

If not
you
...who?



Gendered Services Project

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Dundee
**Violence Against
Women Partnership**

Gendered Services Project

The Gendered Services Project is a two year project funded by the Corra Foundation, to support services in embracing a gendered approach to service provision.

A Gendered Approach

The adoption of a gendered approach begins with the recognition that men and women and non-binary individuals experience the world differently. They will face different issues, will have different prevalence rates, the reasons for challenges they face will differ and they will be more or less likely to experience certain issues just because of their gender or gender identity. Whilst this Gendered Services Project is focused on women, other areas of work are important to consider and can learn from this approach in terms of the specific issues faced by men and other gender groups. We know, however, that women in Dundee face specific challenges in accessing services, which is partly why a need for this specific focus was identified.

The Gendered Services Project explicitly considers the different needs of women, in order to enable and support women to access the services they need and to engage on an ongoing basis.

Why focus on ensuring there is a gendered approach to service delivery in Dundee?

We know there are women in the city who have a range of needs all happening at the same time, such as homelessness, substance use and experience of violence (domestic abuse, rape and sexual assault, childhood abuse, involvement in prostitution) and these can make it very difficult for women to find their way to the help they need. This group of women have very specific needs and the services we have at this current time are not always meeting those needs effectively for a range of reasons.

The agencies who saw this gap in service provision carried out research with women to find out what they thought the main problems were and what the solutions might be. The research highlighted that women valued supportive and empowering environments but this was not always what they have experienced. The gaps that were identified included the provision of safe, women only accommodation, flexible childcare services and staff who were knowledgeable and confident to respond to women's needs.

Aim of the Project

The aim of the project is to improve services and responses to women who experience gender-based violence (GBV), homelessness and substance use and have a range of multiple complex needs that require support from a wide range of services. The project will build on the good work already being delivered by services, to further improve the services for women. Our ambition is for services to become gendered in their design, delivery and ethos. Examples of what this gendered approach may include are:

- Staff who are confident and knowledgeable in responding to gender- based violence, and women given the freedom to make their own choices.
 - Service access policies that take into account women who work and may struggle to access 9-5 services or who may be affected by high costs if they are not in receipt of benefits. Similarly, provision of childcare considered to enable women to attend appointments.
 - Improved multi agency responses to women with complex needs by ensuring a more coordinated approach and better communication across agencies which place the women at the centre.
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How will this be achieved?

Women and the needs of women will be at the centre of this project at all times. Activities will include:

- A working group will be set up comprising women with lived experience who can inform the project of the barriers they are facing or have faced. This group will be involved in advising on proposed changes and improvements.
 - An organisational self-assessment framework will be developed to help services assess their gendered approach to service delivery.
 - Services will be supported to identify areas of improvement and implement changes to ensure a gendered approach.
 - Training will be provided to help staff understand the importance of a gendered approach to service delivery.
 - Best practice examples will be shared to illustrate a gendered approach in practice.
 - A network of champions across the services involved will be established to ensure a gendered approach is sustained and further work can be undertaken to focus on services for men and non-binary individuals
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Further Information

If you would like to hear more about the project or would like to be involved or be kept up to date, please get in touch with Heather Wilkins. Heather can be reached on:

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