

Support Services for Women in Highland



Seirbheisean Taic do
Bhoireannaich sa
Ghàidhealtachd

Introduction

The Highland Community Planning Partnership is committed to challenging Violence Against Women at both local and national levels. Violence Against Women is an issue that affects many women - between 1 in 5 and 1 in 2 women in Highland will experience at least one form of gender based violence in her lifetime.

The effects Violence Against Women can have on those who experience it are wide ranging and it may impact on physical, emotional and/or sexual health. There are also impacts on children who are living with domestic abuse; who are sexually abused, or whose carers experience gender based violence.

We are mindful that it is not only women who experience abuse and that such abuse is unacceptable no matter who experiences it or the circumstances in which it takes place.

Information about services who may be able to support those who have experienced gender based violence are included in this leaflet. Many of these organisations also have a presence on Facebook and Twitter.

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Amina The Muslim Women's Resource Centre

Address:

Head Office: Citywall House, 32 Eastwood Avenue,
Glasgow G41 3NS

Dundee Office: 1/3 6 Whitehall Crescent, Dundee DD1 4AU

Phone:

Glasgow: 0141 212 8420 Dundee: 01382 787450

Email:

info@mwrc.org.uk

Aims:

A Scottish charity run by women, our purpose is to promote the social welfare of predominantly Muslim women and enable them to fully participate in all aspects of society without having to compromise their basic beliefs and values.

Services Provided:

- National listening ear Helpline - Freephone 0808 801 0308
- Counselling
- Befriending
- Capacity Building
- Fuel Poverty Advice
- English Classes & Employability
- Welcome Volunteers
- Work Experience

Accessibility:

We can help in many languages and also access the services of Language Line.

Opening Hours:

Glasgow - Monday to Friday 9.30am-5pm.

Dundee - Monday to Thursday 9am-5pm.

Caithness & Sutherland Women's Aid

Address:

Alba, VGES Building, Main Street, Golspie, Sutherland, KW10 6TG

Phone:

0345 408 0151

Email:

info@caswa.org.uk

Aims:

To work towards the prevention of domestic abuse and other forms of Violence Against Women by providing protection from abuse and provision of services to support women, children and young people affected.

Services Provided:

We offer follow-on and outreach services for women and children who have experience of domestic abuse and other forms of Violence Against Women. We also offer telephone support and a drop-in service. Our children & young people's workers offer support via email and text. The support offered to women and children includes: emotional and practical support; information on benefits, housing options, legal options; keeping safe and/or helping to make contact with other appropriate agencies to ensure holistic support. We also offer the Polish and Romanian Women's Support Project covered by Highland Women's Aid Groups.

Accessibility:

Together with Ross-shire Women's Aid, we now jointly employ an Eastern European Women's Outreach Worker. We also have access to interpretation services through Amina (Muslim Women's Helpline) and Shakti Women's Aid. We offer a flexible outreach service – appointments are preferred.

Opening Hours:

Monday to Friday 9am-5pm.

Children 1st

Address:

5 Longman Road, Inverness IV1 1RY

Phone:

01463 220057

Email:

highland@children1st.org.uk
parentlinescotland@children1st.org.uk

Aims:

- To be a strong public voice for vulnerable children and young people to positively influence public policy and opinion.
- To provide excellent services which promote the safety and wellbeing of vulnerable children and young people.

Services Provided:

- **Abuse & Trauma Recovery Service** for children / young people who have been impacted by any form of abuse and related trauma, and their families.
- **Kinship Care Support Service** (supporting extended family / friends/carers of a child placed with them by a Children's Hearing or The Highland Council).
- Helpline: **ParentLine Scotland 08000 28 22 33** – advice and support for parents and carers of children / young people.

Accessibility:

Please contact us to discuss your needs.

Opening Hours:

Mon to Fri 9am-9pm, Sat and Sun 9am-12 noon.

Ethnic Minorities Law Centre

Address:

Glasgow Office, 2nd Floor, 41 St Vincent Place, Glasgow G1 2ER
Edinburgh Office, 103-105 Morrison Street, Edinburgh EH3 8BX

Phone:

0141 204 2888

Email:

admin@emlc.org.uk

Aims:

To provide information, advice and legal representation on immigration law, nationality law, asylum law, discrimination law and employment law.

Services Provided:

Legal advice and representation over the phone or face-to-face.
Telephone advice line: Monday to Friday, 9.30am-10.30am
Face-to-face appointments: Monday to Friday, 9am-1pm; and
2pm-5pm

Accessibility:

Interpreters can be arranged for face-to-face appointments.

Opening Hours:

Monday to Friday, 9am-1pm; 2pm-5pm.

Forced Marriage Unit

Address:

Foreign and Commonwealth Office, 4th Floor, King Charles Street,
London SW1A

Phone:

0207 008 0151

Out of hours call 0207 008 1500 and ask for the Global Response Centre.

Email:

fmu@fco.gov.uk

Aims:

Joint Government (Home Office and Foreign and Commonwealth Office) Forced Marriage Unit is a one stop shop for developing policy on forced marriage, providing support and advice and raising awareness.

Services Provided:

Helpline and website – advice, information and support to victims and practitioners. Guidance for statutory agencies and frontline practitioners. Outreach, training and presentations.

Accessibility:

One of our caseworkers speaks fluent Bengali (including Sylheti dialect).

Opening Hours:

Monday to Friday 9am-5pm

Hemat Gryffe Women's Aid

Address: Flat 1, 24 Willowbank Street, Glasgow G3 6LZ

Phone: 0141 353 0859

Email: Womensaid@hematgryffe.org.uk

Aims:

To provide specialised service to women, children and young people primarily from the Asian and ethnic minority community who are experiencing domestic abuse.

Services Provided:

- Temporary refuge accommodation to women children and young people from Asian and minority ethnic communities who are victims of domestic abuse.
- Outreach service for women children and young people.

Hemat Gryffe women's aid services include:

- Free confidential service
- Cultural sensitive listening ear service
- Information
- Housing
- Advocacy service
- Welfare rights
- Financial support – social security benefit's
- Employability support
- Immigration including 2 year rule
- Bilingual staff
- Specialised services for victims of Forced Marriage
- Legal matters

Accessibility:

Specialised cultural sensitive support, translated material available, bilingual staff in both outreach and refuge services.

Opening Hours: Monday to Friday, 9am-5pm

Inverness Women's Aid

Website: www.invernesswa.co.uk

Phone: 01463 220719

Email: info@invernesswa.co.uk

Aims:

We provide confidential support to women, children and young people who have experienced or are experiencing domestic abuse in the Inverness, Badenoch & Strathspey areas.

Services Provided:

- Individual, tailored one-to-one support and advice from trained, professional staff with a wide range of experience and skills.
- Outreach service in Inverness, Nairn, Badenoch & Strathspey.
- Family, Children & Young People's support.
- Supported accommodation for women who need somewhere safe & supportive to live while they find permanent housing.
- Access to advice, information and support 24 hours a day, 365 days a year.
- Support to get advice about legal issues, housing, benefits, finances/budgeting, rights and safety issues and health & social matters.
- Discreet, safe and confidential service.
- Group work and mutual support from women experiencing similar problems.

Accessibility:

Appropriate supported accommodation and facilities (such as interview rooms & toilet) are available for clients with disabilities. Access to interpretation facilities.

Opening Hours:

Mon – Fri 9am – 5pm (appointments / drop-in)

Weekdays and Weekends – 24 hours (phone information & advice)

Service staffed 365 days.

Lochaber Women's Aid

Address:

Mary Street, Fort William, PH33 6BF

Phone:

01397 705734

Email:

lwa@lochaberwomensaid.org

Aims:

To support women, young people or children, who are or have been affected by domestic abuse.

Services Provided:

Information, support and supported temporary accommodation to women, young people and children with experience of domestic abuse.

Awareness raising in schools and statutory and voluntary organisations.

Follow-on Service & Access to Women's Groups.

Accessibility:

Affiliated to Scottish Women's Aid, as well as Partnership working with other agencies to provide a full range of support tailored to individual needs.

Opening Hours:

Monday to Thursday 9am-5pm. Friday 9am-2pm.

National Domestic Abuse and Forced Marriage Helpline Scotland

Phone:

0800 027 1234 (24 hours)

Aims:

The Helpline continually strives to meet the needs of all individuals and to reach into communities by offering a 24 hour telephone service to anyone affected by domestic abuse and/or forced marriage. We welcome your call and acknowledge and respect the fact that victims of abuse can be any age, from any race, ethnicity, religion, sexual orientation, geographical area or isolated by language.

Services Provided:

24 hour telephone service to anyone affected by domestic abuse and/or forced marriage. The helpline can give you help and information on your options and can tell you about services which can help you.

Opening Hours:

Helpline available 24 hours a day, 7 days a week.

National Female Genital Mutilation Helpline (NSPCC)

Address: Weston House, 42 Curtain Road, London EC2A 1NH

Phone: FGM Helpline 0808 028 3550

Email: fgmhelp@nspcc.org.uk

Website: www.nspcc.org.uk

Aims:

FGM Helpline is for members of the public and professionals to seek advice and make referrals about Female Genital Mutilation.

- FGM is the term used to describe procedures that involve injury due to the removal of part or all of the external female genitalia.
- FGM is child abuse.

Services Provided:

- FGM Helpline for those concerned that a child's welfare is at risk because of Female Genital Mutilation (FGM).
- Online resources to support practitioners identify and respond to FGM.

Accessibility:

Staff should be aware that the helpline is based in England and that some of our approaches to FGM in Scotland may be different - NHS Highland and Highland Council staff can check out the Highland FGM Policy on NHS Highland and Highland Council intranets or it is publicly available at **www.hvawp.scot.nhs.uk**

Opening Hours:

Helpline is available 7 days a week. The FGM's Helpline's operational hours for calls is: Mon – Fri - 8am – 10pm.

NHS Highland

Phone:

NHS 24 on 08454 24 24 24

Textphone: 18001 08454 24 24 24

Emergencies 999

Aims:

NHS Highland offers a variety of health services, more details are included over the next couple of pages.

Services Provided:

NHS 24 - is a 24 hour telephone health advice and information service. It provides information on health conditions and local NHS services, e.g. finding a pharmacist, GP surgery, dentist or Accident and Emergency department.

General Practitioners (GPs, Family Doctors) - services are available free of charge to everyone. If you are not registered with a GP you can still ask to be seen as a temporary resident.

Practice Nurses - will usually be able to document injuries and treat as appropriate. Emergency contraception is available from the practice nurse.

Accident and Emergency - Hospital A&E departments treat medical emergencies that are too urgent or serious for a GP to treat. You can make your own way there or call 999 for an ambulance.

Midwifery - A pregnant woman will be assigned a midwife, who will carry out routine checks.

Community Mental Health Services - are available for Psychiatric, Addiction and Learning Disability Services, enabling many people to receive support and care in their home locality and in non-institutional settings. If you have concerns about your mental health or depression, you can speak to your GP in the first instance.

Continues on next page.

NHS Highland (continued)

Community Care Services - A woman approaching social work is likely to be seen by a social worker from the Adult Social Care Team, which works predominately with adults. The area teams can access residential care, day care and community support services.

Forensic Medical Service - If a serious assault has taken place, the police may arrange for you to see a Forensic Physician. Forensic Physicians are specially trained doctors whose first priority is to ensure that any health concerns or questions you may have are properly dealt with. The Forensic Physician may also offer to examine you thoroughly for injuries and take forensic samples which might help the police investigation. A female police officer will help the doctors to package samples and arrangements may be made to photograph certain injuries, with your permission.

Health Visiting and School Nursing Services - are included in the Care and Learning section for The Highland Council (page 29).

Accessibility:

Various, depending on premises.

All services have access to independent interpretation services.

Visit **www.nhshighland.scot.nhs.uk** for more information about services.

Opening Hours:

Various, contact individual services.

Highland Sexual Health and The Teen Clinic

Address: Zone 14, Clinic 1, Raigmore Hospital, Old Perth Road, Inverness IV2 3UJ

Phone: 01463 888 300

Aims:

The objectives of Highland Sexual Health and The Teen Clinic are protecting, promoting and preserving the sexual and reproductive health of people by educating them in matters relating to sexual behaviour, contraception, sexually transmitted infections and unwanted pregnancy.

Services Provided:

Highland Sexual Health provides a free, confidential one one-stop service. The nurses and doctors are specially trained in sexual health and contraception, and will provide advice in a sensitive way. HSH provide services such as testing and treatment for sexually transmitted infections (STI); free condom supplies; pregnancy testing and emergency contraception, counselling and testing and prevention for HIV.

The Teen Clinic provides Young persons' (under 20 years old) counselling and contraceptive and sexual health services. Information and education via leaflets, training materials, information sessions. Medical and counselling services at clinics include counselling around sexuality, sexual orientation, relationships, sex, sexual health, and pregnancy. Oral, inject-able, Implant, intra-uterine contraceptives provided, along with condoms and lubricant, Chlamydia testing and treatment. Pregnancy testing and counselling.

Accessibility:

All services have access to independent interpretation services. Visit www.nhshighland.scot.nhs.uk for more information about services.

Highland Sexual Health and The Teen Clinic (Continued)

Opening Hours:

Highland Sexual Health – Raigmore Clinics run daily with some evening availability. Clinics are also available weekly in Invergordon, Fort William, Wick & Thurso

The Teen Clinic - Drop in young people only sessions, (no appointment necessary): Mon & Thu 4.30-7.30pm, Sat 12-3pm (except the last Saturday of the month).

Police Scotland

Address:

Highlands & Islands Division, Divisional Police Headquarters,
Old Perth Road, Inverness IV2 3SY

Phone:

Emergencies: 999

Non-Emergencies: 101

Email:

Visit www.scotland.police.uk for further methods of contact, including "Contact Us" for general enquiries or third party reporting methods.

Aims:

Police Scotland is committed to providing a professional and consistent service to all victims and to keeping people safe. We are dedicated to providing a victim-centred approach, ensuring that anyone who engages with the police receives the support and protection they deserve, especially when faced with the trauma of Domestic Abuse and Sexual Crimes.

Our response when dealing with perpetrators will be swift and decisive. Action will be taken to target perpetrators and place them before the courts.

Services Provided:

We will thoroughly investigate all crimes made known to us. When we respond to Domestic Abuse this will be done in a sensitive and proportionate manner, also assisting you to make contact with support services who can best meet your needs. Victim safety is paramount and we therefore look at safety planning to assist you to be safe and supported.

Continues on next page.

Police Scotland (continued)

Specialist investigators called Sexual Offences Liaison Officers (SOLO) are appointed to victims of sexual crimes. These officers are specially trained and will explain the police process to you and act as your single point of contact within Police Scotland.

They are also able to provide you with details of other services you may wish to access in order to get support.

Accessibility:

Police Scotland will respond to all Domestic and Sexual crimes as a matter of priority. SOLO support is available 24/7 across the Highlands & Islands area.

When necessary, independent interpretation services will be provided to assist you.

Please visit **www.scotland.police.uk** for more information about services.

Opening Hours:

Police Scotland is a 24 hour service, contactable in emergencies by calling 999.

If your contact with Police Scotland is of a non-emergency nature or you are unsure about the opening hours of your local police station, please call 101 to get more information.

Rape and Sexual Abuse Service Highland (RASASH)

Website: www.rasash.org.uk

Phone: Freephone support line 03330 066909

Email: For general enquires, including volunteering: info@rasash.org.uk
For support queries: support@rasash.org.uk

Aims:

- To provide accessible, appropriate and high quality emotional and practical support, information and advocacy for survivors, their non-abusing partners, family and friends.
- To work towards the prevention and ultimately the elimination of sexual violence, supporting social change by raising awareness and understanding of rape and sexual violence, challenging myths and campaigning.
- To work with others to improve the way society, organisations and agencies respond to survivors of sexual violence.

Services Provided:

RASASH provides person centred and trauma informed support, information and advocacy for anyone, aged 13 or over, who lives in the Highland Council area and who has experienced sexual violence or abuse. We are based in Inverness and can provide face to face support for anyone able to come to our premises, or who lives within 30 minutes' drive time of Inverness. Over time, and as funding allows, we aim to develop a presence across the whole of the Highland Council area. At present we can provide support by telephone, email and Skype to survivors and their families who cannot travel to Inverness and live more than 30 minutes distant of Inverness.

Accessibility:

Premises fully accessible. Interpretation can be provided. Written information can be provided in different languages and formats.

Opening Hours: Monday to Friday 9.30am-4.30pm.

Rape Crisis Scotland

Address: 46 Bath Street, Glasgow G2 1HG

Phone: Freephone Helpline: 08088 01 03 02 Open daily, 6pm-midnight.

Email: support@rapecrisisscotland.org.uk

Aims:

- To work to address prejudicial attitudes towards survivors of sexual violence at an agency, societal & institutional level.
- To work to ensure a consistent and high quality service is offered by member groups throughout Scotland.
- To provide a national helpline service to anyone affected by sexual violence.
- To assist in the development & expansion of rape crisis provision throughout Scotland.
- To provide a central information & resource service on sexual violence.
- To develop and sustain a solid infrastructure for the rape crisis movement in Scotland.

Services Provided:

We provide short term support to anyone affected by sexual violence. This includes female, male and transgender survivors of sexual violence, friends & family members & workers.

Accessibility:

We have a Deaf Access Support Service every Tuesday afternoon 1.30pm-5pm with Text support and free access to online BSL interpreting via Sign on Screen. To register for Sign on Screen go to:

www.deafconnections.co.uk

We have a minicom every evening 6pm-midnight and offer email support. We also offer a language translation facility through language line. Callers/workers only need to call the line and state the language needed and leave a safe number and support workers will call back via the translation service. We have translated information leaflets in to 7 community languages; Arabic, Chinese, French, Polish, Punjabi, Urdu, Slovak as well as British Sign Language videos which are available as a DVD and all materials are downloadable on our website:

www.rapecrisisscotland.org.uk

Opening Hours:

Office open usual office hours on 0141 331 4180.

Helpline open 6pm-midnight 08088 01 03 02.

Ross-shire Women's Aid

Address: The Square, George Street, Dingwall IV15 9SA

Phone: Dingwall: 01349 863568 Skye: 01478 613365

Website: www.rosswa.co.uk

Email: info@rosswa.co.uk

Twitter: @rosswomensaid

Aims:

Our aims are to support and protect women, children and young people affected by domestic abuse by providing a wide range of sustainable services of the highest possible standard and influencing the policy and practice of others ensuring those affected by domestic abuse receive appropriate responses. We are committed to working towards a society free from domestic abuse and gender inequality.

Services Provided:

We provide services in the Ross-shire, Skye and Lochalsh area these include:

- One to one support by phone, text or in person
- Group support
- Information on your rights
- Advocacy
- Safe accommodation

We will listen in confidence and believe you. You can contact us by phone or arrange to meet a worker at a time and place which is safe for you. We will support you whether you are still with your partner or if you are ready to leave. We can help you whatever kind of abuse you are experiencing from your partner. We will support any women whose partner or ex-partner abuses them regardless of whether their partner is male or female.

Accessibility:

Workers trained in BSL. Language Line Interpretation Facilities.

Opening Hours: Monday to Friday, 9am-5pm

Samaritans

Address:

67a Tomnahurich Street, Inverness IV3 5DT
& 7 Riverside Place, Thurso KW14 8BZ

Phone:

01463 713456

Free Phone: 116 123

Email:

jo@samaritans.org

Aims:

We provide confidential emotional support for people in distress or despair, including people with suicidal thoughts or feelings.

Services Provided:

Emotional support is offered by telephone, email, text and face-to-face (by appointment) at our centres in Inverness and Caithness.

Accessibility:

Textphone 08457 90 91 92

Full wheelchair access at our Inverness Centre.

Opening Hours:

Telephone, email and text services available Nationally 24 hours a day, 365 days a year.

Face-to-face services – please contact local office.

SAY Women

Address:

3rd Floor, 30 Bell Street, Glasgow G1 1LG

Phone:

0141 552 5803

Email:

enquiries@say-women.co.uk

Aims:

Support young adult survivors of childhood sexual abuse and/or rape/sexual abuse.

Services Provided:

Accommodation for young women aged 16–25 years - survivors of childhood sexual abuse and/or rape/sexual assault.

Short to medium term crisis support for young men and women (16–25 years) - survivors of childhood sexual abuse and/or rape/sexual assault.

Training (all over Scotland) on:

- Working with CSA Level I
- Working with CSA Level II
- Working with Self Harm
- Working with Survivors with addiction issues

Accessibility:

Text phone at accommodation and fully accessible flat for disabled women.

Opening Hours:

Office Hours at Bell Street: 9.30am-5pm

Service provision outside of Glasgow can be limited – but limited places/spaces are available to young people outside of Glasgow and we are very flexible, please call to discuss individual needs – always happy to provide services where possible or at least, give information and signpost.

Scottish Women's Aid

Address: 2nd Floor, 132 Rose Street, Edinburgh EH2 3JD

Phone: 0131 226 6606

Website: www.scottishwomensaid.org.uk

Email: info@scottishwomensaid.org.uk

Aims:

Scottish Women's Aid plays a key role campaigning and lobbying for effective responses to domestic abuse.

We represent the collective voice of our 38 member groups – whose role is to offer refuge accommodation and a variety of support services to women, children and young people who are trying to escape domestic abuse.

We work with them to ensure that funding and support continues to be made available, so that they can continue their invaluable work.

Ultimately SWA exists to raise awareness of domestic abuse amongst policy makers and the public alike, in order that together, we can stop domestic abuse.

Services Provided:

- **Lobbying and campaigning** - Scottish Women's Aids key role is campaigning for better responses to domestic abuse.
- **Training** - Scottish Women's Aid provides a comprehensive training programme for members and non-members alike. We also collaborate with Queen Margaret University to deliver a course on Gender Justice, Masculinities and Violence.
- For more information on our training and to see our training schedule see our website.
- **Information and publications** - We publish a wide range of publications and downloadable resources for use by members and non-members – available from our website.
- Local Women's Aid Groups provide emotional, practical support and information. Some also provide temporary accommodation.

Opening Hours: Office hours, Monday to Friday, 9am-5pm.

Scottish Women's Rights Centre

Address:

c/o Rape Crisis Scotland, Tara House, 46 Bath Street, Glasgow

Telephone helpline available across Scotland:

Freephone: 08088 010 789

Offering free legal information and advice to women survivors of violence and abuse.

Email:

coordinator@scottishwomensrightscentre.org.uk

Aims:

To ensure that women in Scotland who have or are experiencing gender based violence are able to access timely and appropriate legal advice and information.

Services Provided:

Scottish Women's Rights Centre (SWRC) is able to assist women who have or are experiencing: sexual offences, domestic abuse, harassment, stalking, human trafficking, forced marriage, female genital mutilation.

The SWRC is able to offer free legal information and advice; case work and representation in some circumstances;

Obtaining protection orders in cases of gender based violence, including harassment and stalking; Housing/Welfare advice; Issues regarding the residence and contact of children where there has been gender based violence; Initial information about legal rights of a woman involved in the dissolution of a relationship where there has been gender based violence; Reporting a crime of violence through the criminal justice process; The rights of a victim in any criminal justice proceedings (restricted to matters which fall within civil/human rights law); Criminal Injuries Compensation.

Accessibility:

Telephone interpreting available.

Opening Hours: Wednesdays 1.30pm-4.30pm

Shakti Women's Aid

Address:

Norton Park, 57 Albion Road, Edinburgh EH7 5QY

Phone:

0131 475 2399

Email:

info@shaktiedinburgh.co.uk

Aims:

Shakti works with Black & Minority Ethnic (BME) women and their children and young people experiencing/fleeing domestic abuse from their partners, ex-partners and other members of the household.

Services Provided:

- Outreach services for women in other areas outside Edinburgh - Lothians, Tayside, Fife and Forth Valley.
- Training awareness and education events for partner agencies, professionals and members of the public.

Accessibility:

Languages spoken by staff include Hindi, Urdu, Punjabi, Nepali, Turkish and Polish.

Opening Hours:

Mon, Wed to Fri, 9.30am-4pm Tues, 1-4pm.

TARA Service

Address:

The TARA Service, Community Safety Glasgow (CSG),
First Floor, Eastgate, 727 London Road, Glasgow G40 3AQ

Phone:

0141 276 7724

Email:

commsafetyTARA@glasgow.gov.uk

Please mark the email 'FAO TARA'.

Access to email Mon – Fri, 9am-5pm.

Aims:

To help identify and support women who may have been trafficked for the purpose of commercial sexual exploitation.

Services Provided:

TARA provides comprehensive assessment of needs including risk and offers a range of support services, including crisis accommodation dependant on individual need.

Women may be eligible for the service if they are over 18 years, have been commercially sexually exploited in the UK, have been brought into the UK or have been moved around the UK.

TARA can also provide support to frontline staff by sharing information, advice and good practice.

Any enquiries from organisations, individual staff members and women are confidential in accordance with our policy, which is available on request.

Accessibility:

Interpreters can be arranged.

Opening Hours:

Monday to Friday 9.30am-5pm.

Out of hours response:

Please call our office number above if you require an urgent response out with office hours.

The Highland Council

Address:

Headquarters, Glenurquhart Road, Inverness IV3 5NX

Phone:

Service Centre: 01349 886606.

Textphone: 01349 886665

Email:

service.point@highland.gov.uk

Aims:

We offer a number of statutory services to people in Highland including, Housing, Education, Health and Social Care and Service Points. Contact details for all services in all areas across Highland are available on our website at **www.highland.gov.uk** or by calling our service centre.

Services Provided:

Housing - People experiencing abuse can contact their nearest Housing Officer for advice on homelessness, housing and housing support. The Council has a legal duty to help homeless people and is committed to preventing homelessness. If you are homeless or threatened with homelessness you should contact your nearest Housing Office immediately to get help, advice, and to complete a homeless application form, if necessary.

Care & Learning - has responsibilities to prevent Violence Against Women by educating young people about its causes and consequences. School staff are also able to provide support to children and young people affected by domestic abuse and other forms of gender based violence.

Family teams support families with children - Early Years (Health Visitors and Early Years workers), School age (School Nurses and Children's Service Workers) and Care and Protection. You can call the Service Centre and ask for your local family team.

Criminal Justice teams offer programmes to perpetrators.

Continues on next page.

The Highland Council (continued)

Service Points - Staff can help by checking that current housing and council tax benefits are correct, advising what benefits are available and how to claim them. The Service Point can also offer advice on signposting to other services as requested.

Accessibility:

Various, depending on premises.

All services have access to independent interpretation services.

Visit www.highland.gov.uk for more information about services.

Opening Hours:

Most services operate on a Monday to Friday, 9am-5pm basis, but out of hours crisis numbers are available for:

Housing 01349 886691; and

Social Work 08457 697 284.

Crown Office & Procurator Fiscal Service - Victim Information & Advice

Covering Highlands & Islands and Moray

Address:

Crown Office & Procurator Fiscal Service, Great Glen House,
Leachkin Road, Inverness IV1 1QL

Phone:

0300 020 3000

Email:

_VIAInverness@copfs.gsi.gov.uk

Aims:

Victim Information and Advice is part of the Crown Office and Procurator Fiscal Service. The Procurator Fiscal is responsible for investigating and reporting crime in Scotland. The role of the VIA is to assist victims and witnesses by:

- Providing information and advice about how the criminal justice system works and what you can expect.
- Keeping you updated on the progress of your case.
- Helping you get in touch with organisations that can provide practical and emotional support.
- Discussing what support may be available to help you give evidence or attend court if the case goes to trial.

Services Provided:

Contact by telephone, email and in many occasions face to face meetings with clients.

Accessibility:

You can contact us by telephone, language line, email and text phone.

Opening Hours:

Mon - Thurs, 8.45am-5pm and Fri, 8.45am-4.30pm

Victim Support Highland

Address:

Fairways House, Fairways Business Park, Castle Heather,
Inverness IV2 6AA

Phone:

01463 258834

Website:

www.victimsupportsco.org.uk

Email:

victimsupport.hIGHLAND@victimsupportsco.org.uk

Aims:

Victim Support Scotland is the national independent charity for people affected by crime – victims and witnesses, their families and friends. We offer free and confidential information, support and practical help after crimes.

Services Provided:

Helpline: 0345 603 9213

Accessibility:

Our office has disabled access and we can arrange for an interpreter if required.

Opening Hours:

Monday to Friday, 10am-4pm

Waverley Care

Address: 34 Waterloo Place, Inverness IV1 1NB

Phone: 01463 711 585

Email: highland@waverleycare.org

Aims:

Waverley Care is Scotland's HIV and Hepatitis C charity. Our work is focused on prevention, education, testing and support. Throughout Scotland we're reducing new HIV and Hepatitis C infections, getting people diagnosed and supporting those affected in whatever ways they need. Through our work, we are also challenging HIV and Hepatitis C related stigma, tackling health inequalities and promoting good sexual health.

Services Provided:

- **HIV and Hepatitis C testing** – We offer a range of testing options to suit you. Testing is confidential and discreet.
- **Support Services for people living with or affected by HIV - 1** to 1 support and peer support offered. You can be assured of confidentiality and a safe place to talk.
- **Outreach prevention services** - support and advice for those who may be at higher risk of HIV transmission.
- **Training for professionals** – free training on a range of topics related to blood borne viruses and sexual health.
- **Condoms by post** – regular delivery of free condoms to your home.

For more information on all of our services, go to:

www.waverleycare.org/about-our-services/locations/highland

All services are available across the Highland area.

Opening Hours:

Mon - Fri, 10am-4pm. Telephone answering service available – we'll get back to you if you leave a message.

Testing available by appointment only – call or email to find out more.

Women's Support Project

Address:

Adelphi Centre, 12 Commercial Street, Glasgow G5 0PQ

Phone:

0141 418 0748

Email:

enquiries@womenssupportproject.org.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 Provided:

- Development of resources to raise awareness and to support training and public education work on violence against women.
- Online directory of support organisations at:
www.womenssupportproject.org.uk
- Multi-agency and in-house training service on a range of issues relation to violence against women and children including training for trainers.
- Raising awareness of the harm caused by commercial sexual exploitation and highlighting male demand as a root cause.
- Public education on Violence against Women.
- Multi-agency and partnership working to improve understanding and responses to Violence against Women at local and national level.
- FGM aware resources and information. See **www.fgmaware.org**

Continues on next page.

Women's Support Project (continued)

Accessibility:

- Sign language or other interpreters by arrangement (notice required for interpreting service).
- Parking nearby.
- Accessible toilets.

Opening Hours:

We do work office hours, but are sometimes away from our desks. Please leave us a message if we are not available or send us an email and we will get back to you as soon as possible.

Notes

To request this booklet in an alternative format e.g. **Large print**, Braille, computer disk, audio tape or suitable language please contact the Highland Violence Against Women Partnership at the address below:

Highland Violence Against Women Partnership,

Larch House,

Stoneyfield Business Park,

INVERNESS IV2 7PA

Telephone Number: 01463 704 814

Website: www.hvawp.scot.nhs.uk