Welcome to the Scottish Borders

A GUIDE TO HELP PEOPLE WHO WANT TO LIVE AND WORK IN THE SCOTTISH BORDERS
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WELCOME TO THE SCOTTISH BORDERS

This booklet is designed to give you information about the Scottish Borders and an introduction to life in Scotland.

The people of the Scottish Borders are its most important asset in meeting future economic and social challenges.

The population of the Scottish Borders is growing and such growth is critical to the sustainability of jobs, businesses and services. This population is also becoming more diverse with people arriving in the Scottish Borders from the rest of the UK and from countries both within and outside the European Union.

It is vital that newcomers are warmly welcomed into local communities and given clear and accurate information to assist them.

This booklet has been designed to provide useful information about a range of key public and private services for people who come to work, live and visit or who are travelling through the Scottish Borders.

We hope this booklet will assist you with your queries. 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 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 information in the booklet, you should consult the appropriate agency or public body first.

There is also a website which provides information to migrants in the Scottish Borders

www.newtotheborders.co.uk
SUMMARY OF KEY INFORMATION

WORKER REGISTRATION SCHEME
If you are from one of the new EU member states you must register with this scheme unless you are going to be self-employed. You will need to complete a Worker Registration Scheme application form within one month of starting work and pay the registration fee of £90.00 (see Section A).

EMPLOYMENT RIGHTS
Most people working in the UK are entitled to be paid the National Minimum Wage (rates vary according to age and whether or not you are receiving training). If you do not know how much you should be paid under this law, call the National Minimum Wage Helpline on 0845 600 0678. There is also a legal limit on working hours, rest breaks and paid annual leave (see Section A).

NATIONAL INSURANCE
You must apply for a National Insurance number as soon as you start work. You will need to contact your nearest Job Centre to arrange this. You also need to give your National Insurance number to your employer (see Section A).

OPENING A BANK ACCOUNT
To open a bank account, you will need to provide:
• proof of identity (passport or driving licence)
• proof of your address (tenancy agreement, letter of confirmation from your employer or a bill for gas or electricity used at your address)
• proof of employment is also often required (see Section A).

REGISTERING WITH A DOCTOR/GENERAL PRACTITIONER OF MEDICINE (GP)
You should register with a local practice before you need treatment urgently. If you are here for three months or less you can be seen as a temporary resident and do not need to register. The doctor will decide if you are eligible for free treatment but you will have to pay for any medicine prescribed (see Section C).

EMERGENCY SERVICES
To contact the police, fire service or ambulance services call 999 (see Section E).

If you need medical attention or nursing advice outside normal surgery hours, phone the National Health Service (NHS) 24 hour helpline on 0845 24 24 24. Both 999 and NHS 24 are available 24 hours a day, seven days a week (see Section C).

INTERNET ACCESS & LIBRARIES
Library and Information Services are available throughout the area, with 12 libraries and 6 mobile libraries. Libraries provide free internet and email, free access to books and newspapers, council and community information and links with community education. There is a charge for fax and photocopying services (see Section D).

LEARNING ENGLISH
Free classes are available to adults living in the Scottish Borders. Contact Borders College on 0870 050 5152 or esol@borderscollege.ac.uk to register for a place. Initial inquiry forms are available from Borders College, your local library, local education office, community centre and online at www.newtotheborders.co.uk (see Section D).
Citizens Advice Bureau

For free, confidential and impartial advice on all issues contact Citizens Advice Bureau.

The main offices are in:
- **Galashiels**
  Tel: 01896 753889
- **Hawick**
  Tel: 01450 374266
- **Peebles**
  Tel: 01721 721722

or visit [www.cas.org.uk](http://www.cas.org.uk) (see Section F).

Owning/Driving a Vehicle

EU licences are valid in the UK for a period of three years from date of arrival. Non-EU licences are only valid for one year. After that, you need to have a UK licence. Application forms are available from post offices (see Section F).

All drivers must have a valid tax disc, vehicle insurance and MOT certificate if the car is more than three years old. It is against the law to drive while under the influence of alcohol or drugs.

Churches

There are churches of most denominations in the Scottish Borders including the Church of Scotland, Episcopal Church and Roman Catholic Church. Locations and details of some of these services can be found at [www.churchofscotland.org.uk](http://www.churchofscotland.org.uk), [www.rcscotland.com](http://www.rcscotland.com) or [www.archdiocese-edinburgh.com](http://www.archdiocese-edinburgh.com) (see Section G).

Your Right to Vote

European citizens who are resident in the Scottish Borders and who apply to the Electoral Registration Officer (ERO) to have their names entered in the Register of Electors are entitled to vote in local government (Council) elections, Scottish Parliament elections and European Parliament elections.

For further information you can contact the ERO on 01835 825100 or ero@scotborders.gov.uk. You can download an application form at [www.aboutmyvote.co.uk/register_to_vote/electoral_registration_applica.aspx](http://www.aboutmyvote.co.uk/register_to_vote/electoral_registration_applica.aspx)

You must print off your application and sign it before sending it to:

The Electoral Registration Officer
Scott House
Sprouston Road
Newtown St Boswells
Melrose TD6 0QD
SECTION A

EMPLOYMENT

GENERAL
• If you are a British citizen or a national from the European Economic Area (EEA) you do not need permission to work here.
• If you are from the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia or Slovenia you need to register with the Worker Registration Scheme as soon as you find work (see below).
• If you are from outside the EEA you may still be able to work in Scotland if you are eligible for a work permit or if you meet the criteria for one of the schemes for people wanting to come to work in the UK. Your passport will be stamped showing if you are allowed to work here.

Application forms are available online at www.ukba.homeoffice.gov.uk or by calling the UK Border Agency application order service on 0114 207 4074. You must apply within one month of starting work or your employment will be illegal. There is a charge of £90.00 for the first application.

You also need to supply:
• two recent passport-sized photographs of yourself with your name written on the back of each photograph
• your current passport or National Identity Card (this must be the original, not a copy)
• a copy of a letter from your current employer that confirms the start date of your employment.

If you need help to complete the application form, phone the Work Permits Customer Contact Centre on 0114 207 4074.

Once completed, you should send the form to:
Work Permits WRS
PO Box 492
Durham
DH99 1WU

Use registered post so that you have proof of postage.

If your application is successful, you will receive:
• a registration card
• a registration certificate
• your passport/ID card.

If you change your job within your first year of being in the UK or take a second job, you need to re-register. You need only send another WRS Application Form. No additional payment is necessary.

Further information is available at:
• Scottish Government website www.scotlandistheplace.com
• Immigration & Nationality Directorate website www.ukba.homeoffice.gov.uk or call 0870 606 7766
• The Home Office leaflet Living and Working in the UK – Rights and Responsibilities of Nationals from the New Member States from 1 May 2004 is available at www.ukba.homeoffice.gov.uk in the languages of the new Member States and explains how nationals can enter, live and work in the UK and also how to get more information if needed.

WORKER REGISTRATION SCHEME
Unless you are going to be self-employed or are not doing paid work you need to register under the Worker Registration Scheme if:
• you are from a New Member State
• you want to work here for more than one month.
Once you have been working legally in the UK for 12 months without a break of more than 30 days you will have full free movement rights and will no longer need to register on the Worker Registration Scheme. You can apply for an EEA residence permit confirming your right to live in the UK under European Community law using Form EEC1 from the Immigration Application Form Unit - call 0870 241 0645 or visit www.ukba.homeoffice.gov.uk

You will need to prove that you have 12 months uninterrupted employment by showing your registration certificates and other evidence of employment.

FINDING A JOB
Employment opportunities can be found through:
- advertisements in local weekly newspapers
- advertisements in national daily newspapers
- private employment agencies
- by visiting a government-operated Jobcentre Plus
- from friends, by word-of-mouth.

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

**New Reiver House**
High Street
Galashiels TD1 1TD
Tel: 01896 612400

**5-9 North Bridge Street**
Hawick TD9 9RH
Tel: 01450 403000

**Upper Houndlaw**
Eyemouth TD14 5BS
Tel: 01890 743400

To find Job Centres elsewhere visit www.jobcentreplus.gov.uk

Careers Scotland
Careers Scotland is a government-funded service providing information free of charge to help you find a job. It will advise you on the skills and qualifications needed for jobs, learning and training opportunities and possible sources of funding for training. Call 0845 850 2502 or visit www.careers-scotland.org.uk

Careers 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.

**Bridge Street, Galashiels**
Tel: 01896 754884
Monday 10.30am – 5pm
Wednesday and Friday 9am - 5pm

**12 Howegate, Hawick**
Tel: 01450 372724
Tuesday and Thursday 9.00am - noon
1.30pm - 5pm

Drop-in centre opening times are:
**Peebles** – Alternate Wednesday mornings
**Kelso** – Alternate Thursday mornings
**Duns and Eyemouth** - Alternate Thursdays.

NATIONAL INSURANCE
National Insurance is deducted from your wages by your employer. You are eligible to pay if you are in work and are aged 16 to 65 for men and 16 to 60 for women. If you have not worked in the UK before and do not already have a National Insurance (NI) number, you must contact your nearest Department of Work and Pensions office/Job Centre to arrange an appointment for an ‘evidence of identity’ interview. You will need to take to the interview your passport/ID as proof of your identity and evidence that you are working.

Applying for a NI number is your personal responsibility and you should keep a copy of your NI application as proof that you
have applied. Once you receive it, you must give your employer a note of your National Insurance number. This number is unique to you. It is used as a reference number for all matters relating to Social Security and benefits and allows your NI payments to be recorded.

If you have worked in the UK before and want to find out the position with your tax and National Insurance contact the Revenue and Customs confidential helpline on 0845 608 6000.

INCOME TAX
If you are in a job income tax will be deducted from your wages by your employer and sent to the Inland Revenue. This is called Pay As You Earn (PAYE). You can earn a certain amount of money each year without paying income tax. This is your personal tax allowance. If your income is less than the amount of your allowance, you will not pay any tax. HM Revenue & Customs will tell you what your personal allowance is.

EMPLOYMENT RIGHTS
Employment law in the UK can be complicated. Qualification for certain benefits such as statutory sick pay and maternity pay will depend on how long you have been resident here; how long you have been in work and how much National Insurance you have paid. You should get professional advice if you have a problem.

For more information on Government benefits, visit www.dwp.gov.uk - click on A-Z and then follow the link for Social Security Agreements with your EEA country.

For a copy of the publication, Working in the UK – Know Your Rights in Czech, Hungarian, Lithuanian, Polish and Portuguese, visit www.tuc.org.uk/international/index.cfm?mins=288 or call 0870 600 4882.

The following employment rights may apply to you:

National Minimum Wage
Most people who work in the UK have a right to be paid at least the National Minimum Wage. The amounts paid are set in October each year and vary according to age and whether or not you are getting training. If you do not know how much you should be paid under this law, or if you think your pay is less than the National Minimum Wage, call the Pay and Work Rights helpline on 0800 917 2368 or visit www.berr.gov.uk/whatwedo/employment/pay

Deductions from Wages
Apart from tax and National Insurance employers can only take money from your wages for accommodation and transport. The law limits the amount that they can take for accommodation. Your employer may ask you to sign separate agreements for these deductions. If you are given no choice about where you live or what services you use, these deductions may be illegal.

Working Time Regulations
There is a legal limit on the average working hours, rest breaks and paid annual leave for most jobs in the UK. You can check if your job is covered by visiting the Department for Business Enterprise and Regulatory Reform website at www.berr.gov.uk

The main principles are:
- if you work full time, as from 1 April 2009 statutory holidays are 28 days a year. For some employers (but not all) this includes public holidays
- 48 hours a week average working time, although you can choose to work longer
- a minimum daily rest period of 11 hours and weekly rest period of one day
- rest breaks of 20 minutes for every six hours worked
- a limit of eight hours for night workers
- health assessments must be offered to night workers.
Health and Safety Legislation
Your employer and the person who controls your workplace have a legal responsibility to protect your health, safety and welfare at work. They must ensure:
• you are advised of any risks to your health and safety
• you are not placed in a job for which you are not qualified
• your workplace is a safe environment
• you receive appropriate training.

If you are worried about health and safety in your workplace tell your boss, health and safety representative or trade union representative. If you are still not happy you can contact the Health and Safety Executive’s multi-lingual information line on 0845 345 0055.

Statutory Sick Pay (SSP)
If you earn more than the National Insurance threshold you may be eligible for SSP from your employer if you are ill and absent from work for more than four days. If you are an agency worker and paying National Insurance, you may be entitled to SSP if you were on assignment at the time of your illness.

Statutory Maternity Pay (SMP)
If you are pregnant and have 26 continuous weeks employment by the 15th week before childbirth you may be entitled to Statutory Maternity Pay. If you are not eligible you may still claim a maternity allowance from your local benefits agency, depending on your National Insurance contributions.

Gangmaster Licensing Authority (GLA)
The GLA was set up to protect workers in the fresh produce supply chain from exploitation and to uphold their legal rights, for example the right to receive the National Minimum Wage. The agricultural, horticultural, food processing and packaging industries are covered by the GLA. It is a criminal offence for a Gangmaster to operate without a licence or for a business to use an unlicensed labour provider.

There is a public register that you can check to see if your employer is licensed. Visit www.gla.gov.uk or email enquiries@gla.gsi.gov.uk. You can also call the GLA Licensing Team on 0845 602 5020 and ask them to check the register for you.

TRADE UNIONS
In many jobs a trade union will represent the rights of people who work there. These rights include:
• the right to the national minimum wage
• the right to breaks, holidays and holiday pay
• the right to health and safety protection
• the right to join a union
• the right to protection from unfair discrimination.

If you have a problem you should contact a trade union or the Trade Union Congress [TUC] Know Your Rights Line on 0870 600 4882. More detailed information is available in a variety of languages on the TUC website www.worksmart.org.uk/rights/

YOUR MONEY

Understanding Your Pay Slip
You will usually get an itemised statement of your wages from your employer. This will include details such as gross and net pay [before and after tax] with reasons given for each deduction. Deductions can include income tax, national insurance/social security contributions, pension contributions, accommodation and transport.

Depending on the extra benefits offered by your employer, deductions could also be made for a company car, contributions to public transport, share options and private medical insurance.

Banks
You will likely need to open a bank account so that your employer can pay your wages directly into it and so that you can get cash and make
payments to other people. The British Banking Association has produced a leaflet that may help. Log on to www.bba.org.uk, click on Customers – Personal Banking and then click on to Opening a Bank Account.

To open a bank account, you need to provide:

- proof of identity (passport, national identity card, or driving licence)
- proof of your current address (tenancy agreement, letter of confirmation of your address from your employer or a bill addressed to you for gas or electricity consumed at your address)
- proof of employment is also often required.

Remember, the bank will only accept original documents, not photocopies. Requirements may vary from bank to bank. You should take as much information as possible with you.

Post Office
Branches of the Post Office are in most towns and villages and offer a wide range of services. For details about Post Office products, call the helpline 0845 722 3344 or visit www.postoffice.co.uk

The main services include:

- postage for letters and parcels
- banking services
- payment of bills
- currency exchange
- insurance services
- phone cards and mobile phone top-ups
- car and vehicle licences.

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. Call 0131 225 9901 or email enquiries@capitalcreditunion.com

SELF-EMPLOYMENT
If you want to start your own business you do not need to register under the Worker Registration Scheme as long as you are not in paid work.

But you do need to register with HM Revenue & Customs (Inland Revenue). 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. The Inland Revenue publication Working for Yourself – The Guide offers information and advice and can be downloaded at www.hmrc.gov.uk/startingup/working-for-yourself.pdf

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.

Business Gateway is a Government-backed agency that supports businesses. For information, advice and support on running your own business, visit the local office at Ettrick Riverside, Dunsdale Road, Selkirk, call 0844 875 0171 or visit www.bgateway.com

Scottish Borders Chamber of Commerce also provides services and information to help local businesses. Visit the office in Ettrick Riverside, Dunsdale Road, Selkirk, call 01750 505059 or visit www.borderschamber.org.uk

If you are self-employed you will have full free rights of movement and can apply for an EU Residence Permit using form EEC1 from the Immigration Application Form Unit on 0870 241 0645, Text Phone 0800 389 8289, or at www.ukba.homeoffice.gov.uk
SECTION B

HOUSING

FINDING ACCOMMODATION

You can get housing in the following ways:

• provided by your employer
• rented from a private landlord
• rented from a housing association or registered social landlord (RSL)
• bed & breakfast/hotel/guesthouse accommodation
• caravans/mobile homes.

Private accommodation is advertised in weekly local newspapers:

• Southern Reporter  (published on Thursdays)
• Border Telegraph  (published on Wednesdays)
• Hawick News  (published on Fridays)
• Berwickshire News  (published on Thursdays)
• Peeblesshire News  (published on Fridays).

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.bspscpropertyguide.co.uk

Properties can be rented with all furniture (fully furnished), with some furniture (part furnished) or with no furniture (unfurnished). Rent is usually paid each month, with one month paid in advance. Most private landlords will also ask for a deposit – which can be as much as two months rent. This will usually be returned to you at the end of your tenancy. In 2009 you should be paying the following for a property or room (this is a guide only):

<table>
<thead>
<tr>
<th>Property type/size</th>
<th>Rent (per month)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studio flat</td>
<td>£195 - £295</td>
</tr>
<tr>
<td>1 bedroom flat</td>
<td>£200 - £360</td>
</tr>
<tr>
<td>2/3 bedroom flat</td>
<td>£350 - £495</td>
</tr>
<tr>
<td>2/3 bedroom townhouse</td>
<td>£400 - £575</td>
</tr>
<tr>
<td>3/4 bedroom detached house</td>
<td>£500 - £850</td>
</tr>
</tbody>
</table>

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

If a landlord is renting you a house, a flat or a bedroom there are some laws that must be followed. You should get a lease (also known as a ‘tenancy agreement’) from your landlord which explains your rights while renting the accommodation and the length of your stay in the property. The most common type of lease in the private rented sector is called a Short Assured Tenancy.

Your lease should also tell you whether you have to pay council tax, gas and electricity and telephone bills. If it does not, ask your landlord to confirm in writing what bills you have to pay.

There are certain rights you have, whatever your tenancy agreement or lease says. For example, you cannot be forced to leave if you do not want to without the landlord obtaining a court order. Landlords are responsible for most maintenance issues but tenants are responsible for any damage they may cause and must allow the landlord entry to the property to do repairs. Your landlord should not hold any keys for the property without your permission.
Also, rental property should:
• be in good condition
• be structurally safe
• be free from damp, which may affect your health
• have lighting, heating and ventilation
• have an adequate piped supply of clean water
• have an effective system for drainage of foul, waste and surface water
• have a suitably located toilet to be used by the occupants of that property only
• have a bath or shower and wash-hand basin, with hot and cold water
• have satisfactory facilities for preparing and cooking food, including a sink with hot and cold water
• provide satisfactory provision for detecting and giving warning of fires.

Make sure that you do not have too many people living in your property. This is called overcrowding or over occupation and is illegal. To find out if your home is overcrowded or in bad disrepair, contact Environmental Health at Scottish Borders Council at:

Hawick   Tel: 01450 364755
Duns     Tel: 01361 886106
Peebles  Tel: 01721 726312
Galashiels  Tel: 01896 662706

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 01835 825169 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:
• visit [www.scotborders.gov.uk/life/housingservices/index.html](http://www.scotborders.gov.uk/life/housingservices/index.html)
• call the Shelter Scottish Borders Housing Advice project on 0844 515 2422
• call Shelter on Freephone 0808 800 4444, (9am - 5pm), Monday to Friday.

REGISTERED SOCIAL LANDLORDS (also known as Housing Associations)

If your stay in the Scottish Borders is likely to be long-term, you can also try to get accommodation through registered social landlords (RSLs).

Social rented accommodation provides affordable homes for people in housing need. The social landlords have an Allocations Policy. If you make an application, the housing association or RSL will give you points or a priority according to the information you have provided. This affects your chance of getting a house, along with the type and location of houses that may be available.

For a full list, visit [www.scotborders.gov.uk/life/housingservices/housingproviders/index.html](http://www.scotborders.gov.uk/life/housingservices/housingproviders/index.html)

Several of the housing providers on this site specialise in providing accommodation for older people and those with special needs or disabilities. The following are the main providers of social rented accommodation in the area:

**Berwickshire Housing Association**
Tel: 01361 883115

**Eildon Housing Association Ltd**
Tel: 01896 755700

**Scottish Borders Housing Association**
Tel: 01750 724444

**Waverley Housing**
Tel: 01450 364200

You can also check on the website the geographical areas covered by each housing provider. Once you have decided where you would like to live, you can call the housing provider for that area to get an application form.
BORDER CHOICE HOMES - HOMEHUNT™
Three major landlords in the Scottish Borders - Berwickshire Housing Association, Eildon Housing Association and Waverley Housing - along with Cairn Housing Association (a national housing provider) and Scottish Borders Council have introduced Borders Choice Homes using the Homehunt™ allocations package. This makes applying for housing easier.

Homehunt™ allows any prospective tenants a quicker and easier way to search for suitable and available property in their preferred area rather than having to contact each separate housing provider.

All you have to do is complete a short form and return it to any participating agency’s housing office (contact details below). Properties available for rent are advertised each week in the Berwickshire News, Berwick Advertiser, the Southern Reporter and at all landlords’ offices. Or you can call Freephone 0800 587 4868 or visit www.homehunt.info

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

Berwickshire Housing Association Ltd
Duns [Head Office]
53 Newtown Street
Tel: 01361 883115
Coldstream
6 Victoria Street
Tel: 01890 883600
Eyemouth
26 High Street
Tel: 01890 750888

Eildon Housing Association Ltd
Selkirk
The Weaving Shed, Ettrick Mill, Dunsdale Road
Reception: Tel: 01750 725900
Customer Services: Tel: 0845 604 3733

Waverley Housing
Hawick [Head Office]
27 North Bridge Street
Tel: 01450 364237
Galashiels
46 High Street
Tel: 01896 663300

SCOTTISH BORDERS HOUSING ASSOCIATION (SBHA) HOMECHOICE
All SBHA properties will be let through SBHA HomeChoice. This will allow any person who wants to rent an SBHA property to choose which home they would like to live in. To do this, applicants will have to be registered with SBHA. For further information visit the SBHA HomeChoice website at www.sbhahomechoice.org.uk or contact an SBHA office (see contact details below).

To apply for housing with SBHA you need to complete a short application form. You can get a form at any SBHA office or you can complete it online at www.sbhahomechoice.org.uk
Properties available for rent are advertised each week on this site and in the Southern Reporter on Thursdays.

Scottish Borders Housing Association Ltd
Selkirk [Head Office]
South Bridge House, Whinfield Road
Tel: 01750 724444
Selkirk
79 Bannerfield Drive
Tel: 01750 725769
Galashiels
2-6 Church Street
Tel: 01896 662870
Hawick
West Port
Tel: 01450 360650
SCOTTISH HOUSING OPTIONS (SHOP)
SHOP is a national common housing register developed by Beild, Hanover (Scotland) and Trust Housing Associations, who provide housing options for older people.

The aim of SHOP is to make applying for sheltered 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.

email: info@scottishhousingoptions.org
Beild Housing Association
Tel: 0131 273 4000
Hanover (Scotland) Housing Association
Tel: 0131 557 7404
Trust Housing Association
Tel: 0131 444 1200

Scottish Borders Council gives housing information and advice on a wide range of housing subjects, such as:
• the availability of social rented housing
• information on local housing providers
• information on housing issues, such as renting privately
• advice on what to do if you are homeless or threatened with homelessness.

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

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:
8 Burn Wynd
Jedburgh
Tel: 01835 865180 or Freephone: 0800 376 1138

Making an appointment is recommended. Office hours are 8.45am – 5pm Monday to Thursday and 8.45am – 3.45pm on a Friday. The Homelessness Service can also be contacted through your local social work office (note that all Council offices close at 3.45pm on Fridays).

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

Homelessness
If you are facing homelessness or are threatened with losing your home, you can contact:
• your local social work office
• the Homelessness Service
• a Homelessness Officer on Freephone 0800 376 1138
• emergency out-of-office hours service 01896 752 111.

If you are a woman who is homeless through escaping domestic abuse you can contact:
• Border Women’s Aid on 01835 863 514
• the National Domestic Abuse Helpline on 0800 027 1234.

LetSBsafe is a domestic abuse project covering the Scottish Borders to improve the well-being of people affected by domestic abuse. Call 01896 75993 or see page 42 for contact details.

Shelter provide free legal and impartial advice in confidence to anyone with a housing problem. Call Shelterline Freephone 0808 800 4444 from 9am - 5pm, Monday to Friday.
Rental Deposit Guarantee Scheme

The Rental Deposit Guarantee Scheme (RDGS) helps people who are homeless or at risk of becoming homeless to get private rented sector housing. You need to meet certain criteria. Information is provided by the Homelessness Services Team (contact details opposite).

Some tenants who want to rent privately cannot afford to pay the deposit required by landlords. Under the Rental 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:
- on 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.

Housing Benefit
Housing Benefit is available to people on a low income and 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/benefitscalculator/wbc.html

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.

Houses in Multiple Occupation (HMOs)
If three or more unrelated people share private accommodation the house is considered legally to be a House in Multiple Occupation (HMO). All HMOs need to be licensed by Scottish Borders Council and it is the landlord’s obligation to do this to ensure that proper health and safety standards are met. If you live in an HMO or are considering renting one, make sure the property is licensed. You should ask the landlord to show you the licence certificate as proof and to make sure it is up-to-date.

Caravans/Mobile Homes
Caravans and mobile homes are not legally considered to be Houses in Multiple Occupation. Private landlords who rent out caravans do not need to be registered with Scottish Borders Council.

Antisocial Behaviour Service (ABS)
The Antisocial Behaviour Service within the Scottish Borders Community Safety Unit is a confidential reporting centre for people who have problems with noisy neighbours or animals, vandalism, harassment or antisocial behaviour.

The office can be contacted at:
Scottish Borders Council
Council Headquarters
Newtown St Boswells
Freephone: 0800 028 5711
Antisocial Behaviour
Everyone is entitled to live in peace without harassment/intimidation and general nuisance behaviour. If anyone’s behaviour is putting you in a state of alarm or fear then the Antisocial Behaviour Service will take action along with landlords and the Police. This can range from face to face meetings through to Antisocial Behaviour Orders.

The Scottish Borders (SB) Wardens service can also be contacted to help combat antisocial behaviour. They are well known in the community and report antisocial behaviour to the right agency.

Wardens and ASB staff can be contacted on Freephone 0800 028 5711 from 08.45am – 5pm Monday to Thursday and from 08.45am – 4pm on Friday.

GENERAL INFORMATION

Council Tax
You will almost certainly have to pay council tax on the property you live in. This is a local tax set by Scottish Borders Council each year and it is an offence not to pay it. Domestic water and sewerage costs are included in council tax. You should not be charged for domestic sewerage or water costs unless you pay council tax. You can pay council tax online at www.scotborders.gov.uk, by Direct Debit through a bank or at any of the Council’s contact centres.

Council tax benefit is available to those people who are on a low income and need help to pay their council tax. Eligibility depends on individual circumstances but you can find out if you are likely to qualify by using the calculator available at www.scotborders.gov.uk/benefitscalculator/wbc.html

For more information contact Scottish Borders Council on 0300 100 1800 or visit your nearest Council Contact Centre.

Insurance
If your possessions are valuable, you should make sure that they are insured while you are living here. You should contact an Insurance Broker to find a policy that suits you.

Television (TV) Licence
By law, you must have a television licence if you use a television or any other device such as a DVD, VCR, or a PC with a broadcast card. The cost depends on whether you have a colour TV or a black and white one. You can pay for your licence by cash or Debit Card at one of 15,000 PayPoints found in newsagents, convenience stores, supermarkets and petrol stations. Many of them are open late. If your landlord provides a TV set, he/she is responsible for licensing it. Information is available by calling 0844 800 6790 and by visiting www.tvlicensing.co.uk

Telephones
There are several different telephone providers operating in Scotland, which charge for the telephone line and for the cost of any calls you make. These vary and it may be more cost-effective to use a mobile phone.

Gas and Electricity
If you rent your accommodation, the cost of gas and electricity could be included in your rent and you will need to check this with your landlord. If they are not included you will need to contact a utilities provider to ensure that the bills are addressed to you.

There are many utility providers in Scotland and costs for providing the same utility can vary between each one. The main providers are:

- Scottish Power
  www.scottishpower.co.uk
- Scottish Gas
  www.BritishGas.co.uk/ScottishGas
For a complete list of gas and/or electricity providers, visit www.yell.com.

You should remember to tell each utility provider when you plan to move out of your accommodation, so that bills can be brought up to date before you leave.
GENERAL
If you are a national from any EU country, you will be entitled to free treatment from the National Health Service (NHS), depending on the length and purpose of your stay in Scotland. You may be charged for some services such as dental treatment, medicines and medical certificates.

You will be able to receive free NHS hospital treatment if:
• you have come here to work as an employee or are self-employed
• you have lived legally in the UK for at least 12 months
• you have taken up, or are about to take up, permanent residence here.

Independent and confidential interpreting/translation services can be arranged in all local hospitals and health centres/surgeries if you need them. Ask for this before any consultation.

FAMILY DOCTORS/GENERAL PRACTITIONERS
General Practitioners (GPs) are usually the first point of contact for anyone who is ill and needs to see a doctor. They offer a wide range of medical care in their surgeries and will also refer patients to hospitals or specialists for treatment if necessary.

If your stay is likely to be less than three months, you (and your family, if they are with you) should apply to your local Doctor/health centre to be cared for as a temporary resident before you need treatment or feel unwell. If you expect your stay to be longer than three months you should register fully. This allows you to get healthcare when you are unwell and ensures that you and your family are included in preventative healthcare programmes, such as immunisation. Make sure you take your passport with you when you go to register and take any record you have of you or your family’s medical history, such as details of any existing medical problems and dates of children’s immunisations or vaccinations.

Although you may be accepted as a patient, the doctor will decide whether or not you are entitled to free treatment. You will probably have to pay for any medicine your doctor prescribes which is dispensed by a pharmacist.

There are health centres and clinics in most of the Border towns and villages. Apart from emergencies, they do not operate a ‘walk-in’ service and may have different consulting hours, so you should call or go to the reception to make an appointment before attending. If you are unable to keep your appointment, please advise the doctor so that your appointment time can be offered to another patient.

For information on how to register, visit www.nhs.uk for general information. Visit www.hhsborders.org.uk for details of all medical services in the Borders.
## HEALTH CENTRES AND SURGERIES

<table>
<thead>
<tr>
<th>Health Centre</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chirnside Health Centre</td>
<td>South Crofts, Chirnside</td>
<td>01890 818253</td>
</tr>
<tr>
<td>Coldstream Health Centre</td>
<td>Coldstream</td>
<td>01890 882711</td>
</tr>
<tr>
<td>Duns Medical Partnership</td>
<td>The Knoll, Duns</td>
<td>01361 885030</td>
</tr>
<tr>
<td>Duns Medical Group</td>
<td>The Knoll, Duns</td>
<td>01361 885040</td>
</tr>
<tr>
<td>Earlston Health Centre</td>
<td>Kidgate, Earlston</td>
<td>01896 848333</td>
</tr>
<tr>
<td>Eyemouth Health Centre</td>
<td>Houndlaw Park, Eyemouth</td>
<td>01890 750599</td>
</tr>
<tr>
<td>Galashiels Waverley Practice</td>
<td>Currie Road, Galashiels</td>
<td>01896 661350</td>
</tr>
<tr>
<td>Dr Johnstone &amp; Partners</td>
<td>Currie Road, Galashiels</td>
<td>01896 661360</td>
</tr>
<tr>
<td>Dr Owen, Smith &amp; Johnstone</td>
<td>Currie Road, Galashiels</td>
<td>01896 661355</td>
</tr>
<tr>
<td>Glenfield Medical Practice</td>
<td>Currie Road, Galashiels</td>
<td>01896 661363</td>
</tr>
<tr>
<td>Roxburgh Street Practice</td>
<td>Roxburgh Street, Galashiels</td>
<td>01896 752557</td>
</tr>
<tr>
<td>Greenlaw Surgery</td>
<td>Duns Road, Greenlaw</td>
<td>01361 810216</td>
</tr>
<tr>
<td>Hawick Teviot Practice</td>
<td>Teviot Road, Hawick</td>
<td>01450 370999</td>
</tr>
<tr>
<td>The O’Connell Street Practice</td>
<td>O’Connell Street, Hawick</td>
<td>01450 372276</td>
</tr>
<tr>
<td>St. Ronan’s Medical Practice</td>
<td>Buchan Place, Innerleithen</td>
<td>01896 830203</td>
</tr>
<tr>
<td>Jedburgh Health Centre</td>
<td>Queen Street, Jedburgh</td>
<td>01835 863361</td>
</tr>
<tr>
<td>Kelso Health Centre</td>
<td>Inch Road, Kelso</td>
<td>01573 224424</td>
</tr>
<tr>
<td>Lauder Medical Centre</td>
<td>2 Edinburgh Road, Lauder</td>
<td>01578 722267</td>
</tr>
<tr>
<td>Stow &amp; Lauder Surgery</td>
<td>1 Factor’s Park, Lauder</td>
<td>01578 718670</td>
</tr>
<tr>
<td>Melrose Health Centre</td>
<td>St. Dunstan’s Park, Melrose</td>
<td>01896 822161</td>
</tr>
<tr>
<td>Newcastleton Health Centre</td>
<td>Moss Road, Newcastleton</td>
<td>013873 75100</td>
</tr>
<tr>
<td>Neidpath Practice</td>
<td>Neidpath Road, Peebles</td>
<td>01721 720380</td>
</tr>
<tr>
<td>Tweed Practice</td>
<td>Neidpath Road, Peebles</td>
<td>01721 720601</td>
</tr>
<tr>
<td>Eildon Surgery</td>
<td>Auction Mart, Newtown St Boswells</td>
<td>01835 822777</td>
</tr>
<tr>
<td>Selkirk Health Centre</td>
<td>Viewfield Lane, Selkirk</td>
<td>01750 21674</td>
</tr>
<tr>
<td>Stow Health Centre</td>
<td>Station Road, Stow</td>
<td>01896 661440</td>
</tr>
<tr>
<td>West Linton Health Centre</td>
<td>Deanfoot Road, West Linton</td>
<td>01968 660808</td>
</tr>
</tbody>
</table>

All health centres and surgeries provide basic diagnosis and treatment. They may also provide additional services such as:

- child health support (also provided by health visitors in your home)
- blood pressure monitoring
- contraceptive services and sexual health advice
- diabetic clinics
- pre and post natal maternity services
- child immunisation
- adult immunisation prior before travelling (not all of these are free of charge)
- ‘well women’ clinics, including cervical smear tests.

You should check with the health centre if these additional services are available to patients with temporary resident status. In all routine visits to surgeries and clinics, you can ask to be seen by a female practitioner. This is not possible in an emergency.

**NHS 24 HELPLINE**

If your local surgery is closed, you should call the NHS 24 helpline on 08454 24 24 24. NHS 24 is available for Text Phone users with hearing and speech difficulties by calling 18001 08454 242424 and is available through Language Line in 120 languages for people whose native language is not English. Visit the NHS 24 website on [www.nhs24.com](http://www.nhs24.com) for further information.
NHS 24 will connect you with a nurse advisor who will assess your condition and recommend a course of action:
- you may be asked to attend the Borders Emergency Care Centre 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.

**AMBULANCE SERVICE**
Remember in an emergency you can call 999 yourself if you need an ambulance.
Please see page 34 for further information.

**ACCIDENT AND EMERGENCY DEPARTMENT AT THE BORDERS GENERAL HOSPITAL, MELROSE**
The Accident and Emergency Department treats urgent medical conditions or accidental injuries 24 hours per day, seven days a week.

**PHARMACISTS/CHEMISTS**
Pharmacists will make up prescriptions for medicines prescribed by your doctor and will also offer advice and may sell, or supply on prescription, medicines for minor ailments. It is likely that you will have to pay a fixed charge in some instances, even if you qualify for free medical care under the National Health Service.

If you require an urgent prescription when your local pharmacy is closed, call Hawick Police Station on 01450 375051 for advice on what you should do.

**NHS BORDERS DENTAL SERVICE**
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 dental clinics at Hawick Health Centre, 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.

Priority is given to:
- patients with certain medical conditions
- children
- patients with special needs.

Patients who are not in the priority groups will be added to the waiting list.

You will be contacted when it is your turn to be given an appointment with a dentist and asked to phone the dental centre to arrange an appointment. The first appointment/dentist that is available may not be at the dental centre nearest to you.

**Emergency Dental Services**

**Dental Enquiry Line**
A Dental Enquiry Line is available for unregistered patients with dental pain/problems and for dental information, including obtaining dental needs assessment forms. Emergency slots are available every day throughout the Borders. This service is available from 8.30am - 4.30pm, Monday to Friday. The number to call is 0845 300 0930.

**Borders Emergency Dental Service (BEDS)**
There is an out of hours dental Service for emergencies only, available in the evening and at weekends and public holidays. This service is available from 6pm - 8am Monday
to Thursday and 6pm on Friday to 8am on Monday (24 hrs). The telephone number is 08454 242424.

BORDERS SEXUAL HEALTH SERVICES

Genito Urinary (GU) Medicine and Family Planning

This service is based at:
The Health Centre
Currie Road
Galashiels TD1 2UA
Tel: 01896 663700

All clinics, services and treatments are FREE.

The Gum (Genito-Urinary Medicine)

This clinic deals with sexually transmitted infections and staff will see anyone with symptoms or who is worried they may have an infection. Confidentiality is guaranteed. The clinic also offers testing for HIV, Hepatitis B and Hepatitis C.

Opening hours are:
Tuesdays and Fridays from 9am to 1pm (last appointment is 12.20pm).

If you have symptoms or you feel that the problem is urgent, you may attend the drop-in times between 9am to 10am on Tuesdays and Fridays.

Family Planning Clinics

Advice on contraception, a full range of contraceptives, injectable contraception (Depo), male and female condoms, chlamydia testing, sexual health for men and women, the menopause and HRT are available at these clinics. Most clinics offer the IUCD (coil) and implantable contraception (Implanon).

Duns, Knoll Health Centre
Thursdays, twice a month 4pm - 5.30pm

Galashiels, Galashiels Health Centre
Mondays & Thursdays 6pm - 7.30pm
Wednesdays (alternate) 9.30am - 11.30am

Hawick, Community Hospital
Mondays 7pm - 8.30pm
Wednesdays (alternate) 9.30am - 11.30am

Peebles, Hay Lodge Health Centre
2nd & 4th Wednesdays each month 6.30pm - 8pm

Selkirk, Selkirk Health Centre
1st & 3rd Wednesdays each month 7pm - 8.30pm

Borders Sexual Health
Drop-Ins
Nurse led clinic providing STI testing and treatment, advice on contraception and some contraceptives, including emergency contraception.

Duns, Knoll Health Centre
Alternate Fridays 2.30pm - 4.30pm

Eyemouth, Eyemouth Health Centre
Alternate Fridays 2.30pm - 4.30pm

Galashiels, Galashiels Health Centre
Tuesdays 9am - 10am
Thursdays 11am - 1pm
Fridays 9am - 10am 2.30pm - 4.30pm

Hawick, Burnfoot Flat
Alternate Tuesdays 10am - noon

Community Hospital
Wednesdays 9.30am - noon

Peebles, Hay Lodge House to rear of Health Centre
Alternate Mondays 2.45pm - 4.45pm

For all enquiries or to make an appointment call 01896 63700 or visit www.borderssexualhealth.org.uk

OPTICIANS

Eyesight testing is available from opticians. There are opticians operating in most towns in the Borders. You will probably have to pay for any glasses or lenses they prescribe and for sight tests.
MENTAL HEALTH SERVICES

**Borderline**
46 Bank Street, Galashiels TD1 1EL
Freephone Helpline 0800 027 4466
Monday-Friday 7pm – 10pm
Saturday-Sunday 6pm – 10pm
Borderline offers out-of-hours emotional and listening support.

**Talk About It**
Freephone Helpline 0800 121 4910
Mondays and Fridays noon - 3.00pm
Helpline for adult survivors of childhood sexual abuse.

**New Horizons Borders**
Borders Development Centre,
50-52 Island Street, Galashiels TD1 1NU
Tel: 01896 755510
Call in or telephone for information and support on mental health issues.

**Breathing Space**
Tel: 0800 83 85 87
Monday-Thursday 6pm - 2am
Friday-Monday 6pm – 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.

**Scottish Association of Mental Health (SAMH)**
Borders Development Centre,
50-52 Island Street, Galashiels TD1 1NU
Tel: 01896 759746
Provide a crisis support service and day time drop-in offering support in seeking employment.

**Penumbra**
48 Overhaugh Street, Galashiels TD1 1DP
Tel: 01896 688660
Offers a number of mental health services including a youth project, homelessness service and tenancy support.

GENERAL HEALTH ADVICE AND INFORMATION

**Borders Independent Advocacy Service**
Low Buckholmside, Galashiels TD1 1RT
Tel: 01896 752260
Offers independent advocacy support.

**Borders Voluntary Community Care Forum**
34 Woodmarket, Kelso TD5 7AX
Tel: 01573 226969
Supports the Mental Health and Well Being Forum.

**‘BISSY’ (Borders Public Information Support Site for You)**
NHS Borders has a health information service on the Internet. It has information on medical conditions, surgical operations, support groups and healthy living. Although the site is not an alternative to consulting your doctor, it will provide information at times when you are not able to visit your local surgery. There is also a kiosk in the Borders General Hospital with a touch screen, keyboard and printer where you will find this information. Log on to [www.bissy.scot.nhs.uk](http://www.bissy.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.

Information is available in six other languages as well as English - Polish, Portuguese, Russian, Latvian, Slovak and Czech. Users from overseas can find out how to register with GPs, what services pharmacies can provide and more. 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.bordershealthinhand.scot.nhs.uk](http://www.bordershealthinhand.scot.nhs.uk)
SCHOOL EDUCATION - GENERAL
All children in Scotland attend school from the age of five until they are 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/Life/educationandlearning/schools/index or call 01835 825090. All schools are open to both boys and girls.

The school year begins in August and children usually start school in the August after their fifth birthday. Children in the Scottish Borders can attend one of 65 primary schools from age 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, Hawick, 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.

PRE-SCHOOL LEARNING
Children can attend pre-school classes from age three to four, for up to five part-time sessions of 2½ hours per week. There are three types of setting:
• playgroup – usually run by parents
• pre-school class in a primary school – run by the education service
• private nursery – run by a private or voluntary agency.

Classes are usually free of charge but you may be asked to make a contribution to cover snacks and baking materials used for cookery classes. Nurseries can offer full time care for pre-school children but a charge will be made for time over the free 12 ½ hours per week. For information on pre-school learning opportunities and childcare (including child minders) call the Children’s Information Service on 01896 758186 or visit www.childcarelink.gov.uk

POST-SCHOOL EDUCATION
Once children are aged over 16 they may choose to stay on at school to get college or university entrance qualifications, or go to college/university to continue their studies.

All overseas students graduating from a Scottish university or college with a higher national diploma (HND), an undergraduate degree, masters degree or PhD can apply to stay on and work in Scotland for a further two years under the Government’s Fresh Talent: Working in Scotland scheme.

FURTHER EDUCATION AND TRAINING
There are two colleges and a university campus in the Borders that offer further education:

Borders College
Borders College operates from six sites in the Borders, the main one is the Scottish Borders campus in Galashiels. It offers a wide range of courses during the day and in the evening, particularly in subjects where there are local job opportunities. Courses
are run in Galashiels and throughout the Borders. For a prospectus and to find out about English speaking courses call 0870 050 5152 or visit www.borderscollege.ac.uk

Carnegie College
The main Carnegie College campus is in Dunfermline but there are two access and community centres in the Borders - in Galashiels and in Hawick. These centres deal mainly with people who are referred from Job Centres and they specialise in training or re-training for work. Courses include heavy goods vehicle (HGV) driving licences and the European Computer Driving Licence (ECDL).

Galashiels
Roxburgh House, 2 Roxburgh Street,
Tel: 0844 875 0170 or Tel: 01383 539085

Hawick
Heart of Hawick, Towermill, Kirkstile,
Tel: 01450 377279

Heriot-Watt University
Heriot-Watt University has its main campus in Edinburgh and is one of the leading UK universities for business and industry. Its campus in Galashiels offers undergraduate and post-graduate courses in the School of Management and Languages and the School of Textiles and Design. Call 01896 753351 or visit www.hw.ac.uk/sbc

You should not begin any course of study without making sure that you have enough money to pay your academic fees, as well as your living expenses.

LEARNING ENGLISH
English For Speakers of Other Languages (ESOL) classes are available to any adults living in the Scottish Borders. Free classes are provided by the Council’s Community Learning and Development and Borders College.

How to book a place:
• call Borders College on 0870 050 5152 or email esol@borderscollege.ac.uk
• Register by completing an Initial Enquiry Form and returning it to Borders College, Bucleuch Road, Hawick TD9 0EG. (Forms available from Borders College, your local library, local education office, community centre and online at www.newtotheborders.co.uk

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 Scottish Qualification Authority (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 if there are not enough people. You will get a letter with more information if there is going to be a long delay.

Libraries
You can learn English on the computers in your library. You will need to book a computer space to learn using English In Action. There are books and worksheets to help you learn, books translated into Polish and Portuguese and information about local groups and events. For more information call your local library or Library Headquarters on 01750 20842 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
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 Scotland). To find out what’s available locally and for more information contact www.ilascotland.org.uk, www.learndirectscotland.com or your local library.
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, Main Street
Tel: 01890 818885

Coldstream
Community Wing, Primary School
Tel: 01890 883868

Duns
Southfield Community Centre, Station Road
Tel: 01361 882184

Eyemouth
Community Centre, Albert Road
Tel: 01890 750458

Galashiels
Focus Community Centre, Livingstone Place
Tel: 01896 752636
Langlee Community Centre, Marigold Drive
Tel: 01896 753873

Hawick
Burnfoot Community School,
Kenilworth Avenue
Tel: 01450 375147
Youth Centre, Havelock Street
Tel: 01450 373208

Innerleithen
St Ronan’s Community Centre,
St Ronan’s Primary School, Pirn Road
Tel: 01896 830994

Kelso
Abbey Row Community Centre, The Knowes
Tel: 01573 223595

Newcastleton
No 8 Club, 8 Montague Street
Tel: 01387 375448

Newtown St Boswells
Community Wing, Old Primary School
Tel: 01835 823738

Peebles
Community Centre, Walkershaugh
Tel: 01721 720975

Selkirk
Philiphaugh Community School, Linglie Road
Tel: 01750 21774

Tweedbank
Community Centre, Tweedbank, Galashiels
Tel: 01896 756167

For more details of what is on offer locally, visit the Community Grid for Learning at www.onlineborders.com or contact Community Learning and Development on 01896 755110.

Public Libraries can loan easy-to-read books and workbooks to help people improve their language skills.

learndirect 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 0800 100 900 or visit www.learndirectscotland.com

INTERNET ACCESS/PUBLIC LIBRARIES
Free access to the internet and computing facilities in UK public libraries has been provided by the People’s Network project. All 12 libraries in the Borders are part of this. Visit the Libraries website at www.scotborders.gov.uk/libraries or call library headquarters on 01750 20842.

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.google.co.uk and click on Language Tools. The Babel Fish facility at www.uk.altavista.com can translate words, phrases and even entire websites to and from 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**  
Gateway Centre  
Tel: 01890 883314

**Duns Library**  
49 Newtown Street  
Tel: 01361 882622

**Earlston Library**  
High Street  
Tel: 01896 849282

**Eyemouth Library**  
Manse Road  
Tel: 018907 50300

**Galashiels Library**  
Lawyer’s Brae  
Tel: 01896 752512

**Hawick Library**  
North Bridge Street  
Tel: 01450 372637

**Innerleithen Library**  
Buccleuch Street  
Tel: 01896 830789

**Jedburgh Library**  
15 Castlegate  
Tel: 01835 863592

**Kelso Library**  
Bowmont Street  
Tel: 01573 223171

**Melrose Library**  
Market Square  
Tel: 01896 823052

**Peebles Library**  
High Street  
Tel: 01721 720123

**Selkirk Library**  
Ettrick Terrace  
Tel: 01750 20267

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. To join the library as a visitor member for up to three months, you need to pay a £5 deposit, which will be returned to you when you finally return your library card. A visitor’s membership can be renewed if your stay is longer than three months.

Membership is free if you bring proof of your address on an official document, such as a council tax, gas, electricity or telephone bill. Once you are a member or a visitor member, you will be able to use the library facilities immediately.

All libraries stock books, CDs, DVDs, videos and spoken word tapes, which can be borrowed once you have registered. Hire charges apply for the loan of CDs, DVDs and videos. 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 (costs are 20p per A4 sheet, 40p per A3 sheet)
- fax (costs are £1.25 for first sheet for a fax being sent abroad and 80p for UK)
- free newspapers (to be read on site)
- Scottish Borders Council information
- Community information
- reference and enquiry services.

There are six mobile libraries serving rural communities on a two or three week rotation, which offer restricted services. Internet access is not available. For details of the routes, call library headquarters on 01750 20842 or visit [www.scotborders.gov.uk/libraries](http://www.scotborders.gov.uk/libraries)
SECTION E
EMERGENCY SERVICES

EMERGENCY SERVICES ON 999
In an emergency, or in a situation where you need immediate help such as a house fire or serious car accident, call 999 to contact the police, fire and rescue service, ambulance or coastguard. Calls are free, even on mobile phones. If you are not sure which service to call, ask the operator for the police when your call is answered.

POLICE
The police force covering the Borders area is Lothian and Borders Police (www.lbp.police.uk). All Scottish police forces have access to translators and interpreters every day of the year, 24 hours a day who will be able to help you.

You may need to call the police if you have been the victim of a crime, or involved in an accident. If it is not an emergency, do not call 999. You should contact your local police station for help and advice on all criminal matters:

Hawick
(Police Division Headquarters) 01450 375051
Coldstream 01890 882402
Duns 01361 882222
Eyemouth 01890 750217
Galashiels 01896 752222
Jedburgh 01835 862264
Kelso 01573 223434
Lauder 01578 722222
Melrose 01896 822602
Peebles 01721 720637
Selkirk 01750 721701

Not all police stations are open 24 hours per day. If your local station is closed, contact Division Headquarters in Hawick or the Force Communication Centre on 0131 311 3131.

If you have been the victim of a crime, you should report this by contacting the police by telephone or by calling at a police station. If you do not want to report the crime to the police, you can contact a third party at ‘remote reporting sites’ in the Scottish Borders Council Contact Centres at Peebles, Galashiels, Hawick and Duns (see Section F).

Remote reporting is also now available at:

Victim Support
72 High Street
Galashiels TD1 1SQ
Tel: 01896 751212

Heriot Watt University
Netherdale Campus
Galashiels
Tel: 01896 892178

Trained staff will be able to offer support and advice, or tell you about an agency that can help. They will act as a link to the police. The police have a duty to enquire into all complaints and will do so professionally at all times.
FIRE SERVICE
Lothian & Borders Fire and Rescue Service covers the Borders, providing emergency fire and rescue services 24 hours a day, every day, responding to 999 calls that threaten life caused by fire, road accidents and other emergencies.

When a fire occurs, you should:
• get out of the building as quickly as possible
• stay out of the building
• call 999 to alert the fire service.

Do Not:
• stop to collect any valuables
• attempt to fight the fire yourself
• jump out of any windows above first floor level.

If you are trapped by fire:
• go to a room as far away as possible from the fire, preferably with a phone
• close the door and try to seal any gaps around it
• phone the fire service on 999 if you can
• open the window and try to get help by shouting “Fire”
• only as a last resort, lower yourself out of the window if you are not above first floor level. Try to cushion your fall by throwing out soft things like duvets first.

The fire service will also 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.lbfire.org.uk/services/services_community_homesafety.htm

Your chances of surviving a fire in your home or workplace could depend on how well you are prepared. Think and plan ahead an escape route from your building, if there is a fire. Try to keep escape routes free from obstruction, and make sure there are keys available for locked doors and windows. If there is a smoke alarm, make sure it is working properly by testing it regularly, say once a week. Never remove the battery unless it needs to be replaced.

At home, try to get a safety routine before you go to bed. Switch off all kitchen and electrical appliances that do not need to run all the time. Put out all candles. Make sure cigarettes are properly put out and the ends tipped into a metal bin. Finally, close any internal doors to reduce the chance of any fire spreading quickly.

AMBULANCE
The ambulance service responds to 999 calls involving medical emergencies when urgent medical treatment is needed. This could be at home – for example if you think someone is having a heart attack – or out of doors, for example after a car accident. Call 999, staying as calm as you can.

The operator will ask you where the ambulance needs to come to. You need to give the street address if the emergency is at home, or as accurate a location as you can if the emergency is a road accident in the countryside. The ambulance will be sent immediately. It is important you do not end the call, as the operator will need to ask you questions about the casualty: age, sex, if they are breathing, if they are conscious, if they are bleeding seriously or if they have had continuous chest pain for more than 15 minutes. Do not end the call unless you are told to do so.

If you think someone is having a heart attack, call 999 immediately, as minutes saved could save lives.

COASTGUARD
HM Coastguard Service will respond to 999 calls from any potentially life-threatening situation at sea or on the coastline. As with the other emergency services, it is important that you stay calm and follow any instructions you may be given until help arrives.
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 08454 24 24 24 (available in 120 languages), or Text Phone on 18001 08454 242424 or visit the NHS 24 website on www.nhs24.com

SCOTTISH BORDERS COUNCIL SOCIAL WORK SERVICES
If you need urgent help from Social Work Services at weekends or after working hours, call 01896 752111.
SECTION F
HELP AND GENERAL ADVICE

THE LAW AND YOU
It is important that you understand some aspects of the law in Scotland, as these may be different from those in your home country.

The law is enforced by the police and you will need to contact them if you are the victim of a crime. Contact your local police station if it is not an emergency. Remember - they are there to help you and can provide translation services if you need them.

If you commit a crime and are arrested by the police, you will be taken to a police station and told about your rights, which includes free access to a lawyer who will give you independent legal advice. An interpreter will be provided if required.

DRIVING
All drivers must meet the minimum age requirement:
17 to drive cars and motorcycles
18 to drive medium sized vehicles
21 to drive large lorries and buses.

Check with the UK Vehicle Licensing Authority (DVLA) to find out if your existing licence allows you to drive in Scotland. DVLA leaflets are available in post offices, or you can visit their website on www.dvla.gov.uk

EU Nationals
You can drive a car on your home licence provided your stay here is for less than three years. If you have been here for longer than three years you must apply for a UK licence. You can get an application form at the post office.

Non EU Nationals
You can drive a car on your home licence for one year only then you must get a UK licence.

Other Driving Documents
ALL drivers in the UK must:
• have a valid vehicle licence road tax disc on the windscreen
• have car insurance
• have a certificate from the Ministry of Transport called a MOT test certificate if the car is more than three years old.

You must be able to show the police your driving licence, a valid insurance certificate and a MOT test certificate. If you do not have any of these documents on your person when asked by the police, you will be given a further 7 days in which to produce the document(s) at a named police station.

While driving in the UK, you must remember to drive on the left, overtake on the right, give priority to traffic coming from the right on roundabouts, and obey Stop and Give Way signs or road markings. You must stop if you are involved in an accident but you do not need to tell the police unless the accident is serious, someone is hurt, or a vehicle other than your own is damaged and you are unable to give your details to the owner or driver at the time.
The rules of the road are published in the Highway Code, available from post offices and bookshops. Many of these rules are legal requirements that you must obey, including:

**Speed limits:**
- **30 miles per hour** (48kph) in built-up areas in towns and villages
- **60 miles per hour** (96kph) for cars on a single carriageway
- **70 miles per hour** (112kph) for cars on a dual carriageway or on motorways.

**General:**
- Do not use a mobile phone while driving.
- The driver and all passengers (including children) must wear a seatbelt. Children less than 135cm tall need to sit in a child’s safety seat so they do not slip under the seatbelt.
- You must not drive while under the influence of alcohol or drugs. If you are convicted of driving while over the alcohol limit you can be disqualified from driving, fined and even sent to prison.
- Motorcyclists, scooter and moped drivers and their passengers must wear helmets.

There are restrictions on where you can park your car in many of our towns. ‘P’ signs and bays marked on the road show where it is safe for you to park. You must not park on a double yellow line at any time or on single yellow lines at most times. You cannot park in spaces for disabled drivers, taxis, ambulances and police, and in Edinburgh, in parking spaces reserved for residents only.

**WEAPONS**
You may not carry any weapon for personal protection and you are banned from carrying most types of knives in public places.

**DRUGS**
Possession of certain controlled drugs is illegal. These include cannabis, amphetamines, heroin, ecstasy, cocaine and crack cocaine. It is also illegal to grow cannabis in this country. Remember there are certain prescribed medications from doctors, such as Diazepam, which are illegal to have in your possession unless they were prescribed for you by a doctor.

**SMOKING**
You must be over 18 to buy cigarettes, tobacco and tobacco products. Smoking is banned in restaurants, wine bars and pubs and in all enclosed public places.

**ALCOHOL**
You must be over 18 to buy alcohol and it is an offence for an adult to buy alcohol to be drunk by anyone younger than 18. You must not break the law by causing a breach of the peace because you are drunk, nor be found by police to be drunk and incapable of looking after yourself.

**SEXUAL RELATIONSHIPS**
You must be over 16 to have a sexual relationship with another person, who also must be over 16. This applies to heterosexual and homosexual relationships. It is illegal to sell sexual services or live off another’s earnings obtained by selling sexual services. For further details on Child Protection please see page 41.

**SHOPLIFTING**
Stealing items from shops is theft and anyone caught will be reported to the police.

**HARASSMENT**
Both Scottish Borders Council and the police take very seriously violence and harassment towards anyone. Both organisations are committed to trying to create a more tolerant and inclusive society and to tackling hate crime (where people are victimised because of their race, sexual orientation, gender, disability, faith or age). If you are the victim of any form of harassment, you should report it to the police. Most forms of harassment, such as personal assault or damage to property are criminal offences.
To report an incident call your local police station (do not call 999 unless it is an emergency) or call Scottish Borders Council on 0300 100 1800 during working hours Monday to Friday. For more information, contact the Equality and Human Rights Commission on 0845 604 5510 or visit its website on [www.equalityhumanrights.com](http://www.equalityhumanrights.com).

**ORGANISATIONS PROVIDING HELP AND ADVICE**

There are many organisations locally and nationally that will give help and advice. Scottish Borders Council Social Work services have a range of care and support services, including advice on housing and welfare benefits.

You can get advice by calling Social Work Services on 0300 100 1800 (Monday – Thursday 8am – 5pm), Tel: 01896 752111 (at other times) or by visiting [www.scotborders.gov.uk](http://www.scotborders.gov.uk) and following the links.

**SCOTTISH BORDERS COUNCIL’S 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:**
8.45am - 5pm Monday to Thursday and 8.45am - 3.45pm on Fridays.
Tel: 0300 100 1800

**SCOTTISH BORDERS COUNCIL CONTACT CENTRES**

Scottish Borders Council’s 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**
  High Street
  (Fridays only 9am – 12.30pm, 1.30pm – 3.30pm)

- **Duns**
  Newtown Street

- **Eyemouth**
  Church Street

- **Galashiels**
  Paton Street

- **Hawick**
  High Street

- **Innerleithen**
  Leithen Road
  [Thursday and Friday only]

- **Jedburgh**
  Exchange Street

- **Kelso**
  Woodmarket

- **Newtong St Boswells**
  Council headquarters

- **Peebles**
  High Street
  Rosetta Road

- **Selkirk**
  High Street

The majority of these Contact Centres provide free on-line access to all Council Services via self-service PCs.

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

**CITIZENS ADVICE BUREAU**

The Citizens Advice Bureau gives free, confidential, independent and impartial advice on your rights. These include benefits, housing, employment, debt, consumer affairs and legal issues. Many advisers in the Bureau have built up in-depth knowledge of current issues such as immigration and can be a valuable initial source of advice. As they work in partnership with many different organisations, they will also refer you to other expert advice as necessary. 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 on [www.cab.org.uk](http://www.cab.org.uk)
Citizens Advice Contact Details in the Borders

Southfield Community Centre
Station Road, Duns
Tel: 01361 883340
e-mail: dunscab@roxburghcab.casonline.org.uk
Tuesday noon - 3pm
Wednesday 10am - 1pm
Thursday 10am - 2pm

Eyemouth Community Centre
Albert Road, TD14 5DE
Tel: 01890 750500
e-mail:
eyemouthcab@roxburghcab.casonline.org.uk
Monday 12pm - 3.30pm
Wednesday 10am – 1pm
Friday 9.30am - 12.30pm
*First Wednesday in each month Debt Clinic – appointments needed.

111 High Street, Galashiels, TD1 1RZ
Tel: 01896 753889
e-mail: enquiries@centralborderscab.casonline.org.uk
Monday, Wednesday, Friday 10am - 1pm
Tuesday 10am - 4pm
Thursday 10am - 6pm
*First Wednesday in each month Debt Clinic – appointments needed.

1 Towerykeside, Hawick, TD9 9EA
Tel: 01450 374266
e-mail: enquiries@roxburghcab.casonline.org.uk
Monday, Thursday, Friday 10am - 4pm
Tuesday, Wednesday 10am – 1pm

20 Shedden Park Road, Kelso, TD5 7AL
Tel: 01573 223516
Tuesday 10am-1pm
Friday 1pm -4pm
*Last Tuesday in each month Debt Clinic – appointments needed.

42 Old Town, Peebles, EH45 8JF
Tel: 01721 721722
e-mail: manager@peeblescab.casonline.org.uk
Monday 10am – 4pm
Tuesday – Friday 10am – 1pm

SAMARITANS
Samaritans is a national charity which provides a confidential emotional support service 24 hours a day, for people who are in despair or distress, including those experiencing feelings which may lead to suicide. Samaritans can be contacted by phone or e-mail and also have an ‘open door’ policy to allow clients to talk to an adviser face-to-face in a safe and confidential environment.

Call 0845 790 9090, visit www.samaritans.org or contact the Samaritans local office at 21 West Port, Selkirk or call 01750 20000. Although telephones are answered 24 hours a day, you are advised to call first to make an appointment to see an adviser.

The office is open on:
Monday, Tuesday & Friday 5pm – 8pm
Wednesday 2pm – 8pm
Thursday 8am – 8pm
SCOTTISH BORDERS MIGRANT SUPPORT SERVICE
For general help and advice, speak to the Community Support Worker (Migrant Support Service), who can be contacted Monday to Thursday from 9am - 5pm and 9am – 4pm on Fridays.
Call 01750 724077, visit www.eildon.org.uk or e-mail migrantsupport@eildon.org.uk. See also www.newtotheborders.co.uk

CONSULATES AND EMBASSIES
Your country’s Consular Office may also help. Not all countries have offices in Scotland, so you will need to telephone the Foreign & Commonwealth Office in London first on 020 7008 1500 or visit the website at www.fco.gov.uk and look up the section listing foreign embassies. If there is no Scottish office which you can contact help will be provided from the London office.

VOLUNTARY ORGANISATIONS AND CHARITIES
A number of local voluntary care organisations provide information, advice and support to people living in the Borders. These organisations also offer opportunities for volunteers to get involved in the work they do. They are organisations whose prime objective is to help people, not make a profit.

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. Contact:

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

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

The Bridge, Roxburgh
Veitch’s Close
Castlegate, Jedburgh
Tel: 01835 86355
heather.batsch@the-bridge.uk.net

Berwickshire Association for Voluntary Service
Platform One
Station Road, Duns
Tel: 01361 883137
tony.fowler@bavos.org.uk

ONLINE BORDERS
www.onlineborders.com 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.

VOLUNTEERING
If you are an overseas migrant thinking about doing voluntary work in Scotland, you should visit the Home Office website www.ukba.homeoffice.gov.uk to check if there are any restrictions.

If you are a European Economic Area national there are currently no restrictions on doing voluntary work. Non-EEA nationals are allowed to volunteer but there are strict conditions about what they can do.

If you come from overseas, you can come to the UK as a voluntary worker if:
• the work is completely voluntary
• the work is for a registered charity
• you are able to support yourself without using public funds
• you intend to leave the UK at the end of your stay.

In addition:
• your stay here is no more than 12 months. There is no limit to the number of times you can come here as a voluntary worker but you must not live here permanently.
• your work must be fieldwork offering direct assistance to those people the charity is helping, for example elderly or homeless people. It should not be an office job that a resident worker might be paid to do.
• you must not be paid but can accept reasonable expenses and subsistence payments.
• any payments must meet the terms of the National Minimum Wage exemption for voluntary workers. Guidance can be found on the Immigration & Nationalities Directory website – link from www.ukba.homeoffice.gov.uk/newcomerstotheuk/work/

People who have refugee status and their family members can do any type of work including voluntary work. Asylum seekers and their family members can do voluntary work, while their case is under appeal. They can be reimbursed for out-of-pocket expenses, but must not receive a wage. Working holiday makers and the spouses of work permit holders are also allowed to volunteer.

Volunteer Centre Borders
First Floor, Riverside House
Ladhope Vale
Galashiels TD1 1BT
For more information call 0845 602 3921, e-mail enquiries@vcborders.org.uk or visit www.vcborders.org.uk.

The Volunteer Centre Borders leaflet is available in Portuguese and Polish.

BORDER WOMEN’S AID
10 Exchange Street
Jedburgh
Tel: 01835 863514

Border Women’s Aid provides safe accommodation, support and information for women and their children who are victims of abuse by their partners or ex-partners. The confidential phone line is open 24 hours per day. If you are affected by domestic abuse, you can contact Social Work Services – see contact details on p39.

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.

LetSBsafe
LetSBsafe is a domestic abuse project covering the Scottish Borders to improve the well being of those affected by domestic abuse. The address is the same as Victim Support above but the contact number is 01896 759933.

VOLUNTEER CENTRE BORDERS
The Volunteer Centre’s aims are to involve more people more effectively to help make the Borders a better place to live. Part of the Scottish Volunteer Centre Network, 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.
LetSBsafe2
LetSBsafe2 is a project provided by CHILDREN 1ST which offers a service to children and young people in the Scottish Borders who are witnessing or have suffered the effects of domestic abuse.

Ettrick Family Resource Centre
Ettrick Road
Selkirk
Tel: 01750 22892
email: ettrick@children1st.org.uk

CHILD PROTECTION
If you are a parent, you are responsible for the safety and well being of your children.

In normal circumstances, parents meet their responsibilities with no need for state agencies to get involved. It is important in Scotland that family life is left to parents and family members. But it is important that the protection and well being of children and young people is a matter of priority for everyone.

In Scotland, parents have a legal responsibility to:
• promote the general welfare, health and full development of their children and
• protect them from harm.

Equally, anyone caring for children has a responsibility to ensure their safety and well being at all times. A child is someone under the age of 16.

Scottish law protects children and young people from harsh or excessive physical punishment or harm. It is illegal to punish children using dangerous forms of physical punishment such as:
• shaking
• hitting on the head
• using an implement to ‘punish’ children, such as a shoe, cane or slipper.

Any indication of physical abuse of children will be investigated by child protection services.

In Scotland, anyone under the age of 16 is deemed in law as unable to give consent. So any sexual intercourse where there is no consent will be regarded as a criminal offence. Adults have a responsibility to identify when any relationships with young people may be abusive or exploitative. At such times, adults must always consider reporting the matter to the authorities so that the young person concerned can be properly protected.

It is also an offence to:
• leave children unattended
• employ children
• allow children to beg
• carry out female genital mutilation (FGM)
• force children into forced marriages
• engage in sexual activity with a young person if you are an adult.

You should never leave young children unattended, even for short periods of time and you should not leave children at home alone. The police will investigate and legal action may be taken if anything goes wrong in your absence, or if a child is injured or harmed as a result of being left alone.

• Always leave your child in the care of a trusted adult.
• Always take steps to satisfy yourself that anyone else who may be looking after your child is responsible and trustworthy.
• Never leave your child with a stranger.

A number of agencies can help:

Child Protection Unit
Tel: 01896 662762
Lothian and Borders Police
Tel: 01450 375051

All professionals will provide you with help, for example:
• your child’s GP
• health visitor
• school staff
• Social Work intake team.
ADULT PROTECTION

A law, called the Adult Support and Protection (Scotland) Act 2007 places duties on public services and provides legal powers to support and protect “adults at risk” of harm.

“Adults at risk” are defined as people over 16 years who are unable to safeguard themselves because they are affected by ill-health, physical/mental disability/infirmity. Adults can be at risk of harm because of another person’s conduct/neglect or because of the adult’s own actions/neglect.

Please report any concerns about an “adult at risk” of harm to your local Social Work Department as soon as possible – you may be the only person who can speak up for the adult and make a difference. Never feel embarrassed about highlighting harm. Don’t be afraid to complain or make a fuss if something doesn’t feel right.

If it’s a care home or care agency get a copy of their complaints policy, find out who the registered manager is and tell them what’s wrong. The Care Commission regulates and inspects all care services in Scotland using National Care Standards to ensure that people receive the same standard of care wherever they live in Scotland.

If the harm involves physical or sexual assault or theft you should involve the Police. If you are worried about contacting the Police you can always contact your local Social Work Department. In an emergency dial 999.

Forms of harm include:
• physical harm - causing physical harm either deliberately or by rough or thoughtless behaviour
• psychological or emotional harm - behaviour that makes you feel anxious, frightened or intimidated including verbal harm, demeaning, threatening, or intimidating language
• financial harm - includes theft, fraud or exploitation. It may be someone using or putting pressure on you to use your money in a way that you don’t want or isn’t in your best interests.
• neglect or acts of omission - including ignoring or failing to meet your medical or physical care needs, or the withholding of the necessities of life, such as medication, adequate nutrition and heating
• sexual harm - involves someone making you do something you don’t want to, didn’t or couldn’t consent to
• discriminatory harm - being treated less favourably because of your age, gender, disability, race, colour, cultural background, sexual or religious orientation, etc
• self harm or neglect – when a person causes themselves injury or harm, or does not adequately take care of themselves or their environment.

If you have any concerns or would like more information on Adult Protection please call 0300 100 1800 and choose the Option for Social Work.

YOUTH AGENCIES AND PROJECTS

Dialogue Youth and the Young Scot website provide a platform for young people in the Borders to express their views and involve themselves in community issues and decision-making. For further information visit www.youngscot.org and search under Scottish Borders.

YouthBorders
Langlee Complex
Marigold Drive
Galashiels
Tel: 01896 755110

The aim of YouthBorders is to develop and ensure consistent and high quality youth work services across the Borders. For more information visit www.youthborders.org.uk
DRUGS, ALCOHOL AND SUBSTANCE ABUSE SUPPORT AGENCIES

If you are worried about a friend or relative, or your own drugs or alcohol use, a number of support agencies can help. You can speak to your doctor, or for further information and advice see the list below:

**Alcohol Services – adults only**

Addaction  
9 Bank Street  
Galashiels  
TD1 1EN  
Tel: 01896 757843  
email: bordersdirectaccess@addaction.org.uk

Alcoholics Anonymous National Helpline – 0845 76 97 555

**Drugs Services – adults only**

Big River Project  
79 High Street  
Galashiels  
TD1 1RZ  
Tel: 01896 759740  
email: bigriver_admin@turningpointscotland.com  
www.turningpointscotland.com

**Drug and Alcohol Service – adults only**

Borders Community Addiction Team (BCAT)  
Galavale Lodge  
Tweed Road  
Galashiels  
TD1 3EB  
Tel: 01896 664430

**Drugs and Alcohol – Under 18s specialist service**

face2face  
42 High Street  
Galashiels  
Tel: 01896 664430  
www.face2faceborders.com

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

Alcohol and Drugs Partnerships (formerly known as DAAT)

The Alcohol and Drugs Partnerships are responsible for implementing national drug and alcohol strategies locally. The Alcohol and Drugs Partnerships work with local agencies to prevent problems related to substance use with the aim of reducing harm for the individual, families and the wider community.

Contact: Alcohol and Drugs Partnerships  
NHS Borders  
Newstead  
Melrose  
Tel: 01896 825566  
www.bordersdaat.scot.nhs.uk
SECTION G
HELP AND COMMUNITY

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

SCOTTISH BORDERS COMMUNITY PLANNING PARTNERSHIP – NEW WAYS
The Council is committed to working with its partners in the public, private and voluntary sectors to deliver better public services that are based on a clear understanding of the community’s needs. This process is called New Ways. Visit the New Ways website to have your say on how services could be improved www.scottishbordersnewways.com

For more information on all aspects of life in the Borders, visit www.ourscottishborders.com

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

If you would like to find out more about your local Community Council please email communitycouncils@scotborders.gov.uk or call 01835 826626.

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 – Education for a list of community centres.

BORDERS EQUALITY FORUM
Under the banner ‘One Borders, Many Cultures’, the forum aims to support members of the international community who live in the Scottish Borders. It encourages community integration and promotes good relations. The forum also gives members the chance to make their views known on how public services could be improved. Social and cultural events are held throughout the year.

Contact George Higgs on Tel: 01835 823328 or email: higgs@stboswells.demon.co.uk

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 lists 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](http://www.churchofscotland.org.uk) and click on 'Contact us', also [www.archdiocese-edinburgh.com](http://www.archdiocese-edinburgh.com) and click on 'Parishes'.

Edinburgh has more churches and places of worship including those for other faith groups. Followers of Islam are served by the Central Mosque and Islamic Centre, 50 Potterrow, Edinburgh, or call 0131 667 0140.

**LESBIAN GAY BI-SEXUAL TRANSGENDER GROUPS (LGBT)**

There are LGBT groups and networks throughout Scotland, mainly in the larger towns and cities. Contacts for the Scottish Borders LGBT Equality Forum can be found on its website at [www.borderslgbt.org.uk](http://www.borderslgbt.org.uk).

For more information nationwide, visit Stonewall Scotland’s website at [www.stonewallscotland.org.uk](http://www.stonewallscotland.org.uk)

**SPORTS AND LEISURE CENTRES**

Borders Sport & Leisure Trust operate sports facilities across the region, including six swimming pools and five gyms. These are:

- **Eyemouth 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

- **Tweedbank Outdoor Complex (Galashiels)**
  Tel: 01896 750456

For further information on venues, facilities and membership, log on to [www.bslt.org.uk](http://www.bslt.org.uk)

The two other swimming pools and fitness centres in the area run by Trusts are:

- **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.

**INTERPRETATION AND TRANSLATION**

You can expect some help with interpretation and translation from many public agencies, such as the police and hospital. Some organisations have links with Language line, which provides an interpreting service over the telephone. To speak to an interpreter face-to-face may be possible but it may take some time to organise. If you know you are likely to need this – for example if you have an appointment to see a medical specialist and you feel your English is not fluent enough – you need to make your request well before the date of your appointment.

Many official Government documents and websites are available in many languages. If you are in contact with these organisations, ask if the information you need is available in your language.
ALTERNATIVE FORMAT/LANGUAGE
You can get this document on tape, in large print and various computer formats by contacting us at the address below. In addition, contact the address below for information on language translations, additional copies, or to arrange for an officer to meet with you to explain any areas of the report that you would like clarified.

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BUSINESS IMPROVEMENT UNIT
SCOTTISH BORDERS COUNCIL | NEWTOWN ST BOSWELLS | MELROSE | TD6 0SA
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ACKNOWLEDGEMENT
This booklet was compiled by Scottish Borders Council and the Scottish Borders Migrant Support Group, a partnership of statutory, voluntary and private sector bodies in the Scottish Borders, all of whom gave their time and expertise during its preparation. This booklet is funded by the Scottish Government’s Fairer Scotland Fund.

WITH THANKS TO
Berwickshire Housing Association
Borders Forum of Councils for Voluntary Service
Borders Equality Forum
Careers Scotland
Carnegie College
Citizens Advice
Eildon Housing Association
Jobcentre Plus
Lothian & Borders Fire and Rescue Service
Lothian and Borders Police
NHS Borders
Scottish Borders Chamber of Commerce
Scottish Borders Housing Association (SBHA)
Scottish Enterprise Borders
Waverley Housing
WE ARE KEEN TO HEAR YOUR VIEWS ....

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

Alternatively you can email jawilliamson@scotborders.gov.uk

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?

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:

Business Improvement Unit  
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 Migrant Support Handbook.