

# **Highland Directory of Services**

**For**

**Women, Children & Young People**

**Experiencing**

**Domestic Abuse**

Contacts	Page
<a href="#">Highland Domestic Abuse Strategy</a>	3
<a href="#">Emergency Contacts</a>	4
<a href="#">National Helpline</a>	5
<a href="#">Women's Aid</a>	6
<a href="#">Police</a>	8
<a href="#">The Highland Council:</a> <ul style="list-style-type: none"> <li>• <a href="#">Housing Service</a></li> <li>• <a href="#">Social Work Service</a></li> <li>• <a href="#">Criminal Justice Service</a></li> <li>• <a href="#">Education Culture and Sport Service</a></li> <li>• <a href="#">Service Point Network</a></li> <li>• <a href="#">Finance</a></li> </ul>	9 9 13 17 18 20 21
<a href="#">NHS Highland</a>	23
<a href="#">Victim Support</a>	26
<a href="#">Black and Minority Ethnic Women and Children</a>	27
<a href="#">Rape &amp; Abuse Line</a>	28
<a href="#">Advocacy</a>	29
<a href="#">Crown Office and Procurator Fiscal Service</a>	31
<a href="#">Jobcentre Plus</a>	33
<a href="#">Useful Websites</a>	34

**This directory was last updated on 4 January 2006.**

## HIGHLAND DOMESTIC ABUSE STRATEGY

The Highland Wellbeing Alliance has developed a Strategy to address the domestic abuse of women in the Highlands.

Domestic abuse is a major concern because 1 in 5 women live with the threat of domestic abuse (Scottish Crime Survey 2000), which affects their physical and mental health and their self esteem. It also has a significant impact on children and young people and puts them at risk of impaired health and social exclusion.

Domestic abuse creates high costs to services, for example, the estimated cost to health services of providing care to women experiencing domestic abuse in the Highlands is likely to be around £5 million each year.

There are also costs to society which have not been fully assessed but are likely to be considerable.

The Wellbeing Alliance is mindful that it is not only women who experience domestic abuse and that such abuse is unacceptable no matter who experiences it or the circumstances in which it takes place.

### **Scottish Executive definition of domestic abuse:**

Domestic abuse can be perpetrated by partners or ex-partners and can include *physical abuse* (assault and physical attack involving a range of behaviour), *sexual abuse* (acts which degrade and humiliate women and are perpetrated against their will, including rape), and *mental and emotional abuse* (such as threats, verbal abuse, racial abuse, withholding money and other types of controlling behaviours such as isolation from family and friends).

The full [Domestic Abuse Strategy](#) is available online

## EMERGENCY CONTACTS

### POLICE

Always call 999 in an emergency

### ACCIDENT AND EMERGENCY POINTS IN HIGHLAND

<b>Raigmore Hospital</b> Old Perth Road Inverness Tel: 01463 704000	<b>Belford Hospital</b> Fort William Tel: 01397 702481
<b>MacKinnon Memorial Hospital</b> Broadford Isle of Skye Tel: 01471 822491	<b>Caithness General Hospital</b> Wick Tel: 01955 605050
<b>Ian Charles Hospital</b> Grantown on Spey Tel: 01479 872528	<b>Town &amp; County Hospital</b> Nairn Tel: 01667 452101
<b>Portree Hospital</b> Isle of Skye Tel: 01478 613200	
<b>Lawson Memorial Hospital</b> Station Road Golspie Not designated A & E but Casualty, Stabilisation and Out of Hours cover provided. Tel: 01408 633157	<b>Ross Memorial Hospital</b> Dingwall (0900 – 1700 hours facility) Tel: 01349 863313
<b>Dunbar Hospital</b> Thurso Triage Centre Tel: 01847 893263	

### WOMEN'S AID

#### Caithness & Sutherland Women's Aid

Tel: 0845 408 0151

#### Inverness Women's Aid

Tel: 01463 220719

#### Lochaber Women's Aid

Tel: 01397 705734

#### Ross-shire Women's Aid

Tel: 01349 863568

Out with Women's Aid offices hours please call the **National Domestic Abuse Helpline** on 0800 027 1234

## **NATIONAL HELPLINE**

The Scottish Executive set up the National Domestic Abuse Helpline in June 2000. It offers emotional and practical support to people who have experienced domestic abuse as well as providing information on relevant issues and on local sources of specialist help.

The Helpline is available 24 hours a day, 7 days a week with all calls answered by women. Calls are free from landlines and won't show up on those phone bills. Anything discussed with the helpline will be kept confidential.

The **National Domestic Abuse Helpline** is 0800 0271234

## **WOMEN'S AID**

Women's Aid (WA) is recognised as the leading expert in the "field" of domestic abuse. Here in the Highlands there are four local groups Caithness & Sutherland, Inverness, Lochaber and Ross-shire. Caithness & Sutherland, Inverness and Ross-shire have refuges which accept women from any area, subject to space availability. An outreach service is available in Badenoch, Strathspey and Nairn (covered by Inverness Women's Aid) and Skye, Lochalsh and Wester Ross (covered by Ross-shire Women's Aid).

Lochaber Women's Aid offers a locally based service to women, children and young people.

Women's Aid provides a free, confidential service to women and any accompanying children, who have experienced domestic abuse from a partner or ex-partner (male or female).

Services provided include:

- One to one crisis support – in person or by telephone
- On-going practical support and provision of information on such issues as legal rights, housing, entitlement to benefits and issues regarding the children
- Refuge accommodation, where available and appropriate
- Support for children and young people
- Follow-on support to women and their children, if any, after they've left refuge
- Weekly women's support group meetings in Lochaber.

Every woman is treated as an individual. Women's Aid aims to provide ways for her to determine her own future and make decisions about her situation.

Women's Aid can provide temporary accommodation, which can be a major source of support for women, children and young people experiencing domestic abuse. Workers provide as much support and practical help as possible and encourage interaction amongst those resident in refuge. There are weekly house meetings that act as a forum for women to discuss day-to-day issues about living in refuge and also give an opportunity to discuss specific issues and exchange information. The children's worker provides opportunities for children and young people to be together in age specific groups.

Women do not need to be resident in a refuge in order to access services. Women's Aid will provide support to women in the community. They also operate an open-door policy, enabling women to return to the service as often as necessary.

Women's Aid aims to provide a comprehensive service to as many women, children and young people as possible. Therefore, they do not discriminate against any women on the grounds of age, religion, marital status, responsibility for dependents, race, class, sexuality, physical ability or physical health (including those women affected by HIV infection, AIDS or mental health where appropriate support and access to relevant services are available).

Women's Aid is committed to any research that looks at the causes and prevention of domestic abuse towards women. The groups are involved in the promotion and provision of training within Highland seeking to raise awareness about, and understanding of, domestic abuse.

Women's Aid liase closely with other agencies and service providers and are members of the Highland Domestic Abuse Forum and partners in the Highland Wellbeing Alliance. They aim to encourage other agencies to:

- Explore ways to prevent the continuing abuse of women, children and young people within our community
- Be active in the provision of appropriate services which are sensitive to the needs of women, children and young people
- Prioritise the protection of women, children and young people who are experiencing domestic abuse

Contact Details:

### **Caithness & Sutherland Women's Aid & Refuge**

Tel: 0845 408 0151

Fax: 01955 605977

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

Staff hours:

Monday – Friday                      9am – 5pm

### **Inverness Women's Aid & Refuge**

Tel: 01463 220719

Fax: 01463 234110

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

Staff hours:

Monday – Friday                      9am – 5pm

Every night                              11pm – 7am

### **Lochaber Women's Aid**

Tel: 01397 705734

Freephone: 0800 6192541

E mail: [lwa@btconnect.com](mailto:lwa@btconnect.com)

Staff hours:

Monday – Friday                      9am – 5pm

### **Ross-shire Women's Aid & Refuge**

Tel: 01349 863568

Fax: 01349 869960

Email: [rwa@ecosse.net](mailto:rwa@ecosse.net)

Staff hours:

Monday – Friday      10am – 11pm

Saturday & Sunday 4pm – 11 pm

### **Outreach Services:**

Badenoch, Strathspey & Nairn

Tel: 07765 241379

Skye, Lochalsh & Wester Ross

Tel: 0771 5532979

Monday – Friday      10am – 5pm

Caithness and Sutherland

Tel: 0772 563 9272

## POLICE

Always call 999 in an emergency.

### Reporting a Crime

A crime can either be reported to the police or they can discover a crime through their own investigations. A victim of a crime can expect the police to fully investigate the allegation as quickly as possible and, once enquiries have been completed, to be told the result of the investigation. The safety and welfare of the victim and family is the priority throughout the Police investigation, and beyond. The Police will not jeopardise this under any circumstances.

### Women Experiencing Domestic Abuse

Northern Constabulary recognises the importance of providing specialised assistance to particularly vulnerable victims of crime and, over the years, this has resulted in a number of specialist roles being developed, specifically the Domestic Abuse Liaison Officer.

The **Domestic Abuse Liaison Officer** is responsible for providing support, advice and practical assistance to victims of domestic abuse. They can provide advice on the law and support victims through the court process; they can provide information on and act as a link with other support agencies on a victim's behalf and, in certain circumstances, can provide practical help in the form of alarms and other personal safety equipment.

A list of local area offices are detailed below.

<b>Badenoch Strathspey &amp; Nairn Command Area</b> Police Station Grampian Road Aviemore PH22 1RM Tel: 01479 810222 Fax: 01479 811165	<b>Caithness &amp; Sutherland Area Command HQ</b> Police Station Bridge Street Wick KW1 4AW Tel: 01955 630551 Fax: 01955 605102
<b>Inverness Area Command</b> Police Station Burnett Road Inverness IV1 1RL Tel: 01463 715555 Fax: 01463 720518	<b>Lochaber Command Area HQ</b> Police Station High Street Fort William PH33 6EE Tel: 01397 702361 Fax: 01397 705336
<b>Ross, Cromarty &amp; Skye Command Area HQ</b> Police Station Strathpeffer Road DINGWALL Ross-shire IV15 9HQ Tel: 01349 862444 Fax: 01349 863519	

## THE HIGHLAND COUNCIL

### HOUSING SERVICE

If a woman is experiencing domestic abuse or at risk of domestic abuse, she can contact her nearest Housing Office for advice on homelessness, housing and support.

**Important:** If you are homeless or threatened with homelessness, you should contact your nearest [Housing Office](#) immediately to get help and advice and to complete a homeless application if necessary. The Highland Council has a legal duty to help homeless people and is also committed to preventing people becoming homeless. Advice from the Housing Office may prevent you becoming homeless.

#### Advice and Information

You may have housing difficulties which mean that you are threatened with the loss of your home or you may actually become homeless. Being homeless does not necessarily mean sleeping rough. It may mean that you have nowhere permanent that you can stay.

[What can I do?](#)

[What happens if I become homeless?](#)

[Looking for help at night or at the weekend?](#)

[Homeless Day Centre, Waterloo Place, Inverness](#)

[Where can I get more information?](#)

Our commitment to you – the Charter for Homeless People

#### What can I do?

As soon as you have housing difficulties, whatever your housing circumstances, please contact the Council for help and advice. This can help to avoid a crisis, as the right advice and information may stop you from becoming homeless.

For example, you can get:

- Money advice if you are having trouble paying your mortgage or rent
- Advice on your rights if you are a tenant
- Advice if you are separating from your partner

If you are worried that you may become homeless in the future **act now** – contact your local [Housing Office](#) or [Service Point](#) for help and advice. You may also want to seek independent advice from one of the [agencies](#) listed below.

#### What happens if I become homeless?

The Highland Council have certain legal duties towards people who are or who may become homeless. We will make sure that you get free advice and information about your situation.

If you are homeless we will provide you with accommodation. This may be temporary depending on your circumstances. If you are homeless, or think you are going to become homeless, we can give advice and assistance with the following:

- Housing: including council housing, housing associations, private renting and home ownership
- Emergency/temporary housing (and Women's Aid refuges)
- Assessing your legal rights under homelessness law
- Getting support to stay in your home or to move

- Referring you to specialist services for further advice and help, eg Money Advice
- Rent including rent arrears and housing benefit

There may be a charge for temporary accommodation. This will depend on the type of accommodation we are able to offer and whether or not the household is entitled to full housing benefit. Where the applicant is not eligible for full housing benefit they will be liable for the cost of accommodation to a maximum of £161.30 per household per week and if the accommodation is bed and breakfast they will have to pay for heating, lighting and breakfast.

Exactly what the Council can do for you is set out by law. For example if you are homeless and in what is called 'priority need' then we will normally give you temporary housing until we can house you permanently. 'Priority need' means that you (or someone who will be living with you) is considered to be vulnerable for example, because of age, illness or disability.

If you are not in 'priority need' we will usually give you temporary housing so that you have some time to find somewhere to stay.

Even if you are in priority need, you should note, however, that we will also need to consider the reasons why you became homeless when we assess your situation.

If we think that you have made yourself homeless because of something you have or have not done, we may say that you have made yourself homeless "intentionally". This means that even if you are homeless and in priority need, we do not have a legal duty to find you another home. However, we will give you advice, information and assistance to help you find housing. We will also normally give you temporary housing for a limited period of time. This is to give you time to find alternative housing yourself.

Someone can be considered homeless if they can't occupy their home because of the risk of abuse. Anyone leaving their home because of a relationship breakdown in these circumstances will not be seen as "intentionally homeless"

We consider each case separately and on its merits, but you can see below some of the circumstances in which we may decide that you have made yourself homeless deliberately:

- If you have been evicted for not paying your rent or mortgage even though you could afford to do so. This is why it is very important that you take up offers of money or benefit advice
- If you choose to sell your home when there was no risk of losing it
- If you voluntarily gave up suitable accommodation here or abroad
- If you were evicted for antisocial behaviour, for example, harassment

Don't delay in contacting the Council for help – ask at your local [Service Point](#) or [Housing Office](#) to arrange an appointment.

### **Looking for help at night or the weekend?**

If you become homeless and need urgent help out of office working hours you can contact The Highland Council's Emergency Helpline for help and advice. They can be contacted by phoning **0845 700 2005**.

**Homeless Day Centre, Waterloo Place, Inverness**

The Day Centre in Inverness provides safety, warmth and shelter. You can also get practical help and advice on many issues including housing, health and personal support. We will also work with you to get help from other services.

## Where can I get more information?

### Advice Agencies

Specialist organisations can also provide support and advice to you. Some of these are described here. Many will also have information on their websites. You can get free access to the internet at most libraries.

**Citizen's Advice Bureau (CAB)** and independent advice and information organisations offer free, independent, confidential advice and information on a whole range of subjects including housing and homelessness, legislation, tenants' and landlords' rights and responsibilities, debts and welfare benefits. You can find your nearest office in the telephone directory. Their website address is <http://www.cas.org.uk> They also have an Advice Guide which is available at <http://www.adviceguide.org.uk> You have to ensure when accessing this website that you are looking at the information for Scotland.

**Shelter** provides free independent housing advice and assistance to anyone who is homeless and they also help anyone who has a housing problem. They have a 24 hour free national advice helpline.

Freephone: 0808 800 4444

Web: <http://scotland.shelter.org.uk/home/>

**Housing Options in the Highlands** provides a wide range of information about possible housing options available in the Highlands. There is a manual available in each Service Point and Housing Office. Just ask the staff. It is also on the [Highland Council website](#)

**Streetwise Highland** is a directory of services which anyone facing homelessness may find useful. It gives information about the many different housing, support, health and other useful services and how to contact them. It is available in all the Service Points and Housing Offices. Just ask the staff. It is also on the internet at: [www.streetwise-highland.org](http://www.streetwise-highland.org)

### Referrals

Can be made by the individual or any relevant agency. If necessary, contact can be made via the nearest police station.

### Area Housing Offices

<p><b>INVERNESS</b> Inverness Housing Office The Highland Council Housing Service Moray House 16-18 Bank Street Inverness IV1 1QY Tel: 01463 710454 Fax: 01463 715881</p>	<p><b>BADENOCH &amp; STRATHSPEY</b> Badenoch and Strathspey Housing Office The Highland Council Housing Service Ruthven Road Kingussie PH21 1EJ Tel: 01540 664510 Fax: 01540 661004</p>
<p><b>CAITHNESS</b></p>	<p><b>CAITHNESS</b></p>

<p>Thurso Housing Office The Highland Council Housing Service Rotterdam Street Thurso KW14 8AB Tel: 01847 705505 Fax: 01847 805509</p>	<p>Wick Housing Office The Highland Council Housing Service Market Square Wick KW1 4AB Tel: 01955 607712 Fax: 01955 605775</p>
<p><b>LOCHABER</b> Lochaber Housing Office The Highland Council Housing Service Lochaber House High Street Fort William Tel: 01397 707205 Fax: 01397 707247</p>	<p><b>NAIRN</b> Nairn Housing Office The Highland Council Housing Service The Courthouse High Street Nairn IV12 4AU Tel: 01667 458510 Fax: 01667 452056</p>
<p><b>ROSS &amp; CROMARTY</b> Ross &amp; Cromarty Housing Office The Highland Council Housing Service Ross House High Street Dingwall IV15 9RY Tel: 01349 868463 Fax: 014349 863510</p>	<p><b>Housing Staff are also based in:</b>  Alness Service Point Tel: 01349 882366 Invergordon Service Point Tel: 01349 855500 Muir of Ord Service Point Tel: 01463 870201</p>
<p><b>SKYE &amp; LOCHALSH</b> Skye &amp; Lochalsh Housing Office The Highland Council Housing Service Tigh na Sgìre Portree IV51 9EP Tel: 01478 613806 Fax: 01478 613828</p>	<p><b>Housing Staff are also based in:</b>  Kyle of Lochalsh Service Point Tel: 01599 534270</p>
<p><b>SUTHERLAND</b> Sutherland Housing Office The Highland Council Housing Service The Meadows Dornoch IV25 3SG Tel: 01862 812010 Fax: 018962 810188</p>	<p><b>Housing Staff are also based on:</b>  Lochinver Service Point Tel: 01571 844777</p>

## SOCIAL WORK SERVICES

Emergency number: 08457 697284 (operates outside of normal office hours)

Social Work Service provides the following services:

- Services to Children and Families (including child protection and Youth Justice)
- Community Care Services (including mental health, services for older people and for people with a learning disability)
- Criminal Justice Services

These services are provided through area teams in Highland. They are open 9am – 5pm Monday to Friday. An emergency service operated outside office hours at weekends and on public holidays.

A woman approaching the social work service is likely to be seen by a social worker from the Community Care Team which works predominantly with adults, or the Children and Families Team if there is concern about a child. The area teams can access residential care, day care and community support services.

### Social Work Offices

<b>BADENOCH, STRATHSPEY &amp; NAIRN</b>	<b>Area Social Work Office</b> 60 King Street Nairn IV12 4DN	01667 453746
	<b>Aviemore Area Office</b> The Schoolhouse Milton Park Aviemore PH22 1RR	01479 810251
<b>CAITHNESS &amp; SUTHERLAND</b>	<b>Area Social Work Office</b> 125/127 High Street Wick KW1 4LR	01955 605040
	<b>Bettyhill Office</b> Naver Teleservice Centre Bettyhill KW14 7SS	01641 521831
	<b>Community Mental Health Team</b> Old Medical Centre Bankhead Road Wick KW1 5BL	01955 606915
	<b>Criminal Justice Service</b> Olsen House Main Street Golspie KW10 6RA	01408 634040
	<b>Criminal Justice Service</b> 27b Airport Industrial Estate Wick KW1 4QS	01955 603161
	<b>Golspie Area Team</b> Olsen House Main Street Golspie KW10 6RA	01408 634040
	<b>Lochinver Office</b>	01571 844332

	Culag Pier, Main Street Lochinver IV27 4DB	
	<b>Sutherland Area Office</b> Council Offices, Main Street Golspie KW10 6RA	01408 635230
	<b>Thurso Area Office</b> 16 High Street Thurso KW14 8AG	01847 893835
<b>INVERNESS</b>	<b>Community Care Team</b> Keppoch Road Culloden Inverness IV1 2LL	01463 798337
	<b>Community Service Office</b> 196 Culduthel Road Inverness IV2 6AE	01463 242511
	<b>Community Mental Health Team</b> Larch House Stoneyfield Business Park Inverness IV2 7PA	01463 703411
	<b>Criminal Justice Service</b> Carsegate House Glendoe Terrace Inverness IV3 6ED	01463 724022
	<b>Culloden Children and Families Team</b> Keppoch Road Culloden Inverness IV1 2LL	01463 791338
	<b>Emergency Standby Team</b> Family Resource Centre Limetree Avenue Inverness IV3 5RH	0845 769 7284
	<b>Home Care Team</b> 18 Hilton Village Inverness IV2 4HT	01463 246000
	<b>Learning Disabilities Support Team</b> The Corbett Centre Coronation Park Inverness IV3 8AD	01463 729282
	<b>Carsegate Children and Families Team</b> Carsegate House Glendoe Terrace Inverness IV3 6ED	01463 724049
	<b>New Craigs Team</b> New Craigs Inverness IV3 8NP	01463 704666
	<b>Porterfield Prison Team</b> Porterfield Place Inverness IV2 3HH	01463 223489
<b>LOCHABER</b>	<b>Community Mental Health Team</b>	01397 707025

	Fulton House Gordon Square Fort William PH33 6DX	
	<b>Criminal Justice Service</b> Unit 4B1 Blarmore Industrial Estate Fort William PH33 7NG	01397 704668
	<b>Fort William Children and Families Team</b> Fulton House Gordon Square Fort William PH33 6DX	01397 707025
	<b>Home Care Service (East)</b> Tweeddale High Street Fort William PH33 6EL	01397 703397
	<b>Home Care Service (West)</b> Dail Mhor House Strontian PH36 4HZ	01967 402481
	<b>Home Care Service (South)</b> Room 8 Glencoe Hospital Glencoe	01855 811708
<b>ROSS, CROMARTY, SKYE &amp; LOCHALSH</b>	<b>Children &amp; Families Team - NE Ross</b> Suie House Bridgend Alness IV17 0UD	01349 882609
	<b>Children &amp; Families Team - NE Ross</b> Scotsburn Road Tain IV19 1PR	01862 893021
	<b>Children &amp; Families Team - NW, Mid &amp; SE Ross</b> Slioch Castle Street Dingwall IV15 9HU	01349 865262
	<b>Children &amp; Families Team - NW, Mid &amp; SE Ross</b> Room 1 Lochbroom House Ladysmith Street Ullapool IV26 2UZ	01854 613403
	<b>Children &amp; Families Team - Skye, Lochalsh &amp; SW Ross</b> Tigh na Drochaid Bridge Road Portree IV51 9ER	01478 612943
	<b>Community Care Team - East Ross &amp; Cromarty</b> Slioch Castle Street Dingwall IV15 9HU	01349 865262
	<b>Community Care Team - Skye,</b>	01599 555424

	<b>Lochalsh &amp; West Ross</b> Graham House Dornie IV40 8DT	
	<b>Community Care Team - Skye, Lochalsh &amp; West Ross</b> Howard Doris Centre Mill Brae Lochcarron IV54 8YQ	01520 722541
	<b>Community Care Team - South West Ross</b> Unit 1, Achtercairn Gairloch IV21 2BH	01445 712915
	<b>Community Care Team - Skye, Lochalsh &amp; South West Ross</b> Old Corry Industrial Estate Broadford IV49 9AB	01471 820174
	<b>Community Learning Disability Team</b> Glen Orrin High Street Dingwall IV15 9TF	01349 867915
	<b>Community Mental Health Team</b> County Hospital Invergordon IV18 0JR	01349 853636
	<b>Community Mental Health Team</b> Urray House Great North Road Muir of Ord IV6 7SY	01463 871901
	<b>Community Service Team</b> Unit 5, River Wynd Teaninich Industrial Estate Alness IV17 0PE	01349 884118
	<b>Criminal Justice Service</b> Station Road Dingwall IV15 9JX	01349 865600
	<b>Deaf Services &amp; Hearing Support Team</b> Slioch Castle Street Dingwall IV15 9HU	01349 865262

## **CRIMINAL JUSTICE SERVICE**

Criminal Justice Teams can assist women who are going through the court process.

They provide courts with reports on offenders, offer alternatives to prison sentences in suitable cases and assist the offender to tackle their behaviour and become more socially responsible. Prepare prisoners for release and help them to re-establish themselves in the community.

Criminal Justice Teams are based in Inverness, Dingwall, Fort William, Wick and Portree and their phone numbers and addresses are included in the table above.

## EDUCATION

Scottish Women's Aid has estimated that 100,000 children and young people in Scotland are living with domestic abuse. In Highland, Education, Culture and Sport Service Staff in partnership with professionals from other agencies and the voluntary sector play important roles in tackling the root causes of abuse and meeting the needs of those who suffer the consequences.

ECS staff's preventative role is embedded in the curriculum and the sporting, cultural and leisure opportunities offered to young people outside hours. Respect and consideration for others underpins all activities and will be the explicit focus in such programmes as Circle Time and Relationships and Sexual Health. Domestic Abuse, as a discrete topic in Personal and Social Education, is a focus in many Highland Secondary Schools and a specific teaching package will be disseminated to all schools in 2006.

ECS staff's pastoral role is embedded in the Integrated Community School approach which has been adopted by all schools in Highland. School staff have been trained to identify children demonstrating signs of stress and sensitively investigate possible factors (including domestic abuse) contributing to the situation. Where appropriate, the school would involve partner agency staff (Social Services, NHS Highland, Voluntary Sector) in a School Liaison Group meeting to address the needs of the child and set a course of action which ensures his or her immediate and long term safety, health and wellbeing. In most cases, the family would participate in the School Liaison Group meeting.

### Education Culture and Sport Service

Glenurquhart Road  
Inverness  
IV3 5NX

Tel: 01463 702801

### Education Area Service Managers

<b>Badenoch &amp; Strathspey</b>	King Street, Kingussie, PH21 1HP	Tel: 01540 661009
<b>Caithness</b>	Rhind House, Wick	Tel: 01955 602362
<b>Inverness</b>	13 Ardross Street, Inverness, IV3 5NS	Tel: 01463 663800
<b>Lochaber</b>	Camnaghael Hostel, Fort William, PH33 7ND	Tel: 01397 707350
<b>Nairn</b>	13 Ardross Street, Inverness, IV3 5NS	Tel: 01463 663800
<b>Ross &amp; Cromarty</b>	Castle Street, Dingwall, IV15 9HU	Tel: 01349 863441
<b>Skye &amp; Lochalsh</b>	Elgin Hostel, Portree, IV51 9HA	Tel: 01478 613697
<b>Sutherland</b>	Area Office, Brora, KW9 6PG	Tel: 01408 623900

### Community Learning & Leisure Area Service Managers

<b>Nairn, Badenoch &amp; Strathspey</b>	Ruthven Road, Kingussie, PH21 1EJ	Tel: 01540 664530
<b>Caithness &amp; Sutherland</b>	Rhind House, Wick	Tel: 013955 602362
	Main Street, Golspie, KW10 6RB	Tel: 01408 635213
<b>Inverness</b>	Town House, Inverness, IV1 1JJ	Tel: 01463 724225
<b>Lochaber</b>	Mamore House, The Parade, Fort William, PH33 6BA	Tel: 01397 702102
<b>Ross &amp; Cromarty</b>	Ross House, High Street, Dingwall, IV15 9RY	Tel: 01349 868477
<b>Skye &amp; Lochalsh</b>	Park Lane, Portree, IV51 9GP	Tel: 01478 613849

## SERVICE POINTS

Service Point Staff can help by with checking that current housing and council tax benefits are correct, advising what benefits to claim and how to claim them. The Service Point can also offer advice on signposting to other services as requested.

Service Point staff can also help with other matters e.g. completion of housing waiting list application forms, reporting repairs, assistance with general rent queries etc.

### Service Point Offices

<b>BADENOCH &amp; STRATHSPEY AREA</b>	School House, Milton Park, Aviemore PH22 1RR The Square, Grantown on Spey PH26 3HF Ruthven Road, Kingussie PH21 1EJ	01479 811990 01479 872539 01540 664502
<b>CAITHNESS AREA</b>	Rotterdam Street, Thurso KW14 8AB Market Square, Wick KW1 4AB	01847 805500 01955 607702
<b>INVERNESS AREA</b>	Old School House, Station Road, Ardersier IV2 7SU Car Park, Drumnadrochit IV63 6TX 23 Church Street, Inverness IV1 1DY Hilton Village, Inverness IV2 2HT Memorial Hall, Fort Augustus PH32 4DJ	01667 462658 01456 459050 01463 703999 01463 246007 01320 366733
<b>LOCHABER AREA</b>	Acharacle Centre, Morrison Place, Acharacle PH36 4JT Lochaber House, High Street For William Ph33 6EL Library & Visitor Centre, Linnhe Road, Kinlochleven PH50 4SJ Tourist Information Centre, Main Street, Mallaig Ph41 4QS	01967 431487 01397 707256 01855 831663 01687 460027
<b>NAIRN</b>	The Courthouse, High Street, Nairn IV12 4UA	01667 458500
<b>ROSS &amp; CROMARTY AREA</b>	3/5 Obsdale Road, Alness IV17 0TY Ross House, High Street, Dingwall IV15 9RY Black Isle Leisure Centre, Deans Road, Fortrose IV10 8TJ 62 High Street, Invergordon IV18 0DH Main Street, Lochcarron IV54 8YD Seaforth Road, Muir of Ord IV6 7TA Achtercairn, Gairloch IV21 2BP 24 High Street, Tain IV19 1AE North Road Ullapool IV26 2XL	01349 882366 01349 868527 01381 620797 01349 852472 01520 722241 01463 870201 01445 712572 01862 892122 01854 612426
<b>SKYE &amp; LOCHALSH AREA</b>	Old Corry Industrial Estate, Broadford IV49 9AB 22 Lochside, Dunvegan IV55 8WB Hamilton House, Plock Road, Kyle of Lochalsh IV40 8BL Tigh na Sgìre, Park Lane, Portree IV51 9GP	01471 820075 01470 521581 01599 534270 01478 613800
<b>SUTHERLAND AREA</b>	NTC, Bettyhill KW14 7SS Carnegie building, Lairg Road, Bonar Bridge IV24 3EA Gower Street, Brora KW9 6PD The Meadows, Dornoch IV25 3SD Durine, Durness IV27 4PN Main Street, Golspie KW10 6RB Community centre, Dunrobin Street, Helmsdale KW8 6JX New Buildings, Main Street, Lairg IV27 4DB Main Street, Lochinver IV27 4JY	01641 521242 01863 766838 01408 622644 01862 821000 01971 511259 01408 635200 01431 821742 01549 402588 01571 844777

## FINANCE SERVICE

The Finance Service has a key role to play by ensuring women and children who are experiencing domestic abuse or are at risk of domestic abuse receive correct advice and information regarding housing benefit, council tax benefit and council tax.

Our Area Finance Teams are responsible for administering claims for housing benefit, council tax benefit and for deciding how much council tax is due to be paid by each household in the Highland Council area. This includes providing advice and information and administering claims for council tax discounts, relief and exemptions.

Our Area Finance Teams can be contacted as follows:

	Tel	Fax
Caithness Area Office, Market Place, Wick, KW1 4AB Email: AreaFinanceTeam.Caithness@highland.gov.uk	0800 393811	01955 603649
Sutherland Area office, Main Street, Golspie, KW10 6RB Email: AreaFinanceTeam.Sutherland@highland.gov.uk	0800 393811	01408 633120
Ross and Cromarty Area Office, Ross House, High Street, Dingwall, IV15 9QN Email: AreaFinanceTeam.Dingwall@highland.gov.uk	0800 393811	01349 862911
Skye and Lochalsh Area Office, Tigh Na Sgire, Park Lane, Portree, IV51 9EP Email: AreaFinanceTeam.Portree@highland.gov.uk	0800 393811	01478 613828
Lochaber Area Office, Lochaber House, Fort William, PH33 6EL Email: AreaFinanceTeam.Lochaber@highland.gov.uk	0800 393811	01397 702178
Inverness Area Office, Information Centre, 21-23 Church Street, Inverness, IV1 1DY Email: AreaFinanceTeam.Inverness@highland.gov.uk	0800 393811	01463 703918
Badenoch & Strathspey Area Office, Ruthven Road, Kingussie, PH21 1EJ Email: AreaFinanceTeam.Kingussie@highland.gov.uk	0800 393811	01540 661004
Nairn Area Office, The Courthouse, High Street, Nairn, IV12 4AU Email: AreaFinanceTeam.Nairn@highland.gov.uk	0800 393811	01667 456650

The Finance Service also has a team of Visiting Officers who can visit women who are experiencing domestic abuse or at risk of domestic abuse. Our Visiting Officers have been trained to give advice on all aspects of housing benefit, council tax benefit and council tax, including council tax discounts, relief and exemptions. They will also assist with the completion of benefit application forms and council tax forms.

They can be contacted as follows:

Areas Covered	Contact Details	Telephone Number
Caithness, Sutherland	Sutherland Area Office, Main Street, Golspie, KW10 6RB Email: Louis.melville@highland.gov.uk	01408 6335226
Ross-shire, Inverness, Nairn	Glenurquhart Road, Inverness, IV3 5NX Email: Caroline.mackay@highland.gov.uk	01463 702382

Areas Covered	Contact Details	Telephone Number
Lochaber, Badenoch & Strathspey, Skye & Lochalsh	Lochaber House, Tweeddale Buildings, Fort William Email: Emma.allwoodstewart@highland.gov.uk	01397 707273

**Citizen's Advice Bureau (CAB)** and independent advice and information organisations offer free, independent, confidential advice and information on a whole range of subjects including housing and homelessness, legislation, tenants' and landlords' rights and responsibilities, debts and welfare benefits. You can find your nearest office in the telephone directory. Their website address is <http://www.cas.org.uk> They also have an Advice Guide which is available at <http://www.adviceguide.org.uk> You have to ensure when accessing this website that you are looking at the information for Scotland.

## NHS HIGHLAND

The extent of domestic abuse against women and its subsequent effect on the health and wellbeing of women, children and young people makes it a significant public health issue. In addition, almost every woman will have contact with the NHS, and so the NHS has an absolutely pivotal role to play. Women present to a whole range of health service settings with primary care as a key first contact point. Women typically come into contact with:

- General Practitioners
- Health Visitors
- Hospitals – mainly accident and emergency (casualty), midwifery and psychiatric services

### General Practitioners

(GPs, Family Doctors)

GPs are available free of charge to everyone. If a woman is not registered with a GP she can still ask to be seen as a temporary resident. **If she has difficulty finding a GP or been removed from a GPs list, then phone Primary Care Registration for advice (01224 358400)**

GPs have a strict code of confidentiality and will not pass on information to partners without permission in any circumstance.

Women should contact their GP every time they have any physical injuries e.g. bruises, cuts, burns. This information will be kept in the GP's notes and may be vital if there ever is a need to produce evidence in a court case at a later date.

Women should also contact their GP if they have any problems that may be related to abuse. These include poor sleep, anxiety and drug or alcohol misuse.

Women can also contact a GP for emergency contraception, pregnancy testing and testing for Sexually Transmitted Infections.

The GP can treat any injuries or depression or anxiety or may refer a woman on to another specialist e.g. Accident and Emergency, Psychiatry or Counselling (though sometimes there is a charge for counselling). The GP can also provide information about Health Visitors and social workers associated with the practice.

### Practice Nurse

A practice nurse will also be able to document injuries and treat as appropriate. Emergency contraception is available from the practice nurse. For some women, a practice nurse may seem more approachable than a GP.

### Health Visitors

Health Visitors are attached to GP practices and can provide advice and support, especially for families with children under five years. They can also give advice about other sources of help. Emergency contraception is available from Health Visitors.

NB All members of a primary health care team – GPs, Health Visitors, Practice Nurses and so on will be able to provide information about what services and support are available in the practice.

## ACCIDENT AND EMERGENCY POINTS IN HIGHLAND

<b>Raigmore Hospital</b> Old Perth Road Inverness Tel: 01463 704000	<b>Belford Hospital</b> Fort William Tel: 01397 702481
<b>MacKinnon Memorial Hospital</b> Broadford Isle of Skye Tel: 01471 822491	<b>Caithness General Hospital</b> Wick Tel: 01955 605050
<b>Ian Charles Hospital</b> Grantown on Spey Tel: 01479 872528	<b>Town &amp; County Hospital</b> Nairn Tel: 01667 452101
<b>Portree Hospital</b> Isle of Skye Tel: 01478 613200	
<b>Lawson Memorial Hospital</b> Station Road Golspie Not designated A & E but Casualty, Stabilisation and Out of Hours cover provided. Tel: 01408 633157	<b>Ross Memorial Hospital</b> Dingwall (0900 – 1700 hours facility) Tel: 01349 863313
<b>Dunbar Hospital</b> Thurso Triage Centre Tel: 01847 893263	

### Midwives

Domestic abuse often first starts in pregnancy. When a woman attends an antenatal clinic, she will be given a midwife, who will carry out routine checks. Many midwives have received training on domestic abuse and can be approached to discuss any concerns a woman might have.

### Psychiatrists

GPs can make a referral to Psychiatrists, who will assess and offer treatments. They may also arrange support from the Community Psychiatric Nurse.

### Police Surgeons

If a serious assault has taken place, the police may arrange for examination by a police surgeon. Specially trained doctors do this for the police. The doctor will want to examine the woman thoroughly and ensure any concerns are dealt with. A policewoman will help the doctors to package samples and take photographs of injuries, with the woman's permission.

### Genito-Urinary Medicine (GUM)

Many women who have been sexually assaulted are worried about the possibility of a sexually transmitted disease. The risk is small but it is advisable to go along to GUM for an examination including swab tests for specific infections. These swabs should be taken as near after the assault as possible. These are different to any tests that may have already been carried out by the police doctor.

GUM can also give out emergency contraception and advise about the possibility of pregnancy.

## **GENITO-URINARY MEDICINE CLINICS**

### **Raigmore Hospital**

Out-Patients Department

Inverness

IV2 3UJ

Tel: 01463 704202

Times:           Monday       1pm – 4pm (open clinic)  
                  Tuesday      9.30am – 12pm (open clinic)  
                  Wednesday  1pm – 4pm (open clinic)  
                  Wednesday  4pm – 7pm (appointments)  
                  Friday        9.30am – 12pm (appointments)

### **Belford Hospital**

Out Patents Department

Fort William

Tel: 01397 702481

Times:           2<sup>nd</sup> and 4<sup>th</sup> Thursdays 4pm – 6pm (open clinic)

### **Caithness General Hospital**

Out Patients Department

Wick

Tel: 01955 605050

Times: 1<sup>st</sup> and 3<sup>rd</sup> Mondays 6.30pm – 8.30pm (open clinic)

## **VICTIM SUPPORT**

Victim Support in the Highlands can offer a range of different services through

- Witness Service
- Community Service
- Help Line

### **Witness Service**

Staff and Volunteers work within all the courts in the Highlands and Islands providing practical and emotional support for all witnesses. The service can offer:

- information on court procedures
- practical help, e.g. with expense forms
- court familiarisation visits
- being available after giving evidence
- guidance regarding further support from other agencies if required
- a person to talk to in confidence

The initial contact during office hours should be through the Inverness office that will redirect the person to their local service.

Tel: 01463 242240

E mail: [witnessservice@wsinverness.demon.co.uk](mailto:witnessservice@wsinverness.demon.co.uk)

### **Community Service**

The service is co-ordinated through the Area office in Inverness. Trained volunteers work within the community and can be found throughout the Highlands and Islands. Dependent on the client needs and circumstances the service can offer:

- appointments at their office
- visit the person in their own home or at a mutually agreed location
- Telephone or e-mail contact.

The services they include;

- personal safety and crime prevention advice
- time to talk to a trained person in confidence
- help with criminal justice procedures
- help with compensation claims
- information about other agencies

The initial contact during office hours should be through the Inverness office that will arrange the appropriate contact method depending on the person requirements.

Tel: 0845 2265014

E mail: [contact@victimsupporthighland.com](mailto:contact@victimsupporthighland.com)

Web: [www.victimsupporthighland.com](http://www.victimsupporthighland.com)

### **UK Victim Support Help Line**

Trained volunteers operate this service during the hours of

Monday to Friday 9am – 9pm

Saturday – Sunday 9am – 7pm

Tel: 0845 3030900

## **BLACK AND MINORITY ETHNIC WOMEN AND CHILDREN**

There are organisations primarily for Asian, Black and Minority Ethnic women who are experiencing domestic abuse. While facing all the usual barriers that women who are experiencing domestic abuse face Asian, Black and Minority Ethnic women may also face the additional barriers of language and cultural expectations. Shakti and Hemat Gryffe Women's Aid organisations have provided specialist information and support to Asian, Black and Minority Ethnic women for over twenty years.

### **Shakti Women's Aid, Edinburgh**

Shakti offers advice, information, counselling, support and temporary accommodation for black and minority ethnic women and their children experiencing domestic abuse. Information on housing, benefits, legal issues, immigration, nationality, racial harassment and health is also available. This service is run by black women and minority ethnic women and information is provided in the following languages: Afrikaans, Arabic, Gujarati, Hindi, Punjabi, Singhalese, Swahili, Urdu and Yoruba.

Tel: 0131 475 2399

### **Hemat Gryffe Women's Aid, Glasgow**

The aims and objectives of Hemat Gryffe Women's Aid is to provide support and practical help to Asian, Black and Ethnic minority women who have experienced mental and physical harassment and abuse either from the partner, ex-partner or within the extended family system. Hemat Gryffe Women's Aid encourages and empowers these women to determine their own future and subsequently lead an independent life through the provision of temporary supported accommodation and the assistance of Housing Support workers.

Tel: 0141 353 0859

## **RAPE AND ABUSE LINE**

The Rape and Abuse Line is a registered charity that offers a freephone, confidential Helpline to persons who have survived rape or abuse however long ago the experiences were.

They also offer support to the family or partner of the person who has been affected and, for those who would prefer it, we will try to arrange face-to-face support and/or counselling where possible.

Tel: 0808 800 0123 (7pm-10pm), answered by women on most evenings

Tel: 0808 800 0122 (7pm-10pm), answered by men on selected evenings

24 hour answering services will provide latest times that the phones will be staffed.

## **ADVOCACY**

### **Independent Advocacy**

Advocacy is about speaking up for and with people who are not being heard and helping them to express their own views and make their own decisions. It is about safeguarding individuals who are in situations where they are vulnerable.

Whilst professionals, friends and relatives will routinely be involved in advocating for people, there is also a need for people to be able to access independent advocacy services. Independent Advocacy is where projects and their advocates operate independently of other service providers. This removes any conflict of interest and enables an independent focus on the individual requiring advocacy. An Independent Advocate is defined as someone who has no other role in the person's life other than that of an advocate.

### **Advantages**

Whilst it may present certain challenges for service providers to hear things from a service users perspective and this may at times seem uncomfortable to be challenged in this way, nevertheless, independent advocacy opens up many advantages for us. We can begin to plan for better services in a way that is person centred; we can gain an individuals perspective on their experiences of the NHS; we can open ourselves up to scrutiny in a way that is not possible from within the organisation and ultimately we can change things for the better.

### **What Advocacy is**

About having your voice heard  
Your rights and interests protected  
Being safeguarded when you are unable to safeguard yourself  
Being listened to  
Having your views taken into account  
Being treated as an equal  
Empowering

### **What Advocacy is NOT**

Counselling  
Befriending  
Advising someone what to do  
Speaking for someone when they are able to speak for themselves rather than supporting them to do so  
Persuading people to do what services want

### **Advocacy can be provided through different approaches known as:**

**Collective or self-Advocacy** - People in similar situations come together with or without external support to make common cause, draw strength from each other and get their collective voices heard.

**Independent Professional Advocacy** - An agency with knowledge of the legal, health or welfare system uses this expertise to represent the person's interests and to assist the person to get their point across more effectively. This service may be provided by independent paid professional staff or by volunteers with relevant training and/or experience.

**Citizen Advocacy** - Where a relationship is built on a one-to-one basis with the aim of long-term commitment to the individual.

### **Current Services**

#### **Advocacy Highland**

The aim of Advocacy Highland is to provide free and confidential independent advocacy in Highland for individuals of all ages who need to be supported to speak up about specific issues. Key priority groups include those with Mental Ill health, Learning Disabilities and those who are frail and elderly or homeless.

Tel: 01463 233460

#### **Princess Royal Trust for Carers**

The aim of this advocacy service is to enable Carers to defend their rights and interests and to ensure that these are given full consideration in any future planning of the service. This is achieved through the provision of an independent generic advocacy service to Carers across Highland Region.

Tel: 01463 718817

#### **Highland Users Group (HUG)**

This organisation brings together people who have used or are currently using Mental Health Services for mutual support and to raise areas of common concern in a collective voice. Groups meet across the Highlands

Tel: 01463 718817

#### **People First**

This organisation brings together people who have Learning Disabilities for mutual support and to raise areas of common concern in a collective voice. Groups meet across the Highlands.

Tel: 01463 718817

## **THE CROWN OFFICE AND PROCURATOR FISCAL SERVICE**

The Procurator Fiscal is responsible for investigation and prosecution of crime and investigating sudden, unexpected and suspicious deaths within the jurisdiction. There are Procurator Fiscal offices across Highland and Islands. The Procurator Fiscal receives reports from the Police and is required to make a decision as to whether there is sufficient admissible evidence of a crime and secondly whether it is in the public interest to prosecute. The Procurator Fiscal is entitled to deal with a case as an alternative to prosecution by issuing fiscal fines, entering it into a diversion programme or issuing a warning. Many instances of domestic abuse will be reported to the Procurator Fiscal with the person accused being held in Police custody. In these circumstances the Procurator Fiscal will also require to make a decision as to whether or not to oppose bail provided there is sufficient evidence to take proceedings.

In 2004 the Police and Procurator Fiscal Services published a [Protocol on Domestic Abuse](http://www.copfs.gov.uk/Resource/Doc/13545/0000143.pdf) which regulates how cases are dealt with.

(<http://www.copfs.gov.uk/Resource/Doc/13545/0000143.pdf>)

The Procurator Fiscal Service is assisted by VIA (Victim Information and Advice - see below) in providing services to victims.

### **Victim Information and Advice (VIA)**

VIA is a dedicated victim information and advice service within the Crown Office and Procurator Fiscal Service. The principal aims of VIA are:

- To provide information to victims, bereaved next of kin and some witnesses about the criminal justice process in general.
- To keep victims and bereaved next of kin informed about the progress of the case that affects them in particular.
- To advise on and facilitate referral to other agencies for specialist support and counselling as required.

### **What key information does VIA deliver?**

VIA provides information only in cases reported to the Procurator Fiscal  
Victims are entitled to certain information about their case.

- A right to an explanation as to how the criminal justice system operates in general terms
- A right to be advised, if they so wish, about key decision affecting the case in which they have an interest
- A right to know when there are to be court proceedings
- A right to know how the court process is likely to operate in their case
- A right to know when and to be present when the offender is sentenced

VIA works closely with other statutory agencies (the Police, Scottish Courts Service) and also voluntary organisations (such as The Court Witness Service, Women's Aid, Victim Support).

### **Who receives the service of VIA?**

The service is provided to individuals or groups of individuals (i.e. not to corporate bodies or organisations). VIA currently deals with victims, witness and next of kin in cases throughout Highlands and Islands.

Please note that VIA is not part of Victim Support and although the two organisations work very closely together they each have very different roles.

## JOBCENTRE PLUS

Jobcentre Plus is part of the Department of Work and Pensions. In April 2002 we replaced the Employment Service which ran Jobcentres and those parts of the Benefits Agency which provided services to people of working age through social security offices. By 'working age' we mean people between the ages of 18 and 65.

In some areas Jobcentre Plus offices are already offering a fully integrated work and benefit service. It will take some time to integrate the entire local office network to Jobcentres and social security offices fully. During this time, services will continue to be provided in local social security offices and Jobcentres, which will be part of the Jobcentre Plus network, Jobcentre Plus will be introduced everywhere by 2006.

Social Security Office opening hours:

Monday/Tuesday/Thursday/Friday: 9am – 4.30pm

Wednesday: 10am – 4.30pm

A list of Area Social Security Offices is detailed below.

### Highland Area Social Security Offices

<b>Fort William:</b> 10 Tweeddale High Street Fort William PH33 6QZ  Tel: 01397 708000 Fax: 01397 708040	<b>Inverness:</b> 83/97 Church Street Inverness IV1 1ES  Tel: 01463 663500 Local Rate: 08457 090753 Fax: 01463 663506
<b>Wick:</b> Government Buildings Girnigoe Street Wick KW1 4HL  Tel: 01955 673100 Local Rate: 08457 581947 Fax: 01955 673101	

### Out of Hours Emergency Service

The Department for Work and Pensions operates an emergency out of hours service. The service is staffed by Jobcentre Plus volunteers and can be contacted via the Social Work Department and the Police.

The Out of Hours Service, which operates when offices are closed, provides emergency benefit delivery service to customers. It exists to handle genuine emergencies that a payment of benefit will resolve.

No appointment is required and the service is available to all age groups.

## USEFUL WEBSITES

[WWW.scottishwomensaid.co.uk](http://WWW.scottishwomensaid.co.uk)

[www.womens-unit.gov.uk](http://www.womens-unit.gov.uk)

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

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

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

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