

Violence Against Women and Girls / Gender Based Violence Services during Covid-19, updated January 2021



The Covid pandemic conditions may be causing additional stress and risk for survivors of gender based violence and their families. We want to reassure you that you are not alone and you can get help.

Here is information on our local services and national helplines. Most of our services are still taking referrals and providing support. Please don't hesitate to get in touch if you need help.

Women's Aid East and Midlothian (WAEML)

WAEML remains open for support for women and children and young people subjected to domestic abuse. All sites are closed to the public (appointment only) and the staff team are largely working from home. **Service hours:** Monday – Friday 9am–4pm.

Contact details: Tel 0131 561 5800 | Email info@womensaideml.org | Facebook Womens Aid East and Midlothian | Twitter: @WomensAidEML

- **New referrals: Open** by Phone, Email, Social Media
- **Outreach Support: Open** (delivery of support agreed with service user – email/phone/skype/Zoom). All service users have direct contact number/shift pattern with key workers.
- **Refuge: Open for admission** – please phone to check refuge availability
- **Group Work:** Virtual group programme available from February, classes are held by Zoom. Please contact the service for details.
- For information contact Julie Watson, CEO: julie@womensaideml.org | mobile 07590 226588

Domestic Abuse Service (DAS) and MARAC, East Lothian and Midlothian Public Protection Office

Both DAS and the Domestic Abuse Referral Pathway continue to provide support in relation to domestic abuse. Staff are working from home providing support by phone and email with no face to face contact for the moment and all service users will have their case-worker's number. We continue to respond to child and adult protection concerns and contribute to critical meetings.

East Lothian and Midlothian MARACs to protect survivors of domestic abuse at risk of serious harm are operating virtually, every 4 weeks with additional MARACs as required. The referral process and timelines remains the same.

Service hours: 9-4pm DAS, all other services until 5pm.

Contact details: DAS - DAS@eastlothian.gov.uk (then by phone with case workers) | MARAC - MARAC@eastlothian.gov.uk & Phone **07812 508 495** | Public Protection Office: emppo@eastlothian.gov.uk

Shakti Women's Aid

We provide support to BME women, children, and young people experiencing, or who have experienced, domestic abuse from a partner, ex-partner, and/or other members of the household. Currently our support is by phone. Contact us by email info@shaktiedinburgh.co.uk | phone 0131 475 2399 | web <http://shaktiedinburgh.co.uk/>

FearFree domestic abuse service for men and any LGBT+ person

We continue to provide support by phone and text – contact us on: WhatsApp on 0131 624 7266 | www.facebook.com/FearFreeScotland | <https://fearfree.scot>

EDDACS – Edinburgh & District Domestic Abuse Court Service

EDDACS is a support and advocacy service for female victims of domestic abuse crimes going through the court process – providing support by phone. EDDACS supports clients by explaining the court process, the potential outcomes from the court and by completing a risk assessment and individual support and safety plan with the client. We prepare a report for all hearings to inform the court of the client's perception of her risk and of EDDACS assessment of the risk. EDDACS will keep clients informed of the court progress and outcomes. If you are going through the court process as the victim of a domestic abuse crime **you can call us for support on 0131 315 8122.**

Midlothian and East Lothian Sexual Abuse Services for women

These services are currently closed to new referrals. Survivors already receiving support will continue to be supported by phone/email/text and by their ERCC support worker about support sessions. If you have experienced rape or sexual assault in the last 7 days, please contact support@ercc.scot. You can also get support from the National Rape Crisis Helpline, open every night from 6pm to midnight: 08088 01 03 02, or textline: 07537 410 027. We appreciate that waiting for our referral list to reopen can be difficult. Please see this link for [alternative counselling services](#).

Housing and Homelessness

East Lothian Council: Most housing services are continuing to operate, find out at: https://www.eastlothian.gov.uk/info/210550/housing_or_phone_01620_827827. John Muir house is open 9-1pm and the Brunton Hall is open 10-12noon and 1-4pm.

- Homelessness assessments continue to be carried out via the phone.
- Prevention Team can also be contacted via phone.
- Tenants can get in touch with Housing Officer via phone.
- The voids team continue to work on empty properties to bring them up to standard. Where a risk assessment has taken place – allocations will continue.

- Property Maintenance are carrying out emergency repairs only – normal service will resume once restrictions have eased.
- Please note that the Coronavirus (Scotland) Act 2020 brings in a number of temporary measures to protect tenants from eviction.

Midlothian Council: Our main Council offices are open with limited staff and No 11 Dalkeith is open by appointment only.

The homeless service is operating as follows:

- Contact 0131 271 3397 for advice and support during normal working hours or email homelessness.enquiries@midlothian.gov.uk
- For our emergency homeless service out with normal working hours call 0131 663 7211.

For housing enquiries - phone 0131 271 3394 | email housing.enquiries@midlothian.gov.uk

Social Work

Please contact us for any child or adult protection concerns. Services are always there to help and can provide support and advice:

- **East Lothian Social Work** 01875 824090 (**children and adults**)
- **Midlothian Social Work** 0131 271 3413 (**children**) / 0131 271 3900 (**adults**)
- **Emergency Social Care Service** (out of hours) 0800 731 6969

NATIONAL HELPLINES AND EMERGENCY NUMBERS

- **Police Scotland - In an emergency always call 999 – otherwise 101**
- **National Domestic Abuse and Forced Marriage Helpline – for anyone:** Open 24/7. Phone: 0800 027 1234 | Email: helpline@sdafmh.org.uk | Webchat: buff.ly/2Muc8sK | Dedicated children and young person's chat service Open 5pm – 10pm daily: <https://sdafmh.org.uk/yana/>
- **Rape Crisis Scotland:** 08088 01 03 02 (6pm – midnight)
- **Survivors UK** help for men who have been sexually abused or raped: 0203 598 3898 | help@survivorsuk.org | <https://www.survivorsuk.org/>
- **CLiCK for women selling/exchanging sex:** Anonymous online chat support 8hrs per week, Mondays & Tuesdays 12-4pm | Helpline 0300 124 5564, 11hrs per week | for times see our website <https://www.click.scot/> Twitter or Instagram @clickscotland | Facebook [@click.scot](https://www.facebook.com/click.scot)
- **National Stalking Helpline –** 0808 802 0300 (daily 9:30– 4pm; Wednesday 1–4pm)
- **Scottish Women's Rights Centre helpline:** 08088 010 789
- **Revenge Porn helpline:** email help@revengepornhelpline.org.uk
- **Victim Support Scotland's helpline:** 0800 160 1985 (Mon-Fri, 8am-8pm)
- **Breathing Space helpline:** 0800 838587 (Mon-Thurs 6pm-2am/Fri 6pm-Mon 6am)
- **Are you hurting the one you love? Choose to stop! Contact Respect for help:** call 0808 802 4040 | <http://respectphonenumber.org.uk/> | for information and webchat.