always consulted first
- Signer by arrangement
- Written information available in English, Urdu, Swahili, Turkish, Arabic

Area Covered:

West of Scotland

Hours:

Monday to Friday 9.30 am - 5.00 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: 81 Parnie Street
Glasgow, G1 5RH
Tel (Office): 0141 552 8345
e-mail: info@womenslibrary.org.uk
Website: www.womenslibrary.org.uk

Services:

Glasgow Women's Library is a vibrant information hub housing a lending library, archive collections, contemporary and historical artefacts relating to women's lives, histories and achievements. It delivers an innovative Lifelong Learning Programme, an Adult Literacy and Numeracy Project and a dedicated Black and Minority Ethnic Women's Project.

We offer:

- Lifelong Learning Programme
- Adult Literacy and Numeracy service
- Black and Minority Ethnic Women's Project
- Lesbian resources and services including the UK's National Lesbian Archive
- Reference and lending library, newsletter and website

Access:

- In temporary premises until 2010
- All materials in storage until 2010
- Written information and support available for women with limited literacy skills
- Urdu, Punjabi and Hindi speaker

Area Covered:

Scotland wide

Hours:

Learning events
and activities: 10am – 5pm Mon – Fri,
some evenings but check first Currently no
access to Library and Archive materials -
in storage until 2010

LESBIAN & GAY SWITCHBOARD

Address: PO Box 38 Glasgow G2 2QF

Telephone: 0141 847 0447 Main Helpline
(4 Lines 7 till 10pm every day)
0141 847 0547 Lesbian Line
(Wednesday Only 7 till 10pm)
0141 847 0647 Homophobic
Crime (7 till 10pm every day)

Access: Telephone Support Only:

e-mail: info@sgls.co.uk

Website: www.sgls.co.uk

Aims:

Telephone Support to LGBT Community, their families and their friends. All calls welcomed and completely confidential.

Issues Covered:

Full support on all issues of concern to the LGBT Community, Relationships through to Safer Sex issues and HIV Prevention work, General Information and referral to suitable known agencies. A chance to simply talk about anything on your mind.

Services/Resources:

Telephones staffed by trained LGBT volunteers providing fully confidential listening/support service, respectful of the needs of the caller and their circumstances.

Lesbian Line for Women Only and staffed by women only. An answer machine takes calls out with service times. All messages are answered appropriately. Information of interest to the LGBT community maintained.

Icebreakers Support Group Service twice a month at the LGBT Centre on the first Sunday of each Month 1.00 pm till 3.00 pm & Polo Lounge Glasgow Second Thursday 7.30 pm until 9.30pm.

Homophobic Crimeline operated with Strathclyde & Central Police Forces taking your perception of a crime as homophobic to the Police on your behalf giving only the information you consent to release to the Police.

Alternatively we can look at options with you without going onto the Police.

We do however stress the more the Police know of criminal activity, it's type and location the more likely it is we can help stop repeat offences.

LGBT Domestic Abuse Project

Address: LGBT Youth Scotland, Centrum Building, 38 Queen Street, G1 3DX
Tel: 0141 548 8121
e-mail: info@lgbtdomesticabuse.org.uk
Website: www.lgbtdomesticabuse.org.uk

Aims:

The LGBT Domestic Abuse Project aims 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:

The project does not currently offer a service directly to LGBT people experiencing domestic abuse. For more information, visit our web site at www.lgbtdomesticabuse.org.uk

Access:

Accessible specifically for lesbian, gay, bisexual and transgender people

Area Covered:

Scotland wide

Hours:

Monday to Friday 9am-5pm
(however not as a support worker)

LIFELINK

Address: The Millburn Centre
221 Millburn Street
Glasgow G21 2HL
Tel (Office): 0141 548 1515
Fax: 0141 548 1353
e-mail: info@lifelink.org.uk
Website: www.lifelink.org.uk

Services:

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/support for family, friends and carers

Access:

- First contact does not have to be in English
- Will endeavour to ensure a female interpreter is available if requested
- Not a women only service - male workers at this project
- Full disabled access with parking nearby

Area Covered:

North Glasgow

Hours:

Monday/Tuesday/ Friday	9.00 am - 5.00 pm
Wednesday	9.00 am - 9.00 pm
Thursday	9.00 am - 5.00 pm

Drop in facility is available within the above times.

NORTH WEST WOMEN'S CENTRE

Address: 17-33 Shawpark Street
Maryhill
Glasgow G20 9DA
Tel: 0141 576 1400
Fax: 0141 576 1300
e-mail: glasgowwomen@hotmail.com
Website: www.nwwc.org.uk

Services:

- Courses from educational to leisure and recreational
- Counselling, help and advice
- Volunteering programme

Access:

- Building fully accessible
- Creche
- 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

RED ROAD FAMILY CENTRE

Address: 94 Red Road
Balornock
Glasgow G21 4PH
Tel (Support): 0141 557 5571
Fax: 0141 557 3307
e-mail: rrowc@btconnect.com

Aims:

To deal with all aspects of family lives. The Centre offers access to group work, workshops and social events around various issues, health and education.

Services:

- Safe house available to women fleeing domestic abuse
- Access to legal, housing and welfare rights advice
- Access to massage and relaxation techniques
- Childcare facilities
- Family support

Access:

- Project is fully accessible
- Female interpreter by arrangement
- Written information in large print
- Home visiting service available
- Surgeries in community venues
- Direct access or referral by other agencies
- First contact to the service must be in English

Area Covered:

North Glasgow

Hours:

Centre opening hours:

Monday to Thursday	8.30 am - 8.00 pm
Friday	8.30 am - 6.00 pm

Office opening hours:

Monday to Thursday	9.00 am - 5.00 pm
Friday	9.00 am - 12.00 pm

THE SANDYFORD

Address: 2 - 6 Sandyford Place
Glasgow G3 7N
Tel: 0141 211 8130
Website: www.sandyford.org

A range of services for women and men who need specialised free and confidential health services on reproductive, sexual or emotional health.

Sandyford Counselling and Support Services (SCASS) 0141 211 6700

Aims:

Offers counselling and emotional support to women and men who can self refer or be referred. Generic counselling, plus a range of specialist counselling – e.g. eating disorders, lesbian health.

Services:

- Counselling - generic and specialised, including Thrive - a service for male survivors of childhood sexual abuse
- Listening Ear - drop-in, telephone or appointment (one-off emotional support)
- Free Internet access

Access:

- Building is fully accessible - disabled parking nearby. Parking meters in street
- Multi lingual service - Urdu and Punjabi spoken, though first contact must be in English
- Interpreter by arrangement

Area Covered:

Greater Glasgow NHS Board area.

Hours:

Monday to Thursday 9.00 am - 8.30 pm
Friday 9.00 am – 3.30 pm

SEXUAL HEALTH SERVICES (GENITOURINARY MEDICINE) AT SANDYFORD

0141 211 8601/8130

Aims:

To provide information, advice and medical services on all sexually transmitted infections including HIV and related issues.

Services:

- Reliable and timely testing for sexual infections, antibiotic prophylaxis and Hep B vaccinations where appropriate
- Counselling with health advisors for women and men who have been sexually assaulted or abused
- HIV testing
- Advocacy in accessing other services within Sandyford and beyond.

Additional access info:

- External GUM services available in the Sandyford Hubs around the Greater Glasgow and Clyde area - check website for details

Hours:

Monday	8.30 am - 7.00 pm
Tuesday	8.30 am - 1.00 pm
Wednesday	8.30 am - 4.00 pm
Thursday	8.30 am - 7.00 pm
Friday	8.30 am - 4.00 pm

Drop-in service

Monday to Friday
8.30am - 10.30am
Doors open at 8am

SANDYFORD LIBRARY & INFORMATION SERVICES

0141 211 6717

e-mail: sandyfordlib@ggc.scot.nhs.uk

Aims:

A public lending library within the Sandyford Initiative working in partnership with Glasgow City Libraries and NHS Libraries. Open to everyone, it provides a wide range of information and resources on health and wellbeing plus free internet access.

It is also an accredited Learn Direct Centre

Services:

- Wide range of books and other resources to borrow
- Books can be borrowed from and returned to any Glasgow Community Library
- Selection of information leaflets to take away
- Specialist collections including violence, abuse, LGBT issues, Eating Disorders
- Free Internet access
- LearningBytes online courses

Hours:

Monday/Tuesday 10.00 am - 12.30 pm
and 1.30 pm - 7.00 pm

Wednesday/
Thursday/ Friday 10.00 am - 12.30 pm
and 1.30 pm - 4.00 pm

THE PLACE

0141 211 8130

Aims:

To provide comprehensive, confidential sexual and reproductive health services to young people under 18 years of age, in an informal setting. Young people can drop in, contact the service or be referred by other agencies.

Services:

- Contraception
- Sexual health advice
- Counselling
- Advice on drug and alcohol problems

Surgeries in communities are located at:

- Pollok Health Centre 0141 531 6807
Mondays 6.30 pm - 8.00 pm

- Castlemilk Health Spot, 0141 560 3034

Castlemilk Health Centre
Thursdays 3.30 pm - 5.00 pm

- Parkhead Health Centre 0141 232 7413
Mondays 4.00 – 6.00pm

Hours:

The Place at Sandyford

Monday to Thursday 4.00 pm - 6.00 pm

Saturday 1.00pm – 3.30pm

FAMILY PLANNING & REPRODUCTIVE HEALTH SERVICES AT THE SANDYFORD 0141 211 8130

Aims:

To provide family planning and reproductive health services within Sandyford Central and Sandyford Hubs (community clinics)

Services:

- Contraception and emergency contraception
- Pregnancy testing and pre-pregnancy counselling
- Pre and post termination of pregnancy counselling and referral
- Fertility advice
- Smear tests/colposcopy
- Rape, sexual abuse counselling and referral
- Sterilisation counselling and referral
- Specialist clinics - menopause, vasectomy, sexual problems
- Gender issues
- Natural family planning

Hours:

Family Planning Drop-in

Monday to Friday

8.30am – 10.30am

Appointment Only

Monday/

Wednesday/Thursday

1.00pm - 3.45pm

5.00pm - 7.30pm

Friday

1.00pm - 3.30pm

Saturday Drop in,

Emergency

9.00am - 11.00am

Contraception

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

We provide 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 will be wheelchair accessible

Area Covered:

Glasgow

Hours:

Monday - Sunday 9.00 am - 10.30 pm
with staff sleepover

WOMEN'S REPRODUCTIVE HEALTH SERVICE (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 (non pregnant women): 0141 211 5366

Fax: 0141 211 5391/5269

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
- Counselling and support 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.

YOUNG WOMEN'S PROJECT

Address: Top Floor, The Schoolhouse, 229 Orr Street, Glasgow, G40 2BN
Tel: 0141 276 1874
Fax: 0141 276 1875

Services:

Provides intensive support for young women who are at significant risk of being accommodated within residential or secure placements or who are at risk of becoming involved in prostitution. Social Work referrals only.

Access:

- Fully accessible building
- Access to interpreters & translators where required

Area Covered:

Glasgow

Hours:

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

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 and Social Work Services
- Glasgow Community and Safety Services
- Strathclyde Police
- Crown Procurator Fiscal's Office

- Standing Group on Violence Against Women
- Glasgow Homelessness Partnership
- Glasgow Women's Voluntary Sector
- Glasgow Council for Voluntary Services
- Community Health and Care Partnerships
- Community Planning Partnerships
- Job Centre Plus

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

0141 276 7724

info@gvawp.org.uk

www.gvawp.org.uk



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.

Your Notes

To view this document in larger print
please visit **www.16days.org** or
www.gvawp.org.uk



Glasgow Violence Against Women Partnership

Working in partnership with



www.saferglasgow.com

www.gvawp.org.uk

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