



**Making  
changes  
in our  
own lives**

# Part 1: Introduction

## About this resource

Most of the work that Outside the Box does is aimed at helping people to make changes in their communities.

Sometimes people also want to make changes in their own lives. This resource will help you do that.

The material here brings together ideas and suggestions from many people we have worked with. They include people who are part of the Working Towards project, which is supporting the development of user-led services.

There are reports on our website which can help you and other people tackle some of the wider issues that might affect you as well as tackling issues that are more immediate or personal.

## What is in the resource

- **Part 2** has information on how to find out what your rights are.
- **Part 3** has sources of information and advice about matters that can affect many people, such as money, housing and employment.
- **Part 4** has information on keeping well. It also covers getting access to care and support services that might be useful for you or for people you care about.
- **Part 5** lists sources of advice and help for anyone who is being hurt or threatened.
- **Part 6** has practical ways to make a plan and help you make the changes you want in your life. There are Word versions of the pages to help you plan what you want to do on our website: [www.otbds.org](http://www.otbds.org).

We expect that people will want to dip in and out of this resource and use the parts that are useful to them at that time. So we have repeated some information in several sections to make it easier to find what you need.



### Tips and hints

There are tips and hints on ways to plan what sort of support you need and how to start making changes in your life.

These come from the people who helped us develop this resource and from recognised good practice that is followed by many organisations.



## Tips and hints for most situations

- You are the person who is responsible for your own life in most situations.
- There are arrangements to help and protect people who are vulnerable.
- It is good to involve friends and family - people you trust and who care about you. And having a few people to help is better than just relying on one person because it brings in more ideas and puts you in touch with more ways to move things on.
- It is ok to ask for help.
- It is ok to change your mind, or to do things differently when circumstances change.
- Many things in life take longer than we expect. Try to be patient as you start making changes. And plan for ways to make your situation safe and something you can manage in the meantime.

**“Once you’ve told someone, taken the first step - you don’t feel so alone. You know that’s the start of things moving on.”**

**“I used to feel it was all too complicated. Each problem made the others worse. But it doesn’t have to be like that. There was a crisis and that made me tackle one problem. And then I saw how the other problems could get sorted too. My advice to other people? Don’t wait until you have a crisis. Get advice and some pals to help you, and make the changes that you want in your life.”**

**“It took me a while to realise that the person who was responsible for my life was me. But I didn’t have to do it all on my own. Lots of people were there to give me help and encouragement.”**

## Case examples

There are examples which are based on the experiences of people we are in touch with. These are the examples which run through the resource

### Fiona

Fiona has been living with mental health problems for the past few years. A year ago she was very unwell and she was in hospital for a while. She gave up her job at that point. When she came out of hospital she moved back in with her parents. Now she has been keeping well for a good while and is thinking about moving on in her life – looking for work or voluntary work and looking for her own flat again. But she doesn't know where to start.

### Joe

Joe is being abused by his partner. He hasn't told anyone about it, although he thinks his friend Bill has worked out what is happening and wants to help. Joe knows that there will be all sorts of problems around the house, money and so on if he leaves and he doesn't feel up to coping with all of that. But right now he is feeling frightened about his physical safety.

### Mary and Helen

Mary is in her 70s. Last year her son Andy died very suddenly. Andy was first married to Helen and Mary and Helen stayed very close after the divorce. Helen is now really worried about Mary. Mary is not looking after herself and is seeing few of her friends. Helen is going round to see her every few days now to try to get her to eat more and last time noticed Mary had a nasty bruise. Helen has also realised that bills are not getting paid and that Mary doesn't seem to be interested in money matters. She phoned Mary's GP, but has been told they cannot speak to her as she is not a relative. Helen isn't sure what to do next. One option is to involve her own family, who are Mary's grandchildren, or Andy's second wife, as they might count as relatives. But they all live a distance away, have a lot going on themselves, and are still getting over the shock of Andy's death.

### Jean

Jean recently split up from her partner. She isn't sure what happens about the house as they bought it in both names. She's realised that there are a lot of debts and she now doesn't have enough income to cover them. She is drinking more – sometimes with friends but also on her own as it helps her to stop thinking about what is happening. Last week she had an argument with colleagues at work and today her boss has told her that she needs to get help with her drinking, or else she will lose her job. Jean doesn't think someone can be sacked just like that. She also knows that he is right in that she does need to get help with her drinking before things get worse.

### **Imran, Jabeen and their family**

Imran and his family have been getting on well. They are happy where they live, which is close to their business, and they have friends and family nearby. A few months ago a family moved into one of the houses opposite them. Since then they have had increasing harassment and abuse, with damage to their property at home and at work. Their children are being bullied at school by the children in this other family. Imran's wife, Jabeen, has talked to neighbours and they are also having problems, but not as bad or as often as their family. Imran isn't sure who to talk to – the Housing Association who are the landlords, the Police, the teachers at the school?

### **Points to note**

The information here was as accurate as we could get it in early 2011. The arrangements are often changing as new legal rights get introduced and policies and arrangements for services change.

You need to check that the information you are using is up to date.

The information here is general. We do not claim to give anyone legal or financial advice. You need to make sure that you are getting advice about your own situation.

We have focussed on services that provide support to people in Scotland, including services that are available to people across the UK.

People in other parts of the UK may also be able to use services in your area.

There will also be good sources of information and advice that we have not listed here.

### **Thanks**

We want to thank all the people who have helped us develop this resource.

## Part 2: Finding out about your rights

- What are my rights in this situation?
- This feels wrong. Are they able to do that to me and other people?
- How can I get what I am entitled to?

### What is in this Part

**General information about your rights**

**Advice on equalities**

**Advice for children and parents**

**Advice for people with a disability**



### Tips and hints

- Keep notes on when you speak to someone or get information, what the advice was, who gave you the information, and the phone, internet or email contact.
- Keep all your notes together on your computer or in a paper file.
- Take someone with you to a meeting or advice session if this will help you explain a situation or to take notes for you.
- If you get upset during a meeting or a phone call, ask for a 5 minute break to settle yourself. Go outside for some air if this helps.

## General information about your rights

### Citizens Advice Bureau

Citizens Advice Bureaux are offices that give free, confidential and independent advice on a wide range of matters. There is a local office in many towns across Scotland.

You can find your local office through the website or main office:

Tel: 0131 550 1000

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

Adviceguide is the website that is shared by the Citizens' Advice Bureaux in Scotland, England, Wales and Northern Ireland. It has information on many issues that affect people.

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

### Law Centres

Law Centres are charities which provide legal services for people in the local community.

These are the contact details for the Scottish Association of Law Centres.

The Secretary  
Scottish Association of Law Centres  
c/o Renfrewshire Law Centre  
65-71 George Street  
Paisley, PA1 2JY

Contact: Jon Kiddie  
Tel: 0141 561 7266  
Email: [jon@paisleylawcentre.co.uk](mailto:jon@paisleylawcentre.co.uk)  
[www.scotlawcentres.blogspot.com](http://www.scotlawcentres.blogspot.com)

The UK website is [www.lawcentres.org.uk](http://www.lawcentres.org.uk)



## Scottish Independent Advocacy Alliance (SIAA)

Advocacy services can help people who have additional needs by supporting them to express their own views about problems they are having. Advocates can help people to gain access to information and support them to explore and understand the options available to them.

The Scottish Independent Advocacy Alliance can provide information about advocacy services across Scotland.

Melrose House  
69a George Street  
Edinburgh, EH2 2JG

Tel: 0131 260 5380  
Fax: 0131 260 5381  
Email: [enquiry@siaa.org.uk](mailto:enquiry@siaa.org.uk)  
[www.siaa.org.uk](http://www.siaa.org.uk)

## Advice on equalities

### Equalities and Human Rights Commission

The Equalities and Human Rights Commission was set up to promote and monitor human rights. They are also there to protect, enforce and promote equality across the nine “protected” grounds - age, disability, gender, race, religion and belief, pregnancy and maternity, marriage and civil partnership, sexual orientation and gender reassignment.

The EHRC can take up issues that affect people and sometimes take a test case to court, to establish exactly what people’s rights and others’ responsibilities are. They can also give advice to individual people.

The Scotland helpline is there to give information and guidance on discrimination and human rights issues. The helpline provides a phone and correspondence service. They do not provide face to face advice.

Call the helpline:

0845 604 5510 - Main number

0845 604 5520 - Textphone

0845 604 5530 - Fax

Opening hours: Monday - Friday 8:00am - 6:00pm

Write to the helpline

Equality and Human Rights Commission Helpline Scotland

Freepost RSAB-YJEJ-EXUJ

Equality and Human Rights Commission

PO Box 26961

Glasgow, G2 9DU

The main Scotland office address is:

The Optima Building

58 Robertson Street

Glasgow, G2 8DU

Tel: 0141 228 5910 (non helpline calls only)

Fax: 0141 228 5912

Email: [scotland@equalityhumanrights.com](mailto:scotland@equalityhumanrights.com)

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

## Other organisations

The Scottish Human Rights Commission promotes and protects the human rights of everyone in Scotland. They are working to increase awareness, recognition and respect for human rights, and make them more relevant and easier to apply in everyday life. The Commission is dedicated to helping everyone understand their rights and the shared responsibilities we all have to each other and to our community. The Commission is independent of the UK and Scottish Parliaments and Governments.

They do not give advice to individuals but have resources available to groups and organisations.

[www.scottishhumanrights.com](http://www.scottishhumanrights.com)

The Ethnic Minority Law Centre gives legal information, advice and advocacy on immigration and asylum law. They also provide support on domestic abuse or gender based violence in immigration claims.

Edinburgh office tel: 0131 229 2038

Glasgow office tel: 0141 204 2888

Email: [admin@emlc.org.uk](mailto:admin@emlc.org.uk)

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

The Scottish Refugee Council is an independent charity dedicated to providing advice, information and assistance to asylum seekers and refugees living in Scotland.

There is a team of caseworkers who give advice and support from offices in Edinburgh and Glasgow. They support refugees and asylum seekers through the complexities of the UK asylum system as well as give advice on the wide range of things that people need to know when they first arrive in Scotland, such as where to get clothing, food, access to housing and medical care.

Specialist services include:

- Family reunion.
- Housing and welfare.
- Education and employment.
- Women's group.

Helpline: 0800 085 6087 (Free phone number to make an appointment or get advice, available between 9.30 - 4.00 Monday to Friday).

For general enquiries contact the Glasgow office on:

Tel: 0141 248 9799

Fax: 0141 243 2499

Email: [info@scottishrefugeecouncil.org.uk](mailto:info@scottishrefugeecouncil.org.uk)

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

Multikulti is a website which provides accessible, accurately translated advice and information in community languages on a range of issues, including debt and money matters, health, employment, immigration, racism and discrimination.

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

Engender is an information, research and networking organisation for women in Scotland. It works with other groups locally and internationally to improve women's lives and increase their power and influence.

It does not give advice to individual women, but does have information on events and networks where people are tackling matters that affect women.

Engender

1a Haddington Place

Edinburgh, EH7 4AE

Tel: 0131 5589596

Email: [info@engender.org.uk](mailto:info@engender.org.uk)

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

# Advice for children and parents

## Children 1st

Children 1st is the national charity in Scotland that promotes the wellbeing and safety of children.

There are resources for younger children, teenagers and for parents.

Children 1st  
83 Whitehouse Loan  
Edinburgh, EH9 1AT

Tel: 0131 446 2300  
Fax: 0131 446 2339  
Email: [info@children1st.org.uk](mailto:info@children1st.org.uk)  
[www.children1st.org.uk](http://www.children1st.org.uk)

## The Scottish Child Law Centre

The Scottish Child Law Centre provides information and advice on the laws affecting children and young people in Scotland.

Freephone for under 18s: 0800 328 8970  
Text: text 'SCLC' and your question to 80800

Scottish Child Law Centre  
54 East Crosscauseway  
Edinburgh, EH8 9HD

Tel: 0131 667 6333  
Fax: 0131 662 1713  
Email: [enquiries@sclc.org.uk](mailto:enquiries@sclc.org.uk)  
[www.sclc.org.uk](http://www.sclc.org.uk)

## Advice for people with a disability

Many of these organisations provide information on access to other services or to buildings as well as providing information on people's rights.

## Scottish Disability Equality Forum

The Scottish Disability Equality Forum works for social inclusion in Scotland through the removal of barriers and the promotion of equal access for people affected by disability.

SDEF  
12 Enterprise House  
Springkerse Business Park  
Stirling, FK7 7UF

Tel: 01786 473 152  
Email: [accessdevadmin@sdef.org.uk](mailto:accessdevadmin@sdef.org.uk)  
[www.sdef.org.uk](http://www.sdef.org.uk)

## Access Panels

Access Panels are local groups of disabled people who have come together to work for better access for disabled people in their local environment. Some Panels have been in existence for over 25 years.

In 2011 there are 50 Panels operating in 30 local authority areas in Scotland. New Panels are in the pipeline and the network is constantly being developed.

The Panels have five traditional roles:

- Contact point with the local authority on access issues.
- Review of Building Warrant Applications.
- Undertake site visits.
- Lobbying and watchdog role.
- Services to the community.

A full list of Local Authority Access Panels is at  
[www.sdef.org.uk/AccessPanels/DirectoryOfAccessPanels.htm](http://www.sdef.org.uk/AccessPanels/DirectoryOfAccessPanels.htm)

## Update

UPDATE is a user-led organisation that provides a wide range of services to information providers in Scotland.

UPDATE is controlled by disabled people and promotes the social model of disability. As such, they recognise that disability is caused by the barriers that people with impairments meet in everyday life.

They believe that lack of information is one of the main barriers that disabled people face in Scottish society today.

UPDATE  
Hays Community Business Centre  
4 Hay Avenue  
Edinburgh, EH16 4AQ

Tel: 0131 669 1600  
Email: [info@update.org.uk](mailto:info@update.org.uk)  
[www.update.org.uk](http://www.update.org.uk)

## Other groups

There are many local groups across Scotland which support disabled people living in that area. There are also groups which provide information and peer support for people affected by a particular condition or illness.

You can get information on what is available in your area through several routes.

Most local authority websites have a list of social care services, including peer-support groups and those that give information.

The local body that co-ordinates voluntary organisations for your area often has a directory of local services and of their members.

The Long Term Conditions Alliance Scotland has information about organisations that support people with particular conditions.  
[www.ltcas.org.uk](http://www.ltcas.org.uk)

Voluntary Health Scotland brings together many groups, including those that support people with less common conditions.  
[www.vhscotland.org.uk](http://www.vhscotland.org.uk)

Libraries are a good source of information about local and national groups.

## Case examples

### Imran and his family

Imran and his family were being harassed and abused.

Imran talked to the EHRC and a local BME advice project. He got advice on what his rights are and what he can expect from the Police and other organisations that have responsibilities to keep people safe.

### Jean

Jean has a lot of money problems and has been drinking more. Her drinking is now affecting her job.

Jean and one of her friends went to the CAB to get information about her rights in relation to her job.

The CAB also gave her information and advice about her housing situation and helped her find out which debts she was responsible for and which ones were just the responsibility of her ex-partner.

### Joe

Joe is being abused by his partner. He hasn't told anyone about it, although he thinks one of his friends has worked out what is happening and wants to help.

This is what Joe and his friend Bill did.

- Joe checked out some of the websites that give advice to people in same-sex relationships.
- Bill let Joe use his phone and computer when Joe was getting advice about his rights and options.

My notes

Date

What I am going to do next

Contact phone numbers etc

People who can help me

## Part 3: Advice on day-to-day matters

- Where do I get advice about money, housing or opportunities for jobs, learning and volunteering?
- What are the practical things that will help me move on in my life?

### What is in this Part?

**Welfare rights and money advice**

**Employment, learning and volunteering**

**Housing advice**

**Health rights**

**“I never knew there was all this useful information. There is LOADS of help out there.”**

**“My support worker helped me to contact the money advice people, but after that I did it all myself. I got my money problems sorted and it gave me a lot more confidence knowing I was taking control.”**



### Tips and hints

- Keep notes on the information you get. And keep a note of the date each time. Things can change quite fast - for example on Benefits - and this helps you remember when you got the information.
- Get an extra set of leaflets, pages from websites etc and talk them over with a friend. Sometimes it feels as if all information is too complicated and technical. But many people find that talking it over with someone else is a good way of helping them understand something better. Also take someone with you to meetings if it helps.
- Keep a copy of any forms you fill in or letters you send.

# Welfare rights and money advice

## Citizens Advice Scotland

The Citizens Advice Bureaux provide help for people who need information and advice about money, debt, welfare benefits or other financial matters.

Citizens Advice Scotland has information about the Citizens Advice Bureau (CAB) service across Scotland.

There is advice on some issues and information about local services at:  
[www.cas.org.uk](http://www.cas.org.uk)

There is a good website which has advice on matters that affect people living across the UK:

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

## Other organisations

Local authorities also provide or fund Welfare Rights or Money Advice services. You can check this through the information on services which most local authorities have on their websites.

The BBC has a lot of useful information on their website. It includes the information brought together by the Moneybox radio programme on benefits, tax and dealing with banks and other financial institutions.

There are guides on topics that cause concerns for many people and links to places where you can get more information. It does not give advice to individual people.

[www.bbc.co.uk/news/business/your\\_money/](http://www.bbc.co.uk/news/business/your_money/)

There is also information on the services provided through Government Departments, including welfare benefits and the State pension.

[www.direct.gov.uk](http://www.direct.gov.uk)

## Advice on pensions

There is a website which has information on people's rights on many aspects of employment and related matters, including a section on pensions. It was developed by the TUC (Trade Union Congress) and is independent of the companies that provide pensions.

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

# Employment, learning and volunteering

Many people find that having something to do that brings them into contact with other people and provides a routine to their day is an important part of having a good life and being safe.

## Employment

There is information about employment support through the UK Government website. [www.direct.gov.uk](http://www.direct.gov.uk)

Most areas in Scotland have employability services, which support people into the range of opportunities that can lead on to them getting work. [www.employabilityinscotland.com](http://www.employabilityinscotland.com)

Access to Work is the Government-funded scheme to help people with a health condition get practical and financial support to start or keep a job.

The contact for more information for people living in Scotland is 0141 950 532. You can also get more information at: [www.direct.gov.uk/accesstowork](http://www.direct.gov.uk/accesstowork)

Many people find that their Trade Union is a good source of advice and information about their personal situation at work. You can talk to a full-time official, who will not discuss anything with other people at your workplace.

Unite is the largest trade union in the UK. It has over 2 million members and covers many types of employment. The website is [www.unitetheunion.org](http://www.unitetheunion.org)

The STUC (Scottish Trade Union Congress) can point you to the trade union that covers your workplace or situation.

The Scottish Trades Union Congress  
333 Woodlands Road  
Glasgow, G3 6NG

Tel: 0141 337 8100  
Email: [info@stuc.org.uk](mailto:info@stuc.org.uk)  
[www.stuc.org.uk](http://www.stuc.org.uk)

The TUC supports a website with a lot of information about employment rights - and other aspects of employment - which is kept up to date as the law changes. It is at [www.worksmart.org.uk](http://www.worksmart.org.uk)

## Learning

The Community Learning Teams in local authorities provide a wide range of courses to help people gain skills and confidence. Many of the classes cover situations that help many people have a good life - enjoy themselves and feel safer and more confident.

You can find out about these through the local authority. Ask at the library, look at the council's website or phone them.

There are Colleges in many locations, offering a wide range of courses. They include courses for people of different abilities and for people who want different things - such as getting more confidence and finding out what is possible, gaining qualifications, or developing your skills and knowledge.

There is no central place where you can find out about all the Colleges. You need to contact them direct. They have websites and many produce useful printed information. You can find out what is available in your area by asking at places such as libraries and the Community Learning Team. Or you can try using a search engine such as Goggle and see what you can find.

Learndirect Scotland provides independent, free advice on adult further education courses.

Helpline: 0808 100 9000

ILA Scotland is a Scottish Government scheme that helps you pay for learning. Individual Learning Accounts are for people who have an income of £22,000 a year or less, or who are on benefits.

ILA Scotland  
PO Box 26833  
Glasgow, G2 9AN

Tel: 0808 100 1090  
Email: [enquiries@ilascotland.org.uk](mailto:enquiries@ilascotland.org.uk)  
[www.ilascotland.org.uk](http://www.ilascotland.org.uk)

LEAD is a voluntary organisation set up to widen access to learning for disabled young people and adults and carers across Scotland.

Lead Scotland  
Princes House  
5 Shandwick Place, EH2 4RG

Tel: 0131 228 9441  
Textphone: (18001) 0131 228 9441  
Fax: 0131 229 6941  
Email: [enquiries@lead.org.uk](mailto:enquiries@lead.org.uk)  
[www.lead.org.uk](http://www.lead.org.uk)

## Volunteering

You can get information on volunteering opportunities in your area at the Volunteer Centre. They will also have information on practical aspects such as training and insurance, and on the financial aspects - such as what happens around getting expenses when you are claiming welfare benefits.

Another good way is to contact local projects that provide the types of activities you are interested in and ask if they need some extra help.

Volunteer Development Scotland is the organisation that promotes volunteering and good practice in support for volunteers.

Volunteer Development Scotland  
Jubilee House  
Forthside Way  
Stirling, FK8 1QZ

Tel: 01786 479593  
Fax: 01786 849767  
Email: [vds@vds.org.uk](mailto:vds@vds.org.uk)  
[www.vds.org.uk](http://www.vds.org.uk)

VDS supports Volunteer Scotland, which helps people find volunteering opportunities across Scotland.  
[www.volunteerscotland.org.uk](http://www.volunteerscotland.org.uk)

## Housing advice

The Citizen's Advice Bureau has a lot of information about how to get access to housing and around problems that people can come across.  
[www.adviceguide.org.uk/scotland.htm](http://www.adviceguide.org.uk/scotland.htm)

Shelter provides information and advice on housing and homelessness. They provide telephone and on-line advice. They also have a directory of local advice centres across Scotland.

Free housing advice helpline (free from landlines and most major mobile phone operators): 0808 800 4444

Shelter Scotland  
4th floor  
Scotiabank House  
6 South Charlotte Street  
Edinburgh, EH2 4AW

Email: [info@shelter.org.uk](mailto:info@shelter.org.uk)  
[www.shelter.org.uk](http://www.shelter.org.uk)

The Directgov website has information on adapting your home and the grants that can cover some or all of the costs.  
[www.direct.gov.uk](http://www.direct.gov.uk)

Ownership Options in Scotland is an organisation which provides information about ways for disabled people to become home owners and about making changes to housing so it works better for disabled people and their families.

The Melting Pot  
5 Rose Street  
Edinburgh, EH2 2PR

Tel: 0131 247 1400  
Fax: 0870 123 1597  
Email: [info@oois.org.uk](mailto:info@oois.org.uk)  
[www.ownershipoptions.org.uk](http://www.ownershipoptions.org.uk)

## Health rights

Health Rights Information Scotland is a project based within Consumer Focus Scotland and is funded by the Scottish Government.

The leaflets and other information cover a wide range of topics:

- Information for patients about their rights and choices.
- Information for carers.
- Rights of people in particular situations - such as children and young people.
- What people can expect from the NHS in Scotland.
- How to make complaints about health services.

Information is available in English and in other languages. There are also large print and easy read versions.

Health Rights Information Scotland  
Consumer Focus Scotland  
Royal Exchange House  
100 Queen Street  
Glasgow, G1 3DN

Tel: 0141 226 5261  
Fax: 0141 221 9695  
Email: [hris@consumerfocus.org.uk](mailto:hris@consumerfocus.org.uk)  
[www.hris.org.uk](http://www.hris.org.uk)

## Case examples

### Mary and Helen

Mary is an older lady who has had a recent bereavement. Since then, she hasn't been looking after herself and bills are not getting paid. Helen is part of Mary's extended family and is a close friend. She has been worried about Mary and wants to help her.

This is what Helen and Mary did.

- Helen went to the CAB, who told her about the options around looking after Mary's money.
- Helen talked over the situation with Mary.
- They decided to open a joint bank account, so Helen could sort out Mary's bills for her. That way, it would be easy for Mary to take things over herself if she wanted to do that again.

Later, a social worker told them where to get information about other arrangements that were more formal, in case Mary was not able to look after her affairs herself.

### Jean

Jean is having money problems and this has led onto drinking too much and now problems at work.

This is what Jean's friends did.

- One of her colleagues at work told Jean she was worried about her. She encouraged Jean to get help to manage her drinking.
- She got the name and phone number of someone in the Trade Union who could give Jean confidential advice about her employment rights.
- A couple of her friends met up with Jean to plan what she could do, and then saw her every month or so to help her work things through.

This is what Jean did.

- She asked her friend at work and one of her other friends to come round one evening and help her plan out what to do next.
- She went to a money advice project and got advice about the debts. They helped her say to her ex-partner's creditors that she was not responsible for some of the debts. They also helped her agree a way to pay back the debts she was responsible for.

- She got in touch with a local addictions project and got advice on ways to manage her drinking.

This is what Jean did about work.

- She went to see the person at the Trade Union.
- She told her boss that she was taking steps to manage her drinking.
- They agreed what he could do to help her. This included meeting every month to monitor her progress and her performance at work.
- He also agreed to give Jean additional work, so she would earn more and have less spare time in the evenings.

## Fiona

Fiona's mental health has been getting much better and she now wants to move on in her life.

This is what she did.

- Fiona went to a local employability project, to get advice on her options around getting back to work and what it would mean for her welfare benefits.
- She had found a local gardening project had helped her a lot when she was unwell. She went back and asked them if she could be a volunteer.
- She started a college course, which had taster sessions on several courses that lead to qualifications.
- Fiona also found out about housing in the area. She decided to look at renting rather than buying a house, as this would give her more flexibility - which felt better at this stage in her life.

## Joe

Joe is being abused by his partner. Joe knows that there will be all sorts of problems around the house, money and so on if he leaves. Bill is Joe's friend. He has realised something is not right and wants to help.

This is what Joe and his friends did.

- Bill let Joe use his phone and computer when Joe was getting advice about his rights and options.
- Bill found a solicitor at a legal advice project and arranged for Joe to see her. She explained what Joe's rights were around the house and money.
- Bill and other friends helped Joe find another place to stay for a few months.

“I thought the money advice people would give me a row because I’m got myself into such a mess. But they didn’t. The man said there was nothing that hadn’t happened to other people too and the good thing was I was getting it fixed now.”

“I’m really glad I found out about all the classes that are on. It made me feel better about myself to be learning again. I’ve met friends and we go for a coffee after the class.”

“I got advice about my options around work. My job was making me ill – too much travel, too much hassle, just not right for me. So I checked about going part-time and did that for a while, to let me look around. Now I’ve changed what I’m doing, I’m getting more qualifications. It’s taken over a year since I first said, ‘I’m going to change things’. But I feel my life is getting back on track.”

**My notes**

**Date**

What I am going to do next

Contact phone numbers etc

People who can help me

## Part 4: Information on keeping well and on care and support services

- What can I do to keep myself well?
- Where do I get services if I need more support?
- How do I get support for a friend or relative I'm worried about?

### What is in this Part?

**Information about health and keeping well**

**Help for adults who have limited capacity to make decisions**

**Information and support for families and friends**

**Access to care services**

**Quality of care services**

**Asking about services**

## Information about health and keeping well

### General health and wellbeing

NHS Direct covers health advice and reassurance 24 hours a day all year round.

Tel: 0845 4647  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

The British Medical Journal (BMJ) is the professional journal for doctors in the UK. It has a website with very useful, reliable information on a wide range of health topics. It has been written for patients and their carers, to help them understand about their health conditions and be more involved in decisions about their treatment and care.

Tel: 020 7383 6270  
Email: [feedback.besthealth@bmjgroup.com](mailto:feedback.besthealth@bmjgroup.com)  
[www.besthealth.bmj.com](http://www.besthealth.bmj.com)

Health Scotland has information about a range of health and wellbeing topics

Email: [nhs.healthscotland-generalenquiries@nhs.net](mailto:nhs.healthscotland-generalenquiries@nhs.net)  
[www.healthscotland.com](http://www.healthscotland.com)

Multikulti has useful health information about mental health and other health issues, such as good care for women and for older people. The information is translated into a range of languages.  
[www.multikulti.org.uk](http://www.multikulti.org.uk)

## **Mental health and wellbeing** **Royal College of Psychiatrists**

The Royal College of Psychiatrists has developed useful materials about various mental health conditions available in several languages.

There is also information for carers, including a checklist to help carers ask the doctor about the care and treatment of the person who is unwell. The checklist is available in English and some community languages.  
[www.rcpsych.ac.uk/campaigns/partnersincare.aspx](http://www.rcpsych.ac.uk/campaigns/partnersincare.aspx)

## **Mental Welfare Commission for Scotland**

The Mental Welfare Commission for Scotland has the responsibility for ensuring that people who are affected by the mental health laws in Scotland get access to the care and support they need. This includes people who have more serious mental health problems, people with learning disabilities and people who have a condition such as dementia which affects their cognitive abilities.

Their website has a lot of useful information. Look at the Questions and Answers section and the Publications section of the website where there are leaflets on the Mental Health Act for people who use services and for carers or relatives and friends. The Commission can also answer questions on other points if you have a specific question.

Service user and carer freephone: 0800 389 6809

Mental Welfare Commission  
Thistle House  
91 Haymarket Terrace  
Edinburgh, EH12 5HE

Tel: 0131 313 8777  
[www.mwscot.org.uk](http://www.mwscot.org.uk)

## Breathing Space

Breathing Space is a resource to help people in Scotland look after their mental health and wellbeing. It is funded by the Scottish Government. There is a help line and the website has resources for people to use themselves.

Helpline: 0800 83 85 87

Monday - Thursday: 6.00pm - 2.00am

Weekend: Friday 6.00pm – Monday 6.00am

Email: [info@breathingspacescotland.co.uk](mailto:info@breathingspacescotland.co.uk)

[www.breathingspacescotland.co.uk](http://www.breathingspacescotland.co.uk)

## MIND

MIND - National Association for Mental Health - has information and self help on mental health and related issues. Some of the information is translated into languages other than English.

MIND Info line: 0300 123 3393

Email: [info@mind.org.uk](mailto:info@mind.org.uk)

[www.mind.org.uk/Information](http://www.mind.org.uk/Information)

## Help for adults who have limited capacity to make decisions

In an everyday context, mental capacity means the ability to make decisions or take actions affecting daily life. Examples are when to get up, what to wear, what to eat, where you live and whether to go to the doctor when you are feeling ill.

In a legal context, it refers to a person's ability to do something, including making a decision, which may have legal consequences for the person themselves or for other people. Examples are

- Deciding about medical treatment.
- Buying and selling things.
- Managing money.

There is a law which helps you if you have difficulties with any of these day-to-day or legal situations.

Someone lacks legal capacity to make a particular decision when there is evidence that he or she is unable to do any of these things:

- Understand the information they would need to make the decision.
- Make a decision based on the information given.
- Act on the decision.
- Tell other people what they have decided.
- Remember what decision they made.

This law recognises that a person's capacity depends on the circumstances of each decision. Someone may be capable of making certain types of decisions but not others. This may depend on how complicated the decision is.

This law also reminds everyone that a person's capacity may stay the same, or improve, or get worse. It can also change quite quickly, especially if they have an illness when they sometimes become ill and then get better quickly.

The law says that it is important that you get the right information to help you make as many decisions as possible. This could mean:

- Providing information in short, ordinary words.
- Writing things down, to help you if you have memory problems.
- Giving you time to get to understand what is involved and think about what you want to do.

Another useful leaflet is 'It's Your Decision', which was written by Enable for the Scottish Executive (now the Scottish Government). It is written for people who may benefit from the Act. It is at: [www.scotland.gov.uk/Publications/2008/11/26095648/o](http://www.scotland.gov.uk/Publications/2008/11/26095648/o)

There is a guide for relatives or friends or carers, which describes the practical arrangements under the Act in a lot of detail.  
[www.scotland.gov.uk/Publications/2010/06/28144224/o](http://www.scotland.gov.uk/Publications/2010/06/28144224/o)

The Office of the Public Guardian has a general function to supervise anyone who has been appointed to manage the financial or property affairs of an adult who lacks the capacity to do this them self.

The Office of the Public Guardian has useful information for relatives and friends. For more information see: [www.publicguardian-scotland.gov.uk](http://www.publicguardian-scotland.gov.uk)

There are also other arrangements that people can make at any time before they become unwell. The simplest are things that anyone can use, such as joint bank accounts. You can get advice on this from the bank or from the CAB and many other places that give money advice.

There is a legal arrangement called Power of Attorney which lets you name someone else to look after your affairs. This can be your financial affairs or making arrangements for your welfare. You can get information on this from a solicitor in Scotland.

# Information and support for families and friends

## Carers' organisations

Carers Scotland has information and advice for people who are carers. This includes:

- Information for people who are new to caring.
- Being in work when you are a carer.
- Financial help.
- Help with caring.
- Taking care of yourself.

A leaflet is available in English and a range of community languages.

There is also a directory of local organisations and national organisations which give advice and support to carers. Some of the local groups offer advice for carers of people with any type of illness and disability and may not have detailed information about mental health services or issues. But they may still be a useful starting point and be able to answer some the questions a carer has.

[www.carersuk.org](http://www.carersuk.org)

## Advice from other organisations

Many of the organisations listed in the other Parts of this resource as contacts for specific situations have information for family and friends as well as for the person who is directly affected by the problem.

## Access to care services

### Local authorities and local health services

There is information on the range of local care services on the website of most local authorities. You can also phone your local authority to ask about the services they provide or commission from other care providers.

Many people get social care services from voluntary organisations or from private care providers, which the local authority pays for or arranges. The local authority can help you work out which services are right for you.

You may have to pay towards the cost of social care services which are provided by or through the local authority. Health care services are free at the point of delivery.

All the organisations that provide services have to meet quality standards.

### Direct payments and self-directed support

The Scottish Government is extending the range of ways in which people can get payments to organise the support they need. The new arrangement is called self-directed support. These arrangements may not yet be available in every area but will be introduced in each local authority area over the next few years.

There will be updates on the Scottish Government website:  
[www.selfdirectedsupportscotland.org.uk](http://www.selfdirectedsupportscotland.org.uk)

UPDATE is Scotland's National Disability Information Service. It provides general information to organisations and members of the public both on its web site and through its helpline. This web site offers a range of information, including local sources of help and advice. There is a section with information about Self Directed Support on their website.

You can find out more about direct payments from local support organisations. Update has a list of local contacts.

UPDATE  
Hays Business Centre  
4 Hay Avenue  
Edinburgh, EH16 4AQ

Helpline: 0131 558 5200  
Tel: 0131 669 1600  
Email: [info@update.org.uk](mailto:info@update.org.uk)  
[www.update.org.uk](http://www.update.org.uk)

## Quality of care services

### Social Care and Social Work Improvement Scotland

The Social Care and Social Work Improvement Scotland is the body which sets the standards for all care services for children and adults. This body began in April 2011 and brings together the work that was previously done by the Care Commission and the Social Work Inspection Agency.

You can get information from them about care services in your area, and on the quality of these services.

You can also contact the SCSWIS if you want to make a complaint about a service which they regulate.

SCSWIS  
Compass House  
11 Riverside Drive  
Dundee, DD1 4NY

Enquiry Tel: 0845 600 9527

Tel: 01382 207 100  
Email: [enquiries@scswis.org.uk](mailto:enquiries@scswis.org.uk)  
[www.scswis.com](http://www.scswis.com)

### Health Rights Information Scotland

Health Rights Information Scotland is a project based within Consumer Focus Scotland and is funded by the Scottish Government.

The leaflets and other information cover a wide range of topics:

- Information for patients about their rights and choices.
- Information for carers.
- Rights of people in particular situations - such as children and young people.
- What people can expect from the NHS in Scotland.
- How to make complaints about health services.

Information is available in English and in other languages. There are also large print and easy read versions.

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

## Independent advocacy

If you want help in getting a good quality of service, or getting the support you think you need, you may be able to get support from an independent advocate.

The Scottish Independent Advocacy Alliance provides information about independent advocacy, including information on local projects.

Scottish Independent Advocacy Alliance  
Melrose House  
69a George Street  
Edinburgh, EH2 2JG

Tel: 0131 260 5380  
Email: [enquiry@siaa.org.uk](mailto:enquiry@siaa.org.uk)  
[www.siaa.org.uk](http://www.siaa.org.uk)

# Asking about services

## Asking the questions

The Best Health website has a series of guides to help patients get the information they need and be involved in decisions about their care. This has been developed by the BMJ. Look at the Decision Support section.  
[www.besthealth.bmj.com/x/index.html](http://www.besthealth.bmj.com/x/index.html)

The Royal College of Psychiatrists has leaflets with tips on questions to ask about your own mental health or about the health of someone you care about.  
[www.rcpsych.ac.uk/campaigns/partnersincare.aspx](http://www.rcpsych.ac.uk/campaigns/partnersincare.aspx)

The Health Rights Information Scotland project produced a leaflet 'It's okay to ask' with tips on asking questions when you see a doctor or other health care professional  
[www.hris.org.uk](http://www.hris.org.uk)



### Tips and Hints for planning or changing care for you or someone you care about

These are steps that many people find helpful when they want to ask about their own situation at any time.

Take some time to think about what you want to know or get changed around your own treatment or support.

- If you have questions about your condition or treatment, make a list. Examples might be what is the diagnosis, what are the choices around treatment, how to manage any effects of medication, how long symptoms will last?
- If you want something changed, make a list of what is good and what is not so good about your care or support now. Try to be as specific as possible. Try to explain what your ideal would be.
- Leave the list for a day and come back to it, as you may remember other things you want to add.
- Talk it over with a friend or relative. They might have noticed things that you have forgotten.
- Check out descriptions of good treatment and care, for example BMJ Best Health notes.

Arrange to talk to your doctor or to someone else who can help.

- You do not have to wait until a clinic or GP appointment that is already arranged if you want to see someone sooner.

- Ask for a longer appointment if you are going to your GP.
- Take your list with you. You can take a copy and give it to the doctor.
- Take a friend or relative with you into the appointment, if this will help you.
- If you are in regular contact with other health care staff, such as an Occupational Therapist or a community nurse, you could talk to them first. They might be able to get some things changed. They may still advise you to talk to the doctor. But they might be able to help you explain what is concerning you.

Get some help if you find it hard to remember what the doctor tells you.

- Ask the doctor to write down what he or she has said.
- Tell the doctor that you want to take notes to remind you later on, and then read them back and ask the doctor if you picked it all up right.
- Take someone with you.
- Take a small tape recorder with you and ask the doctor if it is ok if you record the conversation.

These are steps that people have found useful when they want to have a more thorough review of their care or support.

- Use the tool in Part 6 of this resource. Take time to make your list and talk it over with some people you trust - friends, family and/or staff.
- Ask the doctor or team who care for you for a review of your care. Explain why you think this is useful at this time and what you would like to be different.
- Find out about your condition. if you have several health problems, bring along information about each of them, in case the person you are seeing is a specialist in one area but not so up to date on care of other conditions.
- Use the ideas in these Tips and Hints to help you explain what you want or to ask questions.

## Case examples

### Mary and Helen

Mary is in her 70s and has not been looking after herself since her son died. Helen used to be married to Mary's son and stayed close friends with Mary after the divorce. She was worried about Mary and wanted to help, even though she was no longer a close relative.

This is what Mary and Helen did.

- Helen got information about how she could get involved in Mary's care.
- She explained to Mary that she was worried about her. Mary agreed that it would be easier if Helen was with her when she saw the doctor.
- They made a double appointment with the GP and went together. They asked the doctor to put a note on the file that Helen was to be treated as Mary's carer.
- After things were more settled, they told the rest of the family what was happening, just so they knew.

This is what the doctor did.

- The doctor arranged for Mary to see staff who could help her get well.
- He also arranged for Mary to see a social worker, who could tell Mary and Helen about the services she could get in her community.

This is what the social worker did.

- She arranged for Mary to go to a local centre for older people a couple of times a week. This would give her company and encourage her to eat better.
- She told Helen and Mary about places to get advice on managing Mary's money. They had already found out one of these but it was useful to know about the others.
- She told them about ways to get protection for Mary. Mary and Helen decided they didn't need this now, but it was useful to know.

## Jean

Jean has been having problems since she and her partner split up. She has been drinking too much and feels she needs help to stop it.

Jean went to see her GP, as she didn't know where else to start.

This is what Jean and her GP came up with.

- The doctor referred Jean to an addictions service, where she would get help with managing her drinking.
- Jean is getting in touch with peer support networks such as Alcoholics Anonymous, to see if this is a form of support that works for her.
- Jean is going to see a Counsellor at the practice, as the GP thinks that part of the difficulty is that her mental health and wellbeing is not great and she needs to work through some of the things that happened around the breakup of her relationship.
- They are going to review how things are going after a few months.

**“I got in touch with the Mental Welfare Commission. The lady there was very helpful and understanding. She listened to me and was interested in the difficulties my son has had. She suggested points we should raise with the hospital and said she would also make enquiries. Two months later matters are much improved and my son is getting the care he needs.”**

**“Just knowing that it is ok to ask makes a big difference.”**

My notes

Date

What I am going to do next

Contact phone numbers etc

People who can help me

## Part 5: Keeping safe – protection if someone is threatening or hurting you

- Are there people and organisations that will keep me safe?
- I'm worried about my friend. What can I do to help her keep safe?

### What is in this Part

#### General sources of protection

Young People

Older people

Women experiencing domestic abuse

Men experiencing domestic abuse

Men or women in same-sex relationships experiencing domestic abuse

## General sources of protection

### Police

Anyone can go to the Police if they are being hurt or threatened.

The Crime Prevention Officers can give useful advice on ways to keep yourself and your home safe.

You will get the phone and address of your local Police Station in the phone book.

You can also check the local police websites. This is the list for Police Authorities in Scotland.

[www.centuralscotland.police.uk/contact/index.php](http://www.centuralscotland.police.uk/contact/index.php)

[www.dumfriesandgalloway.police.uk](http://www.dumfriesandgalloway.police.uk)

[www.fife.police.uk](http://www.fife.police.uk)

[www.grampian.police.uk](http://www.grampian.police.uk)

[www.lbp.police.uk](http://www.lbp.police.uk)

[www.northern.police.uk](http://www.northern.police.uk)

[www.strathclyde.police.uk](http://www.strathclyde.police.uk)

[www.tayside.police.uk](http://www.tayside.police.uk)

## Adult protection - local authorities

The Adult Support and Protection (Scotland) Act 2007 provides support for people who are vulnerable and at risk of harm. It lets the local authority for the place where you live check whether you are at risk. The local authority can then make you safe quickly. This gives you and other people time to work out what is the best way to keep you safe in the long-term.

All the decisions must take account of all of:

- The past and present wishes and feelings of the person at risk.
- The views of other people who have an interest in this person's well-being.
- Helping the person to be involved in making decisions and in what happens after that.
- Giving the person information and support to enable them to participate as fully as possible.

The full Act is at [www.legislation.gov.uk/asp/2007/10/contents](http://www.legislation.gov.uk/asp/2007/10/contents)

There is also a copy of the easy read version on the Outside the Box website.

## Victim Support Scotland

Victim Support Scotland is the lead voluntary organisation in Scotland helping people affected by crime. It gives emotional support, practical help and essential information to victims, witnesses and others affected by crime. The service is free, confidential and is provided by volunteers.

Scottish Helpline: 0845 603 9213 (Mon-Thurs 9.00am-4.30pm; Fri 9.00am-4.00pm)

UK Supportline: 0845 303 0900 (Weekdays 9am-9pm, Weekends 9am-7pm)

The main office is at:

15/23 Hardwell Close  
Edinburgh, EH8 9RX

Tel: 0131 668 4486

Fax: 0131 662 5400

Email: [info@victimssupportsco.org.uk](mailto:info@victimssupportsco.org.uk)

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

## Equalities support organisations

Many of the organisations listed in Part 2 which give advice on your rights will also be able to provide advice if you are being threatened or harassed.

## Young People

Young people may also be the victims of abuse, bullying or harm. There are a number of organisations which can help you if you consider that a family member, a friend or you yourself are being hurt or harmed or made to do anything against your will.

## Childline

Childline provides telephone and on-line support for children and young people who are worried about abuse or bullying.

Tel: 0800 1111 (any time)  
[www.childline.org.uk](http://www.childline.org.uk)

Domestic Abuse Helpline: 0800 027 1234 (any time)

## Eighteen and Under

Eighteen And Under is a registered charity based in Dundee that offers confidential support and information to any young person, aged 18 and under, who has experienced sexual, physical or emotional abuse.

Tel: 0800 731 40 80 (weekdays 9am-5pm)  
Email: [lormac1053@aol.com](mailto:lormac1053@aol.com)  
[www.18u.org.uk](http://www.18u.org.uk)

## The Hideout

This website is for young people who are experiencing domestic abuse. It was created by Women's Aid.  
[www.thehideout.org.uk](http://www.thehideout.org.uk)

## Older people

If you are being harmed or you are concerned that someone else is at risk of harm, you should report your concerns to the local authority social work department and/or the Police. Any report, including anonymous referrals, should be taken seriously by the local authority.

### Action on Elder Abuse

Action on Elder Abuse runs a telephone helpline to give confidential advice and information to older people who are being physically, mentally or financially abused. A relative or friend of the person being abused can contact the helpline on their behalf. The helpline can be used by older people who live at home, in care homes or who are in hospital.

Helpline: 0808 808 8141

Astral House  
1268 London Road  
London, SW16 4ER

Tel: 020 8765 7000  
Fax: 020 8679 4074  
Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)  
[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### Social Care and Social Work Improvement Scotland

Social Care and Social Work Improvement Scotland is an independent body that is responsible for regulating all care services in Scotland. It can receive complaints and general enquiries if someone is concerned about the quality of a care service, including situations where someone may be hurt or neglected by the people providing a service. It began in April 2011 and has taken on the work that was previously done by the Care Commission.

SCWIS covers services used by older people and by people with disabilities.

Compass House  
11 Riverside Drive  
Dundee, DD1 4NY

Enquiry Tel: 0845 603 0890  
Tel: 01382 207 100  
Fax: 01382 207289  
[www.scswis.com](http://www.scswis.com)

## Scottish Helpline for Older People

Age Scotland runs the Scottish Helpline for Older People, to help older people and their carers in Scotland with a wide variety of issues. It is a free and confidential service available Monday - Friday 10.00am – 4.00pm.

Tel: 0845 125 9732 (local call rates apply)

Textphone: 0845 226 5851

Email: [enquiries@ageconcernandhelptheagedscotland.org.uk](mailto:enquiries@ageconcernandhelptheagedscotland.org.uk)

[www.ageuk.org.uk/scotland](http://www.ageuk.org.uk/scotland)

## Stop Abuse For Everyone (SAFE)

Stop Abuse For Everyone (SAFE) is a human rights organisation that provides services, publications, and training to serve those who typically fall between the cracks of domestic violence services: straight men, GLBT victims, teenagers and older people. They promote services for all victims and accountability for all perpetrators.

Email: [safe@safe4all.org](mailto:safe@safe4all.org)

[www.safe4all.org](http://www.safe4all.org)

## Women at risk of domestic abuse

### Women's Aid

There are a whole range of organisations in Scotland which can support and assist women who are or have been the victims of domestic abuse or violence. The Scottish Women's Aid website contains a list of local organisations which may be in your local area.

There is a national helpline:

Scottish Domestic Abuse 24-hour Helpline: 0800 027 1234

Scottish Women's Aid

2nd Floor

132 Rose Street

Edinburgh, EH2 3JD

Tel: 0131 226 6606

Email: [contact@scottishwomensaid.org.uk](mailto:contact@scottishwomensaid.org.uk)

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

### Rape Crisis Scotland

There is a national office for the rape crisis movement in Scotland.

Member centres provide free confidential support and information for women and girls who have experienced any form of sexual violence at any time in their lives.

Helpline: 08088 01 03 02 (6pm-12 midnight)

Office: 0141 331 4180 (for numbers of local centres)

Email: [info@rapecrisisscotland.org.uk](mailto:info@rapecrisisscotland.org.uk) (for information on local rape crisis centres)

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

### Women's Support Project

The service provides information and support for women on sexual exploitation, domestic abuse, rape and sexual assault, child sexual abuse and incest. It produces a comprehensive directory of services on violence against women.

Office: 0141 552 2221

[www.womenssupportproject.co.uk](http://www.womenssupportproject.co.uk)

## Refuge

Refuge provides information and advice for women and children across the UK who are affected by domestic abuse.

24 hour helpline: 0808 2000 247

Email: [info@refuge.org.uk](mailto:info@refuge.org.uk)  
[www.refuge.org.uk](http://www.refuge.org.uk)

## Local centres

There are local organisations providing support to women who are experiencing domestic or other forms of abuse.

Some of these focus on the needs of women from BME communities.

## Men at risk of domestic abuse

### Abused Men in Scotland

Abused Men in Scotland provides support for men surviving domestic abuse in Scotland. The organisation began in 2010 and is developing its services.

Helpline: 01383 62 44 11

Helpline times: Monday, Tuesday, Thursday and Saturday 7.00 - 10.00pm (times can vary so check the website)

[www.abusedmeninscotland.org](http://www.abusedmeninscotland.org)

### Men's Advice Line

The Men's Advice Line is a confidential helpline for all men experiencing domestic violence by a current or ex-partner. This includes all men - in heterosexual or same-sex relationships. The Men's Advice Line offers emotional support, practical advice and information on a wide range of services for further help and support. The focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and reduce the risk.

Helpline 0808 801 0327 (Monday - Friday 10.00am - 1.00pm and 2.00pm - 5.00pm)  
[www.mensadvice.org.uk](http://www.mensadvice.org.uk)

### ManKind Initiative

The ManKind Initiative is a national (UK) charity that provides help and support for male victims of domestic abuse and domestic violence.

Its mission is to help others to support male victims of domestic abuse and domestic violence across the UK and within their local communities.

National helpline: 01823 334244  
[www.mankind.org.uk](http://www.mankind.org.uk)

## Men or women in same-sex relationships at risk of domestic abuse

### Broken Rainbow

Broken Rainbow provides support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic violence.

Helpline: 0300 999 5428 (Monday 2-8pm: Wednesday 10-1pm: Thursday 2-8pm)  
[www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

### LGBT Domestic Abuse

This is a resource for service providers supporting, working with or planning services for people experiencing domestic abuse.

This website is for both lesbian, gay, bisexual and transgender (LGBT) people who are or think they may be experiencing domestic abuse, and service providers who support LGBT people experiencing domestic abuse.  
[www.lgbtdomesticabuse.org.uk](http://www.lgbtdomesticabuse.org.uk)

### Stop Abuse For Everyone (SAFE)

Stop Abuse For Everyone (SAFE) is a human rights organisation that provides services, publications, and training to serve those who typically fall between the cracks of domestic violence services: straight men, GLBT victims, teenagers and older people. They promote services for all victims and accountability for all perpetrators.

Email: [safe@safe4all.org](mailto:safe@safe4all.org)  
[www.safe4all.org](http://www.safe4all.org)

### Men's Advice Line

The Men's Advice Line is a confidential helpline for all men experiencing domestic violence by a current or ex-partner. This includes all men - in heterosexual or same-sex relationships. The Men's Advice Line offers emotional support, practical advice and information on a wide range of services for further help and support. The focus is to increase the safety of men experiencing domestic violence (and the safety of their children) and reduce the risk.

Helpline 0808 801 0327 (Monday - Friday 10am-1pm and 2pm-5pm)  
[www.mensadvice.org.uk](http://www.mensadvice.org.uk)



## Tips and hints for people in a situation where they are at risk of domestic abuse

These are based on the advice provided by Refuge and by men's and same sex advice services. They are also good suggestions for people who are at risk of harm in other ways. If you're still living with the abuser, think about how to protect yourself and other people:

- Be ready to call 999 if you or your children are in danger.
- Keep some money and a set of keys in a safe place - ideally a friend's house.
- Find out about your legal and housing rights, e.g. talk to a solicitor.
- Keep copies of important papers (passports, birth certificates, court orders, marriage certificate) in a safe place.
- Carry a list of emergency numbers: police, relatives, friends, advice service. Store these under friends' names if the person hurting or frightening you has access to your phone.
- Tell someone you trust about the abuse.
- Make calls from a phone box or a friend's house.
- Report any injuries to your GP so there is a record of the abuse.
- Talk to family and friends about staying with them in an emergency.
- Think about escape routes.

If you are no longer living with the person who is threatening you, but are still in danger:

- Change the locks, and put locks on windows.
- Ask the police for advice on making your home more secure.
- Think about escape routes.
- Tell the school who can pick up your children and who cannot.
- Report injuries to your GP so there is a record of the abuse.
- See a solicitor. They can help you with court orders to prevent your partner assaulting you, and make you aware of your legal rights.

Remembering this will help:

- You are not the only one.
- The abuse isn't your fault.
- There are professionals and organisations that can help you.
- You can't change your partner's behaviour.
- Domestic violence is against the law.

## Case examples

### Joe

Joe is being abused by his partner. His friends have worked out what is happening and want to help him.

This is what Joe did.

- Joe checked out some of the websites that give advice to people in same-sex relationships.
- He got a Tips and Hints list on how to keep safe and talked this over with his friend Bill.
- Together, they worked out a plan to keep Joe safe.

This is what Bill and other friends did.

- Bill let Joe use his phone and computer when Joe was getting advice about his rights and options.
- Bill and a few other friends helped Joe move some possessions out of his house and keep cash and items such as spare car keys at their flats. When Joe moved out of his house they looked out for him until he was ready to be on his own.
- Later, they helped him get settled into a new house. They contacted the Crime Prevention Office in the new area to get advice on keeping the house secure and other advice on how Joe can keep safe.

### Imran, Jabeen and their family

Imran, Jabeen and their family have been receiving threats and abuse from another family in the area. Imran wants to protect his family at home, at school, at their business and every day when they are out in their local area. Other families are being hassled too, but it isn't as bad for them.

This is what Imran did.

- He talked to the EHRC and a local BME advice project.
- He got advice on what his rights are and what he can expect from the Police and other organisations that have responsibilities to keep people safe.
- He contacted the Police, and someone came round to see him at his work - which is what he asked for. The officer gave him advice on keeping safe at home and protecting his business. They agreed what Imran will do next time there is a problem.

- Imran and Jabeen talked to the head teacher at the school and agreed what the school can do to keep the children safe when they are there.

This what else happens

- The Police spoke to the Housing Association., which is he landlord for Imran and for the other family.
- Jabeen and some of the other mums organised a rota to make sure that several parents are there each day to walk the children to and from school.

Imran and Jabeen also encouraged their children to think about being safe.

- They looked together at websites with help for children and young people who are being bullied.
- They talked to their children about what is happening.

**“The first step for me was telling my friend about it.”**

**“I got some information for my brother and gave him the list of websites and phone numbers. I wanted him to know that I care about him and would help him in whatever way he wanted.”**

**My notes**

**Date**

What I am going to do next

Contact phone numbers etc

People who can help me

## Part 6: Putting together your action plan

This plan brings together suggestions on how to get started if you want to change something.

There are places in the resource where you can just note down a few points, such as the phone and email contacts you want to follow up. For some people, this will be all you need.

At other times it is useful to pull together all the issues you want to change and the steps you can take. This Part of the resource shows you one way to do that.



**You can go about your plan in other ways too. But here are some points to consider.**

- Get a friend to help you plan out what you want to do.
- Remember that it might take longer than you expected, or take a different direction.
- Review progress every so often, and consider other ways to achieve your main aim. For example, find more people to help as they will bring fresh ideas as well as bringing more time and contacts.
- Think about steps you can take with other people - for example, when you want to change the way a service you are getting works. The Outside the Box resource in Influencing Change will be useful here.

There is a Word version of the chart on the Outside the Box website in case you want to make and keep your own plans.

People who helped me with this plan		Date
Change	Now: the next 3-6 months	Future: longer-term
What is the change I want to see?		
Have I got enough information about it? If not, what more do I need to explain it, or as back up information?		
Who do I need to ask to make the change?		
Who do I need to consult to get their ideas and views?		
Who can help me? To come up with possible solutions, or to make it easier to ask people what they think?		
Who and what will help me take the change forward?		
What are my next steps?		

**Outside the Box**  
**Unit 23**  
**Festival Business Centre**  
**150 Brand St**  
**Glasgow, G51 1DH**

**0141 419 0451**  
**[www.otbds.org](http://www.otbds.org)**

