

Your feedback

We are continually striving to provide a high standard of service and would welcome your feedback. Please tell us what you think about the service we provide. Your comments and suggestions will help improve the experience for women in the future.

However, if you are unhappy with any aspect of the service and want to make a complaint, please contact the Manager on 01835 863514.

If you are still dissatisfied after contacting the Manager, please ask to speak with the Chair or a member of the Board or contact the Care Inspectorate on 0845 600 9527.

Can you help us?

We want to provide the best possible experience so that women and their children escaping domestic abuse feel valued, cared for and safe. To continue to provide and improve our much needed service, we need your help. Often traumatised and at their most vulnerable, we help women regain confidence and rebuild their lives. We believe in their right to live in safety, free from fear of abuse and control by another.

Act now and help women in crisis!

Make a one-off donation now Donate a regular sum by direct debit Bequest a gift in your will.

Join our Board and share your skills Work with us as a volunteer.

Please send your donation to:

The Treasurer
Border Women's Aid
8 Burn Wynd
Jedburgh
TD8 6BY
Scottish Borders

or email: treasurer@borderwomensaid.co.uk

www.borderwomensaid.co.uk

Border Women's Aid is a Registered Scottish Charity:
Number SC013951 and a company limited by guarantee.

Scottish Company Number: SC412169.

November 2016.



Domestic Abuse?

You don't have to put up with it...take refuge with US.

Border Women's Aid

Emergency accommodation and confidential support for women and children escaping domestic abuse

Tel: 01835 863514

www.borderwomensaid.co.uk



About us

Border Women's Aid is an independent charity dedicated to helping women and their children escaping domestic abuse.

We provide safe accommodation in our house along with a range of help and support by a team of trained and dedicated support workers. Any contact with us is strictly confidential. All women are welcome although if space is limited, priority is given to women with children who have no access to alternative accommodation.

What is domestic abuse?

In Women's Aid's view, domestic violence is physical, psychological, sexual or financial violence that takes place within an intimate or family-type relationship and forms a pattern of coercive and controlling behaviour. This can include forced marriage and so-called 'honour' crimes. Domestic violence often includes a range of abusive behaviours.

The house

Our shared house is a safe, fully furnished and comfortable home which can accommodate up to four families. Each family has their own private room.

The rest of the house is shared including the kitchen, laundry, living room, playroom and garden. Women in the house have appreciated the choice of connection with others as well as the privacy of their own room.

Support services

Sometimes families have to leave an abusive partner without warning and arrive at the house without any personal belongings. When this happens, we will supply you with emergency goods including clothing and food.

We use a person-centred approach and will work with you to make a plan for your individual support needs. To ensure your safety we will also make an assessment of risk.

We can provide you with a range of information, and emotional and practical help. This may be help with claiming benefits, applying for housing or making contact with other services, such as health, education and legal advisors.

As well as support while in the house, we also continue to offer some support for a period of time after you leave the house.



Children

Moving from home suddenly and unexpectedly can be difficult for children and young people, even when they may also feel relieved to be safe.

Specialist support provided by Children 1st workers is available although this help will only be provided with the agreement of the mother. It aims to be fun, playful, and to give children a chance to do things such as paint, make things, play games, bake and play outside.

This support also aims to give children a chance to talk about their experience, share any worries they may have and help them settle into the house.

Children 1st workers may continue to offer some support during the period of adjustment and after leaving the house.

8 Burn Wynd, Jedburgh TD8 6BY

Tel: 01835 863514

Leave a message during office hours and a safe contact number so that we can return your call.

admin@borderwomensaid.co.uk

www.borderwomensaid.co.uk

Out with office hours call:

National Domestic Abuse Helpline (24 hours)

Tel: 0800 027 1234

Scottish Charity Number: SC013951 Scottish Company Number: SC412169