

Introduction

South Ayrshire Multi-Agency Partnership (MAP) for Violence Against Women & Children is committed to addressing gender-based violence and to offering appropriate, high quality services to women and children, underpinned by a clear and unequivocal commitment to promote gender equality and inclusion across South Ayrshire.

The purpose of this directory is to provide local organisations with the knowledge and information necessary to offer appropriate support to women and children within South Ayrshire, no matter which agency they should seek contact with.

The simple format of the directory will allow it to be easily updated as and when details may change providing an accurate inventory of service provision within South Ayrshire.

‘What do we mean by “Violence Against Women”?’

The National Group to Address Violence Against Women has adopted defining principles setting out what “violence against women” encompasses for the purposes of tackling gender based violence against women and its impacts on children and young people.

Gender based violence is a function of gender inequality, and an abuse of male power and privilege. It takes the form of actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. It is men who predominantly or exclusively carry out such violence, and women who are predominantly the victims of such violence. By referring to violence as “gender-based”, this definition highlights the need to understand violence within the context of women’s and girl’s subordinate status in society. Such violence cannot be understood, therefore, in isolation from the norms and social structure and gender roles within the community, which greatly influence women’s vulnerability to violence.

Accordingly, violence against women encompasses but is not limited to the following:

- physical, sexual and psychological violence occurring in the family, within the general community, or in institutions, including: domestic abuse; rape; incest and child sexual abuse;
- sexual harassment and intimidation at work and in the public sphere; commercial sexual exploitation, including prostitution, pornography and trafficking;
- dowry related violence;
- female genital mutilation;
- forced and child marriages;
- honour crimes

Activities such as pornography, prostitution, stripping, lap dancing, pole dancing, and table dancing are forms of commercial sexual exploitation. These activities have been shown to be harmful for the individual women involved, and have a negative impact on the position of all women through the objectification of women's bodies. This happens irrespective of whether individual women claim success or empowerment from the activity. It is essential to separate sexual activity from exploitative sexual activity. A sexual activity becomes sexual exploitation if it breaches a person's human right to dignity, equality, respect, and physical and mental wellbeing. It becomes commercial sexual exploitation when another person, or group of people, achieves financial gain or advancement through the activity.

Adoption of this definition does not deny or minimise, the fact that the woman may use violence, such as violence against a male partner, or violence in lesbian relationships. Although less common violence committed by women is no less serious and requires to be addressed. The fact that women may sometimes be involved in carrying out harmful practices, such as female genital mutilation, or pimping and brothel keeping, does not take away from the fact that these are acts of gender-based violence, which harms and/or disempowers women as a group, and benefits men as a group.

In relation to incest and child sexual abuse, it is acknowledged that both girls and boys are abused. However, violence against women requires a response which takes account of the gender specific elements and the broader gender inequalities which women and girls face. It is important that any response to violence against women takes into account the large numbers of adult women who have experienced child sexual abuse.

Violence against women can and does have a significant impact on children and young people. This includes children and young people who are directly or indirectly harmed through domestic abuse of their mother, and there is evidence of links between domestic abuse and, emotional, physical and sexual abuse of children. It is important that children's services and child protection is informed by work on violence against women, and that responsibility for harm to children lies with the offender. In relation to domestic abuse, the safety of children is closely linked to the safety of the adult victim.'

(Scottish Executive's Strategic Framework On Violence Against Women, 2007)

Research and Information

Violence against women is a manifestation of historically unequal power relations between men & women and that violence against women is one of the crucial social mechanisms by which women are forced into a subordinate position to men.
(The United Nations, 1993)

Violence against women kills or incapacitates more women aged between 15 – 40 years worldwide than cancer, malaria, accidents & war combined.
(Hidden Health Burden 1994)

Two in every five women have been raped or sexually assaulted.
(Women's Support Project, 1989)

Less than one in 20 rapes reported to the police in Scotland results in a successful conviction.
(Scottish Executive, 2007)

In the U.K. a woman is murdered every 3 days by a partner or ex-partner.
(Home Office Crime Stats, 2001)

76% of children ordered by courts to have contact with a violent partner were said to have been further abused as a result of contact being set up
(Radford, et al 1999)

Studies indicate that a significant number of men who are perpetrators of violence against their partners are also violent towards their children

(Queensland Domestic Violence Task Force, 1988)

Abuse is not a problem the victim can correct.

It is a problem that only the abuser can fix...

Or that society can work to protect the victim from

Violence against women & girls is the most pervasive violation of human rights in the world. Its forms are both subtle and blatant and its impact on development profound... it is deeply embedded in cultures around the world..... yet this brutality is not inevitable... once recognised for what it is - a construct of power – it can be dismantled.

(UNICEF, 1997)

Good practice guide

Be aware that you, whatever your role within your workplace, could be the first point of contact for a woman who is seeking help and support because of gender-based violence.

All agencies should be able to provide accurate information and support women to explore their options. Even if your agency is not in a position to provide the service(s) the woman needs, remember your response may be crucial in terms of what happens next.

You must ask the question, “Will my intervention leave this person & her children in greater safety or greater danger?”

To support a woman:

Believe.....

Ask.....

Listen.....

Value.....

Remove blame.....

Confidentiality – explain your limitations.....

Accuracy of record-keeping.....

Consider safety.....

Enable her to speak freely.....

Don't decide for her.....

Deliver the right information.....

Don't minimise her experiences.....

Allow her to own her own feelings.....

Reassure her she is not alone.....

Consider possible barriers.....

Her feelings are understandable.....

Highlight options.....

Identify potential support.....

Let her prioritise her needs – everyone is different.....

Safety

Women and children's safety must always be paramount. Fear of a punitive response may prevent women from seeking help for themselves & their children when they most need it & thus place them at risk. A woman cannot protect her child if she is not protected but if she asks for protection for herself, her child(ren) may be removed. A non women-blaming attitude is undoubtedly one of the most effective tools you can equip yourself with when supporting Children & Young People who have experienced Domestic Abuse.

Mothers may be reluctant to admit the abuse of children has occurred due to

- Fear that her children will automatically be taken into care.
- Fear of repercussions from the abuser
- Fear of being seen as having failed as a parent
- Fear of being unable to retrieve the relationship

Intervention should empower mothers to seek new ways to protect themselves and their children. The focus should be on having a woman regain control of her life in a way that protects her and her children and does not require continued protective intervention for the children, unless they are at risk from the mother.

If you are concerned about a child refer to your agency child protection procedures and **SPEAK** to someone.

All children have a right to grow up in a caring and safe environment and all adults have a responsibility to ensure they are protected from abuse and neglect.

Make sure you:

- Act promptly – follow your organisation’s procedures
- Give as much information as you can about the child and family to whomever you contact.
- If the child is at risk of abuse this information will need to be shared with other agencies.

If you are concerned about the **immediate** safety of a child i.e. child at risk of immediate harm or injury, contact your local police or social work office

If you do not share your concerns a child may be harmed.

Social work: 01292 267675
(Mon. to Thu. 9am-5pm, Fri. 9am-4pm)

If your concerns occur out with office hours, please contact police or standby social work services.

Social work (out of hours): 0800 811 505

In an emergency dial 999

Advice & Information

South Ayrshire Women's Aid

14 Green Street, Ayr, KA7 2SN

Contact:

Monday-Thursday 9am – 4.45pm,

Friday 9am – 4pm

01292 266482 crisis line

01292 885667 office line

ayrwomensaid@yahoo.co.uk

Services available:

- Crisis support and counselling service
- Refuge accommodation and support service
- Children and young people support service (refuge and non refuge)
- Outreach support service for rural areas
- Women's centre service offering support & activities
- Training and prevention education service

Services are free and confidential

South Ayrshire Women's Centre

14 Green Street, Ayr KA8 8AD

Contact:

Monday-Thursday 9am – 4.45pm,

Friday 9am – 4pm

01292 268284

centresawa@yahoo.co.uk

Services available:

- Emotional & Practical Support
- Advocacy
- Self help support groups
- Peer and family Social opportunities
- Free Confidential Pregnancy Testing
- Play facilities, garden, lounge & kitchen

Current groups held within the centre are:

- Healthy Lifestyle Group
- Lunch Club
- Relaxation Group
- Assertiveness Group
- Peer Support sessions
- Reading and Writing Group (from April 2008)

Referrals can be made by women or referring agencies by either dropping into the Centre or by telephone or e-mail (details above)

Hemat Gryffe Women's Aid

0/1 24 Willowbank Street, Glasgow G3 6LZ

Contact:

Monday to Friday 9.00 am - 5.00 pm

0141 353 0859

hemat.gryffe@ntlbusiness.com

www.hematgryffe.org.uk

Services available:

Offer safe temporary accommodation, support and information to women and children of BME communities who experience domestic abuse, and girls who face forced marriage situations, by providing

- Safe temporary refuge accommodation
- Support and counselling
- Benefits advice
- Immigration advice
- Advice on legal issues
- Workers who speak a range of languages - Urdu, Punjabi, Hindi, Bengali and Nepalese
- Female interpreters by arrangement
- Translated information in Urdu, Punjabi, Hindi, Cantonese, Bengali
- Written information for women with limited literacy

Women can be referred by other agencies or can self refer
It is a UK wide, women only service.

The Rape Counselling & Resource Centre
P.O. Box 23, Kilmarnock KA1 1DP

Contact:

Monday – Thursday 10.30am – 4.30pm

Friday 10.30am – 2.00pm

01563 541769

rcrc1@tiscali.co.uk

www.rcrcentre.co.uk

Services available:

Counselling and support for:

- Female survivors of rape and child sexual abuse
- Mothers whose children have been abused
- Anyone supporting a survivor, such as friends, partners, parents and families

Support and information to:

- Professionals and workers who work with survivors of sexual crimes
- Students
- The general public

Support and accompany survivors, who have reported the crime, through the subsequent legal procedures and at court.

Open referral method

Services are free and confidential

Victim Support South Ayrshire

MacAdam House, 34 Charlotte Street, AYR, KA7 1EA

Contact:

Monday-Friday 10.00am-2.00pm

01292 266441

info@victimsupportsayr.freeserve.co.uk

www.victimsupport.org

Services available:

Trained volunteers provide independent help through telephone support, home visits or office appointments. You don't have to have reported the crime to get help.

- Time to talk
- Help with insurance / compensation claims
- Personal safety and crime prevention advice
- Support if your case goes to court
- Information about other agencies
- Help with criminal justice procedures

Open referral method

Services are free and confidential

Scottish Domestic Abuse Helpline

44 Springvale Street, Saltcoats KA21 5LP

Contact:

24 hour opening - 365 days a year

0800 027 1234

www.domesticabuse.co.uk

Services available:

Telephone support to those affected by domestic abuse.

Services are free and confidential

Rape Crisis Scotland Helpline
46 Bath Street, Glasgow G2 1HG

Contact:
Daily 6pm – 12 midnight

08088 01 03 02

www.rapecrisisScotland.org.uk

Services available:

Support for anyone aged over 13 who has experienced sexual violence, their friends, family or support workers.

A free and confidential service offering initial support and information.

The withheld number will not show up on your phone bill.

Can arrange a telephone interpreter if English is not your first language.

Amina - The Muslim Women's Resource Centre
Network House, 311 Calder Street, Glasgow G42 7NQ

Contact:

Monday to Friday 9.30 am - 5.00 pm

0800 801 0301

aminamwrc@aol.com

Services available:

Promoting the welfare of Muslim women and overcoming social exclusion through provision of direct helping services and work with mainstream services.

- Information, advice and advocacy
- Freephone helpline
- Counselling
- Befriending
- Multi lingual services - English, Urdu, Punjabi, Swahili, Sorani, and via language line. First contact need not be in English
- Signer by arrangement
- Written information available in English, Urdu, Swahili, Farsi and French

LGBT Domestic Abuse Project

LGBT Youth Scotland, Centrum House, 38 Queen Street,
Glasgow, G1 3DX

Contact:

Monday-Friday 9am- 5pm

0141 548 8121

mhairi.logan@lgbtyouth.org.uk

www.lgbtdomesticabuse.org.uk

Services available:

The LGBT (Lesbian, Gay, Bisexual and Transgender) Domestic Abuse Project is working with mainstream service providers who work with or plan services for people experiencing domestic abuse. The project provides training and is working to raise awareness of the often hidden issue of LGBT people's experience of Domestic Abuse. The project is working in partnership with other organisations to increase understanding of the unique aspects of LGBT domestic abuse including specific support needs and the need for visibility of inclusion for this often marginalised group.

See website for more information.

Moving On

Three Towns Healthy Living Centre
12 Hamilton Street, Saltcoats KA21 5DS

Contact:

Monday – Thursday 9am – 5pm

Friday 9am – 2.30pm

01294 466901

Services available:

A counselling service for adult survivors of sexual abuse
throughout North & South Ayrshire

Services are free and confidential

The TARA Project

4th Floor, Westergate, 11 Hope Street, Glasgow, G2 6AB

Contact:

Monday - Friday 9.30am- 5pm.

With reasonable notice we can provide planned support outwith our normal office hours.

0141 276 7724

0141 276 7699

corporatevaw@glasgow.gov.uk

Services available:

The TARA Project provides support for women who have been trafficked into Scotland for the purposes of commercial sexual exploitation. We provide a comprehensive assessment of needs and offer a range of support services including assistance to find crisis accommodation dependant on individual need.

Women may be eligible for support where there are concerns that she may have been trafficked for commercial sexual exploitation, if they

- Are over 18 years old
- Have been brought to or moved around the UK, and
- Have been commercially sexually exploited within the UK.

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

All enquiries are confidential in accordance with our policy, which is available on request.

Health

NHS 24

Contact:
24hrs service

08454 24 24 24

www.nhs24.com

Services available:

NHS 24 is a confidential telephone advice and information service available across Scotland. If someone is unwell and it can't wait until your GP surgery re-opens phone the above number.

In an emergency dial 999

Other online information:

- NHS Self-Help Guide – help to identify your symptoms by answering simple step by step questions to work out the best course of action
- NHS Health Encyclopaedia – provides information on illnesses, conditions, tests and treatments
- Pharmacy Opening Times – access the opening times of pharmacies in your area

Ayrshire Council on Alcohol

24 Fullarton Street, Ayr KA7 1UB

Contact:

Monday – Thursday 9am – 5pm

Wednesday 5 – 8pm, Friday 9am – 4pm

01292 281 238

acaayr@btconnect.com

Services available:

Alcohol counselling service that offers information, advice and support to individuals and family members.

Open referral method

Services are free and confidential

NHS Ayrshire and Arran Sexual Health Department
Ayrshire Central Hospital, Kilwinning Road, Irvine

Contact:

01294 323228 / 6

www.shayr.com

Services available:

A range of NHS Sexual Health Services ,i.e. family planning and genito-urinary medicine, including information, testing and emergency contraception.

Base 75

75 Robertson Street, Glasgow G2 8QD

Contact: 0141 276 0737

Office

Monday to Friday, 9.30 am - 5.00 pm

Drop-In:

Monday to Friday 7.30 pm - 11.30 pm

Saturday Closed

Sunday 7.00 pm - 10.00 pm

Support Group

Friday 1.00 pm - 3.00 pm

Services available:

A non-judgemental, easily accessible service to women involved in street prostitution. Assisting women to exit prostitution and providing some outreach 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

Housing

Homeless Team – South Ayrshire Council

80-88 Kyle Street, Ayr

Contact:

Monday, Tuesday, Thursday 8.45am-4.45pm

Wednesday 10.00am-4.45pm, Friday 8.45am-4pm

01292 611600

0808 1003151 (Freephone outwith office hours)

homeless.team@south-ayrshire.gov.uk

Services available:

Provide housing options information, advice assistance and support to those who are homeless or threatened with homelessness.

Open referral method

Services are free and confidential

Additional Security Project

Burns House, Burns Statue Square, Ayr

Contact:

Monday – Friday 9am – 4pm

01292 616119

suzanne.bishop@south-ayrshire.gov.uk

Services available:

The Additional Security Project can provide women and children experiencing domestic abuse with a range of security measures in their own home or in temporary accommodation to help them feel safer.

Women must be referred by a local agency. Please contact for details.

Women must be separated from the abusive partner to be eligible for this project.

Services are free and confidential

Ayrshire Initiatives

Alexander Fleming Building, Hannah Research Park, Mauchline Road, Ayr KA6 5HL

Contact:

01292 670674

garymeek@ayrshireinitiatives.co.uk

Services available:

Housing support

Support to tenants experiencing difficulties and/or at risk of losing their home.

Tenant Welcome Programme

Work using home improvement to assist vulnerable and problematic tenants to settle and sustain their tenancies.

Home Learn Link

Home based one-to-one literacy and numeracy support.

Legal

Strathclyde Police Domestic Abuse Unit

10 St Marnock Street, Kilmarnock

Contact:

Monday-Friday 8am-4pm

01292 664159

Services available:

Plain-clothes officers provide a professional, caring and victim-centred approach, offering advice and support throughout the process of reporting a domestic incident.

Victim Information and Advice (VIA)

Procurator Fiscal Office, 37 Carrick Street, Ayr, KA7 1NS

Contact:

Monday-Thursday 8.30am-5pm

Friday 8.30am – 4.30pm

0844 561 2775

0844 561 2791

viaayr@copfs.gsi.gov.uk

Services available:

A dedicated information provision service for certain victims, witnesses and bereaved next-of-kin. If you are involved in a case, we will keep you updated on the progress of your case and provide information and advice about how the criminal justice system works and what you can expect. If you are concerned about going to court we can arrange for you to be shown around the court before a trial or we can put you in touch with other services for victims and their families.

VIA helps victims and witnesses of crimes reported to the Procurator Fiscal which involve

- Domestic Abuse
- Racist or religiously aggravated crime
- Sexual offences
- Child victims and witnesses
- Victims and Witnesses of serious crime.

We also help the next of kin in cases of deaths which may involve criminal proceedings or if there is to be a Fatal Accident Inquiry or extensive investigation.

Financial

Jobcentre Plus

Wallacetoun House, John Street, Ayr, KA8 0BX

Contact:

Monday, Tuesday, Thursday, Friday 9am-5pm,

Wednesday 10am-5pm

01292 666000

www.jobcentreplus.gov.uk

Services available:

Jobcentre Plus, part of the Department for Work and Pensions, brings together employment and benefit services for people of working age.

- job search facilities: online, over the phone (Jobpoints and Jobseeker Direct) and through the website
- Swift, secure and professional access to benefits for those entitled to them.

Personal advisers provide:

- practical support and advice
- help for those in need to find and keep work
- training provision
- benefits guidance

A dedicated service to support employers

- filling their vacancies quickly and successfully
- jobs placed online

Open referral method

**Stepping Stones for Families
Girvan Connections Project**

Girvan Primary School, Wesley Road, Girvan KA26 9DD

Contact:

01465 710161

gfcf@ssff.org.uk

www.ssff.org.uk

Services available:

A holistic approach to assessed need is taken for the four key areas of: family support; childcare; income maximisation; and groupwork programmes.

Open referral method

Services are free and confidential

Children & Young People

Women's Aid Children & Young Persons Support Workers
CYP Service, 14 Green Street, Ayr KA8 8AD

Contact:

Monday – Friday 9am – 6pm

Weekends and evenings by appointment

01292 267 067

07870 885 986 call or text

07870 885 990

sawacyp@yahoo.co.uk

Services available:

Support for children and young people who have experienced domestic abuse.

Open referral method

Services are free and confidential

Barnardo's 'Hear 4 You'

John Pollock Centre, Mainholm Road, Ayr KA8 0QD

Contact:

01292 294 309

Hear4u@barnardos.org.uk

Services available:

Children's rights and advocacy service, helping children to put their views across to other people or other agencies.

For 12 years and above, or under 12 only with parental/guardian permission.

Children 1st Directions Project

7b Boswell Park, Ayr KA7 1NP

Contact:

01292 288 373

directionsayr@children1st.org.uk

Services available:

Support for families under stress, protect children from harm and neglect, help them recover from abuse and promote children's rights and interests.

Support for children aged 5 – 12 years of age to address difficulties including possible and actual offending behaviour and to maintain them within the family, school and community.

Social Work

Family Centre
Wills Road, Ayr

Contact:
01292 288645

Services available:

Providing children and their families with early preventative therapeutic interventions that will seek to protect and promote the welfare of the most vulnerable children in our local community.

Throughcare Support Team

Holmston Centre, 1a Holmston Road, Ayr

Contact:

01292 612092

www.south-ayrshire.gov.uk

Services available:

The Throughcare support team work with young people aged between 15-21 years who are/ were looked after or accommodated by the local authority, and young homeless people requiring assistance. They offer individual support, group work opportunities and provide information on a range of issues.

Youth Support Team

Municipal Buildings, South Beach, Troon

Contact:

01292 313668

Services available:

A specialist team offering a range of support services to young people (11 – 16 year olds) and their families and carers in partnership with Social Work and other key staff

Identifying Domestic Abuse

This list can help you look at what you think of as abusive behaviour

My partner:-

- insults or embarrasses me in front of other people
- says that I am stupid
- is not kind to me
- slaps me around the head or face
- assaults me when he drinks
- orders me around
- is like Jekyll and Hyde - nice to others but not to me
- puts me down
- demands obedience to him
- becomes surly and angry if I tell him he is drinking too much
- becomes upset if dinner, housework or laundry is not done
- is jealous and suspicious of my friends
- punches me with his fists
- tells me I am ugly and unattractive
- tells me I couldn't manage to take care of myself without him
- makes me perform sex acts that I do not like or enjoy
- acts like I am his personal servant
- becomes very angry if I disagree with his point of view
- threatens me with a weapon
- doesn't give me enough money to run our home
- demands that I stay at home to take care of the children
- beats me so badly that I need medical help

- feels that I should not work or study
- does not want me to socialise with female friends
- demands sex whether I want it or not
- screams and yells at me
- has no respect for my feelings
- acts like a bully towards me
- frightens me
- treats me as though I am stupid
- acts like he would kill me

**All of the above points are abusive.
No one has the right to hit, abuse or bully their
partners**

Updates

If you wish to add to or amend any information to the directory please contact :-

Leona Sweeney
Community Safety Project Assistant

Leona.Sweeney@south-ayrshire.gov.uk

Tel: 01292 616 386

Notes