



## Resources for Domestic Abuse:

As a partnership, we want to ensure that the most vulnerable in our community are safe during the current situation. For some, home is not always a safe place. We know perpetrators will use social isolation as a way to control and harm victims of abuse. Women and children experiencing domestic abuse during lockdown may not be able to reach out for support. We urge you to please keep your eyes and ears open. If you are concerned that someone is experiencing domestic abuse do not hesitate to phone the Police 999. The following are helpful links regarding domestic abuse:

### [Silent Solution](#)

As always, **if you or someone else is in immediate danger please call 999 and ask for the police. Silent calls will work if you are not safe to speak – use the [Silent Solution](#) system and call 999 and then press 55 when prompted.** If you can't use a voice phone, you can register with the **police text service** - text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

## Domestic Abuse:

### [Scotland's Domestic Abuse and Forced Marriage Helpline](#)

Confidential support to anyone with experience of domestic abuse or forced marriage, including family members, friends, colleagues and professionals who support them. Can be contacted on their 24/7 helpline 0800 027 1234 or via Email: [helpline@sdafmh.org.uk](mailto:helpline@sdafmh.org.uk)

### [Dundee Women's Aid](#)

Women's Aid are continuing to support women experiencing domestic abuse. Support line number 01382 207099 (Mon – Fri between 9:30am – 12:30pm & 1:30pm – 4:30pm). Texts can be sent to 07763682105, but check charges with your phone provider. Alternatively, help can be accessed through Email: [support@dundeewomensaid.co.uk](mailto:support@dundeewomensaid.co.uk)

### [Scottish Women's Aid](#)

Have a dedicated section on their website which includes legal information, information about child contact and support for children and young people.

### [Safelives](#)

A UK charity working to end domestic abuse and have a wide range of information on their website. Here is their specific [guide](#) for staying safe during COVID-19.

### [Alcohol and domestic abuse in the context of Covid-19 restrictions](#)

In the wake of COVID-19, figures already show an increase in domestic abuse reports around the world. Lockdown measures require people to stay at home, even when that home may not be a safe place for them. This briefing offers some considerations relating to alcohol and domestic violence during the restrictions placed on households as a result of COVID-19.

### [Men's Advice Line](#)

This Helpline offers free support and advice to men who are victims of domestic abuse on 0808 8010 327 (Mondays & Wednesdays 9am – 8pm and Tuesdays, Thursdays & Fridays 9am – 5pm)

### [Guidance for social landlords: Domestic Abuse and COVID-19](#)

Scottish Women's Aid and the Chartered Institute of Housing have produced guidance for social landlords on responding to domestic abuse during lockdown.

### [MIA \(Multi Agency Independent Advocacy Service\)](#)

MIA are still operating and working with high risk victims of domestic abuse.

[Tayside Domestic Abuse Service](#) is also still operating

### **Rape and Sexual Assault:**

#### [Women's Rape & Sexual Abuse Centre](#)

Offers support to women who have been raped, sexually assaulted or feel like they are being/have been sexually exploited through their Dundee helpline on 01382 201291. Emails can also be written to [support@wrasac.org.uk](mailto:support@wrasac.org.uk). Alternatively, by accessing their website, you will immediately be asked if you wish to start a [live chat](#) (Mon – Thurs between 10am & 4pm and Tues & Thurs 7pm – 9pm).

The Tayside Sexual Assault Referral Network is still operating, WRASAC can refer in and provide phone support to victims.

WRASAC Advocacy service can still provide phone support.

#### [Rape Crisis Line](#)

Helpline offers free and confidential support and information every day between 6pm and midnight on 08088 0103 02 or via Email: [support@rapecrisisscotland.org.uk](mailto:support@rapecrisisscotland.org.uk). They can also be contacted for your standard network charge via text on: 07537 410027. This service is available to anyone aged 13 and over, of any gender and affected by any form of sexual violence, past or present.

## **BME Women:**

### [Shakti Women's Aid](#)

Shakti offer support for black minority ethnic (BME) women, children and young people who are experience, or have experienced domestic abuse. They can be contacted on *01382 207095*

### [Amina Helpline for Muslim Women](#)

Amina offers a free, confidential helpline for any Muslim-identified women on *0808 801 0301* (Monday – Friday between 10am and 4pm)

## **General:**

### [LGBT Helpline Scotland](#)

Helpline provides information and emotional support to the LGBT community and their families, friends and supporters. The Helpline can be contacted for your standard network charge on 0300 123 2523. For the duration of COVID-19 operating hours will be: Tuesdays & Wednesdays from 12 – 9pm and Thursdays & Sundays from 1 – 6pm.

### [Revenge Porn Helpline](#)

This service offers support to adults who are experiencing intimate image abuse. Due to COVID-19. The Helpline will be operating an Email only service on: *help@revengepornhelpline.org.uk* (Monday – Friday from 10am to 4pm).

### [Scottish Women's Rights Centre](#)

Here you will find details of support available and frequently asked questions on changes to the justice system in Scotland during the coronavirus/COVID-19 outbreak, as well as any other helpful information.



## **Resources for Child Protection:**

As a partnership, we want to ensure that the most vulnerable people in our community are safe during the current situation. Schools and nurseries play a central role in contributing to the safety of Dundee's children, especially those who may be at risk of abuse and neglect. With schools currently closed and children unable to attend, we do not see them as often, making it more difficult to make sure they are safe. A range of services are still operating to support at protect children at risk. If you are concerned for the welfare of a child please contact the Dundee Child Protection Line on 01382 307999 or call the Police on 101. The following links are regarding child protection:

### [COVID-19: guidance on vulnerable children and young people](#)

Updated guidance from the UK government.

### [Get Help Or Get Caught](#)

The Police Scotland online child sexual abuse campaign, [#GetHelpOrGetCaught](#) launched on the 14th April 2020.

### [Practice implications of Coronavirus for children in conflict with the law](#)

The Centre for Youth & Criminal Justice (CYCJ) has published a report that documents its analysis of the issues, and collates concerns and experiences shared with the CYCJ team by practitioners and managers working under unprecedented and challenging circumstances to support children and maintain their care, safety, health and wellbeing.

### [Keeping Kids Safe](#)

Child Protection Committees Scotland's Keeping Kids Safe campaign urges everyone to look out for vulnerable children and young people at risk from neglect or abuse during the COVID-19 outbreak, and stresses the need for the public to join the efforts to protect children now that many of the usual safeguards are not in place.

### [Human rights don't go away in a time of crisis](#)

Children's Commissioner Bruce Adamson blogs on how adults can protect the human rights of children and young people in difficult times.

[Scottish Government information for private and third sector providers about closures and emergency childcare](#)

This applies to providers of childcare who are registered with the Care Inspectorate, including after-school services, holiday provision and breakfast clubs. Last updated 23rd March 2020.

[Scottish Government information for childminding services](#)

A separate factsheet has been prepared for childminders.



## COVID-19 and Substance Misuse:

This is a stressful and unprecedented period, and in times of stress we can find ourselves drinking more often or more heavily or being tempted to use drugs more than usual. Many of our routines have changed, which might make it harder to keep on top of frequency of substance misuse.

## Alcohol Guidelines:

There are many negative effects of alcohol, including poorer sleep, increased feelings of stress, anxiety and depression and a lowered immune system.

To keep these risk to a low level, it is safest for men and women not to drink more than 14 units per week, spread over at least 3 days. This is roughly no more than 6 pints of beer, a bottle and a half of wine or 7 double shots of spirits a week. It is advised to have 2-3 alcohol free days per week.

More information can be found at [www.count14.scot](http://www.count14.scot) or [www.nhsinform.scot/healthy-living/alcohol](http://www.nhsinform.scot/healthy-living/alcohol)

## Tips for general, physical and mental wellbeing during the coronavirus outbreak to help you maintain a good relationship with Alcohol.

- **Stay connected** with people via phone call, video chat or social media
- **Talk about your worries** with the people in your life or via a helpline (info below)
- **Support and help others** in your life or join a local group supporting others. Remember, it is important to do this in line with official coronavirus guidance to keep everyone safe.
- **Feel prepared** - Working through the implications of staying at home should help you feel more prepared and less concerned. Think through a normal week: how will it be affected and what do you need to do to solve any problems? If self-isolating or social distancing establish a healthy routine including exercise, housework meals and relaxation time.

- **Look after your health** - Try to eat healthy, well-balanced meals, drink enough water, exercise regularly and get enough sleep. If on medication use as prescribed by your physician, avoid smoking or drugs, and try not to drink too much alcohol.
- **Do things you enjoy** - Focus on your favorite hobbies, relaxing or connecting with others can help with anxious thoughts and feelings.
- **Focus on the present**, rather than worrying about the future, can help with difficult emotions and improve our wellbeing. Unplug from information overload about COVID-19, stick to daily updates and focus on the here and now. Relaxation techniques can also help some people deal with feelings of anxiety, or you could try a mindful breathing video or app.
- Visit [www.samh.org.uk/about-mental-health/self-help-and-wellbeing/coronavirus-and-your-mental-wellbeing](http://www.samh.org.uk/about-mental-health/self-help-and-wellbeing/coronavirus-and-your-mental-wellbeing) for more on looking after your mental wellbeing

**If you have concerns around your own or another's alcohol consumption or already have an ongoing issue with alcohol you can get support here:**

### [Drinkline](#)

A free, confidential helpline for people who are concerned about their drinking, or someone else's. Call *0300 123 1110* (weekdays 9am–8pm, weekends 11am–4pm).

### [NHS Advice for Alcohol Consumption During the Coronavirus Outbreak](#)

The NHS have provided advice on how to manage your drinking, cut back or stop if you are a heavy drinker and support for friends and family members who are impacted or concerned by another's alcohol consumption.

### [Alcohol Change](#)

Coronavirus hub includes tips for managing your drinking, links to support you can access and guidance for professionals.

### [UK SMART Recovery](#)

Now offering online meetings. If you are struggling or would like a little extra support you can also Email [support@smartrecovery.org.uk](mailto:support@smartrecovery.org.uk) and leave your name and telephone number requesting a call back. Online meetings here: <https://smartrecovery.org.uk/online-meetings/> If you are having difficulty accessing, phone *0330 053 6022*.

### [Alcoholics Anonymous](#)

Helpline is open 24/7 on *0800 9177 650*. If you would prefer, you can also Email them at [help@aamail.org](mailto:help@aamail.org) or [live chat](#) via their website.

### [Tayside Council on Alcohol](#)

Offering phone support and can be contacted on *01382 45601* to arrange. Contact can also be made via Email at [enquiries@alcoholtayside.com](mailto:enquiries@alcoholtayside.com) and Facebook: <https://www.facebook.com/alcoholtayside>. Dundee office opening hour (Monday 10am-

2pm, Tuesday 4:30-6:30 pm and Thursday 10 am – 2pm).

### [We Are With You \(formerly Addaction\)](#)

Free confidential support to people experiencing issues with drugs, alcohol or mental health through their online service.

### [SHAAP](#)

COVID-19 advice for heavy drinking

### **Support for Families:**

Harmful drinking can also cause issues for other household members, including children and young people, such as financial worries, relationship problems, and parenting difficulties. In addition to this, if your household is experiencing Domestic Abuse, alcohol consumption can increase abuse and risk.

### [FAQS for Families](#)

### [Scottish Families affected by Alcohol & Drugs](#)

Bereavement support and one-to-one support are all available online or by phone. Call the Helpline on *08080 10 10 11*, Email at [helpline@sfad.org.uk](mailto:helpline@sfad.org.uk) or [live webchat](#).

### [Al-Anon](#)

For anyone whose life is or has been affected by someone else's drinking. They also have [Alateen](#) for young people. Free Helpline: *0800 0086 811* from 10 am - 10 pm, 365 days a year. You can also Email: [\*helpline@al-anonuk.org.uk\*](mailto:helpline@al-anonuk.org.uk).

### [National Association of Children of Alcoholics](#)

Published a COVID-19 online resource pack. For more information call *0800 358 3456* or Email: [\*helpline@nacoa.org.uk\*](mailto:helpline@nacoa.org.uk). You can also find them on Facebook and Twitter

### **Drug Misuse Guidelines:**

The coronavirus outbreak and lockdown measures have brought unprecedented changes to all our lives. This may cause heightened stress and anxiety especially those practicing self-isolation or physical distancing. It is important to understand and be aware of how this may impact your behavior in relation to drug misuse. The following provides guidance on drug misuse during Coronavirus times:

#### [NHS Advice on Drug Use During Coronavirus Times](#)

The NHS have provided advice on how to manage your drug use, highlighting risks and how to make use safer. They also provide advice for those in recovery who need extra support and how to manage your mental health. Further information is also provided on overdose and naloxone kits.

### **Stopping Smoking Guidelines:**

With many experiencing more worry and stress in these uncertain times due to the coronavirus, smoking may be something you do to cope. It is important to understand how smoking can negatively impact health and wellbeing. Smokers are more likely to get more serious symptoms if they catch the virus because smoking is known to considerably worsen breathing problems. The act of smoking also means more hand-to-hand mouth contact which increases the spread of germs and infections, including the coronavirus. The following links provide information and support on how to quit smoking during the coronavirus:

#### [NHS Advice for Stopping Smoking During Coronavirus Times](#)

The NHS have provided advice and support for those who smoke and wish to quit during the coronavirus outbreak. There is also advice provided for family and friends on how they can help you on the journey to quitting.



## Resources for Families:

### [Parent Information Leaflet for Newborn Babies](#)

A leaflet for parents from NHS Scotland.

### [Young Minds Parents Helpline](#)

Young Minds' Parents Helpline is available to offer advice to parents and carers worried about a child or young person under 25's behaviour, emotional wellbeing, or mental health condition.

### [Child contact and coronavirus: answers to common questions](#)

The Scottish Women's Rights Centre have published information and answers to frequently asked questions around child contact between parents.

### [Age Scotland](#)

The Age Scotland helpline is a free, confidential phone service for older people, their carers and families in Scotland. The helpline is free to call and available Monday - Friday 9am-5pm on 0800 12 44 222.

### [Families Outside](#)

The Scottish Prison Service has suspended visiting due to COVID-19. Families Outside provide support to families affected by imprisonment.

### [Parenting across Scotland](#)

Parenting across Scotland has put together information for families about dealing with COVID-19.

### [Coronavirus: Online Safety](#)

The NSPCC Child Protection in Sport Unit (CPSU) has published a [news story](#) warning of safeguarding risks as a result of a growing trend in Zoom calls being 'bombed' with child sexual abuse images. The NSPCC and O2 have published [safety advice](#) about Zoom on their Net Aware site. There is also further safety advice provided by the NSPCC regarding children and [social media](#).

### [Young Scot](#)

Young Scot has advice and information for children and young people on COVID-19.

### [Parentline Scotland](#)

Free phone (08000 28 22 33) and [online chat](#) support for practical advice, emotional support, place to talk. Open 7 days Mon – Fri (9am – 9pm) and Sat – Sun (9am – 12pm)

### [Covibook](#)

A short book on COVID-19 for children under the age of 7.

### [Childline](#)

Childline also have a dedicated area for children and young people.

### [Chatterpack](#)

This contains links to free online courses and activities.

### [Thinkuknow](#)

Thinkuknow is the education programme from NCA-CEOP, a UK organisation which protects children both online and offline. They have created a package to help support children and young people at a time when they are likely to be spending more time online. Families can download a pack according to their child's age, each pack will contain simple 15-minute activities parents can do at home with their child using Thinkuknow resources. The packs will be renewed fortnightly. The site also has advice for parents and carers.

### [Information for families with disabled children](#)

Resources and information from Contact, a charity for families with children with disabilities.

### [South East Integration Network](#)

Multi-lingual COVID-19 information, including Romanian, Slovak, Romanian Romanes & Slovak Romanes.

### [Parent/Carer Survey](#)

Connect (Scottish Parent Teacher Council) are undertaking a survey on how parents/carers in Scotland are managing while schools and nurseries are closed.

### [Information for single parents](#)

Offering support and advice for single parents, including information about benefits and tax credits, childcare, separation, child maintenance and more. One Parent Families Scotland can be contacted free of charge on 0808 801 0323 or by Email: [helpline@opfs.org.uk](mailto:helpline@opfs.org.uk)

### [Parent Club](#)

Wide range of online resources to support parents and their children through the outbreak.

### [Sexual Health Support and Advice](#)

Waverley Care offers HIV, hepatitis C and sexual health support and advice. They will be continuing to provide support to people who need it by phone, text, and email, and through their live chat service.

### [Healthcare for Refugees and Asylum Seekers](#)

NHS Inform has published guidance to make it clear that everyone, no matter their immigration status, has free access to COVID-19 treatment.

### [Advice for Refugees and Asylum Seekers during COVID-19](#)

The Scottish Refugee Council have updated the health and support section of their website, with information about food, helplines and using technology in various languages.



## Resources for Mental Health:

### General:

#### [Breathing Space](#)

Free phone support service for people feeling low, anxious or isolated on 0800 83 85 87. Advisors are available on weekday evenings (6pm – 2am) and 24hrs on weekends.

#### [CALM](#)

Free helpline for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support. Call 0800 58 58 58 or [live chat](#) (open 5pm – 12am every night).

#### [Penumbra Nova Service](#)

Emotional support, self-management/coping strategies, safe planning, information and signposting for individuals living in Dundee aged 16+. There may be a charge for this service and any ability to pay is calculated on a means tested basis. Call 01382 223487 and leave a message or Email: [dundee.nova@penumbra.org.uk](mailto:dundee.nova@penumbra.org.uk)

#### [Samaritans](#)

Free 24/7 phone support for worries, concerns, suicidal thoughts etc. on 116 123

#### [Out of harm's way?](#)

This paper reports on a number of recent evidence reviews on the impacts of quarantine and isolation in previous epidemics. Findings included a wide range of substantial and long term negative psychological effects, including: post-traumatic stress symptoms, emotional disturbance, depression, insomnia and feelings of confusion, anger, frustration, boredom, anxiety, isolation and loneliness to which people with pre-existing mental health conditions are at greater risk.

#### [Peer Support Line](#)

The support line offers a space to share thoughts and feelings during isolation and to talk about mental health, recovery, self-care and what works for you. You can also learn about services and support available in Dundee by calling the line on 01382 305735 (Mon 12 – 8pm, Tues – Fri 12 – 6pm and Sat 12 – 2pm).

## **Younger People:**

### [Positive Mental Health & Wellbeing - Children & Young People](#)

This guide for parents and carers was produced by South Health Improvement Team.

### [Cool 2 Talk](#)

Confidential and safe space where young people aged between 12 and 26 can get questions answered accurately and without judgement as well as access the 1-2-1 counselling service.

### [Young Minds](#)

Online resources to support young people who are worried or concerned

### [Young Minds Parents Helpline](#)

Young Minds' Parents Helpline is available to offer advice to parents and carers worried about a child or young person under 25's behaviour, emotional wellbeing, or mental health condition.

## **Older People:**

### [SilverLine](#)

Free confidential 24/7 helpline providing information, friendship and advice to older people on *0800 4 70 80 90*



## **Resources for the Community:**

### [Test and Protect | NHS inform](#)

Test and Protect is Scotland's approach to preventing the spread of COVID-19 in the community. This link provides information on testing, tracing and isolation.

### [Route map out of the crisis](#)

The Scottish Government have provided a publication on how they plan to ease Scotland out of lockdown. This document is extremely detailed and highlights what each Phase entails.

### [Coronavirus: supporting people in Dundee](#)

An extensive list on all the services currently highlighted as offering support during the outbreak.

### [Support for those at high COVID-19 risk](#)

A new national helpline has been set up to provide essential assistance to those who don't have a network of support but who are at high risk of contracting COVID-19.

### [Citizens Advice Helpline](#)

Citizens Advice Scotland has launched a new national advice helpline to boost the network's service during the coronavirus crisis. The helpline is free to call on 0800 028 1456 and will initially operate open from 9am till 5pm, Monday to Friday.

### [Helping communities affected by COVID-19](#)

An additional £350 million will go to those most affected by COVID-19. The funding will be made available to councils, charities, businesses and community groups and designed to be flexible, cutting down on red tape to enable them to respond swiftly and according to local need for people impacted economically or through reduced contact with society, including anyone struggling to access food.

### [COVID-19: Digital service delivery for charities](#)

Created by Third Sector Lab and SCVO Digital, this is to collate best practice and guidance specific to delivering charity services online to help charities stay effective during the COVID-19 crisis.

### [Dundee City Council Keeping Healthy](#)

Provides links to a range of resources such as home exercises.

### [ISE – University of Dundee](#)

Daily exercises being posted on their Facebook.

### [NHS Home Workouts](#)

Video workouts that can be done from home.

### [Shut Out Scammers](#)

Police Scotland advice - across the UK we are beginning to see evidence that fraudsters are increasingly targeting the public and organisations with emails, texts, telephone calls and WhatsApp messages offering advice and treatment for the coronavirus.

### [Scam Share](#)

Scam Share is the new e-bulletin from Trading Standards Scotland in which they list some of the most recent scams reported by consumers across Scotland.