

# Covid-19 Info Sheet & Directory

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## Domestic Abuse

[Quick Exit](#)

# We're Here to Help

In May 2019, we signed up to the Chartered Institute of Housing's (CIH) pledge to ['Make a Stand'](#) against domestic abuse. This means that we have committed to take the following actions:



- |                                                                                                                                           |                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>1</b> Put in place and embed a policy to support residents who are affected by domestic abuse</p>                                   | <p><b>2</b> Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff</p> |
| <p><b>3</b> Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse</p> | <p><b>4</b> Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse</p>                                                      |

In November 2019, we finalised our [Domestic Abuse Policy](#) to support our tenants who are affected by domestic abuse. We have a page on our website, [here](#), with our policy and useful resources for you to access.

If you are unsure where to get support, or are concerned about someone you know, you can contact us on the details below.



Call us on 0141 331 6650

- leave a voicemail and a member of staff will call back



Email us at [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk)

[Quick Exit](#)

# GCC Temporary Accommodation

If you become homeless due to domestic abuse, you can get emergency housing help from Glasgow City Council. You don't have to be roofless to be homeless - you may be staying with friends and family, or living in a refuge, hostel or bed and breakfast hotel.



Due to the current situation regarding Coronavirus there are some changes to how you access some Homelessness services:

## Community Homeless Service

During office hours (Mon-Thurs before 4.45pm, Fri before 3.55pm) you should contact your nearest Community Homeless Service. If you live in the West of Glasgow you will contact the Glasgow North West service (details below). You can find the contact numbers for other areas of Glasgow [here](#).

**Glasgow North West Community Homeless Service**  
**Helpline: 0141 276 6168**

## Out of Hours Homelessness Service

If you are homeless and need a service after 4:45pm Monday to Thursday or 3:55pm on a Friday and weekends, please call the number below.

**Out of Hours Homelessness Service**  
**Helpline: 0800 838 502**

You can find out more details through the [Glasgow City Council website](#).

[Quick Exit](#)

# Disclosure Scheme for Domestic Abuse

**This scheme aims to prevent domestic abuse by empowering both men and women with the right to ask about the background of their partner, potential partner or someone who is in a relationship with someone they know, and there is a concern that the individual may be abusive.**

If police checks show that the individual has a record of abusive behaviour; or there is other information to indicate the person you know is at risk, the police will discuss your concerns with you and decide whether it is appropriate for you to be given more information to help protect the person who is in the relationship with the individual you are concerned about.



To apply for a disclosure, complete the online form through the link at the bottom of the page. This form is for everyone who wants to apply to the Scheme either for themselves or another person. It is for both members of the public and for professionals.

Once you submit the form you will have formally applied and Police Scotland will process the application – including conducting checks and meeting with you, the applicant.

**Access [here](#) for Disclosure Scheme form or view guidance on the process [here](#).**

# Resources

Below is a range of organisations that can offer advice and help if you, or someone you know, is experiencing domestic violence.

## Scotland's Domestic Abuse & Forced Marriage Helpline

Scotland's Domestic Abuse & Forced Marriage Helpline supports anyone with experience of domestic abuse or forced marriage, as well as their family members, friends, colleagues and professionals who support them. They provide a confidential, sensitive service to anyone who calls.



**Scotland's Domestic Abuse and Forced Marriage 24 Hr Helpline: 0800 027 1234**  
[helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)  
[Chat Online Here](#)

## Scottish Women's Aid

Scottish Women's Aid remains fully operational during the Covid-19 pandemic.



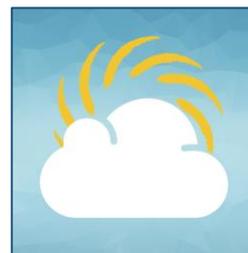
They have a range of information available on their website or you can contact the Glasgow service through the number below.

**Helpline: 0141 553 2022**  
**Website: [womensaid.scot](http://womensaid.scot)**

# Resources

## Bright Sky

Bright Sky is a free to download mobile app (iOS and Android) providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know.



It displays as a weather app (you hold down on the weather display to open it) and links through to a domestic abuse directory which includes Scottish services, helplines, and a journal that can link to a secure email address.

Only download this if it safe to do so.

## Safer Scotland

Safer Scotland provides information about ways of staying safe and how to report abuse; from domestic abuse to intimate image abuse.

They have information about staying safe during the pandemic and links to organisations that can help.



## Scottish Women's Rights Centre

Scottish Women's Rights Centre offer free and confidential legal advice through their helpline and surgeries, as well as advocacy support and legal representation



As well as their legal and advocacy support, they have a range of information online, some of which is specific to the services available during the Covid-19 pandemic.

**Helpline: 0808 801 0789**

**[Online Contact Form](#)**

# Resources

## UK Says No More - Safe Spaces

UK says no more is working with Boots UK, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK to provide Safe Spaces in their consultation rooms for people experiencing domestic abuse.

You can use a Safe Space in whichever way works for you. They provide a safe and discrete way to reach out to friends and family, contact specialist support services and start your journey to recovery.



### How to Access a Safe Space

- Walk into any participating pharmacy in the UK.
- Ask at the healthcare counter to use their Safe Space.
- A pharmacist will show you to the Safe Space, which will be the consultancy room.
- Once inside, you will find displayed specialist domestic abuse support information for you to access, to make that call or access Bright Sky safely.
- Safe Spaces are open and ready for you to use.

There are safe spaces throughout the areas we provide housing and you can find your closest one by using the search bar through the web link below.

**Web:**

<https://uksaysnomore.org/safespaces>

## [Rail to Refuge](#)



Rail to Refuge is a joint initiative between rail companies and Women's Aid in which train operators cover the cost of train tickets for women, men and children escaping domestic abuse travelling to refuge accommodation. Find out further details through the link above.

**Email:** [railtorefuge@womensaid.org.uk](mailto:railtorefuge@womensaid.org.uk)

## [Abused Men in Scotland \(AMIS\)](#)

AMIS provide information and support to men if they have experienced or are experiencing domestic abuse. Their helpline is open Mon -Fri, 9am-4pm.



They also have a [Knowledge Base](#) which includes, amongst other things, details of support close to you.

**Helpline: 0808 800 0024**

## **Easy Read Resources**

People First Scotland, in partnership with the Scottish Government and SCLD, has created two new easy read resources on [Domestic Abuse](#) & [Coercive Control](#).



# Resources

## Galop – the LGBT Anti-Violence Charity

Galop offer independent advice and support to people within the LGBT+ community who are experiencing domestic abuse, amongst other violent crimes.



They are still offering the service during the COVID-19 pandemic but at a reduced rate so response times may be slower. They also have some useful factsheets available on their site.

**National LGBT+ Domestic Abuse Helpline: 0800 999 5428**  
[help@galop.org.uk](mailto:help@galop.org.uk)

## Hemat Gryffe Women's Aid

Hemat Gryffe provide specialist support to women from the Asian, Black and Minority ethnic community who experience domestic abuse influenced by culture and tradition.

You can find out more about the services they offer on their [website](#), which also has a quick exit option.

**24 Hr Helpline: 0141 353 0859**

# Resources

## ASSIST Scotland

ASSIST is a free specialist domestic abuse advocacy and support service focused on reducing risk, increasing safety and improving the wellbeing of domestic abuse victims.



They are continuing to provide a telephone support. If you call and leave a message, this will be relayed to the appropriate person. They also have a range of useful information about safer browsing online (using incognito mode, for example).

**ASSIST Phone: 0141 276 7710**

## Hollie Guard



Hollie Guard is a free app (available on iOS, Android and Windows) that turns a phone into a personal alarm.

It can also track your journey, send a discreet alert to your contacts that you're in danger and detect if you have had a sudden fall. You can find out more through the link above.

# Resources

## Victim Support Scotland

Victim Support Scotland provides information, emotional support and practical assistance to people affected by crime, including victims, witnesses and their families and friends.



Your local Victim Support Service has a support team specialising in:

- Support for people after a crime
- Reporting a crime through their Third Party Reporting service
- Help with Victim Impact Statements
- Information regarding court attendance for victims and witnesses
- An antisocial behaviour project

They offer confidential, free support for victims and witnesses of crime, and have appointments available to meet with their support team.

They are open Mon-Thurs 9am-5pm and Fri 9am-4pm. If you need help outside these hours, their helpline is open Mon-Fri, 8am-8pm.

**Glasgow Phone Line: 0141 553 2415**

**Helpline: 0800 160 1985 (8am-8pm)**

**Email: [victimsupport.glasgowcity@victimsupportscotland.org.uk](mailto:victimsupport.glasgowcity@victimsupportscotland.org.uk)**

# Services for Children

## NSPCC

# NSPCC

Living in a home where domestic abuse happens can have a serious impact on a child or young person's mental and physical wellbeing, as well as their behaviour. And this can last into adulthood.

NSPCC services can support children and young people who have experienced domestic abuse to help them move on and receive the care they need. If you're worried about a child, even if you're unsure, contact the helpline below to speak to one of their counsellors.

**Helpline: 0800 800 5000**  
**Email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)**

## Childline

Childline understand how difficult it is for children to talk about domestic abuse.

# childline

ONLINE, ON THE PHONE, ANYTIME

Whether it's happening now or happened in the past, Childline can be contacted 24/7. They have information and advice for children and young people about domestic abuse, including why it happens and what they can do. All calls are free and confidential.

**Helpline: 0800 1111**  
**Website: [www.childline.org.uk](http://www.childline.org.uk)**

# Ending a Relationship

Citizen's Advice Scotland have written some [useful advice](#) about ending a relationship and the people you need to inform. Below are some of the main points.



## Ending a Marriage or Civil Partnership

The article above has some useful advice about the financial and legal issues you will need to consider when ending a marriage or civil partnership. It also has links to sources of advice around the emotional aspects of separating.

## Who needs to know?

If you're living with your partner and your relationship ends, you don't have to take any legal action to separate. You do need to tell some people and organisations, including:

- landlord or housing office
- housing benefit office
- council tax office
- mortgage lender
- gas, electricity and telephone companies
- benefits office
- tax office, particularly if you're getting tax credits
- bank or any other financial institution if you have a joint account.
- current/ future schools
- insurance companies, particularly if you have joint policies
- the post office (for mail redirection)
- doctor, dentist and child health clinic.

## Separation Arrangements

A separation agreement sets out how you wish to sort out issues about money, property and arrangements for the children and you can find out more about what you should consider through the link above.

# Stay Connected With Glasgow West

For up to date information please check our website:

[www.gwha.org.uk](http://www.gwha.org.uk)

We will provide updates in the event of any further changes in our services.

We will be regularly updating our social media channels with our own service updates as well as changes and opportunities within your community. Follow us on:



Twitter - [@GlasgowWest4](https://twitter.com/GlasgowWest4)



Facebook - [GlasgowWestHA](https://www.facebook.com/GlasgowWestHA)

If you do not have internet access, call 0141 331 6650 for current service information.