

Civilian life in the Scottish Borders

SUPPORT FOR VETERANS AND THEIR FAMILIES IN THE SCOTTISH BORDERS



FOREWORD

SCOTTISH VETERANS' COMMISSIONER

I am delighted to endorse this guide for veterans produced by Scottish Borders Council. As part of my role as Scottish Veterans' Commissioner, I am always seeking opportunities to promote the benefits veterans and their families bring to our communities. But in order for them to maximise what it is they bring, they need to be properly informed about what there is in their new community. This Guide does so much to achieve this and I am delighted to see a community such as the Scottish Borders take the time to make our ex-Service people and their families so welcome. I am sure this guide will help to reinforce the Scottish Borders as a destination of choice for service leavers.

Colonel Charles Wallace



FOREWORD

COUNCILLOR JOHN GREENWELL

VETERANS CHAMPION,
SCOTTISH BORDERS COUNCIL

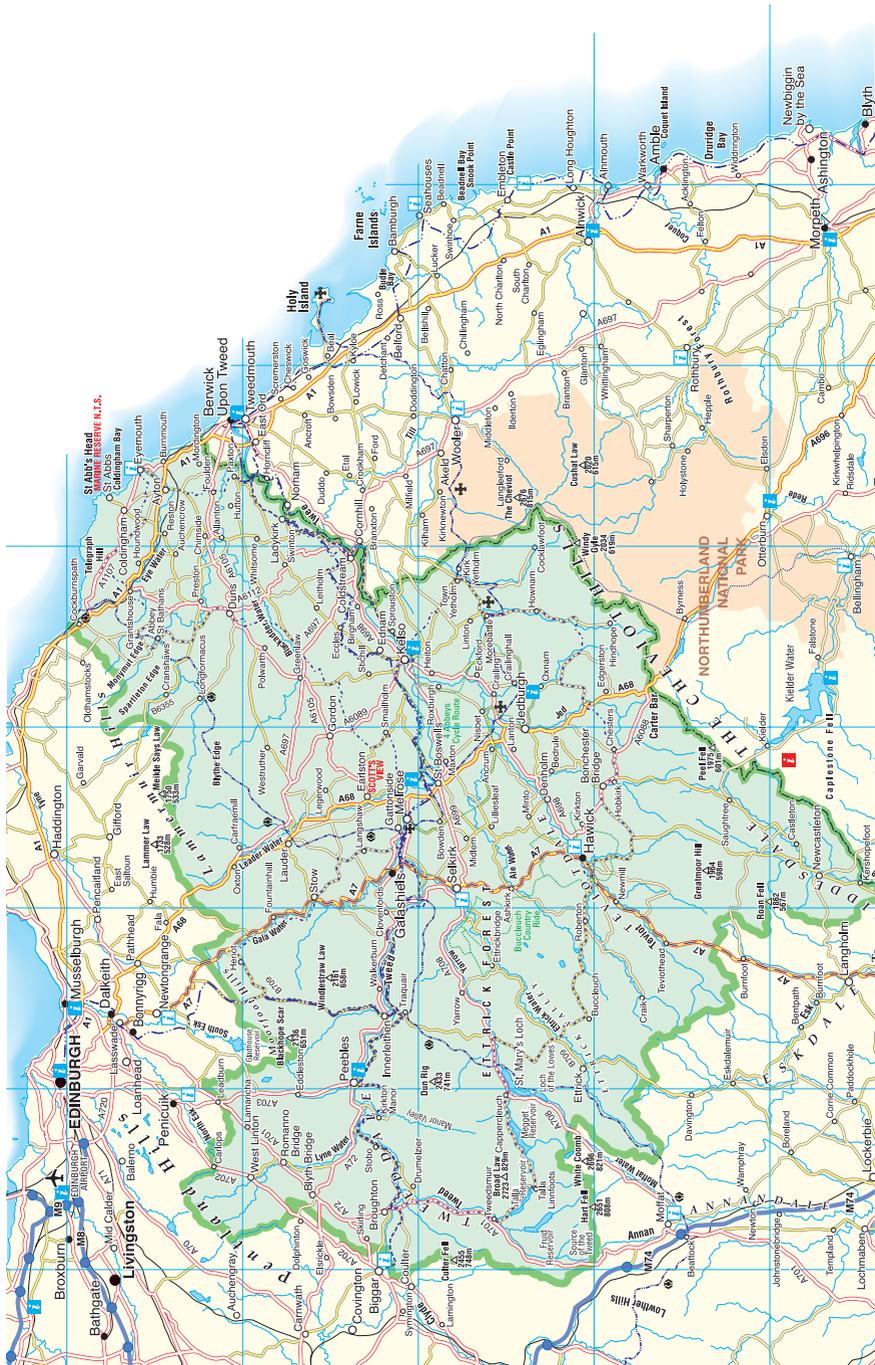
I am delighted to present this updated version of the 'The Civilian Life in the Scottish Borders' guide. The previous guide was well received and needed to be updated to reflect new services and changes to services.

Given the contribution Armed Forces Veterans have given to the country, they and their families have the right to access high quality healthcare, housing, education, transport services, and support and access to employment opportunities. This guide will assist them in doing this.

I know at first hand the needs of veterans and importance of signposting to the right service. The guide has been designed to provide useful and practical information on a range of topics that will help veterans to settle, feel supported and play an active part in community life in the Scottish Borders

In the preparation of the guide information has been provided by a range of organisations including Veterans Scotland, Scottish Borders Council, NHS Borders, Registered Social Landlords, Police Scotland, the Scottish Fire and Rescue Service, Borders College, and the Voluntary Sector. I would like to thank them all for their contribution.

Councilor John Greenwell



Courtesy of VisitScotland Borders www.visitscotlandborders.com

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SECTION A

HOUSING

SPECIFIC SUPPORT AVAILABLE FOR VETERANS AND THEIR FAMILIES

Many service personnel can face difficulty in finding a home on discharge. You may not have enough money for a mortgage, require special adaptations or have no connection to the area where you would like to live.

The Scottish Government's leaflet 'A Scottish Housing Guide for people leaving the Armed Forces and ex-serving personnel' has useful guidance on housing options in Scotland, answering some of the questions you may have and offers information on support and advice available. You can download a copy of this at www.gov.scot/Resource/0041/00418039.pdf

Your options depend on where you want to live, your needs and your situation. These options could include renting a property privately or through a Council housing association (sometimes known as a Registered Social Landlord) or an ex-service personnel charity, or buying a property.

HOUSING FOR SCOTTISH VETERANS

Housing and accommodation for Veterans and their dependants in Scotland is provided by a number of independent charitable organisations. All of these organisations are members of Veterans Scotland and they work together to provide the best possible service to Veterans and their dependants.

THE SCOTTISH VETERANS GARDEN CITY ASSOCIATION

The Scottish Veterans' Garden City Association (SVGCA) has 35 properties for rent in the Scottish Borders. SVGCA is a Scottish-based Charity providing rented housing for permanently disabled ex-servicemen and women, Merchant Navy, Police and Fire Service personnel throughout Scotland - and have been doing so for more than 95 years. Scottish Borders Housing Association (SBHA) currently manages 27 of these properties located in Hawick, Newtown St Boswells,

Walkerburn, Innerleithen and Peebles. The others are managed by Berwickshire Housing Association.

Housing Application Process
If you think you might be eligible and are interested in housing with SVGCA or any of the other housing charities, please visit www.veteransscotland.org.uk and complete the central housing register on-line application form. Alternatively you can call Veterans Scotland direct on 0131 550 1569.
email: gensecveteransscotland.org.uk

The Scottish Veterans' Garden City Association (Inc)
New Haig House
66 Logie Green Road
Edinburgh
EH7 4HQ
Tel: 0131 557 1188
Fax: 0131 557 5819
email: mail@svgca.org.uk
www.housesforheroes.org.uk

SINGLE PERSON ACCOMMODATION CENTRE FOR THE EX-SERVICES (SPACES)

This service is designed to help single ex-regulars find appropriate accommodation when they leave the armed forces. Through this service the project reduces the likelihood of

ex-service personnel becoming homeless or sleeping rough after discharge.

RIVERSIDE is a project based within the Resettlement/Welfare complex at Catterick Garrison, North Yorkshire. It provides an accommodation placement service for single personnel being discharged from all three services. SPACES works alongside JSHAO.

Tel: 01748 833797
email: spaces@riverside.org.uk
www.riverside.org.uk

LOW COST INITIATIVE FOR FIRST TIME BUYERS (LIFT)

LIFT is a Scottish Government initiative to help households get onto the housing ladder and aims to help first-time buyers, such as people living in social housing; people in the Armed Forces or veterans; widows, widowers and other partners of service personnel, and people living in private rented housing or with relatives.

LIFT initiatives include:

- **New Supply Shared Equity** - to allow first time buyers to buy a new build property from a housing association.
- **Open Market Shared Equity** - to allow first time buyers to buy a property on the open market.

Further information on the above initiatives is available from Scottish Borders Council and Registered Social Landlords (local Housing Associations). Contact details are listed further on in this section.

For veterans who have been seriously injured, Registered Social Landlords can offer additional flexibility to make it easier for people to purchase a bigger property than they would normally be entitled to, or by reducing the minimum stake they need to purchase, ensuring that an individual property meets your requirements.

DISABLED ADAPTATION WORKS

Following assessment and recommendation by a local social worker or NHS occupational therapist a request can be made for Disabled Adaptation works with grant funding assistance. This applies to private owners and private tenants where the applicant will qualify for a minimum 80% grant or may qualify for a grant of between 80% and 100%, depending on an income assessment.

Tenants of Registered Social Landlords who require works need to be assessed by a social worker or an NHS occupational therapist. These works are arranged by the landlord and funded through Government grants.

Both the above services are conditional on funding availability and priority placed by your occupational therapist following assessment.

For more information on Disability Adaptations call:

The Social Work Duty Hub
Tel: 0300 100 1800

Borders Care & Repair
Tel: 01750 724895

PRIVATE LANDLORDS

Private accommodation is advertised in weekly local newspapers. These include the:

- **Berwickshire News**
(published on Thursdays)
- **Border Telegraph**
(published on Wednesdays)
- **The Hawick Paper**
(published on Fridays)
- **Peeblesshire News**
(published on Fridays)
- **Southern Reporter**
(published on Thursdays).

You can also find accommodation through local estate agents and solicitors who publish the free Border Solicitors Property Guide, available from solicitors' offices and branches of most banks. Details are also available on the website www.bspc.co.uk

*Rents will vary according to location and facilities in the property, such as central heating, double glazing, extra bathrooms and garden.

All private landlords must be registered with Scottish Borders Council. For your own protection, you should not rent property from a private landlord who is not registered. Call the Housing Strategy Team at Scottish Borders Council on 0300 100 1800 to find out if a landlord is registered.

For more information on your rights, your lease/tenancy agreement or your landlord's responsibilities you can:

- call Shelter on Freephone 0800 800 4444, (9am - 5pm), Monday to Friday. www.shelter.org.uk

REGISTERED SOCIAL LANDLORDS (also known as Housing Associations)

Social rented accommodation provides affordable homes for people in housing need and Housing Associations are the main providers of affordable social housing for people in the Scottish Borders. Each Housing Association allocates their homes according to their rules set out in their Allocations Policy and decide who gets housed based on the priority awarded to applicants from the information they provide on their application form. Your priority will be based on your housing need and situation. Generally, the higher your priority, the more likely you are to be offered a home, but this also depends on the needs of other people on the housing list and the size and type of houses that become available.

For a full list of housing providers in the Scottish Borders, visit www.scotborders.gov.uk/directory/27/registered_landlords_and_housing_associations. Several of the housing providers on

this site specialise in providing accommodation for older people and those with special needs or disabilities.

The four main housing associations with homes in the Scottish Borders are:

Berwickshire Housing Association

Tel: 01361 884 000

www.berwickshirehousing.org.uk

email: info@berwickshirehousing.org.uk

Eildon Housing Association Ltd

Tel: 03000 200 217

www.eildon.org.uk

Scottish Borders Housing Association Ltd

Tel: 01750 724444

www.sbha.org.uk

email: enquiries@sbha.org.uk

Waverley Housing

Tel: 01450 364200

www.waverly-housing.co.uk

email: info@waverly-housing.co.uk

These Housing Associations award priority for housing to serving personnel and their families planning on leaving the armed forces or those who have recently left and wish to return to the Scottish Borders to live, subject to specific criteria being met.

Some Housing Associations in the Scottish Borders also provide mid-market rental homes which are aimed at helping households on modest incomes to rent accommodation at an affordable

level. As well as lower rents than the private rental market, mid-market rent offers tenants assurance that they will be getting a good quality home with a landlord who offers high standards of service.

To apply for a Housing Association home you should contact your preferred housing provider for information and advice about their application process.

**BORDER CHOICE HOMES -
HOMEHUNT™**

Berwickshire Housing Association, Eildon Housing Association and Waverley Housing, along with Cairn Housing Association (a national housing provider) advertise their vacant properties through Borders Choice Homes.

You can register with Borders Choice Homes online at www.homehunt.info or by contacting one of the participating landlords. Properties available for rent are advertised each week in the press (Berwickshire News and Southern Reporter), in participating landlords' offices and on freephone 0800 587 4868.

If you would like to speak to someone for more information, contact any of the Borders Home Choice housing associations:

BERWICKSHIRE HOUSING

ASSOCIATION LTD

Duns (Head Office)
55 Newtown Street
Tel: 01361 884 000

Eyemouth

38 Church Street
Tel: 01890 750888

www.berwickshirehousing.org.uk

email: info@berwickshirehousing.org.uk

EILDON HOUSING ASSOCIATION

Selkirk

The Weaving Shed, Etrick Mill,
Dunsdale Road, TD7 5EB

Reception: Tel: 01750 725900

Customer Services:

Tel: 0845 604 3733

www.eildon.org.uk

WAVERLEY HOUSING

Hawick (Head Office)

51 North Bridge Street, TD9 9PX

Tel: 01450 364237

www.waverley-housing.co.uk

email: info@waverley-housing.co.uk

SCOTTISH BORDERS HOUSING ASSOCIATION

(SBHA) - HOMECHOICE

With over 5800 affordable rental houses throughout the Scottish Borders, Scottish Borders Housing Association (SBHA) is the largest operating Registered Social Landlord in the Scottish Borders

with approximately 700 homes becoming available to let each year, across a range of types and size.

SBHA lets its houses through the SBHA HomeChoice allocations system. Homes available to rent from SBHA are advertised on SBHA's HomeChoice website at www.sbhahomechoice.org.uk, on facebook

www.facebook.com/pages/SBHA-HomeChoice/785422111538869

and in all SBHA Offices and weekly in the local press including the Southern Reporter and the Hawick News.

SBHA HomeChoice offers you a quicker and easier way to register for housing by completing a simple application form either online at www.sbhahomechoice.org.uk or by returning a completed form to any SBHA office. Once registered, you can apply for properties advertised at any time (24 hours a day, 7 days a week) either by visiting the website, using the SBHA HomeChoice automated bidline by telephoning 0845 873 6464 or visiting the website.

If you are interested in housing with SBHA and would like further information and advice on your housing situation, please contact SBHA by emailing homechoiceenquiries@sbha.org.uk or contacting any SBHA Office

where staff will be happy to help you.

SCOTTISH BORDERS HOUSING ASSOCIATION LTD

Selkirk (Head Office)

South Bridge House, Whinfield Road
TD7 5DT Tel: 01750 724444

Galashiels Office

2-12 Church Street TD1 3JN
Tel: 01896 662870

Hawick Office

West Port, Drumlanrig Square
TD9 0BG
Tel: 01450 360650

www.sbha.org.uk

[email:enquiries@sbha.org.uk](mailto:enquiries@sbha.org.uk)

All offices open:

Mon-Thurs 08:45 – 17:00
Fri – 08:45 – 15:45

SCOTTISH HOUSING OPTIONS (SHOP)

SHOP is a national common housing register developed by Bield, Hanover (Scotland) and Trust Housing Associations, who provide housing options for people, including some designed specifically for older people.

The aim of SHOP is to make applying for housing as simple as possible. Only one single application is needed to apply for all three associations, which manage more than 400 developments - around 10,000

properties across 30 council areas in Scotland.

www.bield.co.uk

email: info@

scottishhousingoptions.org

Bield Housing Association (Head Office)

Tel: 0131 273 4000

Hanover (Scotland) Housing Association

Tel: 0131 557 7404

www.hanover.scot

email: eastinfo@hanover.scot Trust Housing Association

Tel: 0131 444 1200

www.trustha.org.uk

HOMELESSNESS SERVICES

Scottish Borders Council operates this specialist service. It offers support and advice on all matters relating to homelessness and re-housing.

The office can be contacted at:

Paton Street

Galashiels

TD1 3AS

Tel: 01896 661385

Freephone: 0800 376 1138

Making an appointment is recommended. Office hours are:

Mon – Thurs 08:45 – 17:00

Fri 08:45 – 15:45

Information and advice relating to homelessness is free. But you may have to meet criteria to get funding for accommodation.

SCOTTISH BORDERS COUNCIL'S DOMESTIC ABUSE ADVOCACY SUPPORT (DAAS) SERVICE

The Domestic Abuse Advocacy Support (DAAS) Service is a dedicated service established to support victims of domestic abuse and in particular, high risk cases in the Scottish Borders. The DAAS Service will take referrals for both female and male victims of domestic abuse. You can phone DAAS directly for confidential advice, support and information on 01835 825024.

If you are a woman who is homeless through escaping domestic abuse you can contact:

- Borders Women Aid on 01835 863514
- The National Domestic Abuse Helpline on 0800 027 1234.

Scottish Borders Children1st Domestic Abuse Community Support service provides long term practical and emotional support to adults (men and women) and children/young people to support their recovery from domestic abuse. Available across the Scottish Borders, the service provides face to face and telephone support, is a confidential service and free to access. Contact Children1st on 01750 22892.

Shelter Scotland helps over half a million people a year struggling with bad housing or homelessness by

providing free legal and impartial advice in confidence to anyone with a housing problem. Call Shelterline Freephone 0808 800 4444 from 09:00 - 17:00, Monday to Friday.

Scottish Borders Council gives housing information and advice on a wide range of housing subjects, such as:

- information on your housing options and local housing providers
- information on housing issues, such as rent arrears or AntiSocial Behaviour
- advice on what to do if you are homeless or threatened with homelessness.

Visit www.scotborders.gov.uk/Life/housingservices/index.html

DEPOSIT GUARANTEE SCHEME

The Deposit Guarantee Scheme (DGS) helps people who are homeless or who are at risk of becoming homeless to secure private rented sector housing. You need to meet certain criteria. Information is provided by Scottish Borders Council's Homelessness Services Team (contact details provided in the previous section).

Some tenants who want to rent privately cannot afford to pay the deposit required by landlords. Under the Deposit Guarantee Scheme, Scottish Borders Council

provides a guarantee that the deposit will be paid if any damage is done to the property while the tenant is living there.

Additional benefits for landlords include help with drawing up tenancy agreements and making inventories and inspection checklists for properties, as well as information and advice on good practice.

Who is eligible?

The prospective tenant must be homeless or at risk of becoming homeless and be able to provide evidence of the following:

- a low income
- eligible for housing benefit
- unable to raise the full rent deposit by own means
- have difficulty in accessing social housing.

Prospective tenants will not be eligible if they have:

- rent arrears on previous tenancies
- been served with an Antisocial Behaviour Order
- other reasons that may jeopardise access to a tenancy.

For more information visit:

www.scotborders.gov.uk/20048/homeless/203/deposit-guarantee-scheme

HOUSING BENEFIT

Housing Benefit is available to people on a low income and who require assistance to pay their rent. Eligibility depends on individual

circumstances but you can find out whether you are likely to qualify by using the calculator available at

www.scotborders.gov.uk-searchforbenefitscalculator

For further information you should contact Customer Service staff at Scottish Borders Council on 0300 100 1800 or by visiting your nearest Council Contact Centre (details on page 40).

Your local citizens advice bureaux (CAB) can also give you information and advice to help you access all the benefits you are entitled to. You can find out where your local CAB office is on their website, www.cas.org.uk, or you can visit www.adviceguide.org.uk/scotland, their information website.



SECTION B

EMPLOYMENT

SPECIFIC SUPPORT AVAILABLE FOR VETERANS AND THEIR FAMILIES

THE CAREER TRANSITION PARTNERSHIP (CTP)

The Career Transition Partnership delivers free resettlement services to all ranks of the British Armed Forces, to make the transition from military to civilian life as smooth and successful as possible. Depending on length of service, the CTP provides flexible support from two years before discharge, through to two years after, including careers guidance, workshops, vocational training and access to employers who value the considerable skills and experience ex-military personnel bring to the civilian workplace. Service leavers should speak to their Service Resettlement Adviser to check eligibility and register. For more information on the Career Transition Partnership, visit www.ctp.org.uk

job Assistance

Tel: 0121 236 0058

email: rightjobssupport@ctp.org.uk

Resettlement Enquiries

Tel: 0203 162 4410

RFEA – THE FORCES EMPLOYMENT CHARITY

Along with the Officers' Association and Officers' Association (Scotland), RFEA delivers the employment arm of the CTP, providing job-finding assistance to all leavers of the Armed Forces. This support includes advice and guidance on the local job market, CV and interview techniques and job matching, and is available from the day of discharge without restriction of time thereafter. Further information can be found at www.rfea.org.uk
Tel: 0121 262 3058
email: info@rfea.org.uk

OFFICERS' ASSOCIATION (OA) (SCOTLAND)

As part of the CTP's employment arm, the Officers' Association (Scotland) provides professional, impartial and practical advice to commissioned officers and ex-officers on all aspects of transition and employment. The as providing relevant contacts from their network, seeks to refine skills

such as self-appraisal interview techniques and preparation, networking and CV construction. Further information can be found at www.oascotland.org.uk
Tel: 0131 550 1575/1581
email: info@oascotland.org.uk

JOBCENTRE PLUS ARMED FORCES CHAMPIONS

Jobcentre Plus has one of Britain's largest databases of job vacancies, which is updated constantly. Launched in 2010, regional Armed Forces Champions offer a link between Jobcentre Plus and the Armed Forces community. The Champions are the main point of contact for the Armed Forces to tackle issues or problems relating to employment and work-related benefits, such as Jobseeker's Allowance.

In the Scottish Borders, Jobcentre Plus can be found at:

- **New Reiver House, High Street, Galashiels TD1 1TD**
08450 604 3719
- **5-9 North Bridge Street, Hawick TD9 9RH**
0800 169 0190
- **Upper Houndlaw, Eyemouth TD14 5BS**
0800 169 0190

All open 9:00 - 5:00pm

JOBCENTRE PLUS

Jobcentre Plus has thousands of new jobs available every week. You can also look for voluntary work which can help you develop and learn new skills while you're looking for a new job.

The central contact number for all three offices in the Scottish Borders is 0845 6043719. Contact numbers for specific enquiries such as new and existing benefit claims, getting a National Insurance number, Universal Credit, Jobseeker's Allowance, Income Support, Incapacity Benefit, Maternity Allowance and more can be found at: www.gov.uk/contact-jobcentre-plus

To find JobCentre Plus offices elsewhere visit www.gov.uk/jobsearch

SKILLS DEVELOPMENT SCOTLAND

Skills Development Scotland provides you with all the advice and guidance necessary to get the right job or develop your career. Whether you're at the stage of choosing subjects at school, selecting training, furthering your education, deciding upon a career or managing your career, you will be helped to uncover new opportunities to fulfil your potential. For further information visit

www.skillsdevelopmentscotland.co.uk

Helpline: 0800 917 8000

Skills Development Scotland has offices in Galashiels and Hawick and operates drop-in centres in Peebles, Kelso, Duns and Eyemouth. You must call 01896 754884 to book an appointment for all the centres.

Waukrigg Mill, Duke St, Galashiels

**Tel: 01896 754884 or
0800 917 8000**

Monday - Friday 9:00 – 5:00

Hawick Carers Centre

**12 Howegate, Hawick
Tel: 01450 372724 or
0800 917 8000**

Tuesday and Thursday
09:30 – 12:30

Recruitment opportunities within local authorities can be found by visiting

www.myjobscotland.gov.uk

SELF-EMPLOYMENT

Business Gateway

If you dream of being your own boss and starting your own business, but not quite sure how to make it happen, Business Gateway can help make it happen with you. The team of enthusiastic Business Advisers will work with you, providing free impartial advice, information and support to help you through the start-up process.

Starting your business could be the best career move you ever make, but it's not something you should

do without taking advice. At Business Gateway, you can access a range of professional resources, support and tools, all of which are designed to help you learn new skills, create opportunities and develop your idea or business.

Within the Scottish Borders, Business Gateway have a range of **free workshops** which can help you develop your business concept, ensuring you know the areas to be researched, and you have addressed any legal obligations including tax and business insurance.

With regard to further support available, Business Gateway will highlight any potential financial and advisory support channels available including **Princes Trust Youth Business Scotland, Skills Development Scotland**, and the government's **New Enterprise Allowance Scheme** to ensure that you and your business receive the most appropriate support available.

To find out how Business Gateway Scottish Borders can help your business visit www.bgateway.com/scottishborders, or call our local office on 01835 818 390.

**Tower Mill
Kirkstile, Hawick
TD9 OAE**

Monday - Friday 9:00 – 5:00

If you want to start your own business you need to register with HM Revenue & Customs (Inland Revenue), either as soon as you start marketing your business, or as soon as you start trading. Call its helpline on 0845 915 4515 for advice on the steps you need to take, or visit www.hmrc.gov.uk

If you are self-employed, the income tax you will need to pay will be based on your own assessment of your income, which will then be checked by the Inland Revenue. You also have to pay National Insurance under a different classification from employed people. Information on setting up business for yourself can be found on the HM Revenues and Benefits website page www.gov.uk/working-for-yourself

It is important that you get professional advice as early as possible so that your business is legal and you are aware of your responsibilities.

Scottish Borders Chamber of Commerce also provides services and information to help local businesses email: enquiries@borderschamber.org.uk or visit www.borderschamber.com

**27 North Bridge Street
Hawick, TD9 9BD**

If you are self-employed you will have full free rights of movement and can apply for an EU Residence Permit which can be downloaded from www.ukba.homeoffice.gov.uk An information message by the UK Border Agency is available by calling 0870 241 0645.

FINANCIAL SERVICES

Capital Credit Union is a not for profit member owned financial cooperative providing savings plans, lending facilities and insurance services for anyone living or working within Edinburgh, Lothian and the Scottish Borders. You can call the Capital Credit Union on 0131 225 9901.

**Capital Credit Union
62 Hamilton Place
Edinburgh
EH3 5AZ
Email: enquiries@capitalcreditunion.com
www.capitalcreditunion.com**

SECTION C

HEALTHCARE

MEDICAL

The route into all medical care in the NHS is via a General Practitioner (GP.) All veterans and families should register with a local GP Practice once you arrive in the area. If you are on leave or a temporary resident, treatment can be sought as a 'temporary resident'. **Please note:** A GP is like your Resident Medical officer (RMO) – if you do not register with one you will not gain access to the healthcare you need.

GPs operate from Health Centres and GP Surgeries in most of the Border towns and villages. Each GP Practice covers a defined area so that patient needs can be met appropriately. The Practice you approach will advise you if you fall within their area or will need to register with a neighbouring Practice.

Apart from emergencies, GP Practices do not operate a 'walk-in' service and may have different consulting hours, so you should call or go to the reception to register and get information on making an appointment. When registering, inform the receptionist that you are a member or ex-member of the Armed Forces or a Forces dependant. It is in your interests to declare it.

HEALTH CENTRES AND SURGERIES

The GP Practices within NHS Borders are:		
Merse Medical Practice	South Crofts, Chirnside	01890 818253
Coldstream Medical Practice	Kelso Road, Coldstream	01890 882711
Merse Medical Practice	The Knoll, Station Road, Duns	01361 885030
Duns Medical Group	The Knoll, Station Road, Duns	01361 885040
Earlston Medical Practice	Kidgate, Earlston	01896 848333
Eyemouth Medical Practice	Houndlaw Park, Eyemouth	01890 750599
Waverly Medical Practice	Currie Road, Galashiels	01896 661350
Braeside Medical Practice	Currie Road, Galashiels	01896 661360
The Ellwyn Practice	Currie Road, Galashiels	01896 661355
Glenfield Medical Practice	Currie Road, Galashiels	01896 661363
Roxburgh Street Surgery	Roxburgh Street, Galashiels	01896 752557
Greenlaw Surgery	Duns Road, Greenlaw	01361 810216
Teviot Medical Practice	Teviot Road, Hawick	01450 370999
The O'Connell Street Medical Practice	O'Connell Street, Hawick	0300 100 1800
St Ronan's Health Practice	Buchan Place, Innerleithen	01896 830203
Jedburgh Medical Practice	Queen Street, Jedburgh	01835 863361
Kelso Medical Group Practice	Inch Road, Kelso	086310 3900
Stow & Lauder Health	Crofts Road, Lauder	01578 718670
Melrose Health Centre	St Dunstan's Park, Melrose	01896 822161
Newcastleton Medical Practice	Moss Road, Newcastleton	013873 75100
The Neidpath Practice	Neidpath Road, Peebles	01721 720380
The Tweed Practice	Neidpath Road, Peebles	01721 720601
Eildon Surgery	Auction Mart, Newtown St Boswells	01835 822777
Selkirk Medical Practice	Viewfield Lane, Selkirk	01750 21674
Stow & Lauder Health	Station Road, Stow	01896 661440
West Linton Medical Practice	Deanfoot Road, West Linton	01968 660808

For information about all medical services in the Borders and how to register with a GP visit

www.nhsborders.scot.nhs.uk/patients-and-visitors/

SPECIFIC SUPPORT AVAILABLE FOR VETERANS AND THEIR FAMILIES

PRIORITY HEALTH TREATMENT

All Veterans receive priority access to NHS primary (GP and community services), secondary (consultant specialist services) and tertiary (specialist centres outside Scottish Borders) care for any conditions likely to be related to their service.

This includes those not in receipt of a war pension and those who have served as reservists, and is subject to individual clinical needs. All GPs in the Scottish Borders are aware of their obligation to provide priority treatment to Veterans.

MENTAL HEALTH

Arrangements for access to specialist mental health services for Veterans resident in Scotland have been extended and simplified. Please see information on Combat Stress and Big White Wall (details on page 24).

PROSTHETIC LIMB PROVISION

The Prosthetic Limb project started at NHS Lothian Rehabilitation to ensure that Veterans who lose limbs whilst on active service receive a similar standard of 'state of the art' prosthetics from NHS Scotland to that provided by the MOD Defence Medical Services.

NHS WAITING LIST

Service personnel and their families who move within Scotland or across the UK will have their previous waiting time taken into account with the expectation that treatment will be within national waiting time standards.

THE MINISTRY OF DEFENCE MEDICAL ASSESSMENT PROGRAMME (MAP)

The Ministry of Defence Veterans and Reserves Mental Health Programme (MAP) provides general medical examinations for those deployed on any operation since 1982. This includes:

- The Falklands conflict
- Operation GRANBY (the 1990/91 Gulf conflict)
- Porton Down Volunteers (PDV- Government and Military Research Facility)
- Operation TELIC (the Iraq deployment)
- Operation HERRICK (the current operation in Afghanistan)

The MAP also provides mental health assessments for those Veterans concerned that they have a service related mental health problem that is not fully understood within the NHS.

Referrals to the MAP are made via your GP and where possible all NHS and service medical records are obtained and read before you are seen. Costs for Veterans and if required, their carers, are covered by the service, including overnight accommodation and travel.

Helpline: 0800 0326258

email: map@gstt.nhs.uk

www.gov.uk/government/groups/defense-medical-services

ORGANISATIONS PROVIDING HELP AND ADVICE SPECIFICALLY TO VETERANS

(further details are also provided in the Welfare Advice and Support section on page 41)

COMBAT STRESS

Combat Stress looks after Veterans with a wide range of mental health issues related directly to their service, including those suffering from Post-Traumatic Stress Disorder (PTSD). The treatment centre at Hollybush near Ayr offers short-stay treatment, administered by a highly trained and qualified multi-disciplinary team who have specialised knowledge of military related PTSD. There are also two community outreach teams who visit Veterans in their own homes.

www.combatstress.org.uk

**Hollybush House
Veterans Treatment Centre
Hollybush, Ayr KA6 7EA
Tel: 0800 138 1619
email: contactus@combatstress.org.uk**

BIG WHITE WALL

Big White Wall is a free web-based support network which offers:

- A community of thousands providing peer support.
- Talk therapy in community, groups and one-to-one.
- Creative self expression through art and writing therapies.
- Guided groups informed by recognised therapies such as cognitive behaviour and interpersonal therapies.
- Relationship building using online social networking practices.
- Extensive Useful Stuff for self-managing psychological distress.
- Member safety through anonymity and 24/7 facilitation from trained staff.
- Accessible at any time of day or night.

For more information visit

www.bigwhitewall.com

Tel: 0203 405 6196

email: TheTeam@bigwhitewall.com

RIVERS CENTRE FOR TRAUMATIC STRESS

The Centre offers assessment and treatment of psychological reactions to trauma including PTSD, major depression and other anxiety disorders. They offer help to people who have experienced traumatic events.

All NHS referrals will be made through a General Practitioner or Psychiatrist.

Self-referrals are not accepted.

The Rivers Centre
1st Floor, Fountainbridge
Library Building
137 Dundee Street
Edinburgh
EH11 1BG
Tel: 0131 451 7400
email: Rivers.centre@
nhslothian.scot.nhs.uk

SENSORY SERVICES TEAM

The Sensory Services Team works closely with people who have either low vision or who are deaf (sign language users), deafened or hard or hearing. Service users will usually be offered a home visit when the kind of help required and the support needed will be discussed. The Team also works closely with the Scottish War Blinded (further info on page 45) who are able to provide support,

some equipment to help with daily living and in certain cases, financial assistance.

Social Work
Borders General Hospital
Melrose TD6 9BS
Tel: 01896 826272
Fax: 01896 826270
SMS Text Messaging:
07786 856 597
email: sensoryservices@
scotborders.gov.uk

VETERANS FIRST POINT (V1P)

Veterans First Point is committed to learning from you in order to improve the services they provide. Help inform the future work for Veterans and their families in Scotland. They offer help and assistance to Veterans, in confidence, no matter what your needs may be. For more information visit

www.veteransfirstpoint.org.uk

Veterans First Point Lothian
Floor K,
Argyle House,
3 Lady Lawson Street,
Edinburgh,
EH3 9DR.
Tel: 0131 221 7090
email: V1P.Scotland@nhslothian.
scot.nhs.uk
[www.veteransfirstpoint.org.uk/
contact](http://www.veteransfirstpoint.org.uk/contact)

NHS 24 HELPLINE

If your local surgery is closed, you should call the NHS 24 helpline on 111. NHS 24 is available for Text Phone users with hearing and speech difficulties by calling 18001 111.

NHS 24 staff will assess your condition and recommend a course of action:

- you may be asked to see a GP or nurse based at the Borders General Hospital, Melrose.
- you may be asked to attend one of the local minor injuries units at:
 - Kelso Hospital
 - Hawick Community Hospital
 - Peebles Hay Lodge Hospital
 - Duns Knoll Hospital
- for a minor illness, you may be advised to treat yourself, attend another available doctor in the area or to visit your local pharmacy for further advice.
- if the problem is more serious, NHS 24 will arrange for a nurse or doctor to visit you at home or will call an ambulance for you if you need one.

ACCIDENT AND EMERGENCY DEPARTMENT AT THE BORDERS GENERAL HOSPITAL, MELROSE

The Accident and Emergency Department treats urgent medical conditions and accidental injuries 24 hours per day, seven days a week.

DENTAL NHS Borders Dental Service

Anyone declaring themselves as returning service personnel or dependants will be given priority on the NHS Borders Dental Service waiting list. If you want to register with a dentist, you should complete a dental needs assessment form. These forms are available by contacting the Dental Enquiry Line on 0845 300 0930 or from the Coldstream and Hawick Dental Centres, Hawick Community Hospital, Kelso Health Centre, Galashiels Health Centre or Eyemouth High School Dental Department.

Completed forms should be returned to the address on the bottom of the form or handed in to a dental department.

www.nhsbordersdentists.scot.nhs.uk

Monday - Friday 8:00 – 18:00

out of hours NHS 24 on 111

Priority is also given to:

- patients with certain medical conditions.
- children.
- patients with special needs.

BORDERS SEXUAL HEALTH

Genito Urinary (GU)

Medicine and Family

Planning

This service is based at:

The Health Centre

Currie Road, Galashiels TD1 2UA

Tel: 01896 663700

Monday - Friday 9:00 – 13:00

www.nhsborders.scot.nhs.uk/patients-and-visitors/our-services/general-services/borders-sexual-health/our-clinics/galashiels/

[uk/patients-and-visitors/our-services/general-services/borders-sexual-health/our-clinics/galashiels/](http://www.nhsborders.scot.nhs.uk/patients-and-visitors/our-services/general-services/borders-sexual-health/our-clinics/galashiels/)

[borders-sexual-health/our-clinics/galashiels/](http://www.nhsborders.scot.nhs.uk/patients-and-visitors/our-services/general-services/borders-sexual-health/our-clinics/galashiels/)

[our-clinics/galashiels/](http://www.nhsborders.scot.nhs.uk/patients-and-visitors/our-services/general-services/borders-sexual-health/our-clinics/galashiels/)

All clinics, services and treatments are FREE.

Confidentiality is guaranteed.

Services

- Advice on sexual health for men and women.
- Testing for sexually transmitted infections (STIs), Chlamydia, Hepatitis B, Hepatitis C & HIV.
- Advice on contraception, Premenstrual Syndrome (PMS), the menopause and Hormone Replacement Therapy (HRT).
- Most clinics offer Intrauterine Contraceptive Device (IUCD),

implantable contraception, emergency contraception and pregnancy testing.

For all enquiries or to make an appointment call 01896 663700 or visit

www.borderssexualhealth.org.uk

MENTAL HEALTH SERVICES

Borderline

46 Bank Street, Galashiels

TD1 1EL

Freephone Helpline 0800 027 4466

Monday-Sunday

19:00 – 22:00

Borderline offers out-of-hours emotional and listening support.

New Horizons Borders

6B Island Street, Galashiels

TD1 1NU

Tel: 01896 755510

Call in or telephone for information and support on mental health issues.

enquiries@newhorizonsborders.org

Breathing Space

Tel: 0800 83 85 87

email: admin@

Monday–Thursday 18:00 - 2:00

Friday 6pm - Monday 6am

This is a national helpline offering a free and confidential service for people who are feeling sad or depressed and operates at a time when many people feel low and need to talk to someone.

www.breathingspace.scot

Penumbra

47b Ladhope Vale, Galashiels

TD1 1BW

Youth Project

Tel: 01896 751177

Supported Living Service

Tel: 01896 758217

email: bordersyp@penumbra.

org.uk offers a number of mental health services including a youth project, homelessness service and tenancy support.

Penumbra Supported

Living Services

73A High Street

Hawick TD9 9EH

Tel: 01450 377659

www.penumbra.org.uk

GENERAL HEALTH ADVICE AND INFORMATION

Borders Independent

Advocacy Service

Low Buckholmside, Galashiels

TD1 1RT

Tel: 01896 752200

email: info@bordersadvocacy.org.uk

Promoting the welfare for people with physical disabilities and sensory disabilities in the Scottish Borders.

www.bordersadvocacy.org.uk

Borders Voluntary Care

Voice

3rd floor

Triest House

Bridge Street

Galashiels TD1 1SW

Tel: 01896 757290

email: admin@

borderscarevoice.org.uk

Supports the Mental Health and Well Being Forum.

www.borderscarevoice.org.uk/

HEALTH RIGHTS INFORMATION SCOTLAND (HRIS)

HRIS provides accurate and up to date information about your health rights.

Tel: 0141 226 5261 or log on to

www.hris.org.uk

NHS Inform

Provides quality assured health information for the public in Scotland. **Tel: 0800 224488**, or log on to **www.nhsinform.scot**
Monday-Friday 8:00 - 22:00
Saturday-Sunday 9:00 - 17:00

webchat & interpretation also available

If you have any comments or questions or would like more information about how NHS inform is developing, please **email: nhs.inform@nhs24.scot.nhs.uk**

Borders Health in Hand

The Borders Health In Hand website provides health information and support, a directory of services and contacts and health improvement advice for people living with a long term condition in the Scottish Borders. Visitors to the website will be able to find out about services provided for people with diabetes, asthma, heart disease and other health conditions.

email: knowledge@nes.scot.nhs.uk

The website can be viewed in Scottish Borders Council libraries and library staff can help you to search online for good quality health information.

Visit **www.knowledge.scot.nhs.uk**

Other Usefull Numbers

Action on hearing loss
Tel: 0800 224488
email: scotland@hearingloss.org.uk

Deafblind Scotland
Tel: 0141 777611
email: info@deafblindscotland.org.uk

RNIB
Tel: 0131 6523140

Scottish Borders
Interpreter Agency
BGH
Melrose
TD6 9BS
Tel: 01896 822998
email: sbia@scotborders.gov.uk



SECTION D

EDUCATION, SKILLS AND TRAINING

SCHOOL EDUCATION

All children in Scotland attend school from the age of four or five until they are ages 16, 17 or 18. If they attend a state school, their education is free during that time. If your children are of school age, you must register them in a school in the 'catchment area' you live in. Scottish Borders Council's Education service will tell you your nearest catchment school.

For further advice visit **www.scotborders.gov.uk/directory/20/schools** or call **0300 100 1800**.

All schools are open to both boys and girls.

The school year begins in August. Children in the Scottish Borders can attend one of 64 primary schools from ages four or five to 12 and one of nine secondary schools from age 12 to 16, 17 or 18. There are also four primary schools linked to the Roman Catholic Church – in Selkirk, Galashiels and Peebles.

If you live more than two miles from a primary school or three miles from a secondary school, transport to and from school is usually free of charge.

Support can be provided if your child needs help with learning English or with behavioural, emotional or physical needs.

EARLY LEARNING AND CHILDCARE

Early Learning and Childcare is the new name for what was pre-school education. Early Learning and Childcare is available in the Scottish Borders for all 3 and 4 year olds and for 2 year olds who meet the eligibility criteria.

2-4 year olds are entitled between 600 & 1140 hours of free Early Learning and Childcare in a setting of their parent's choice.

These hours can be taken as a number of sessions in morning and afternoon slots in schools. In Private and Voluntary providers

there is more flexibility where parents can often choose times that suit their needs.

Early Learning and Childcare is delivered through a number of different places.

- School provision as part of the local primary school.
- Play groups – usually run by parents through a committee.
- Private Nursery – run by a private or voluntary agency.

For further information and a full list of providers is available on the Family Information Service

www.scottishfamilies.gov.uk

SPECIFIC SUPPORT AVAILABLE FOR VETERANS AND THEIR FAMILIES

EDUCATION SCHOLARSHIP SCHEME FOR BEREAVED SERVICE CHILDREN

The Education Scholarship Scheme was launched on 8 April 2011 and provides further education and university scholarships within the UK for the children of Servicemen and women who died whilst serving in the HM Armed Forces since 1990.

FURTHER EDUCATION

The scheme will provide a scholarship to enable a bereaved child to stay in further education (5th year in Scotland/college/training course etc). This will normally be paid for 2 years but may be extended to 3 years if required by the syllabus. It will not be extended in order to repeat part of a syllabus or retake exams.

UNIVERSITY

The scheme will provide a contribution towards the cost of a first undergraduate degree for both tuition and maintenance fees. Since tuition fees vary across the UK according to place of domicile and place of study, this scholarship is adjusted to provide a similar level of support to all applicants across the UK. It will not be extended in order to repeat part of a syllabus or retake exams.

For further information, please visit

ENHANCED LEARNING CREDITS (ELC)

The MOD's Enhanced Learning Credits Scheme is an initiative to promote lifelong learning amongst members of the Armed Forces and is available to ex-service personnel who have completed at least 4 years service on discharge, on or after 2010. The ELC scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. Funding is available both in service and 10 years after leaving the Armed Forces.

ELC awards are available in two tiers:

- the lower tier level of up to £1000 per annum for those with four or more years eligible service.
- the upper tier level of up to £2000 per annum for those with eight or more years' eligible service.

Providing you meet all the criteria, personnel can make ELC claims up to

three separate financial years (which need not be consecutive and may be a combination of lower tier and upper tier funds) either while in service or for up to ten years after leaving.

ELC support may be claimed for part-time or full-time study, whether by individual or group tuition or distance learning. Learners must have enrolled to undertake a higher level qualification. The course of study must be a nationally recognised qualification at Level 6 or above on the Scottish Credit and Qualifications Framework (SCQF).

Details of the ELC scheme can be found in the Course 4 Forces magazine as well as visiting www.enhancedlearningcredits.com/
email: elcase@dm-assessment.com
Tel: 0845 3005179
Monday - Friday 9:00 – 17:00

VETERANS HELPING VETERANS SOUTH EAST SCOTLAND

We are a local charity based in the Borders helping veterans with PTSD to overcome their fears in their daily lives by arranging activities such as Archery, horse riding and many more exciting activities.

For more details contact us on 01890 883196 or 07419319215

FURTHER EDUCATION AND TRAINING

Scottish Borders campus in Galashiels is home to Borders College and Heriot-Watt University's world class School of Textiles and Design. In a pioneering co-location project, the campus provides a centre for educational excellence from both institutions, providing the perfect environment for students and staff within one vibrant educational hub, whilst still retaining their own distinct identities.

BORDERS COLLEGE

Borders College operates from five locations in the Borders, the main one is the Scottish Borders Campus in Galashiels which it shares with Heriot-Watt University. It offers a wide range of courses up to HND level, particularly in subjects where there are local job or opportunities to progress on to study at university. Courses are run in Galashiels and throughout the Borders both during the day and in the evening. For a prospectus and to find out about English speaking courses call 08700 505152 or visit

www.borderscollege.ac.uk
email: enquiries@borderscollege.ac.uk

HERIOT-WATT UNIVERSITY

Heriot-Watt University offers undergraduate and post-graduate courses in the world renowned School of Textiles & Design.

The campus recently underwent a multi-million pound refurbishment to create an inspiring learning environment and centre for excellence which includes integrated learning facilities, computer suites, specialised workshops, spacious studios, a library and a gallery. Call 08700 505152 or visit

www.hw.ac.uk/uk/scottish-borders.htm

LEARNING IN THE COMMUNITY

There are many opportunities to learn across a wide range of subjects and interests in your local community. Courses, workshops and activities take place in a variety of venues including community centres. There is a community centre in most towns:

Chirnside Community Centre

26 Main Saint West End, Duns,
TD11 3UF

Tel: 01890 818885

Coldstream Community Centre

HighStreet, Coldstream,
TD12 4AP

Tel: 01890 883332

Southfield Community Centre

Station Road, Duns, TD11 3EL
Tel: 01361 882184

Eyemouth Community Centre

Albert Road, Eyemouth,
TD14 5DE
Tel: 01890 750458

Focus Community Centre

Livingstone Place, Galashiels,
TD1 1DQ
Tel: 01896 753873

Langlee Complex

Marigold Drive, Galashiels,
TD1 2LP
Tel: 01896 753873

Burnfoot Community School

Kenilworth Avenue, Hawick,
TD9 8EQ
Tel: 01450 373043

St Ronan's Community Centre

St Ronan's School, Pirn Road,
Innerleithen, EH44 6PB
Tel: 01896 830349

Abbey Row Community Centre

The Knowes, Kelso, TD5 7BJ
Tel: 01573 223595

Newtown St Boswells

Community Wing, Old Primary
School
Tel: 01835 823738

Peebles Community Centre

Walkershaugh, Peebles,
EH45 8AU
Tel: 01721 720975

Philiphagh Community School

2 Linglie Road, Selkirk, TD7 5LT
Tel: 01750 721774

Tweedbank Community Centre

Tweedbank, Galashiels, TD1 3RT
Tel: 01896 756167

For more details of what is on offer locally, visit the Community Grid for Learning at

www.onlineborders.org.uk or contact Community Learning and Development on 01896 755110.

ADULT LITERACY

If you want to work on your reading, writing and number skills and build confidence to use your skills as part of your everyday life, you can contact the Learning For ALL Partnership in the Scottish Borders.

A tutor will help you to:

- understand how you learn best.
- see the difference that literacy and numeracy can make to your life.
- plan your learning goals.
- take small steps to achieve your learning.
- review your learning and understand the difference it has made.

Contact your local worker:

Eyemouth

Tel: 01890 750458

Duns and Coldstream

Tel: 01361 882623

Galashiels

Tel: 01896 755110

Kelso

Tel: 01573 228968

Hawick

Tel: 01450 364777

Burnfoot

Tel: 01450 375147

Peebles

Tel: 01721 720975

Innerleithen/Walkerburn

Tel: 01721 720975

Selkirk

Tel: 01750 720684

LEARNING DISABILITY SERVICES

The Scottish Borders Learning Disability Service is a Borders wide, joint Scottish Borders Council and NHS Borders service. It provides a range of services for adults with learning disabilities including assessment, care management, treatment, specialist advice, consultation and training and support as well as a local area co-ordination service. The service is responsible for commissioning and monitoring support services from other organisations.

Operating hours are Monday to Friday 9:00 – 17:00 and closed at weekends and public holidays although a crisis response services can be provided if assessed and planned in advance.

For more information please telephone 01896 840200 or **email lds.admintasks@borders.scot.nhs.uk**
SBLDS
Church Street
Earlston TD4 6HR

LEARNING ENGLISH

How to book a place:

- Telephone Borders College on 08700 50 51 52 or email: esol@borderscollege.ac.uk for a booking form
- Complete booking form and return to ESOL, Borders College, Scottish Borders Campus, Nether Road, Galashiels TD1 3HE
- You can get help to complete the booking form at your local library or community centre

What happens next?

Classes are run in several towns in the Borders throughout the year and are free for beginners. You can study at a range of levels, from beginners through to SQA certificate classes. Once you have registered, you will be invited to an assessment session where you will work with trained tutors to decide what level of class is best for you. You will receive a letter when your chosen class is due to start. You may have to wait for an assessment session or for a suitable class to start. You will receive a letter with more information if there is going to be a long delay. **Please tell Borders College if you change your address.**

Libraries:

You can learn English on the computers in your local library using the English In Action language course. As you will need to book a computer space to learn, please speak to your local library staff. There are Polish, Russian and Portuguese language books available to borrow by library members, as well as information about local groups and events.

Library facilities are free to use, however you will need to register to use the computers and borrow items, please consult library staff.

For more information telephone your local library or Library Headquarters on 01750 726400 or visit www.scotborders.gov.uk/libraries

Learning English at Work:

Some employers offer English classes at work. Ask your employer for more details.

Conversational English:

Classes may be available in some areas. Look for local publicity or ask at your local library.

Private lessons:

Are available from a range of providers. You may be able to get help with the cost of these

by using an Individual Learning Account (ILA). To find out what's available locally and for more information contact

www.myworldofwork.co.uk or your local library.

Tel: 0800 917 8000

Monday - Friday 9:00 – 17:00

learnirect scotland

This is a national organisation that can provide free advice on training and education. There may be a charge for the courses that are available from training providers.

Telephone the helpline on 0808 101 901 or visit

www.learnirect.com

INTERNET ACCESS/ PUBLIC LIBRARIES

Free internet access and computing facilities are available at all Scottish Borders Libraries/ Free Wifi is available at all libraries.

Please note all computers users are required to adhere to the Acceptable Use Policy. Parent/guardians must sign a consent form before under 16s are allowed access.

To help you use the computer facilities, IT classes are available in each library, please ask staff for details visit the libraries website at www.scotborders.gov.uk/libraries or call Library Headquarters on 07150 726400.

Software applications and ICT equipment are provided in every library allowing users to create their own documents, graphics and web pages and to access the internet. Many websites have a built-in translation facility – visit www.translate.google.co.uk/ The Babel Fish facility can also translate words and phrases to and from a various number of languages including English, Spanish, French, German, Portuguese, Italian and Russian. Library staff will help users to access the ICT facilities to find information, but cannot currently provide training.

**Coldstream Library
Contact Centre**

Gateway Centre TD12 4AE
Tel: 01890 883314

Duns Library Contact Centre

49 Newtown Street TD11 3AU
Tel: 01361 882662

Earlston Library

Earlston High School, East End
TD4 6JP
Tel: 01896 664172

Eyemouth Library

Manse Road TD14 5JE
Tel: 01890 752767

Galashiels Library

Lawyer's Brae TD1 3JQ
Tel: 01896 664162

Hawick Library

North Bridge Street TD9 9QT
Tel: 01450 364640

**Innerleithen Library Contact
Centre**

Buccleuch Street EH44 6LA
Tel: 01896 830789

Jedburgh Library Contact Centre

15 Castlegate TD8 6AS
Tel: 01835 863592

Kelso Library Contact Centre

Bowmont Street TD5 7JH
Tel: 01573 223171

Melrose Library

Market Square TD6 9PN
Tel: 01896 664171

Peebles Library

High Street, Chambers Institute
EH45 8AG
Tel: 01721 726333

Selkirk Library

Ettrick Terrace TD7 4LE
Tel: 01750 726410

[www.liveborders.org.uk/
libraries](http://www.liveborders.org.uk/libraries) for opening hours check
website or call library.

As Library and Library Contact Centres have different opening hours across the region, please check these before visiting.

Library facilities are free and open to everyone but you need to register to use the computer facilities and to borrow books and other items. You may join the library as an Online Only member or as a visitor member for up to three months. A visitor's membership can be renewed if your stay is longer than three months.

Membership is free if you bring proof of your identity and residence, such as a council tax, gas, electricity or telephone bill. (These are not required for Online Only members) Once you are a member or a visitor member, you will be able to use the library facilities immediately. Online Only Members can upgrade their membership if they want to borrow books or DVDs.

All libraries stock books, DVDs and Audio Books which can be borrowed once you have registered. We also have eAudiobooks, eBooks and eMagazines available for download and provide access to a variety of online reference databases. Hire charges apply for the loan of CDs and DvDs. Some libraries have small collections of foreign language books that can be requested and supplied to any library or mobile library at a small charge. Other services provided by libraries include:

- photocopying.
- fax service.
- concessionary fax and photocopying charges for jobseekers.
- free newspapers (to be read on site).

- Scottish Borders Council information.
- Community information
- Tourist information.
- Reference and enquiry services.

For details of copy, print and fax fees and other library charges , visit the libraries website at www.liveborders.org.uk/libraries or ask at your local library.

Mobile libraries provide library facilities to the rural communities on a three week rotation. For further details please contact Library Headquarters on 01750 726400 or visit www.scotborders.gov.uk/mobilelibrary

LIBRARY APP

You can now resolve and renew items, check library opening times and more via easy to use app. Simply search the Iguana Library app on your device and enter your pin.



SECTION E

WELFARE ADVICE AND SUPPORT

SPECIFIC SUPPORT AVAILABLE FOR VETERANS AND THEIR FAMILIES

The national organisations listed in this section provide advice, support and guidance to Veterans and their families.

THE ARMY BENEVOLENT FUND (ABF) THE SOLDIERS' CHARITY

The Castle, Edinburgh EH1 2YT
www.soldierscharity.org
email: Scotland@soldierscharity.org
[org/regions/scotland](http://www.soldierscharity.org/regions/scotland)
Tel: 0131 310 5132

This is the Army's national charity and is committed to the welfare of Army and ex-Army personnel and their dependants. Also has a facebook page

BRITISH LIMBLESS EX- SERVICE MEN'S ASSOCIATION (BLESMA)

Blesma, The Limbless Veterans
185-187 High Road
Chadwell Health
Romford. Essex RM6 6NA
Tel: 02085901124

email: ChadwellHealth@blesma.org
www.blesma.org

Monday - Friday 9:00 – 17:00

The Association aims to promote the welfare of all those who have lost a limb or limbs, or one or both eyes, or the use of limbs as a result of their service in any branch of the Armed Forces or auxiliary forces. It also aims to help dependants.

CITIZENS ADVICE

The Armed Services Advice Project (ASAP) provided by the Scottish Citizens Advice Service has been created to be the focal point for the Armed Forces Community in Scotland for access to advice, information and support.

Please call 0800 800 9060 and talk to a trained adviser. Contact details for offices throughout the Borders can be found on page 52.

www.citizensadvice.org.uk/scotland
www.cas.org.uk

CRUSE BEREAVEMENT CARE SCOTLAND

National Phonenumber:

0845 600 2227

www.crusescotland.org.uk

Monday - Wednesday 10:00 – 20:00

Thursday 10:00 – 21:00

Friday 10:00 – 16:00

Cruse Bereavement Care Scotland exists to promote the well-being of bereaved people in Scotland, whatever their age. They seek to help anyone experiencing bereavement to understand their grief and cope with their loss. The South East Scotland Region is comprised of teams based in: Edinburgh, East Lothian and the Borders, covering Galashiels, Melrose, Hawick, Kelso and the surrounding area.

ERSKINE

Erskine, Bishopton PA7 5PU

www.erskine.org.uk

email: enquiries@erskine.org.uk

Tel: 0414 812 1100

Erskine offers ex-Service men and women all over Scotland nursing, dementia and respite care and support they need to overcome physical and emotional scars, often long after they have left active duty. Housing and employment opportunities are also available.

FORCES PENSION SOCIETY

68 South Lambeth Road, London SW8 1RL

www.forcespensionsociety.org

email: memsec@forpen.co.uk

Tel: 020 7820 9988

The Society protects the pension interests of ex-Service personnel of all ranks and their dependants.

LOTHIAN VETERAN CENTRE

11 Eskdail Court, Dalkieth,

Midlothian

email: [contact@](mailto:contact@lothianveteranscentre.org.uk)

lothianveteranscentre.org.uk

Tel: 0131 660 5537

provision of support and advice for former members of our UK armed forces, reservists and their family members who experience any sort of disadvantage post service. Primarily designed as a drop in service. Facebook page and Twitter available Drop in

Monday - Wednesday 10:00 – 16:00

OFFICERS ASSOCIATION SCOTLAND (OA SCOTLAND)

New Haig House

66 Logie Green Road, Edinburgh

EH7 4HRQ

www.oascotland.org.uk

email: info@oascotland.org.uk

Tel: 0131 550 1575/1581

There are two areas of activity undertaken by OA Scotland. Firstly, it provides grants to relieve financial distress to those who have held a commission in any branch of the Armed Forces, be it Regular or Reserve. Financial assistance is also available to the dependants of those who have served. Secondly, the Association provides support into employment for those who have held a commission.

POPPYSCOTLAND

New Haig House

**66 Logie Green Road, Edinburgh
EH7 4HQ**

www.poppyscotland.org.uk

email: enquiries@

poppyscotland.org.uk

Tel: 0131 557 2782

Poppyscotland provides practical help to ex-Servicemen, women, and their families across Scotland through direct financial assistance to those in urgent need. They also help to fund specialist services including advice, long term care, housing and the employment of disabled veterans. Poppyscotland also supports ex-Servicemen and women through Small Business Loans and retraining grants, and provides access to respite breaks.

REGULAR FORCES

EMPLOYMENT

ASSOCIATION

**66 Logie Green Road, Edinburgh
EH7 4HR**

www.rfea.org.uk

Tel: 0131 557 1747 or Facebook
and Twitter **Tel: 0121 262 3058**

email: info@rfea.org.uk

Assists ex-regular Servicemen and women find employment throughout their working life.

ROYAL AIR FORCE

BENEVOLENT FUND

(RAFBF)

**20 Queen Street, Edinburgh
EH2 1JX**

www.rafbf.org.uk

Tel: 0131 225 6421

The RAFBF exists to help serving and ex-serving members of the RAF, their children and their dependants.

ROYAL AIR FORCES

ASSOCIATION (RAFA)

**20 Queen Street, Edinburgh
EH2 1JX**

www.rafa.org

Tel: 0131 225 6421

The Association gives help and advice to ex-RAF and Commonwealth Air Forces personnel and their dependants.

THE ROYAL BRITISH

LEGION SCOTLAND IN

THE SCOTTISH BORDERS

(LEGION SCOTLAND)

The Royal British Legion Scotland (Legion Scotland) helps ex-services men and women of all ages across Scotland to adapt to civilian life by providing community, friendship and practical advice, whether they left military service yesterday or 50 plus years ago.

Legion Scotland provides specialist disablement pensions advice, wellbeing support, comradeship

events both nationally and locally and a range of other services dedicated to making a real difference to the lives of ex-servicemen and women and their families. Information on branches and clubs close to your area is available on the website.

Opening hours are

Monday – Sunday 08:00 – 20:00
(except public holidays)

Tel: 0808 802 8080

email: info@legionscotland.org.uk

www.legionscotland.org.uk

Facebook and Twitter

**ROYAL NAVAL
ASSOCIATION (RNA
EDINBURGH BRANCH)**

**Room 209, Semaphore
Tower, PP70, HM Naval Base,
Portsmouth PO1 3LT**

www.royal-naval-association.co.uk

**email: paul@royalnavalassoc.com
(General Secretary)
Tel: 01316692294**

The Association offers friendship and personal support to its members.

**ROYAL NAVAL BENEVOLENT
TRUST (RNBT)**

**Castaway House, 311 Twyford
Avenue, Portsmouth PO2 8RN**

www.rnbt.org.uk

email: rnbt@rnbt.org.uk

Tel: 02392 690112

The RNBT exists to give help at times of need to the members of the RNBT family – those who are serving or who have served as Royal Naval ratings or Royal Marine other ranks and their wives, husbands, partners and dependants.

**SOLDIERS, SAILORS,
AIRMEN AND FAMILIES
ASSOCIATION (SSAFA)**

SSAFA Central Office

**4 St Dunstan's Hill
London, EC3R 8AD**

www.ssafa.org.uk

email: info@ssafa.org.uk

Helpline: 0800 731 4880

BORDERS BRANCH

Tel: 01361 883 335

email: ssafa.borders@gmail.com

SSAFA Forces Help serves the Armed Forces and their families. Their services reflect the financial, practical and emotional issues people face today and they are freely available to virtually everybody with a Service connection.

SCOTTISH VETERANS' RESIDENCIES

**53 Canongate, Edinburgh
EH8 8BS**

www.svronline.org

email: info@svronline.org

Tel: 0131 556 0091

Scottish Veterans' Residencies provides independent living within a supportive caring environment for the ex-Service community in their residences in Edinburgh, Broughty Ferry and Glasgow.

SCOTTISH WAR BLINDED

Outreach Service

**50 Gillespie Crescent
Edinburgh, EH10 4JB**

Tel: 0131 229 1456

The Linburn Centre

**Louis Braille Avenue
Wilkieston, EH27 8EJ**

Tel: 0800 035 6409

www.scottishwarblinded.org.uk

email: enquiries@scottishwarblinded.org

scottishwarblinded.org

Facebook and Twitter

Scottish War Blinded offers assistance to any person who has been a member of the Armed Forces and has a visual impairment or who has acquired a visual impairment in later life. Sheltered workshops and housing is provided at Linburn and an After Care Department attends to the welfare and pension needs of Scottish blinded ex-servicemen and women and their dependants. The service also provides an outreach worker in the Borders.

THE ROYAL MARINES CHARITY

www.theroyalmarinescharity.org.uk

Tel: 0139 234 6424

email: enquiries@theroyalmarinescharity.org.uk

royalmarinescharity.org.uk

Exists to help the entire royal marines family. It offers a range of services to serving personnel and veterans from financial assistance to advice on finding a school or meaningful career.

MOD- VETERANS UK/ VETERANS WELFARE SERVICE

www.gov.uk/veterans-uk

email: Veterans-uk@mod.uk

Tel: 0808 1914 2 18 (national)

Veterans Welfare Service

(Scotland): 0141 224 2709, email:

Veterans-UK-VWS-Scot-NI@mod.uk

Veterans UK and the Veterans Welfare Service (VWS) are part of the Ministry of Defence and provide personnel, pensions, welfare and support services to members of the Armed Forces and Veterans. VWS has a network of welfare offices across the UK and Ireland. Welfare Managers are available to provide one to one assistance, in the home if needed, offering support on liaising with local authorities, housing, completion of forms and claiming benefits. The Veterans UK helpline (above) provides a telephone enquiry service on government compensation schemes.

for those injured or bereaved by service in the Armed Forces and how to access support from VWS and other charity partners. An out of hours crisis service is provided in partnership with Combat Stress and The Samaritans.

BLIND VETERANS UK **12-14 Harcourt Street, London** **W1H 4HD**

www.blindveterans.org.uk/

Tel: 0800 389 7979

Facebook and Twitter

We are Blind Veterans UK and we believe that no one who has served our country should battle blindness alone.

That's why we're here to help with lifelong practical and emotional support which we provide to Armed Forces and National Service Veterans regardless of when they served or how they lost their sight.

We help Veterans recover their independence and discover a life beyond sight loss.

VETERANS ASSIST **SCOTLAND**

We are Veterans. We recognise that for many Veterans and their families, aspects of life after leaving the Services can be challenging. With over 50

Veterans' organisations in Scotland alone, we understand that it can be frustrating to find just the right person to help with a problem. And we know that whether you have been "in" for 3 years or 30 years, or "out" for 6 weeks or 6 years, problems will arise that could use some help.

So we have set up this website which we believe will put in one place most of the resources you might need;

<http://www.veterans-assist.org/gensec@veteransscotland.org.uk>

VETERANS FIRST POINT

Veterans First Point (V1P) has been developed by veterans for veterans and is staffed by veterans. Funded by the Scottish Government and NHS Lothian, it aims to provide a one-stop shop for veterans and their families living in Lothian. Veterans First Point offer help and assistance to veterans, in confidence, no matter what your needs may be. Veterans First Point is committed to learning from you in order to improve the services they provide. Help inform the future work for veterans and their families in Scotland.

VETERANS FIRST POINT

LOTHIAN

**Floor K, Argyle House,
3 Lady Lawson Street,
Edinburgh, EH3 9DR
Tel: 0131 220 9920
email: v1p.scotland@nhsllothian.scot.nhs.uk
www.veteransfirstpoint.org.uk**

WINSTON'S WISH

**Helpline: 0808 802 0021
www.winstonswish.org.uk
ask@winstonswish.org**

Monday – Friday 09:00 – 17:00
online chat also available.

Winston's Wish is the leading childhood bereavement charity and the largest provider of services to bereaved children, young people and their families in the UK.

The Helpline is open from Monday to Friday between 9am and 5pm and calls are charged at the local rate.

ORGANISATIONS PROVIDING HELP AND ADVICE

There are many organisations locally and nationally that can give you help and advice on a variety of issues.

Scottish Borders Council has a range of care and support services:

SOCIAL WORK SERVICES

Social Work

The Social Work Services provides a wide and important range of services for individuals, families and communities. You can contact them on 0300 100 1800 –Option 4

Mon – Wed	08:00 – 17:00
Thursday	08:00 – 20:00
Friday	08:00 – 16:00
Saturday	09:00 – 12:00

Emergency Services out of hours can be contacted on 01896 752111 or by visiting **www.scotborders.gov.uk** and following the links.

Integrated Children's Services

If you have concerns in relation to children or are seeking help or advice please call your Locality office as detailed below:

Monday –Thursday	08:45 – 17:00
Friday	08:45 – 15:45

Berwickshire

4-6 Newtown Street, Duns,
TD11 3DT
Tel: 01361 886115

Cheviot

Rose Lane, Kelso, TD5 7AP
Tel: 01573 227421

Eildon

10-12 Galapark, Galashiels,
TD1 1EU
Tel: 01896 664158

Teviot & Liddesdale

Town Hall, High Street, Hawick,
TD9 9EF
Tel: 01450 364777

Tweeddale

Rossetta Road, Peebles,
EH45 8HG
Tel: 01721 726310

WELFARE BENEFITS SERVICE

The Welfare Benefits service specialises in welfare benefits, tax credits, educational and health benefits and can provide information, advice and advocacy.

Opening hours are:-

Mon – Thurs 08:45 – 17:00

Fri 08:45 – 15:45

Tel: 01896 661394

email: wbs@scotborders.gcsx.gov.uk

www.scotborders.gov.uk/info/603/benefits_advice_and_assessment/1147/welfare_benefits_service

CONTACT CENTRES

Contact centres in each town will provide advice on all Council services that are not related to Social Work, such as refuse collection. These are located as follows:

Coldstream Library Contact Centre

Gateway Centre, High Street,
Coldstream TD12 4AE
Tel: 0300 100 1800

Monday 14:00 - 17:00

Tuesday 16:00 - 19:00

Thursday 10:00 - 12:00

Friday 12:00 - 16:00

Duns Library Contact Centre

49 Newtown Street, Duns
TD11 3AU

Tel: 0300 100 1800

Monday 10:00 - 17:00

Tuesday 13:00 - 19:00

Wednesday 10:00 - 13:00

Thursday 10:00 - 17:00

Friday 10:00 - 17:00

Saturday 09:30 - 12:30

Eymouth Contact Centre

Old High School Building,
Coldingham Road
Eymouth TD14 5AN

Tel: 0300 100 1800

Standard Opening Hours

Galashiels Contact Centre

Paton Street, Galashiels TD1 3AS
Tel: 0300 100 1800

Standard Opening Hours

Hawick Contact Centre

High Street, Hawick TD9 9EF
Tel: 0300 100 1800

Standard Opening Hours

Innerleithen Library Contact Centre

Buccleuch Street, Innerleithen
EH44 6LA

Tel: 0300 100 1800

Monday 14:00 - 17:00

Tuesday 14:00 - 19:00

Thursday 14:00 - 17:00

Friday 10:00 - 15:00

Jedburgh Library Contact Centre

15 Castlegate, Jedburgh TD8 6AS

Tel: 0300 100 1800

Monday 10:00 - 13:00 14:00 - 17:00

Tuesday 14:00 - 19:00

Thursday 10:00 - 13:00 14:00 - 17:00

Friday 10:00 - 15:00

Saturday 09:30 - 12:30

Kelso Library Contact Centre

Bowmont Street, Kelso TD5 7JH

Tel: 0300 100 1800

Monday 10:00 - 17:00

Tuesday 13:00 - 19:00

Wednesday 10:00 - 14:00

Thursday 10:00 - 17:00

Friday 10:00 - 16:00

Saturday 09:30 - 12:30

Newtown St Boswells

Council Headquarters,

Bowden Road TD6 0SA

Tel: 0300 100 1800

Standard Opening Hours

Peebles Contact Centre

High Street, Peebles EH45 8AG

Tel: 0300 100 1800

Standard Opening Hours

Selkirk Contact Centre

High Street, Selkirk TD7 4JX

Tel: 0300 100 1800

Monday 09:00 - 12:30 13:30 - 17:00

Tuesday 09:00 - 12:30 13:30 - 17:00

Wednesday 09:00 - 12:30 13:30 - 17:00

Friday 09:00 - 13:00

You can contact Customer Services on 0300 100 1800 for all Scottish Borders Council Services.

Call centre opening hours are:-

Monday 08:00 - 17:00

Tuesday 08:00 - 17:00

Friday 08:00 - 17:00

Thursday 08:00 - 20:00

Saturday 09:00 - 12:00

CITIZENS ADVICE

The Citizens Advice gives free, confidential, independent and impartial advice on your rights. These include benefits, housing, employment, debt, consumer affairs and legal issues. Offices can be found in most of the Border towns, but note that not all the offices are open every day. You can also visit the website **www.cas.org.uk**

cas.org.uk

Citizens Advice contact details in the Borders

Southfield Community Centre

Station Road, Duns, TD11 3EL

Tel: 01361 883340

email: dunsCab@roxburghcab.

casonline.org.uk

Tuesday 12:00 - 15:00

Wednesday 10:00 - 13:00

Thursday 10:00 - 14:00

Eyemouth Community Centre

Albert Road, TD14 5DE

Tel: 01890 750500

email: eyemouthcab@

roxburghcab.casonline.org.uk

Monday 12:00 - 15:00

Wednesday 10:00 - 13:00

Friday 09.30 - 12.30

*First Wednesday in each month
Debt Clinic – appointments needed.

Central Borders Citizens Advice
111 High Street, Galashiels,
TD1 1RZ

Tel: 01896 753889

Mon – Wed 10:00 – 16:00

Thursday 10:00 – 18:00

Friday 10:00 – 13:00

*First Wednesday in each month
Debt Clinic – appointments needed.

Roxburgh and Berwickshire
1 Towerdykeside, Hawick,
TD9 9EA

Tel: 01450 374266

email: enquiries@roxburghcab.
casonline.org.uk

Monday 10:00 – 16:00

Tuesday 10:00 – 16:00

Wednesday 10:00 – 16:00

Thursday 10:00 – 18:00

Friday 10:00 – 16:00

Jedburgh Outreach Health Centre
Queen Street, Jedburgh, TD8 6EN
(Every 2nd Wed 13:30 – 15:00)

20 Shedden Park Road, Kelso, TD5
7AL

Tel: 01573 223516

Tuesday 10:00 – 13:00

Friday 10:00 – 16:00

*Last Tuesday in each month Debt
Clinic – appointments needed

Peebles and District
Chambers Institution, High Street,
Peebles, EH54 8AJ

Tel: 01721 721722

email: manager@peeblescab.
casonline.org.uk

Monday 10:00 – 16:00

Tuesday – Friday 10:00 – 13:00

Berwick Voluntary Forum
5 Tweed Street, Berwick-upon-
Tweed, TD15 1NG

Tel: 03444 111 444

email: admin@berwickcab.fsnet.co.uk
www.citizenadvicenorthumberland.
org.uk

SAMARITANS

We're someone to talk to when things are getting to you. We give anyone struggling to cope the time and space to talk. You don't have to be suicidal or you might feel that things have reached a point where you're thinking of ending your life. We can help you explore your options, understand your problems better, or just be there to listen.

As volunteers we're ordinary people carefully trained to put aside any personal beliefs. We won't give you a label, a diagnosis or think we know best. We keep all our conversations private; whatever you tell us stays between us.

We're a charity and always here, across the UK, round the clock, every single day of the year. You can get in touch any time by phone, email or post. If you'd like to know more have a look at our website.

Freephone: 116 123
01750 20000 (Borders branch)*
email: jo@samaritans.org
web: www.samaritans.org
write: Freepost RSRB-KKBY-CYJK
Chris, PO Box 90 90
Stirling FK8 2SA

If you'd find it easier to talk to a volunteer face to face, we can meet you at our local branch:

Borders Samaritans

21 West Port

Selkirk TD7 4DG

Facebook & Twitter

Times for a face to face meeting are below. It's best to phone ahead if you can (01750 20000) to make sure a volunteer is definitely available.

Monday 17:00 - 19:00

Tuesday 17:00 - 19:00

Wednesday 14:00 - 19:00

Thursday 08:00 - 13:00

& 17:00 - 19:00

Friday 18:00 - 19:00

ONLINE BORDERS

www.onlineborders.org.uk is a community website with useful information about the Borders. It provides:

- help for local voluntary organisations to develop an online presence to promote their work.
- advice on careers guidance, employment, skills and training.
- learning materials and courses.
- a database of services and organisations.

DOMESTIC ABUSE AND SEXUAL VIOLENCE

Getting help for yourself, family or friend who may be experiencing harm or abuse:

In an emergency dial 999 or for 24 hour support, call the National Domestic Abuse helpline 0800 027 1234. In the event that you want to speak to police but it is not an emergency, call 101.

If you, or someone you know is experiencing domestic abuse or you would like to speak to a professional, listed below are the agencies based in the Scottish Borders who can help you by providing practical help and emotional support.

BORDER WOMEN'S AID

Border Women's Aid Ltd is a voluntary sector organisation. We offer safe accommodation, advocacy, advice and support to women and their children (if any) who wish to escape domestic abuse. We offer emotional and practical support, information on legal rights, benefits and housing options amongst many others. The refuge, located at an undisclosed address, is a modern, clean, well equipped house. Each family has their own bedroom although the rest of the house is shared. Border

Women's Aid Ltd works in partnership with Children 1st in order to provide a Children's Service that works with children and young people affected by domestic abuse. A follow on service is also provided to families who have lived in the refuge but have now moved on to rebuild their lives in their own accommodation elsewhere. This service, along with our outreach service allow Border Women's Aid Ltd to support the women, children and young people both practically and emotionally until they feel safe and secure.

Opening hours

Monday - Friday 09.30 - 17:00

Unit 5B Liddesdale Road,

Hawick, TD9 0BN

Tel: 01450 218 409

www.borderwomensaid.co.uk

DOMESTIC ABUSE ADVOCACY SUPPORT SERVICE (DAAS)

The Domestic Abuse Advocacy Support (DAAS) Service is a dedicated service established to support victims of domestic abuse and in particular, high risk cases in the Scottish Borders.

The DAAS Service will take referrals for both female and male victims of domestic abuse.

All referrals will be responded to within a 24-48 hour period after the incident. You can phone DAAS directly for confidential advice and information. Staff will ensure that any contact with you will be using a safe contact number.

Call DAAS directly on 01835 825024 for confidential advice and information, make a referral or ask for support. DAAS is open 9:00 to 17:00 Monday to Thursday and 08:45 to 15.45 Friday

CHILDREN1ST BORDERS - DOMESTIC ABUSE SERVICES

Children1st support victims of domestic abuse, whether still living with domestic abuse or having experienced it in the past. The service supports adults (both men and women), including victims of abuse within a same sex relationship, as well as children and young people up to the age of 18 years. If you have suffered domestic abuse, time is taken to hear how you feel that you can best be supported, and support on a long term basis can be offered if you need it.

Call Children1st direct on 01750 22892 to talk to someone about getting support for yourself or someone you know.

SCOTTISH BORDERS RAPE CRISIS CENTRE

**1A Wilderhaugh, Galashiels
TD1 1PW**

**Call SBRCC on 01896 661070 for
support or information.**

Visit the website

www.scottishbordersrapecrisis.org.uk

Scottish Borders Rape Crisis Centre provides emotional and practical support and information to women and girls aged 12 and over who have experienced rape or sexual violence in their lives. This includes sexual assault, childhood sexual abuse and other forms of sexual violence. The Centre is run by women for women.

RESPECT

Freephone 0808 802 404

Mon-Fri 09:00 – 17:00

email: info@respectphoneline.org.uk.

www.respect.uk.net

Respect works with domestic abuse perpetrators, male victims and young people.

The confidential helpline offers advice, information and support to stop you being violent and abusive to your partner.

MENS ADVICE LINE

Advice and support for men experiencing domestic abuse -
0808 801 0327

ABUSED MEN IN SCOTLAND (AMIS)

AMIS is a national organisation based in Scotland dedicated to supporting men who are experiencing, or who have experienced, domestic abuse. AMIS welcomes calls from men in need of support or advice, and from men and women seeking help for male friends or relatives.

- visit the Abused Men in Scotland (AMIS) website or
- call them on 0808 800 0024.

Further information: please visit http://www.scotborders.gov.uk/info/1400/domestic_abuse

VICTIM SUPPORT

72 High Street

Galashiels TD1 1SQ

Tel: 01896 751212

If you have been the victim of a crime, or have been harassed or bullied, you should report the incident to the police. If you need support, whether or not a crime has been committed, contact Victim Support.

DRUG & ALCOHOL SUPPORT SERVICES

There are three direct drug and alcohol services in the Scottish Borders. If you are concerned about your own or someone else's drug or alcohol use you can speak to your doctor, or contact one of the services direct:

Addaction Borders

Tel: 0800 028 6664 (Freephone)

Support to anyone 16yrs and over concerned about their own drug or alcohol use or someone else's.

- One to one support to help you cut down or stop.
- Employment support.
- Injecting Equipment/Blood Borne Virus Tests.
- Take Home Naloxone Kits.
- Support for adult family members affected.

NHS Borders Addictions Service

Tel: 01896 664430

Support to anyone 16 years and over with drug/alcohol dependency and physical/mental health needs.

- Medical treatment.
- Detoxification.
- Substitute prescribing.
- Access to residential rehabilitation.
- Take Home Naloxone Kits.

Action for Children Scottish Borders Chimes Service

Tel: 01896 750173

The Scottish Borders CHIMES service works with;

- Young carers, aged 7 - 18 years (children and young people who are providing care and support to family members who are ill or disabled)

- Children and young people affected by parental/carer alcohol and / or drug use (any age)
- Parents/carers whose current or past alcohol and / or drug use is impacting on their children / unborn baby.

Referrals can be made by any individual or agency

Tel: 01896 750 173

Quarriers Resilience for Wellbeing Service

Tel: 01896 668 411

- Support to children and young people to improve their emotional wellbeing, resilience including those involved with risk taking behaviours
- Based in each of the secondary schools across Scottish Borders

Other support available:

MUTUAL AID

Alcoholics Anonymous

0845 769 7555

Narcotics Anonymous

0300 999 1212

Scottish Families Affected by

Drugs & Alcohol:

08080 10 10 11

INJECTING EQUIPMENT SERVICES

There are seven community pharmacies that can provide you with injecting equipment.

VENUE	TEL	OPENING HOURS	
		MON-FRI	SAT
Addaction Borders	01896 757843	09.00 - 16.45	Closed
Lindsay & Gilmour, Hawick	01450 372757	09.00 - 18.00 09.00 - 17.00 (Tues only)	09.00 - 17.00
Eyemouth Pharmacy	018907 50374	Mon, Tues, Wed, Fri 09.00 - 13.00 and 14.00 - 18.00 Thurs 09.00 - 13.00 and 14.00 - 17.00	09.00 - 15.00
Lloyds Pharmacy, Peebles	01721 720729	09.00 - 17.30	09.00 - 17.00
Lloyds Pharmacy, Kelso	01573 224613	09.00 - 17.30	09.00 - 17.00
Lloyds Pharmacy, Galashiels	01896 755948	09.00 - 17.30	09.00 - 17.00
Jedburgh Pharmacy, Jedburgh	01835 863489	08.45 - 17.30	09.00 - 13.00
GLM Romanes, Duns	01361 883753	10.00 - 17.00	09.00 - 17.00
Addaction, Galashiels	0800 028 664	11.00 - 15.00	Closed

For further information on any of the above visit www.badp.scot.nhs.uk

SECTION F

TRANSPORT IN THE BORDERS

BUS COMPANIES

Border Buses

www.borderbuses.co.uk

01896 754350

01289 308719

Busker's

01896 754350

Glen Valley Tours

www.glenvalley.co.uk

01668 281578

Peter Hogg

01835 863755

Scottish Borders Council

0300 100 1800

Stagecoach Western Buses

www.stagecoachbus.com

01292 613700

Telford's Coaches

www.telfordscoaches.com

013873 75677

Travelsure

www.travelsure.co.uk

01668 219291

Details of services in the area can be found by:

- Visiting Traveline Scotland www.traveline.info or by phoning on 0871 200 22 33
- Visiting your local contact centre or library to pick up a bus time table
- Visiting operator's website
- Viewing information panels at bus stops
- Using the Bustracker App

CONCESSIONARY TRAVEL

People who live in Scotland and are aged 60 and over or who have a disability can apply for a National Entitlement Card (NEC).

This scheme provides free bus travel throughout Scotland. You can also use your NEC as your library card. Your NEC is valid on bus services to and from Carlisle and on bus service to and from Berwick-upon-Tweed from anywhere in Scotland. It is not valid for travel within these towns.

Over 60's eligibility

- Aged 60 or older
- A resident in Scotland

Disabled people eligibility

- Aged 5 or older
- A resident in Scotland
- Meet one of the eligibility criteria

Young Scot Card

if you are aged 16-18 (or a full-time volunteer) you can get special deals on travel using your Young Scot card, including 1/3rd off bus journeys and up to 50% of train travel. For further information, including if you qualify, and guidance on what we can accept as proof please visit Transport Scotland -

www.transport.gov.scot

COMMUNITY TRANSPORT

Community transport organisations operate in local areas and tailor the transport services they provide for the needs of the specific communities. They provide specialist, affordable transport for their members. Members are required to meet certain eligibility criteria.

Types of transport

- Individual transport for the elderly and less mobile who find it difficult to use bus services
- Specialist wheelchair transport
- Transport to day centres and social centres
- Minibus hires for affiliated clubs and organisations
- Group hire of vehicle to affiliated organisations

- Provision of cars and drivers under the Social Car scheme for residents meeting certain criteria, generally to meet medical appointments

If you need transport to health or social care services anywhere in the Scottish Borders you can book community transport online.

Alternatively you can telephone the Flow Centre on 0300 456 1985 to book and to check transport availability across all community transport providers. You can also contact the Royal Voluntary Service (RVS) on 01896 754481.

RAIL TRAVEL

The Borders Railway operates between Tweedbank and Edinburgh Waverly Station.

- This service is operated by ScotRail.
- Tickets may be purchased online or at ticket machines located at stations (card payment only).
- Free parking is available at Tweedbank and Stow stations.
- Regular bus services operate at Tweedbank rail station for further destinations, see Traveline for more information.

Other rail links

There are regular bus rail link services from the central Borders to the East Coast Main Line at Berwick Station and the West Coast Main Line at Carlisle station.

- From/to Carlisle Borders Buses Service X95
- From/to Berwick-upon-Tweed on Border Buses Service 60 67

Both stations are staffed, have car parking, and are served by the following train operators:

- Berwick - LNER and Cross Country trains
- Carlisle - Virgin Trains, Scotrail and Northern Rail

Timetables for these and other services can be found on Traveline Scotland.

TAXI COMPANIES

There are a variety of Taxi providers in the Borders and some are run by or offer discount to veterans - remember to ask when you call.

FURTHER INFORMATION ON TRANSPORT IN THE BORDERS CAN BE OBTAINED FROM:

**Scottish Borders Council
Passenger transport
Council Headquarters
Newtown St.Boswells
Melrose
TD6 0SA**

Tel: 0300 100 1800



the Interchange

BORN
TO THE
BORDERS

the Interchange
Office for Self
Improvement
01304 351100

SECTION G

USEFUL CONTACT NUMBERS

POLICE

Local policing is dealt with by Police Scotland. There are police stations in the larger towns although most are not open 24 hours a day. Opening hours will be displayed at the entrance. In an emergency you should use 999 and use 101 for all other reasons.

If you do not want to speak directly to the police to report a crime then you can use one of the Third Party Reporting sites, which are located at

Scottish Borders Council Contact Centres (Hawick, Galashiels, Peebles, Duns)

Victim Support (72 High Street Galashiels 01896 751212)

Heriot Watt University (Netherdale Campus Galashiels 01896 892178)

Trained staff can offer support and advice or tell you about an agency that can help. They can also act as a link to the police.

For any non-emergency issues or enquiries you can also access the Police Scotland website www.scotland.police.uk where you will find an online reporting form, links to local policing plans and details of local community officers.

In addition you can also contact Crimestoppers, who are independent of the police, via 0800 555 111

FIRE AND RESCUE SERVICE

The fire service will fit free smoke alarms in your home and give free advice on fire safety. If you would like a free home safety check, call Freephone 0800 169 0320 or visit

www.firescotland.gov.uk

NHS 24 EMERGENCY MEDICAL HELPLINE

NHS 24 is a 24 hour telephone helpline where you can get medical advice when your local surgery is closed. You will speak to a nurse advisor who will assess your condition and recommend a course of action. This may involve arranging for a doctor or nurse to visit you at home, or for an ambulance.

Call 111

www.nhs24.scot

SCOTTISH BORDERS COUNCIL SOCIAL WORK SERVICES

If you need urgent help from Social Work Services at weekends or after working hours, call 01896 752111.

Monday 16:30 – 24:00

Tuesday 16:30 – 24:00

Wednesday 16:30 – 24:00

Thursday 16:30 – 24:00

Friday 16:00 – 24:00

weekends and public holidays
9am to midnight.

Emergency Services run from
midnight to 9am each night.

ANTI SOCIAL BEHAVIOUR TEAM

The Antisocial Behaviour Unit within Scottish Borders Safer Communities is a confidential reporting centre for people who have problems with noisy neighbours, vandalism, harassment or general antisocial behaviour.

Everyone is entitled to live in peace without harassment, intimidation or general nuisance behaviour. If someone's behaviour is putting you in a state of fear or alarm then the Antisocial Behaviour Unit can take action working with police, landlords and other partners. This can range from warning letters and face-to-face meetings through to Antisocial Behaviour Orders.

The Unit can be contacted via
**Scottish Borders Council
Council Headquarters
Newtown St Boswells
0800 028 5711 (freephone)**

The freephone number 0800 028 5711 is available from 08:45 to 17:00 Monday to Thursday, and 08:45 to 16:00 on a Friday. email asbu@scotborders.gov.uk.

SECTION H

COMMUNITY INVOLVEMENT AND VOLUNTEERING

SCOTTISH BORDERS COUNCIL

Scottish Borders Council is responsible for delivering local government services in the area, such as schools, social services and the libraries. For the full range of services and more information about the Council, visit www.scotborders.gov.uk

If you would like to find out more about your local Community Council, contact us at; **email: sbccn@outlook.com**

Or if you are looking for more information visit; **www.scotborders.gov.uk/communitycouncils** **sbccn@outlook.com**

COMMUNITY COUNCILS

Community Councils represent their local area and are made up of groups of local people who have an interest in the community.

The main role of Community Councils is to represent their area, to consult with local residents and pass their views on to organisations such as Scottish Borders Council and NHS Borders.

COMMUNITY CENTRES

The Community Centres in most towns have social activities and events and further education facilities. They can also be used for private bookings. (see section D for a list of community centres).

CHURCHES AND PLACES OF WORSHIP

You will find most of the main denominations of church in the Scottish Borders, the most widely represented being the Church of Scotland (Presbyterian). The Roman Catholic Church is present in most towns and Methodist, Baptist and others can also be found in the area. Locations and services can be found in a number of places, including websites, local newspapers and libraries.

The website [scottishchristian.com/churches](http://www.scottishchristian.com/churches) list all churches that have a website. Both the Church of Scotland and the Roman Catholic Church have their own websites, which give details of each parish, locations and times of services. Visit www.churchofscotland.org.uk and click on 'Contact us', also www.archdiocese-edinburgh.com and click on 'Parishes'.

Followers of Islam can join the Borders Islamic Group who meet every Friday at the Focus Centre in Galashiels. For further information please email Shikat Aziz on saziz64@Live.co.uk. Edinburgh has more churches and places of worship including those of other faith groups.

GYPSY/TRAVELLING PEOPLE

Scottish Borders Council and its Community Planning Partners have a long and interesting history with Gypsy/Travellers and their culture, tracing back to before 1600. The famous St Boswells Fair takes place each July.

The authorised site for gypsy/travelling people to stay is in Innerleithen.

LESBIAN GAY BI-SEXUAL & TRANSGENDER GROUPS (LGBT)

There are LGBT groups and networks throughout Scotland, mainly in the larger towns and cities. There is a Scottish Borders LGBT Equality Forum which can be contacted at <https://www.facebook.com/scottishborderlgbt>. There is also an LGBT Youth project based in the Scottish Borders and the contact for this is www.lgbtyouth.org.uk

For more information nationwide, visit Stonewall Scotland's website at www.stonewallscotland.org.uk

SPORTS AND LEISURE CENTRES

Borders Sport & Leisure Trust operate sports facilities across the region:

Eymouth Leisure Centre

Tel: 01890 750557

Galashiels Swimming Pool

Tel: 01896 752154

Gytes Leisure Centre (Peebles)

Tel: 01721 723688

Kelso Swimming Pool

Tel: 01573 224944

Peebles Swimming Pool

Tel: 01721 720779

Selkirk Fitness Centre

Tel: 01750 20897

Teviotdale Leisure Centre (Hawick)

Tel: 01450 374440

TriFitness (Galashiels)

Tel: 01896 757 224

Tweedbank Outdoor Complex (Galashiels)

Tel: 01896 750456

Queens Leisure Centre

Tel: 01896 752233

Borders Tennis Centre (Galashiels)

Tel: 01896 750456

3G Arena (Netherdale)

Tel: 01896 800340

For further information on venues, facilities and membership, log on to **www.bsllt.org.uk**

Two further facilities in the area are run by other Trusts:

Laidlaw Memorial Swimming Pool and Fitness Centre

Tel: 01835 863430

(run by the Jedburgh Leisure Facilities Trust)

Duns Swimming Pool

Tel: 01361 883397

(run by the Berwickshire Recreation Education Sports Trust)

There are also a number of private health clubs and fitness centres. Look in the telephone book or ask at your community centre.

Most towns have amateur football clubs and rugby union (15-a-side) clubs where new members, especially playing members, are always welcome. Rivalries between all the Borders towns are demonstrated strongly on the rugby pitch and abbreviated 7-a-side rugby was actually 'invented' in Melrose more than 100 years ago.

VOLUNTEER CENTRE BORDERS

The Volunteer Centre's aims are to involve more people more effectively in volunteering to help make the Borders a better place to live. Part of the Borders Third Sector Partnership, and working with Voluntary Action Scotland, the Centre can place volunteers with many different organisations in the Borders. Activities can include befriending, gardening, DIY, pet fostering and work with special needs groups. Some opportunities will require a PVG check, but the Volunteer Centre can advise on this. Visit our website for more information.

Volunteer Centre Borders
First Floor, Riverside House
Ladhope Vale
Galashiels TD1 1BT
Tel: 0845 602 3921
www.vcborders.org.uk

COUNCILS FOR VOLUNTARY SERVICE NETWORK

Scottish Borders Community Development Company known as The Bridge, along with Berwickshire Association of Voluntary Service, support the voluntary sector in the Scottish Borders. If you would like advice

on setting up a local group or keeping an existing one going, contact:

The Bridge, Central Borders
6A Roxburgh Street, Galashiels
Tel: 01896 755370
email: central@the-bridge.uk.net

The Bridge, Tweeddale
Newby Court
School Brae, Peebles
Tel: 01721 723123
email: tweedale@the-bridge.uk.net

The Bridge, Roxburgh
Veitch's Close
Castlegate, Jedburgh
Tel: 01835 863554
email: roxburgh@the-bridge.uk.net

Berwickshire Association for
Voluntary Service
Platform One
North St, Eyemouth
Tel: 01890 750212
email: kathy.cremin@babs.org.uk

YOUTH WORK SERVICES

Throughout the Scottish Borders there are a wide range of youth work opportunities for young people. Delivered by Community Learning and Development (CLD) and voluntary sector partners, youth clubs offer young people a safe, fun environment to try new experiences, learn new skills and develop personal and social relationships.

Young people also have a range of exciting opportunities to get involved and influence the way services are delivered. They can become involved in decision making processes and work in partnership with service providers through a range of Borders wide youth projects. These include HYPPE (participation groups), MSYPs (Scottish Youth Parliament), BYHF (health services), Wired (radio broadcasting) and YOB (newspaper journalism). Young people also have the opportunity to develop content for the Young Scot Borders website

www.youngscot.org/scotborders

For more information contact:

**Langlee Complex,
Marigold Drive
Galashiels TD1 2LP
Tel: 01896 755110**

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STRATEGIC POLICY

SCOTTISH BORDERS COUNCIL | NEWTOWN ST BOSWELLS | MELROSE | TD6 0SA
tel: 01835 824000 | www.scotborders.gov.uk

WE ARE KEEN TO HEAR YOUR VIEWS

By completing and returning this feedback page you can share your views on this Veterans Handbook with us so that we can make improvements for the future.

1. Did the handbook have the information you were looking for?

2. Did the handbook give a clear picture of living and working in the Scottish Borders from the perspective of an Armed Services Veteran?

3. Are there any areas that were not included that you feel are important?

4. Did you find the information provided well written and easy to understand?

5. Do you have any other comments on the handbook or on any of the services covered?

Name:

Address:

Telephone number:

email address:

Please return this form to us at the:

**Strategic Policy
Scottish Borders Council
Newtown St Boswells
TD6 0SA**

DATA PROTECTION ACT 1998:

Please note that the information you provide will be held only in relation to your request for further information regarding the Veterans Handbook.

This booklet is intended to provide general guidance only. We have taken care to ensure that the information is correct at the time of printing, but it is not legal advice. If you decide to take any action based on the information in the booklet, you should consult the appropriate agency or public body first. If anything is missing or you have any other comments please return the questionnaire at the end of the booklet to us at the address that has been provided. This booklet can be downloaded by visiting www.scotborders.gov.uk and www.ourscottishborders.com

STRATEGIC POLICY

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