

## Greater Glasgow and Clyde Rape Crisis On Campus Provision Evaluation

The on campus Greater Glasgow and Clyde Rape Crisis provision has proven successful at engaging clients and ensuring an immediate response is offered to the vulnerable students accessing this service. When the service launched last September, I had not anticipated such instant demand, however, by the end of the first semester, the provision was extended to two days per week to meet growing need.

The service allows us to respond more effectively to our students and allows them to fit their support around their timetable, in an easily accessible on campus location. The service also enables the students to be easily linked to other support they may require to help them overcome the impact that their difficulties may be having on their academic work e.g. adjustments, extensions, logging personal circumstances.

It is felt that delivering this provision as part of the wider framework to tackle gender based violence has contributed to its success; the rolling programme of first responder training has raised awareness of this issue across campus and the Disability and Wellbeing Service has received numerous enquiries from staff based in academic departments. Equally, having Jenny, the Rape Crisis representative, visibly located within the Disability and Wellbeing Service has ensured that awareness of the provision has been maintained and allows for the establishment of effective working relationships with key support staff who are likely to refer students to the service e.g. mental health and wellbeing advisers, counsellors, study support assistants.

The establishment of a service level agreement from the outset is strongly recommended. This helped address issues surrounding the sharing of information and the establishment of boundaries; what was required for the university context was different from standard Rape Crisis protocols, therefore discussing and agreeing these were fundamental.

Most importantly, students accessing the service have found it highly beneficial and it has been successful at retaining their engagement. Recent feedback from service users include:

### **In answer to being asked about how they feel coming to the university/department for support, and how welcoming/accessible it is:**

"I have felt really welcomed. It's really good to have it at the university as it is close to where I am on a daily basis."

"It is so handy on campus, it's really welcoming and she comes and greets me. It is really accessible and the sessions work around your timetable."

"It's been really good, I was nervous at first but I was put at ease. It was a good experience."

### **In response to asking them about how they are finding their support, and whether it fits with what they were hoping to get from the service:**

"I am very happy with the service."

"I feel so at ease. It's hard coming here but I am really comfortable talking to [the support worker]."

"I'm surprised at how good and helpful the service has been. I feel like no-one else has taken me seriously, so to find somewhere I'm taken seriously has been great."

“I have been able to make sense of what happened and how it affects me. I am very happy with the support I have received.”

“I am so grateful for this service. The [Glasgow & Clyde Rape Crisis] centre would have been too long a waiting list, and not as accessible for me.”

**Ann Duncan**  
**Head of Disability and Wellbeing**