Gender Based Violence

1. Be alert to immediate needs when someone phones you
   - "Can you please turn off the speaker phone as it echoes?"
   - "Do you need to speak to someone immediately because it is only safe to speak now?"

For most people, a call back may be offered - but some may need urgent assistance.

2. Getting ready to make a call...
   - Gut instinct
   - Quiet zone
   - Focus

3. Stay alert for clues
   - Are they dropping hints?
   - What’s going on in the background?
   - Do the words match the emotions?
   - Do you need to offer a face to face appointment?

4. Show you are listening
   - Listening builds trust
   - May support people to ask for help

5. Impact of Covid social distancing + isolation
   - 1 in 4 women affected
   - 92% reports of domestic abuse are in the home
   - Mostly, but not exclusively women
     - Domestic abuse
     - Rape + sexual assault
     - Commercial or other exploitation
   - COVID-19 messaging may increase opportunity for violence to occur; reduce opportunity for people to seek help

Covid is not the cause of violence

Local plans may vary between health boards - make sure you have local information

Scottish Domestic Abuse Helpline: 0800 027 1234 or e-mail/webchat sdafmh.org.uk

Help available locally:
   - Phone/TXT

It can be safer for someone to TXT