

Aberdeen - Abuse Services – COVID 19

Overview: This document sets out contact details and current scope of service provision for organisations who offer support to people experiencing abuse in Aberdeen.

List of Organisations/Services included:

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Organisation	Service Offering	Current Status	Contact details
<p>Adult Support and Protection (Aberdeen City Council)</p>	<p>Overview:</p> <p>Reporting process, if you know or suspect that an adult (16+) is being harmed.</p> <p>NB: The council has a duty to investigate an alleged incident of harm. Other professionals may be involved, for example police health services or Care Inspectorate</p> <p>If you know or suspect that an adult is being harmed, you should:</p> <ul style="list-style-type: none"> • Make sure the adult is safe • If immediate help is needed, call 999 • Complete the secure, online report form to tell them who you are concerned about • Or, contact one of the services below <p>Aberdeen City Council Duty Social Work Team / Out of Hours Social Work Team (24 hours): 0800 731 5520</p> <p>Police Scotland: 101</p> <p>Care Inspectorate: 0345 600 9527</p> <p>For more information visit the Adult Support and protection webpage: https://bit.ly/3dAfcyH</p>	<ul style="list-style-type: none"> • Currently working at critical level • Prioritising Adult support and protection work • Adult protection is now located with the Duty Social Work team • Now working on a 7 day week work pattern 	<p>Website: https://www.aberdeencity.gov.uk/services/social-care-and-health/adult-support-and-protection</p> <p>Online referral form: https://bit.ly/3aeoKNU</p> <p>Phone 01224 264085</p> <p>or 0800 7315520 (Out of hours Social Work)</p>
<p>Aberdeen City Council Duty Social Work Team</p>	<p>Overview:</p> <p>Adult services</p> <p>The team offers information on services, assessment of service</p>		<p><i>Phone: 0800 7315 520</i></p> <p><i>Monday to Friday 08.30 - 17.00</i></p> <p><i>Out of hours:</i></p>

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	<p>required and a short-term - advice, practical support and counselling.</p> <p>The out of hours team</p> <p>Provides an after hours emergency service within Aberdeen City. A wide range of Social Work services are covered, delivering crisis assessment by home visit or telephone. Referrals are then passed on to other social work teams and appropriate agencies</p> <p>Royal Cornhill Hospital Social Work teams</p> <p>Three adult mental health teams, one old age psychiatry and rehabilitation team. They offer a social work, care management, Mental Health officer and Resettlement Coordinator service to people with mental health difficulties as well as their families.</p> <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • 16+ • Out of hours: all enquiries • Adults at risk (those unable to protect themselves) • Self referral • Third party referral 		<p><i>Monday to Thursday.</i> <i>16.30 - 00.00</i></p> <p><i>Weekends and public holidays: 08.30 - 00.00</i></p> <p><i>Royal Cornhill Hospital:</i></p> <p><i>Adult mental health:</i> <i>01224 557260/557734</i></p> <p><i>Old Age Psychiatry / Resettlement Coordinator:</i></p> <p><i>01224 557306</i></p> <p><i>Email:</i> cornhill@aberdeencity.gov.uk</p>
<p>Aberdeen City Council - Housing</p>	<p>Overview</p> <p>Provide specific advice and information related to housing. Examples:</p> <ul style="list-style-type: none"> • Paying rent • Finding a home • Council house repairs 	<ul style="list-style-type: none"> •Continuing to provide most of their housing services •Restricting face-to-face engagement •Homelessness - as usual 	<ul style="list-style-type: none"> • For assistance please visit our housing pages https://www.aberdeen.gov.uk/services/housing or telephone the local housing office

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	<ul style="list-style-type: none"> • Home energy efficiency • Homelessness <p>Referrals and Eligibility:</p>	<ul style="list-style-type: none"> •Currently only doing emergency repairs •Non -emergency repairs can still be reported, but will not be scheduled meantime 	<ul style="list-style-type: none"> • Homelessness helpline: 0800 917 6379 (24 hours). • Further advice is available at https://www.aberdeencity.gov.uk/services/housing/homelessness/homelessness-advice-and-support • Emergency repairs - (24 hours) Tel: 03000 200 292 <p>For more information https://www.aberdeencity.gov.uk/services/housing/request-council-house-repair</p>
<p>Aberdeen City Council - Children and Families Social Work</p>	<p>Overview:</p> <p>Children’s Social Work Reception Team assesses most new referrals for children’s social work in Aberdeen.</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Assessing need and risk • To assess whether there is a need for children’s social work to be involved on a longer term basis • This may include leading on multi-agency planning in response to any immediate risk or harm 		<p>Tel: 0800 7315 520</p> <p>Email: ChildrenAndFamilies-Reception@aberdeencity.gov.uk</p>
<p>Crown Office and Procurator Fiscal Service. Victim Information and Advice Service (VIA)</p>	<p>Overview:</p> <p>Offers help to child victims and victims of crime in cases of domestic abuse, hate crime, sexual crime or where it is likely that a trial will involve injury.</p>	<ul style="list-style-type: none"> • All victims and witnesses only to attend court if your case is currently underway • Guidance for attending court: https://bit.ly/2ybqauv 	<p>Email: EnquiryPoint@copfs.gov.uk</p> <p>Tel: 0300 020 3000</p>

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	<p>Service scope:</p> <ul style="list-style-type: none"> • Provide information about the criminal justice system • Assisting in a case where a victim appears to be vulnerable for any reason • Keeping you up-to-date on key developments • Helping you get in touch with organisations that can offer support • Discussing any additional support that may be required • Help arranging visit to court 		
<p>Cyrenians: Domestic Abuse Support and Accommodation Project (DASAP)</p>	<p>Overview:</p> <p>Support for people who are homeless or at risk of homelessness due to domestic abuse</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Support to remain safely in their own accommodation • Support to identify alternative accommodation • Access to Aberdeen City Council's Housing Access Service for those who are eligible • Safety planning • Emotional and practical support • Personal and home security items • Advice and information • Crisis intervention • Advocacy • Referral to other agencies • Confidential support 	<ul style="list-style-type: none"> • Running a reduced service as of 31.03.2020 • Only one DASAP Worker • Responding to emergency enquiries only <p>Daily communication with service users to help reduce isolation</p>	<p>Contact: dasap@weareac.org</p> <p>More information: https://bit.ly/2Ua5sUq</p>

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	<ul style="list-style-type: none"> • Non-judgmental approach <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • Adults 16+ • Where relevant, can ensure support is put in place for children • Women and men • Self referrals <p>Third party referrals</p>		
<p>Cyrenians Violence Against Women Project (VAW)</p>	<p>Overview:</p> <p>Offers support to women who are currently experiencing violence or abuse.</p> <p>Provision of 1:1 support, 12-week Women's Group programme, befriending support and CliCK (for woman selling or exchanging sex or sexual activity online)</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Emotional support • Safety planning • Practical support • Advice and information • Crisis intervention • Advocacy • Assessment of needs • Referral to other relevant agencies <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • Women aged 16 years and over • Self referrals • Third party referrals 	<ul style="list-style-type: none"> • Running a reduced service as of 31.03.2020 • Only three VAW workers and Manager • Women's group is closed • Remote support 	<p>vaw@weareac.org</p>

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<p>Grampian Women's Aid</p>	<p>Overview:</p> <p>Free, confidential specialist service to women, children and young people in Aberdeen and Aberdeenshire who have experienced domestic abuse.</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Safety planning • Practical and emotional support • Temporary accommodation • Advice and information about rights • Support for children and young people • Referrals for other services • Advocacy <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • Women • Children and Young People • Self referral • Third party referrals 	<ul style="list-style-type: none"> • Providing all support services over phone, online, by text or email • National helpline still in place • Continuing to accept referrals for women, children and young people whilst remote working. • Providing support with; assessment of support needs, person led support planning, tenancy advice and support, access and referral for legal services and signposting/referrals to other agencies and services. 	<p>Phone: 01224 593381</p> <p>Email: info@grampian-womens-aid.com</p> <p>National: Scotland's Domestic Abuse and Forced Marriage Helpline also available 24/7:</p> <p>0800 027 1234</p> <p>Email: helpline@sdafmh.org.uk</p> <p>Web chat: www.sdafmh.org.uk</p>
<p>Rape Crisis Grampian</p>	<p>Overview:</p> <p>Provides support to people over the age of 13 years who have been subjected to sexual violence at any time in their lives:</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Person led • Emotional and practical support • Advocacy • Support survivors to make contact with legal services 	<ul style="list-style-type: none"> • As of 17.03.20 all face to face support has been suspended • Remote support offered • Staff are working remotely • Offer: telephone and video conference to survivors who are already accessing support • Continuing to accept referrals • Landline has been diverted to mobile phones • Those on the waiting list will still be contacted at a time 	<p>Phone: 01225 590932</p>

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	<p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • 13+ • Men and women • Self referrals • Third party referrals 	<p>when they are able to offer support</p> <ul style="list-style-type: none"> • Will still carry out initial appointment by telephone 	
<p>Shelter Scotland</p>	<p>Overview</p> <p>Provide housing advice, support & legal services</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Advice available online at www.shelterscotland.org/get_advice • Online chat service is also available. 	<ul style="list-style-type: none"> • All staff have been moved to home working • Face to Face services including outreach and home visits have been cancelled • Now operating a telephone and online based service for appointments, advice and support 	<p>Local Contact: Justine Dunbar Justine_Dunbar@shelter.org.uk</p> <p>Phone: 0344 515 2296</p> <p>Email: aberdeenproject@shelter.org.uk</p> <p>National helpline: 0808 800 4444</p> <p>For frontline staff looking for advice on behalf of a client or service user, you can use our second tier advice service, ScotWRAS which is available 10am-3pm on 0344 515 1310 or by email via scotwrass@shelter.org.uk</p>
<p>Victim Support Aberdeen</p>	<p>Overview:</p> <p>Provides victims and witnesses of crime with confidential, emotional and practical support and information about the criminal justice system.</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Bespoke & personalised support to victims, witnesses and their family members • Provides information, practical help, 	<ul style="list-style-type: none"> • Offering telephone support, webchat and email support only • National helpline running from 8am-8pm • Referrals through that are still being sent locally • Most offices are not being manned • All volunteers are working from home and proceeding to support existing service users and new referrals via phone. 	<p>Emma Thurley emma.thurley@victimsupportscotland.org.uk</p> <p>National Helpline: 0800 160 1985 Mon - Fri 8am -8pm</p> <p>Website: https://victimsupportscotland.org.uk/</p> <p>Webchat: accessed through website</p>

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	<p>emotional support and guidance through the criminal justice system</p> <ul style="list-style-type: none"> • Offer specialist services to support people who face specific crimes including rape and sexual assault and domestic abuse <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • Self referral • Third party referrals 		
<p>FearFree (SACRO)</p>	<p>Overview:</p> <p>Support service for any man, or LGBTI+ person experiencing domestic abuse. This service is limited.</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Dedicated case workers • Mentoring • Healthcare support • Emotional and practical support • Safety planning • Addictions assistance • Support to access benefits <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • Men • LGBTI+ • Self referrals • Third party referrals 	<ul style="list-style-type: none"> • Working from home policy for all but essential cover • Delivering services via phone / text / video support • Face-to-face contact is limited to where there is an essential need only 	<p>Phone: 01224 560550</p> <p>Email: infoaberdeen@sacro.org.uk</p> <p>Online referral: https://bit.ly/2Uhngg8</p>
<p>Four Pillars</p>	<p>Overview:</p> <p>Grampian based LGBT+ charity, that aims to support their community within the areas of Mental, Emotional,</p>	<ul style="list-style-type: none"> • All groups have closed until further notice • Community relations manager is working remotely and available to contact 	<p>Phone: 01224 583634</p> <p>Email: deejay.bullock@fourpillarsuk.org</p>

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	Physical and Sexual Health. Service offering: <ul style="list-style-type: none"> • Information and support • Person centred • Peer education • Support groups Referrals: <ul style="list-style-type: none"> • Self referral • Third party referral 		
Pathways	Counselling for victims/survivors of domestic abuse	<ul style="list-style-type: none"> • 2 counsellors • Now only providing remote support via phone • Have a waiting list 	Malcolm Pritchard Tel: 01224 682939 Email: info@pathways-online.org
Report and Support (Aberdeen University and RGU)	Overview: Online reporting platform for victims of abuse within higher education settings. Information about advice and support available at the university.	<ul style="list-style-type: none"> • Report and Support still online and accessible as usual • Support requests remotely • Encouraging staff and students to carry on using this service 	RGU: https://bit.ly/2vV686Q Aberdeen University: https://bit.ly/2UjdASl
Grampian Regional Equality Council (GREC)	Overview: GREC offers a range of services that aim to eliminate discrimination and prejudice, celebrate diversity and provide evidence to change policy and practice. *They offer a professional interpreter and translation service, which may be of benefit to a number of domestic abuse situations where English is not the first language. Service offering includes:	<ul style="list-style-type: none"> • Offices closed • Services running remotely • Case workers available by phone or email • In-trans (interpreting and translation) now offering phone interpreting, wherever possible • Face-to-face now available via video conferencing 	General enquiries: Email: info@grec.co.uk Tel: 01224 595 505 In-trans: Email in-trans@grec.co.uk Tel: 01224 576795 More information about services can be found here: https://acvo.org.uk/covid-19/

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	<ul style="list-style-type: none"> • Adult counselling service • Ethnic Minority Health Link Project • In-Trans (Interpreters) • Casework <p>Eligibility and referrals:</p> <p>Varies for different services. More information here: http://grec.co.uk/</p>		

National Organisations and Online Resources

Organisation	Service Offering	Current Status	Contact details
Police Scotland	<p>Overview:</p> <p>To improve the safety and wellbeing of people, places and communities in Scotland.</p> <p>A key frontline service which victims and practitioners can use to prevent and stop incidents of violence and abuse.</p> <p>Service scope:</p> <ul style="list-style-type: none"> • To respond to reports of violence and abuse • Assess risk • Remove the risk of further violence - either by arresting or removing the perpetrator • Arrange first aid or other medical assistance • Help to access specialist services • Arrange transport to a safe place. If asked to do so 	<p>Amendments / adjustments:</p> <ul style="list-style-type: none"> • Those reported will be asked additional questions re: self-isolation and symptoms (to do risk assessment) • PPE (Personal Protective Equipment) used to attend 	<p>In an emergency: 999</p> <p>(Only if the incident is ongoing or life is in danger)</p> <p>Other:</p> <ul style="list-style-type: none"> • Non emergencies please dial 101 • Local police station • Online domestic abuse form
Shakti Women's Aid	<p>Overview:</p> <p>A member of Scottish Women's Aid</p> <p>Offers information and support to BME and migrant women, children and young people facing domestic abuse, forced marriage and other gender-based abuses.</p> <p>Based in Edinburgh with outreach in Dundee, Stirling and Fife.</p> <p>Service scope:</p>	<ul style="list-style-type: none"> • No longer offering face-to-face support • Still offering support via phone, email and text 	<p>National Domestic Abuse and Forced Marriage helpline:</p> <p>0800 027 1234</p> <p>Email: info@shaktiedinburgh.co.uk</p> <p>Website: https://bit.ly/2QL6tQs</p> <p>Telephone:</p> <p>Edinburgh: 0131 475 2399</p> <p>Fife: 01383 732 289</p>

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	<ul style="list-style-type: none"> • Work with BME women and their supporters • Safety planning • Advice and information about options and choices which may affect BME women, including: <ul style="list-style-type: none"> • Forced marriage • FGM • Immigration rights • Honour - based abuse • Support to find temporary refuge • Training and consultancy for agencies working with BME women, children and young people <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • BME women, children and young people • Self referrals • Third party referrals 		<p>Dundee: 01382 207 095</p> <p>Forth Valley: 07757-035-794</p> <p>Referral form can be found here: https://bit.ly/2wsUuAp</p>
<p>Trafficking Awareness Raising Alliance (TARA)</p>	<p>Overview:</p> <p>A support service for survivors of trafficking.</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Help identify and support women who have been trafficked for the purpose of commercial sexual exploitation • Crisis accommodation • Link with sexual health services • First responders <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • 18 + • Women • Self referral 		<p>Tel: 0141 276 7724</p> <p>Email: corporatevaw@drs.glasgow.gov.uk</p>

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	<ul style="list-style-type: none"> • Third party referral 		
<p>CHAYN</p>	<p>Overview:</p> <p>Global volunteer network for addressing gender-based violence. Resources co-designed with victims and survivors</p> <p>Service scope:</p> <ul style="list-style-type: none"> • Toolkits including 'how to' guides • Platforms • Digital services • Chat bot • Opportunity for victims / survivors to connect with others • Advice and information <ul style="list-style-type: none"> • Law and legal services (including evidence gathering) • Online safety • Mental health and wellbeing <p>Eligibility and referrals:</p> <ul style="list-style-type: none"> • Free online resource 	<p>To be confirmed</p>	<p>Website: https://chayn.co/</p>
<p>AMIS (Abused Men in Scotland)</p>	<p>Overview:</p> <p>Support men who are experiencing or have experienced domestic abuse. Run a free, confidential helpline.</p> <p>Service scope:</p> <ul style="list-style-type: none"> • National helpline • Online resources • Local support outlined <p>Eligibility and referrals:</p>		<p>Website: https://abusedmeninscotland.org/</p> <p>Helpline (open Mon-Fri: 9am-4pm) 0808 800 0024</p> <p>Free from UK landlines, mobiles and BT payphones. This number will not appear on phone bills.</p>

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	<ul style="list-style-type: none"> • Free online resources for victims, family and organisations • National helpline is open to victims, friends and families too 		