SCOTTISH BORDERS GENDER BASED VIOLENCE SERVICE AND SUPPORT DIRECTORY

A PRACTITIONER DIRECTORY OF LOCAL AND NATIONAL SUPPORT SERVICES

JUNE 2026

"WORKING TOGETHER TO ENSURE THAT WOMEN AND GIRLS IN THE SCOTTISH BORDERS ARE EQUALLY SAFE AT HOME, AT WORK AND IN THE COMMUNITY."
SCOTTISH BORDERS EQUALLY SAFE STRATEGY

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INTRODUCTION

The purpose of this directory is to provide a comprehensive overview of available services both local to the Scottish Borders and nationally across Scotland, to those working and engaging with victims and survivors of domestic abuse. The directory provides not only a working tool but sits within the Scottish Governments: Equally Safe Strategy by facilitating opportunities to "work collaboratively with key partners in the public, private and third sectors to prevent and eradicate all forms of violence against women and girls. The services listed are comprised of statutory, third and voluntary sectors. The directory provides a brief overview of service function and contact details.

GENDER BASED VIOLENCE

GBV is defined as "any form of violence used to establish, enforce or perpetuate gender inequalities and keep in place gendered orders". [1] Equally Safe: Scotland's Strategy for Preventing and Eradicating Violence Against Women and Girls.

Older people, younger girls, those with disabilities, those from Black, Asian, Minority and Ethnic Refugee (BAMER) groups and those from the Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ+) communities are often more vulnerable to being targeted and may experience higher rates of violence.

VISION

The Scottish Borders promotes and is working toward implementation of the Scottish Governments Equally Safe Strategy. Driving forward, "A strong and flourishing Scotland where all individuals are equally safe and respected, and where women and girls live free from all forms of violence and abuse – and the attitudes that help perpetuate it". - Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls [2]. This directory is designed to help you, as a practitioner find the best support to offer to those you are working with. However, if you are presented with an imminent risk of harm, you should call the police on 999.

[1] Lang.J. (2002) keynote address to the International Conference on Eradicating Violence Against Women and Girls – Strengthening Human Rights. (Berlin 2002)

[2] Equally Safe strategy - Violence against women and girls (VAWG) - gov.scot



EMERGENCY SERVICE PROVIDERS

POLICE SCOTLAND

Police Scotland is committed to delivering a consistent, trauma informed and survivor centred approach to domestic abuse and sexual offending across Scotland. Working in partnership with local authorities, health, education, third sector and community planning partners, Police Scotland aims to improve safety, reduce harm and support positive outcomes for adults, children and young people affected by abuse.

Police Scotland provides an operational response to reports of domestic abuse at all levels of risk, including the investigation of criminal offences, implementation of safeguarding measures and management of on-going risk and vulnerability. The service recognises domestic abuse as a significant Public Protection issue and adopts a multi-agency approach informed by national safeguarding responsibilities and principles.

Core functions and support

- 24 hour response to incident and reports of domestic abuse and sexual offending
- Investigation of domestic offences including coercive controlling behaviour, stalking, harassment and sexual offending
- Victim centred safeguarding, safety planning and structured risk assessment
- Identification and protection of children and young people affected by domestic abuse
- Referral pathways to specialist advocacy, support and recovery services
- Participation on MARAC and chairing of MATAC and wider public protection arrangements
- Use of protective measures and enforcement powers under Scots and Statute Laws where applicable
- Partnership working to support prevention, early intervention, perpetrator management and long term safeguarding outcomes

Emergency / non-emergency contacts: Emergency 999; non-emergency 101;
Scottish Borders PPU 01896 664597

If the abuse is not ongoing, non-urgent you can report to the police using an online form. This can be accessed at www.scotland.police.uk/secureforms/c3/

Disclosure Scheme for Domestic Abuse Scotland (DSDAS): Gives people the right to ask the police if their partner has a history of domestic abuse. Concerned friends and family can also ask about someone's partner.

DSDAS also gives Police Scotland the power to tell people that they may be at risk. This information can be given even if it is not asked for.

You can apply by contacting the police on 101 or at a police station or online.
www.scotland.police.uk/secureforms/disclosure/

Forced Marriage Unit: For non-emergencies, advice or to report a forced marriage, call Police Scotland on 101 or visit a police station. Specialist support is available 24/7 from Scotland's Domestic Abuse and Forced Marriage Helpline: 0800 027 1234.

SCOTTISH FIRE AND RESCUE SERVICE (SFRS)

SFRS support victims of domestic abuse through its involvement in MARAC by sharing relevant risk information, carrying out Home Fire Safety Visits, providing fire safety advice, and contributing to multi-agency safety planning to help protect individuals and families at high risk of harm.

Emergency contact: 999

For more information on Home Fire Safety Visits visit: Home fire safety visits | Scottish Fire and Rescue Service

Or contact: The Watch Commander, Local Area Liaison Officer Scottish Borders Prevention at:
brian.aitchison@firescotland.gov.uk Mobile: 07979119236 www.firescotland.gov.uk

SOCIAL WORK EMERGENCY DUTY TEAM (EDT)

The Emergency Duty Team operates **outside normal office hours** to deal with **urgent social work situations** (e.g. child or adult protection, immediate risk, homelessness crisis).

Availability: Monday to Thursday: from 16:30 / Friday: from 15:30

Contact details
- **Phone: 01896 752111** [scotborders.gov.uk], [scotborders.gov.uk]
- **Email:** edt@scotborders.gov.uk

Daytime contact
- **Main Social Work line:** 0300 100 1800

SCOTTISH BORDERS SERVICES

DOMESTIC ABUSE ADVOCACY SUPPORT SERVICE (DAAS)

DAAS is an Independent Domestic Abuse Advocacy (IDAA) service aimed at supporting victims of domestic abuse. The service's primary role is to reduce risk and maximise the safety of our clients and their children. We do this by working with other agencies who can help, and everything that is shared with DAAS remains confidential unless we are legally obliged to share information.

What you can expect from DAAS
DAAS supports anyone over the age of 16 who has been the victim of domestic abuse by a partner or ex-partner. DAAS is a telephone-based service who will work with you to maximise your safety and the safety of any children you have. However, if you feel that a face-to-face meeting would best meet your needs, DAAS can arrange this in a venue that is safe for you.
If you are happy to be supported by DAAS then the first step would be for a DAAS advocate to carry out a risk assessment which will enable them to identify risk and risk level. The DAAS advocate would then develop a personalised safety plan with you to help reduce any risks and maximise your safety. This can also include support with housing, legal and financial information, court advocacy, access to a range of community-based supports based on your needs and your priorities.
DAAS support female, male and transgender clients.
DAAS aims to respond within 24hrs and does not operate a waiting list: all staff are trained Independent Domestic Abuse Advocates (IDAA'S)

Referral
You can self-refer to the service by calling 01835 825024
You can refer someone into the service by completing a referral form, request one from daas@scotborders.gov.uk

For more information go to: www.scotborders.gov.uk/domesticabuse

DOMESTIC ABUSE COURT ADVOCACY (DACA)

DACA supports victims throughout the duration of the court process.

DACA will:
- Provide specialist domestic abuse support
- Offer information about the criminal justice process
- Function as the conduit for clients to be "heard" in criminal justice processes

DAAS staff are qualified DACA workers and deliver to national DACA standards. Information about the DACA Standards can be found here Standards | DACA Scotland

What we need from you
- Consent from the client
- A safe contact number
- Your analysis of the current risk or concerns you have re potential risk
- Any information that might affect engagement with the client

What you can expect from DAAS
- Contact with the client within 2 working days of referral receipt
- Relevant feedback to you as referrer
- Face-to-face appointments where appropriate
- Court advocacy for criminal court procedures

To make a referral: Contact DAAS on 01825 825024 or daas@scotborders.gov.uk

JUSTICE SOCIAL WORK

Scottish Borders Caledonian Service

The Caledonian Service is part of an integrated approach to address men's domestic abuse and to improve the lives of women and children. It does this by working with men convicted of domestic abuse related offences on a Court mandated program to reduce the risk of reoffending whilst also offering services to women and children. We know that working with men who are abusive is safer and more effective if women's partners or ex/partner are also offered a service.

Who we support
- Men who meet criteria for the Caledonian Men's Programme, which is Court mandated.
- Partners and ex-partners of men on the programme, offered safety planning and support.
- Children affected by domestic abuse, focusing on safety and wellbeing.

Referral criteria/process
Referrals are made exclusively through Justice Social Work. Men can only participate if they are subject to a Community Payback Order with a Program Requirement or relevant licence conditions and have been assessed by Justice Social Work as suitable for the Caledonian Programme.

Caledonian Men's Programme
The programme consists of a number of individual sessions followed by 22 group work sessions. Thereafter men complete a maintenance stage until the end of their Order/Licence. Sessions and group aim to address beliefs, attitudes, and behaviours linked to domestic abuse. There is a focus on accountability, emotional regulation, respectful relationships, and risk reduction.

Women's and Children's Services
Women are contacted prior to sentencing in domestic abuse cases and offered support, including assistance to apply for a Non-Harassment Order. After sentencing, all women are offered safety planning and feedback on Court results.

Where the decision has been taken that a man will complete the Caledonian Mens' Programme either disposed of by Court via the CPO or as part of licence conditions, their victims and any current partners are offered ongoing support for the duration of the programme, including updates on the man's progress, safety planning, and work focused on recovery from trauma.

The children's service aims to support the children's emotional wellbeing and understanding of healthy relationships. This can be completed via direct work with children or by supporting the mother or father. This service is only available to children identified where men are subject to the Men's Programme.

For more information contact
Email: CJSWScottishBorders@scotborders.gov.uk
Phone: 01896 664140
Address: Justice Service, Council Offices, Albert Place, Galashiels, TD1 3DL

PUBLIC PROTECTION- SOCIAL WORK SERVICES

Child Protection

It's everyone's responsibility to protect children. If you think a child is being harmed or is at risk of harm, it's important that you tell us so we can help. Your actions may help us keep a child safe from harm. If you have any concerns about a child, please tell us.

All children and young people have the right to be protected and to be kept safe from harm caused by others. Most children within our communities will grow up in a safe and loving environment. However, some do not. These children may need extra help from adults to make sure that they are kept safe. View our child protection procedures on our website.

Report your concerns;

To make sure the child you are concerned about gets the help they need quickly, please go to our Contact Us page and contact the relevant number.

Child Protection referrals – Children and Families Duty Team: 01896 662787

Emergency contact
If you consider a child or young person is in immediate danger, phone the Police on 999 without delay.

Out of office hours for both Child and Adult referrals: 01896 752111

Adult Support and Protection

If you're worried that you or someone you know may be or has been harmed, it's important to tell someone.

- If you already have a social worker, phone them directly as a matter of priority. You can also speak to a health professional or the police.
- If you don't have a social worker, please go to our Contact Us page, Our Customer Advice and Support Services team will take details and pass these on to the relevant social work team as a matter of priority. Out of Office hours is also located on that page. http://www.sb-cpc-procedures.org.uk/wp-content/uploads/ASP-Procedures-2023-FINAL-v31.pdf

If someone is in immediate danger, call the Police on 999 without delay.

Adult Protection referrals: SBC Customer Services 0300 100 1800

SBC HOMELESSNESS SERVICE

The Homelessness Service provides statutory housing advice, assessment and accommodation to individuals and households who are homeless or at risk of homelessness (and are eligible). The service operates in line with the Housing (Scotland) Act 1987 (as amended) and associated guidance, with a focus on prevention, early intervention and trauma-informed practice.

Services provided

- Housing advice and homelessness prevention support
- Homelessness assessments and statutory decision-making
- Provision of temporary accommodation where required (and eligible)
- Assistance to secure permanent accommodation, where eligible
- Housing options advice tailored to individual circumstances
- Multi-agency working to support complex needs

Support for domestic abuse / gender-based violence

- Immediate housing advice and safety planning
- Access to temporary accommodation where it is not safe to remain in current accommodation
- Trauma-informed, person-centred approach
- Joint working with specialist Domestic Abuse services (e.g. advocacy and support services)
- Assistance with homelessness applications where remaining in the home is not reasonable
- Consideration of safety, confidentiality and risk in all housing decisions

Referral routes and criteria

- Individuals can self-refer, and are encouraged to make direct contact with the service
- Third parties may make initial contact; however, a homelessness application can only be progressed with the individual's knowledge and consent
- Explicit and informed consent must be obtained and evidenced where a third party is acting on behalf of an individual, in line with data protection requirements
- In situations where consent cannot be obtained, information may still be shared where there are clear safeguarding concerns or risk of harm, in line with relevant legislation and information-sharing guidance
- No "priority need" test in Scotland – all eligible applicants assessed under statutory homelessness duties
- A homelessness application can be made where a person is homeless or threatened with homelessness within 2 months

Eligibility and duties

- All individuals approaching the service will receive advice, information and an assessment of their circumstances
- The duty to secure accommodation is subject to eligibility under homelessness legislation
- This includes consideration of immigration status, including individuals with No Recourse to Public Funds (NRPF)
- Where a person is found to be intentionally homeless, the Council's duties may be limited to the provision of advice and assistance
- Where individuals are not eligible for accommodation, the service will provide appropriate advice, signposting and referrals to relevant support services
- Access to temporary accommodation is provided in line with statutory duties and availability of suitable accommodation

Referral process / links

- Online housing options and homelessness application form:
  https://www.scotborders.gov.uk/housing/homeless-or-at-risk
- Telephone contact via Customer Advice and Support Service (CASS)
  Services are delivered across the Scottish Borders, with appointments arranged locally where required.

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Contact details

Telephone: 0300 100 1800 Email: homelessnessservices@scotborders.gov.uk
Website: https://www.scotborders.gov.uk

TRANSITIONS TEAM

Children in Conflict with the Law

The Transitions Team work with those aged 12-18 years and carry out early intervention work, Diversion from Prosecution assessments/Intervention, Reports to the Children's Reporter or Court.

Continuing Care/Aftercare

The Transitions Team support care experienced young people aged 16-26 providing a Throughcare role as part of the transition to Aftercare and those in receipt of Continuing Care.

Unaccompanied Asylum-Seeking Children and Young People

The Transition Team support those Children who have been trafficked and present in the area spontaneously, as well as those who are part of the National Transfer Scheme for the dispersal of those seeking asylum.

TCAC@scotborders.gov.uk Youth Justice referrals from Police/SCRA/PF/Court only.

DRUG AND ALCOHOL SUPPORT SERVICES

People are able to self-refer to all of our alcohol and drugs services and professionals can refer via the following joint referral form:

https://www.nhsborders.scot.nhs.uk/media/1060758/BAS-WithYou-CHIMES-Referral-Form-Updated-16th-May-25.pdf

Links to services and wider information is available on the Borders Alcohol and Drugs website: nhsborders.scot.nhs.uk/badp or please call: 01835 825900.

Adult support services

- NHS Borders Addiction Service Borders Addiction Service (BAS)

Provides support to anyone 16 years and over with drug/alcohol dependency and physical/mental health needs. The service provides a range of support including: one to one support; psychological therapies; substitute prescribing; access to inpatient and community detoxification; access to residential rehabilitation; take home Naloxone. For further information on what the service offers, please call 01896 664430

- With You Borders WithYou Borders

Provides a service for individuals over 16 years who are concerned about their own alcohol/drug use and adults over 16, such as family members, who are affected by someone else's alcohol/drug use.

For people concerned about their own drug use: evidence based interventions including individual support and recovery plannings; group work; relapse prevention; access to residential rehabilitation; support to access other services such as employability and welfare benefits; take home Naloxone.

For family members: regular support group and information sessions.

Online Webchat is also available at the following times: Monday to Friday 9am to 9pm and Saturday and Sunday 10am to 4pm

For more information call 01896 757843 or Freephone 0800 028 6664

Family support services

- Chimes (Action for Children) Children and Families service Children & Families Service (CHIMES, Action For Children)

The service provides support to: young carers; children and young people (all ages) impacted by a family members alcohol and/or drug use; concerned others (e.g. kinship carers, family members); parents with concerns about their drug/alcohol use including expectant parents

The service provides contact to children, young people and parents via home visits, school visits, cafes and community centres or at an agreed meeting place in the community. All other consultations are by agreement and include contact by telephone, text, email and video calls via Microsoft Teams. For more information call 01896 750173

- With You Borders

Offers specific support for people who are affected by a loved one's alcohol or drug use. The services uses a programme called CRAFT (Community Reinforcement and Family Training) as well as one to one support. For more information call 01896 757843 or Freephone 0800 028 6664

- Scottish Families Affected by Drugs and Alcohol

Scottish Families Affected by Alcohol and Drugs (SFAD) is a national charity which supports anyone affected by someone else's alcohol/drug use in Scotland. SFAD provide information and support family members with confidence, communication, and general well-being, and link them to support services. SFAD also help people recognise and understand the importance of looking after themselves.

Call: 08080 10 10 11; Email: helpline@sfad.org.uk
Chat on live help: https://www.sfad.org.uk/
Or fill out a form here

Recovery services

- Borders in Recovery https://bordersinrecovery.org/

Borders in Recovery is a Lived Experience Recovery Community, hosted by Recovery Coaching Scotland CIC, and a member of the Scottish Recovery Consortium. The recovery community is open to anyone over 16 years old who is in recovery from substance use or who has a loved one who is. Recovery Cafés are run weekly in Galashiels, Eyemouth, Hawick and Peebles offering a free hot meal, peer support, signposting, meaningful activities and personal development opportunities.

Borders in Recovery also have a weekly activities and family friendly groups such as the Saturday Breakfast Club and the monthly Sunday Recovery Roast dinner. There are also SMART recovery meetings in Peebles and Galashiels, including a Women's Group.

If people are interested in coming along but would like support to attend your first café or group, volunteers from Borders in Recovery can support them to do this.

Up to date information including what's on is available here: https://bordersinrecovery.org/

BORDERS WOMEN'S AID

Who we are

The only domestic abuse service in the Scottish Borders run by women for women. We work hard to support every woman, whatever her background, ethnicity, sexuality, or beliefs who reaches out to us.

1 in 5 women in Scotland will experience domestic abuse some time in their lives. Over 1000 incidents of domestic abuse a year are currently reported in the Scottish Borders (Police Scotland). We believe that in a society where women are truly equal, domestic abuse would be a thing of the past. Our vision is to create a community where all women and children can be safe and strong, and to end domestic abuse in all its forms.

BWA understands the dynamics of domestic abuse and how it affects women and children. We are women supporting women to gain freedom from abusive relationships, and to live empowered lives free from all forms of domestic abuse. Women who use the service are enabled to build on their strengths; to acquire information and to develop the skills they need to determine their own futures.

What we do

- Provide safe accommodation and specialised support for up to a year to women and their children who are living with or are in fear of abuse.
- Provide an outreach service of practical and emotional support to women in the community/who do not need refuge who are experiencing or have experienced domestic abuse.
- Support each woman as an individual to realize her own personal goals.
- Encourage and enable survivors of domestic abuse to help each other through a programme of peer-based groupwork support called Own My Life.

Referral process

We accept self-referrals and or referrals from agencies via phone, email, website:
Border Women's Aid, West Port, HAWICK, TD9 0BG
Tel: 01450 218 409
help@borderwomensaid.co.uk
www.facebook.com/borderwomensaid www.borderwomensaid.co.uk

SCOTTISH BORDERS RAPE CRISIS CENTRE

We are a specialist service providing trauma informed support to survivors of sexual violence in the Scottish Borders at our centre and in safe outreach venues across the region. We provide emotional and practical support, information, and advocacy in person, online and via telephone. Our support is free, inclusive, non-judgemental and confidential for survivors who have experienced sexual violence or abuse at any time in their lives.

Our **Sunrise** service is inclusive to women aged 18+ of any race, ethnicity, sexual orientation, ability, or religion/cultural background.

Our **Unity** service is inclusive to survivors aged between 12-18 of any race, ethnicity, gender identity/expression, sexual orientation, ability, or religion/cultural background.

Our **Advocacy** service is for survivors who have reported or are considering reporting recent or historic sexual violence.

We also offer one-off support sessions to parents, family members and non-offending partners.

Our support services are person-centred, and survivor led. Our organisation and support services are underpinned by trauma informed principles. We build relationships where trust, collaboration, safety, choice, and empowerment are at the heart of our ethos, values, and support. We stand alongside survivors, at their pace, never putting pressure on them to disclose the details of their experience, unless they choose to share this with their trauma practitioner.

Referral
Please contact us using any of the methods below. If you are making a referral on behalf of a survivor, please ensure they have consented to the referral before contacting us.

Opening hours
Monday – Friday, 9-4.30pm

Contact details
Address: 1A Wilderhaugh, Galashiels, TD1 1PW
Office Telephone: 01896 661 070
Support Telephone: 07584 149 391
Email: support@sbrcc.org.uk and info@sbrcc.org.uk
Website: https://scottishbordersrapecrisis.org.uk/

CHILDREN FIRST

Children First provides specialist recovery and therapeutic support for children, young people, and families affected by domestic abuse, sexual abuse, trauma, and other forms of abuse. Services focus on promoting safety, wellbeing, recovery, and resilience through child-centred and trauma-informed approaches. Referrals are accepted from both professionals and families depending on service

Domestic Abuse Recovery Service

Support for children, young people, and families who have experienced domestic abuse, including:

- Individual therapeutic support tailored to the child or young person's needs.
- Child-led sessions to explore experiences, emotions, and recovery.
- Risk assessment & Safety Planning
- Support for children and young people who are victims or witnesses in domestic abuse-related court proceedings.
- Advice, guidance, and advocacy for non-abusive parents regarding criminal and civil court processes, including complex child contact arrangements.

CEDAR (Children Experiencing Domestic Abuse Recovery)

A structured recovery programme supporting children and mothers affected by domestic abuse. Mothers and children participate alongside one another, promoting healing, recovery, and strengthened relationships.

Caledonian Children's Programme

Support for children affected by domestic abuse where the father or person causing risk is participating in the Caledonian Men's Behaviour Change Programme through Criminal Justice services.

Abuse and Trauma Recovery (ATR) Service

Specialist therapeutic support for children and young people who have experienced abuse and trauma, including:

- Recovery from child sexual abuse and other forms of abuse.
- Therapeutic intervention for children and young people displaying harmful sexual behaviour.
- Universal referral pathway available for access to support.

Bairns' Hoose

Specialist support for children and young people who are vulnerable victims or witnesses involved in police and criminal justice processes, from disclosure and investigation through to court proceedings and therapeutic recovery.

Referral information

Referrals can be made by professionals, parents, carers, and families. Children First encourages potential referrers to contact the service for advice and discussion before submitting a referral.

Target groups

- Children and young people affected by domestic abuse
- Children and young people who have experienced abuse or trauma, including child sexual abuse
- Looked after Children and young people
- Children and young people who are victims or witnesses within the criminal justice system
- Non-abusive parents seeking support and guidance
- Children and young people displaying harmful sexual behaviour

Referral

Families and Professionals can make referrals. We encourage people to contact us prior to submitting a referral to share their situation in advance of completing a referral.
Ettrick Family Centre, Ettrick Road, Selkirk, Scottish Borders, TD75AJ
Tel: 01750 22892
Enquiries/referrals to: ettrick@childrenfirst.org.uk

BORDERS COLLEGE

Internally staff and students can make disclosures of GBV in a variety of ways including self-referrals on internal college systems, disclosures to staff members, safeguarding referrals, and our Report for Support system - This system is an internal process for staff and students to report incidents of bullying, GBV, victimisation, hate crime, discrimination.
In terms of support:

- Staff will discuss available support options including appropriate local and national specialist organisations.
- Via college portals, we can assist with guidance and signposting.

The main organisations we refer into are SBRCC, Borders Women's Aid or Victim Support Scotland.

The colleges GBV policy and procedures for staff and students, is available at.
Gender-Based-Violence-Prevention-Support-Policy-Procedure-2025v2.pdf

Referral

There is no direct referral process. Students receive Portal and online access details at their induction.

NHS BORDERS – SARCS THE OAKLEAF CENTRE

Forensic medical examinations for victims of sexual assault or rape in the Scottish Borders are conducted at The Oakleaf Centre, located on the grounds of the Borders General Hospital in Melrose.

The centre is part of the Sexual Assault Response Coordination Service (SARCS).

NHS Inform contact route: Use the NHS Inform SARCS information and telephone route for support following rape or sexual assault.

You can also access local, specialized advocacy and support through the Scottish Borders Rape Crisis Centre.

Referral

Self-referral: You can access the suite and request a forensic medical examination within days of an assault, even if you do not wish to report it to the police.

Police referral: If you report an assault to the police, they will coordinate your attendance at the SARCS suite.

Borders General Hospital, Huntlyburn Terrace, Melrose, TD6 9BS
General Clinical Queries: sexual.health2@borders.scot.nhs.uk

GET HELP FROM SARCS AFTER A RAPE OR SEXUAL ASSAULT

If you've been raped or sexually assaulted you can self-refer to SARCS by phone 24 hours a day, 7 days a week. Once you complete your self-referral, a healthcare professional at the SARCS will phone you back to discuss and arrange your care.

Self-Referral Helpline (24/7): 00800 148 88 88 (Freephone) www.nhsinform.scot/sarcs

HOUSING ASSOCIATIONS

Borders Housing Network: Network of the four local housing associations.

Domestic abuse remains one of the leading drivers of homelessness presentations across Scotland. For many tenants, housing providers are the first point of disclosure—often before specialist services are engaged.

The Borders Housing Network Domestic Abuse Project recognises that Registered Social Landlords (RSLs) are not domestic abuse specialists. However, they are uniquely positioned to prevent homelessness through early identification and effective response.

The project focused on three core aims:

- Consistency: strengthen responses so they are aligned across all four RSLs, reducing variation in practice driven by confidence, experience, or local processes.
- Trauma-informed practice: embed a trauma-informed approach that prioritises safety, dignity and choice.
- Alignment with best practice: ensure all approaches reflect national guidance from housing and gender-based violence sectors.

Berwickshire Housing Association: 0800 6528104
Email info@berwickshirehousing.org.uk

Eildon Housing Association: 03000 200217
tenancysustainment@eildon.org.uk

Scottish Borders Housing Association: 01750 724444 / freephone 0800 0193222
enquiries@sbha.org.uk

Waverly Housing: 0800 104105
info@waverley-housing.co.uk

NATIONAL ORGANISATIONS

AMINA – THE MUSLIM WOMEN'S RESOURCE CENTRE

Provides **1-1 services, group events, and activities** to suit Muslim & Minority Ethnic women's needs.

Amina delivers across Scotland, both online and in person.

Services are developed in response to the needs of our service users, and currently include:

- a national Helpline providing a free & confidential culturally sensitive support service in areas including domestic abuse, mental health information, employability support and visa issues
- telephone Befriending
- Sahara Scotland Domestic Abuse Advocacy support and information
- Financial Advocacy
- Employability Support
- Adult Learning classes and workshops
- Violence Against Women & Girls (VAWG) prevention work and campaigns
- weekly Creative Well-Being sessions for women in Glasgow and Dundee

Phone (general) 0141 212 8420 (Monday - Friday 9:30am-5pm)
Phone (Helpline) 0808 801 0301 (Monday-Friday 10am-4pm) email info@mwrc.org.uk.

BEIRA'S PLACE

Beira's Place is a sexual violence support service for women – run by women. It provides support, advocacy and information on all forms of sexual violence, sexual abuse and sexual exploitation to women aged 16 and over.

The service is free and confidential and is offered to women no matter when the violence or abuse has happened.
Referrals can be made via phone, email or online via the website.
Both self-referrals and referrals from partner agencies are accepted.
Phone number: 0131 526 3944
Email: support@beirasplace.org.uk
Website: Beira's Place Home - Beira's Place (beirasplace.org.uk)

FINANCIALLY INCLUDED

Scotland's Economic Abuse Helpline - The Purple Phone – will be available across Scotland from 18th May! There is also a webchat function on the website. From Shetland to Selkirk, women can contact The Purple Phone to seek advice, support and guidance relating to economic abuse. Our specialist money advisors will provide confidential advice and guidance, support and validation, as well as signposting to relevant services. The Purple Phone can be reached on 0343 841 0132 or via webchat at www.financiallyincluded.co.uk.

Lines are open Monday 16:00-19:00, Wednesday 10:00-13:00, Thursday 13:00-16:00 and Friday 10:00-13:00. Translators are available on request.

RAPE CRISIS SCOTLAND NATIONAL HELPLINE

Our helpline offers confidential short-term, crisis and initial support by phone, email, webchat and text. Our phone, email and webchat support is free and texts will be charged at your normal network rate. Calls to us do not show on your bill.

We support people of all genders living in Scotland aged 13+ who have been affected by sexual violence. It doesn't matter what happened or how long ago, and you don't have to talk about anything you don't want to. We support survivors, as well as family, friends and supporters.

Get in touch any day between 5pm – midnight:
Call: 08088 01 03 02 Text: 07537 410 02
Email: support@rapecrisisscotland.org.uk Webchat: www.rapecrisisscotland.org.uk

SCOTLAND'S DOMESTIC ABUSE AND FORCED MARRIAGE HELPLINE

Tel : 0800 027 1234 (24 hour service)

SCOTTISH WOMEN'S RIGHTS CENTRE

This collaborative project provides free legal information, advice, representation and advocacy support to self-identifying women in Scotland affected by violence and abuse.
Their services include legal and advocacy helplines, legal advice surgeries, advocacy support and legal representation.
Referrals can be made via the website.
Website: www.scottishwomensrightscentre.org.uk/contact/
Helpline: 08088 010 789

SHAKTI WOMEN'S AID

Shakti provide support to black minority ethnic women, young people and children experiencing, or who have experienced domestic abuse.
Services include outreach for women and children, temporary safe accommodation and specialist support for migrant victims of domestic abuse with no recourse to public funds.
Referrals can be made via phone, email or online via the website. Both self-referrals and referrals from partner agencies are accepted.
Phone number: 0131 475 2399
Email: info@shaktiedinburgh.co.uk
Website: Shakti Women's Aid (shaktiedinburgh.co.uk)

SHELTER SCOTLAND

Shelter defends the right to a safe home and fights the devastating impact the housing emergency has on people and society.
Phone: 0808 800 4444
Website: https://scotland.shelter.org.uk/about_us/contact_us

REVENGE PORN HELPLINE

A national service that supports adults (18+) who experience intimate image abuse. The service provides advice, support and assistance with removal of non-consensually shared intimate online content. The service does not provide long term emotional support or counselling.

Tel: 0345 6000459 Whisper anonymous messenger Reiya – 24/7 automated chatbot
help@revengepornhelpline.org.uk


STOP

FORCED MARRIAGE

NSPCC

You can contact the NSPCC anonymously if you're worried that a girl or young woman is at risk or is a victim of FGM.

NSPCC FGM Helpline Tel: 0800 028 3550 From overseas: +44 (0)800 028 3550
Email: fgmhelp@nspcc.org.uk

SAFE TO SPEAK

Our helpline is here to support anyone experiencing domestic abuse or forced marriage, as well as their family members, friends, colleagues and professionals who support them. We provide a confidential, sensitive service to anyone who calls us.
Support is available 24 hours a day, 7 days a week.
Tel: 0800 027 1234; text/WhatsApp: 07401 288595; email: helpline@sdafmh.org.uk

THE FORCED MARRIAGE UNIT

Out of hours: 020 7008 5000 (ask for the Global Response Centre)
The Forced Marriage Unit offers advice to anyone living in the UK, whatever their nationality. It also helps British nationals who are facing forced marriage abroad.
E mail : fmu@fcdo.gov.uk Tel : 020 7008 0151 From overseas: +44 (0)20 7008 0151
Monday to Friday, 9am to 5pm


NOT FOR SALE

TRAFFICKING

JUST RIGHT SCOTLAND

Use the law to defend and extend people's rights, through four legal pathways:

- Scottish Women's Rights Centre supports women aged 16 and over who have been affected by violence and abuse in Scotland.
- Scottish Refugee & Migrant Centre works with asylum seekers, refugees and migrants who are women or children, or who are destitute, or who are seeking advice on a family reunion matter.
- Scottish Anti-Trafficking & Exploitation Centre supports survivors of trafficking and labour exploitation.
- Scottish Just Law Centre works on strategic cases having to do with inequality and disability or trans justice, only taking referrals from organisations (not individuals).

To make a referral or find out more : Complete the referral form on the web page. The service can only accept referrals in the areas in which they provide legal advice. Please read the Legal Factsheets and Legal Helplines & Surgeries prior to making a referral.

Web page : www.justrightscotland.org.uk

MIGRANT HELP

Migrant Help, assists people affected by displacement and exploitation, helping them thrive as individuals and recover from their trauma. We support those most in need and least likely to find support elsewhere, whilst aiming to bridge community gaps and bring services and support together.

Core services include: Asylum Support, Victims of Slavery and Human Trafficking Support, Refugee Resettlement, EU Settlement Scheme, Clear Voice Interpreting Services

Free asylum helpline : 0808 8010 503 Email : info@migranthelpuk.org

MODERN SLAVERY HELPLINE

Contact a trained adviser by telephone who can help you with a range of options, including: helping you or someone else get access to support services, reporting something you've seen or are concerned about, advice about abuse, exploitation or modern slavery, getting more information about training and raising awareness.

Tel : 08000 121 700 Details can be given in confidence or anonymously.

TARA (TRAFFICKING AWARENESS RAISING ALLIANCE)

Funded by the Scottish Government TARA supports women over 18 years, who have been trafficked for commercial sexual exploitation. The service provides trauma informed, practical and emotional support. This includes, safe crisis accommodation, financial assistance, risk assessment and safety planning, access to legal and health services and advocacy.

Tel : 0141 2767724 Phone lines are open 24/7 (Referrals are only accepted by telephone)

Web site: TARA - Tara Scotland

SERVICES FOR MEN

ABUSED MEN IN SCOTLAND

AMIS is Scotland's leading charity and helpline available to men to get advice and information if they have or are experiencing domestic abuse.

Advice can be sought by both victims or professionals by calling the helpline or visiting the Facebook and X pages on social media.
Phone number: 03300 949 395 Lines are open 9am – 4pm Monday - Friday
E Mail : support@amis.org.uk

Facebook or LinkedIn

FEAR FREE

Fear Free offer support to those who identify as male or are from the LGBT+ community experiencing domestic abuse from across Scotland.
Services include safety planning, emotional support, advocacy, mentoring, and practical support with housing, employment/ education, and assistance to access appropriate benefits.
Referrals can be made via phone, email or online via the website. Both self-referrals and referrals from partner agencies are accepted.
Phone number: 0131 624 7270 Email: fearfreeinfo@sacro.org.uk



LGBTQI

LGBT HELPLINE SCOTLAND

Scotland's LGBTQ+ health and wellbeing charity, support every LGBTQ+ person to live well and thrive. The LGBTQ+ helpline offers emotional support and information from volunteers trained around LGBTQ+ identities and experiences.

Opening hours Tuesdays: 12–9pm Wednesdays: 12–9pm Thursdays: 12–9pm Sundays: 1–6pm
Tel: 0800464 700 Email: helpline@lgbthealth.org.uk

Livechat: a red box will appear on bottom right of our website when we're available.

LGBT YOUTH SCOTLAND

LGBT Youth Scotland is a national charity supporting LGBTQ+ young people aged 13 - 25 in all aspects of their lives. The service offers the provision of youth work and supports young people to use their voice to create change in equality and human rights.
Referrals can be made via email or online by the young person wishing to access support.
Email: info@lgbtyouth.org.uk Website: Get Support - LGBT Youth Scotland


SAFE
SPACE

OTHER USEFUL CONTACTS

ASK FOR ANGELA

Ask for Angela is a national code-word campaign for people feeling unsafe on a date.
It helps anyone who is feeling vulnerable on a night out at a licensed premises to get the support they need.

- Ask for "Angela" at a participating venue or organisation
- Staff recognise it as a request for help
- Support is provided discreetly; in the way you want it. This may be help to leave, being supported to stay, contacting security or escalating where needed

UK SAYS NO MORE – SAFE SPACES

UK SAYS NO MORE has a network of over 1000 partners, ambassador and over 150 Parliamentarian champions across the United Kingdom.

Safe Spaces was developed as an initiative of the UK SAYS NO MORE campaign in response to the challenges faced by victims of domestic abuse during the COVID-19 lockdown and their inability to access specialist support services. It was first launched in partnership with Boots and is now available in over 6,000 locations across the UK including, including major brands such as Superdrug, Morrisons and local independent pharmacists.

Many pharmacy Safe Spaces also now offer the Government's Ask for ANI codeword as a companion to Safe Spaces.



PROFESSIONAL SUPPORT AND TRAINING

BORDERS CARE VOICE

Borders Care Voice works with people with lived experience, unpaid carers, third sector providers, the Health and Social Care Partnership and other relevant organisations to promote equality, strengthen participation and support positive change in health and social care across the Scottish Borders.

The organisation supports partnership working and good practice by creating spaces where people with lived and living experience, community organisations and statutory partners can influence how services are planned, delivered and improved. This includes facilitating the Mental Health Providers Forum, which is open free of charge to non-profit organisations linked to mental health support, including gender-based violence support providers. The forum meets in person on a bi-monthly basis.

Borders Care Voice also facilitates lived experience working groups, including Flourish – Mental Health Matters, Borders Dementia Working Group and Local Citizens Panels.

Flourish - Mental Health Matters
Flourish offers different levels of involvement for people aged 18 and over in the Scottish Borders with lived or living experience of mental ill health, including family members and carers. Opportunities range from receiving newsletters and taking part in light-touch conversations to helping shape services and influence change.
There are 4 main opportunities:

1. Conversation Cafes (up to 4 per year) to **Explore** experiences and ideas informally
2. Focus Groups - Small sessions Consulting on a specific topic or service being developed or improved
3. Working Groups - **Forge** plans for Flourish - following up on actions and holding decision makers to account
4. Support Meetings - a place for lived experience representatives to **Belong**, offer peer support and develop their skills.

Borders Dementia Working Group
Borders Dementia Working Group is open to people with lived experience of dementia in the Scottish Borders. The group aims to strengthen the local voice of people with dementia and positively influence services and policy.

We meet on the last Tuesday of each month from 11.30am Moving between Berwickshire, Galashiels, Peebles or Hawick. The meetings are in person, but you can also attend online. The venue is fully wheelchair accessible. Refreshments and Lunch is provided, please let us know if you are attending and have any dietary requirements.
The group is free to attend. We assist with organising transport if you do not have your own and will pay travel expenses for those who can drive / access public transport.
We facilitate this group in partnership with Alzheimer Scotland (Borders).

Local Citizens Panels (LCPs)
Local Citizens Panels bring together learning disabled adults and family carers to influence policy, practice and service development across the Scottish Borders.
The panels support people with lived experience to take an active role in shaping Health and Social Care Partnership work and wider community services and supports.

There are five LCPs in the Borders, each meeting four times a year and bringing together a diverse range of individuals who want to make sure every learning disabled person in Scottish Borders can have a good life. Meetings happen in:

- Berwickshire
- Kelso and Coldstream
- Hawick and Jedburgh
- Galashiels and Selkirk
- Tweeddale.

New members or visitors who want to sample the LCPs are always welcome!

For more information contact Nicola Glendinning Tel: 01896 757290. Opening hours: 9am–4.30pm Monday to Thursday and 8.30am–12.30pm Friday.

IMPROVEMENT SERVICE VAWG

The Improvement Service (IS) is the 'go-to' organisation for local government improvement in Scotland.

The IS was established in 2005 as the national improvement organisation for Local Government in Scotland. We were set up to deliver improvement support that would help councils to provide effective community leadership, strong local governance and deliver high quality, efficient local services.

Our purpose is to:

- Provide leadership to Local Government and the wider system on improvement and transformation
- Develop capability and capacity for improvement within Local Government
- Deliver national improvement programmes for Local Government and partners and support councils to improve at a local level
- Provide research, data and intelligence to inform Local Government's policy-making and decision-making and to drive improvement
- Deliver national shared service applications and technology platforms
- Broker additional resources from outwith the sector to support the delivery of Local Government's priorities.

We do this by providing a range of transformational change, performance and improvement support, data and intelligence services and digital public services.

We ensure that all the work we deliver is firmly focused on achieving our vision and purpose, and on adding value for local authorities, for the Local Government family and for our broader group of diverse stakeholders.

Email: info@improvementservice.org.uk

REFUGE

Operate safe houses, "refuges" across the UK for women and children escaping domestic violence. The address is confidential. Much more than a safe roof over a woman or child's head, refuges are where our specialist staff provide residents with the building blocks they need to begin a new life, free from fear.
The freephone, 24-hour National Domestic Abuse Helpline **0808 2000 247**
Helpline : 0808 801 0301 Helpline@MWRC.org.uk

SAFE LIVES

We are SafeLives, the UK-wide charity dedicated to ending domestic abuse, for everyone and for good. We work with organisations across the UK to transform the response to domestic abuse. We want what you would want for your best friend. We listen to survivors, putting their voices at the heart of our thinking.

We look at the whole picture for every individual in the family, to get them the right help at the right time, so families everywhere can be safe and well.

And we challenge perpetrators to change, asking 'why doesn't he stop?' rather than 'why doesn't she leave?' This applies whatever the gender of the victim or perpetrator and whatever the nature of their relationship.

Last year alone, we delivered more than 700 sessions to over 15,000 learners across the UK in policing, health, housing, justice, education and the specialist sector. And we have reached 90,000 adult and 100,000 child survivors through programmes designed and delivered with partners.

In the last 9 years, close to 7,000 perpetrators have been challenged and supported to change through flagship interventions developed by our Drive Partnership, and the programme continues to expand year on year.

SafeLives, provide research, training and support to frontline domestic abuse services and professionals – they **are not** a domestic abuse service providing direct support to people experiencing abuse.

Safe Lives support the multi-agency response to domestic abuse through their Safer Sooner forum regularly bringing professionals together to share best practice and work through common challenges. You can join as a member, free of charge by contacting Safe Lives Scotland on the e mail below.

For enquires about training or services in **Scotland**, please email scotland@safelives.org.uk
UK General enquiries : email info@safelives.org.uk.

SCOTTISH TRANSGENDER ALLIANCE

Find out more about trans people's legal rights
Trans Equality and human rights can initially feel unfamiliar or confusing. The STA provide good practise guidance for employers and service providers. Helping trans people to challenge discrimination and harassment.

STA can provide high quality online training to public service providers and employers in Scotland, to help mainstream transgender equality, rights and inclusion.

Office Telephone: 0131 467 6039 Email: info@scottishtrans.org

STONEWALL SCOTLAND

Strategic objectives: 2025-2028

- Provide leadership to navigate turbulence for LGBTQ+ issues and ; work in coalition to protect and improve LGBTQ+ rights across the four UK nations and beyond.
- Shape a policy and legislative agenda, through working in partnerships, that is focused on improving LGBTQ+ lives day in, day out using data and evidence
- Support the development of safe and inclusive places where everyone can succeed through their lives.

For general inquiries relating to our work in Scotland, contact info@stonewallscotland.org.uk
For information about workplace inclusion programmes, contact workplace@stonewallscotland.org.uk

SURVIVING ECONOMIC ABUSE

The organisations 4 key drivers are;

- centre victim-survivors' voices and lived experience in everything we do.
- campaign to raise awareness of economic abuse and ensure victim-survivors can access support.
- publish ground-breaking research to inform our stakeholders and influence policy and legislation.
- drive lasting systemic change and transform frontline practice through our specialist training, resources, and consultancy.

The organisations three-year strategy sets out an ambitious plan to drive systemic change across financial, legal, and public sectors to support victim-survivors, disrupt abusers, and ultimately stop economic abuse forever.

This is **not** a domestic abuse service providing direct support to people experiencing abuse.
If you are looking for information on economic abuse, they have information for victim-survivors and the general public, as well as information for professionals working with victim-survivors of economic abuse.

email info@survivingeconomicabuse.org.



ONLINE SUPPORTS

PROFESSIONAL ONLINE SAFETY HELPLINE (POSH)

Provides advice and mediation to resolve online safety issues to professionals working with children and young people, with online safety issues, including Cyber-bullying, sexting.

swgfl.org.uk/services/professionals-online-safety-helpline

For further information contact : helpline@saferinternet.org.uk Tel: 03443814772
Monday – Friday 10am – 4pm

REPORT HARMFUL CONTENT (RHC)

RHC is a national reporting hub that provides advice on community standards and links to reporting platforms and supports people over the age of 13 years, who have submitted a report and would like the outcome reviewed [i].
The service does not take reports of terrorism or sexual images of children under the age of 18 years. Should you require to report such images contact the police directly or the Internet Watch Foundation. www.iwf.org.uk



PET SUPPORT

DOGS TRUST

Fostering – Freedom
The Dogs Trust offers a service providing safe, temporary foster homes for dogs whose owners are experiencing domestic abuse. The Freedom service is a confidential, temporary fostering service supporting dog owners while they find a place of safety.
Tel: 0303 003 0000 E Mail: info@dogstrust.org.uk

CATS PROTECTION – LIFELINE

Cats Protection offers a service providing safe, temporary foster homes for cat's whose owners are experiencing domestic abuse. The Lifeline service offers a free and confidential service to owners fleeing domestic abuse. The service can arrange to support owners, arrange collection of cats and organise foster homes.

Tel: 0300 012 0286 E mail: lifelinescotland@cats.org.uk

QUICK REFERENCE DIRECTORY

This directory layout provides a quick reference to key services, contact routes and referral information. Full service descriptions are included in the main sections of the document.

Category	Service / Organisation	Support Offered	Key Contact / Referral Route
Emergency	Police Scotland	Emergency response, safeguarding, investigation and risk management.	Emergency: 999; Non-emergency: 101; SB PPU: 01896 664597
Emergency	Scottish Fire and Rescue Service	Home Fire Safety Visits, fire safety advice and MARAC information sharing.	Emergency: 999; Local contact listed in service section.
Emergency	Social Work Emergency Duty Team	Urgent out-of-hours social work support for child or adult protection, immediate risk and homelessness crisis.	Out of hours: 01896 752111; Email: edt@scotborders.gov.uk
Local specialist support	Domestic Abuse Advocacy Support Service	Independent domestic abuse advocacy, risk assessment, safety planning and support.	Self-referral: 01835 825024; Email: daas@scotborders.gov.uk
Local specialist support	Domestic Abuse Court Advocacy	Specialist support through the criminal court process.	Contact DAAS: 01835 825024; Email: daas@scotborders.gov.uk
Local specialist support	Borders Women's Aid	Specialist domestic abuse support, refuge, outreach and peer support.	Tel: 01450 218409; Email: help@borderwomensaid.co.uk
Local specialist support	Scottish Borders Rape Crisis Centre	Trauma-informed support, advocacy and practical information for survivors of sexual violence.	Office: 01896 661070; Support: 07584 149391; Email: support@sbrcc.org.uk
Children and families	Children First	Recovery and therapeutic support for children, young people and families affected by abuse and trauma.	Tel: 01750 22892; Email: ettrick@childrenfirst.org.uk
Housing	SBC Homelessness Service	Housing advice, homelessness prevention, assessment and temporary accommodation where eligible.	Tel: 0300 100 1800; Email: homeless@scotborders.gov.uk
Health	NHS Borders SARCS – The Oakleaf Centre	Forensic medical examination and healthcare support following rape or sexual assault.	SARCS self-referral helpline: 0800 148 88 88

National support	Scotland's Domestic Abuse and Forced Marriage Helpline	Confidential support for domestic abuse and forced marriage, available 24/7.	Tel: 0800 027 1234; Text/WhatsApp: 07401 288595
National support	Rape Crisis Scotland National Helpline	Confidential crisis and initial support by phone, email, webchat and text.	Tel: 08088 010302; Text: 07537 410027
Men's support	Abused Men in Scotland	Advice and information for men experiencing domestic abuse.	Tel: 03300 949395; Email: support@amis.org.uk
LGBTQ+ support	LGBT Helpline Scotland	Emotional support and information for LGBTQ+ people.	Tel: 0800 4647000; Email: helpline@lgbthealth.org.uk
Professional support and lived experience engagement	Borders Care Voice	Lived experience engagement, provider forums and partnership working to influence health and social care services.	Contact Nicola Glendinning: 01896 757290
Pet support	Dogs Trust Freedom / Cats Protection Lifeline	Temporary fostering support for pets where owners are experiencing domestic abuse.	Dogs Trust: 0303 0030000; Cats Protection: 0300 0120286

You can get this document on audio CD, in large print, and various other formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the publication that you would like clarified.

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Scottish Borders COUNCIL

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