

Violence Against Women and Girls Locality Needs Assessment – NE Glasgow



Social Research



Service Design & Innovation



Strategy & Collaboration



Evaluation Support



Social Impact Measurement

February 2025



1: Executive Summary

Background

Social Value Lab was commissioned by Inspiring Scotland on behalf of a consortium of interested and participating funders and service commissioners to conduct a needs assessment, establishing current gaps in gender-based violence (GBV) service provision in Glasgow with particular focus on the North-East of the city. The aim of this is to inform effective service provision in the future which meets the needs of those seeking support. Incorporating the views of those with lived experience of gender-based violence and of professionals working with survivors was central to the research. We adopted an intersectional feminist perspective to the research and approached consultation with survivors and community members in a flexible and trauma-informed way to ensure their engagement was proportionate and meaningful.

The Research

We structured our research around 5 key research questions:

- a. What are the key issues and challenges in terms of the social, cultural and economic profile in the North-East of Glasgow?
- b. What are the common barriers for women who have experienced gender-based violence accessing services and supports?
- c. What are the key gaps in terms of supporting women who have experienced gender-based violence?
- d. What would you recommend that would make support for women and girls who have experienced gender-based violence more effective?
- e. What needs should we take into account when supporting children and young people who have experience of gender-based violence?

We used a mixed methods approach to allow for a variety of opportunities for engagement to suit different needs and to gather a wide range of views. Our approach consisted of:

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- Desk-Based Research: Reviewing good practice in other areas and local and national data.
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- Mapping of Current Services: Creating a virtual map of specialist GBV and relevant non-specialist services.

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- Stakeholder Consultation Launch Event: Workshop with 36 stakeholders involved in statutory and non-statutory services and agencies.
 - Focus Groups: Focus groups with staff from 2 GBV services and survivors/community members from 4 services.
 - Interviews: Interviews with 11 professionals across the GBV field in Glasgow.
 - Social Media Enquiry: Mini-website, Instagram and TikTok accounts to access those not, or not currently, engaged with services.
 - Surveys: One survey for survivors/community members with 72 responses and one for professionals with 9 responses.
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Findings

- Systemic issues in North-East Glasgow such as poverty create additional barriers to women experiencing GBV. This also leads to stigma and many women in the area may not reach out for support as their expectations for life are low.
- The lack of suitable and affordable public transport prevents women in the North-East from being able to access support as they do not have the time or money to travel into the city centre or further.
- There are a lack of independent, local and community-based services for GBV in the North-East.
- There are gaps in knowledge about available services for both community members and other services. Additionally, there is lack of clarity about how to access support and who the support is provided for which can prevent survivors reaching out.
- Services are not well integrated and this can lead to challenges, particularly for women with complex needs, who struggle to maintain contact with multiple services and are retraumatised by needing to tell their story multiple times.
- Non-specialist, frontline services such as the NHS, the police, social work and schools are important as they are often the first and only point of contact to identify and engage with a survivor of GBV. However, there are often gaps in their training and knowledge around GBV and recognition that this is an issue they should be engaging with.
- Marginalised women including black and minority ethnic women, migrant women, disabled women and women with complex needs such as GBV and

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substance use face additional barriers. These include language barriers, discrimination and racism, lack of awareness that GBV can affect disabled women and lack of person-centred and trauma-informed support.

- Specific youth focused work is required around GBV as young people's experiences of GBV can be different to an adult's, and empowering young women and challenging problematic behaviour for young men are key areas for early intervention and prevention.
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Recommendations

- Services need to be clearer about what support they offer and who they support, and awareness of services in general needs to be increased. Online and app-based service maps and signposting, and targeted outreach to marginalised communities should be utilised to increase awareness.
 - The use of community hubs or one stop shops where women can access multiple services in one, easy to access location is required particularly in the North-East. There should be consideration of using women-only spaces.
 - The community and people with lived experience of GBV should be involved in the provision of GBV services, as this often facilitates trust for women seeking support. This is especially true for women who face additional barriers including migrant, black and minority ethnic, and disabled women and women impacted by substance use and complex needs.
 - Services and service delivery need to be better integrated so that services can collaborate to provide the best and most efficient care to women. There should be a single point of entry, where a woman is able to receive the GBV support she needs no matter which service she presents to and without being signposted to multiple agencies.
 - It should be embedded within the service delivery infrastructure to allow services to network, collaborate and share skills with one another. This includes providing them with the funding, time and resources to allow them to do so.
 - There is a need for better policy and strategic cohesion and leadership regarding GBV. There needs to be a whole-council and city approach to tackling GBV rather than a siloed approach relying on individual services.
 - There should be greater focus on prevention and early intervention work, and it is crucial that this goes beyond education and raising awareness, identifying and challenging problematic behaviours in males and cultures which enable GBV.
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Find out more

www.socialvaluelab.org.uk

info@socialvaluelab.org.uk

Call us on **0141 530 1479**



Studio 226, South Block
60 Osbourne Street, Glasgow, G1 5QH
