

## Where to get help and support

This leaflet gives details of the main services which can help you if you are affected by domestic abuse. They can also tell you about other services. They are all free and confidential. Phone for opening times.

### Support Organisations

#### **AMINA – Muslim Women’s Resource Centre**

Network House, 311 Calder Street, Glasgow G42 7NQ

Tel: 0808 801 0301

Email: [helpline@mwrc.org.uk](mailto:helpline@mwrc.org.uk)

*Provides information, advice and emotional support to Muslim women across Scotland. (The telephone number does not show up on bills.)*

#### **Beyond Trauma Pathway**

40 Shandwick Place, Edinburgh EH2 4RT

Tel: 0131 225 8508

Website: [www.health-in-mind.org.uk](http://www.health-in-mind.org.uk)

*Support for men and women who have experienced childhood sexual abuse and domestic abuse.*

#### **Domestic Abuse Helpline**

Tel: 0800 027 1234

Operates 24 hours, daily

Website: [www.domesticabuse.co.uk](http://www.domesticabuse.co.uk)

*Support to women experiencing domestic abuse and general information on domestic abuse to both men and women.*

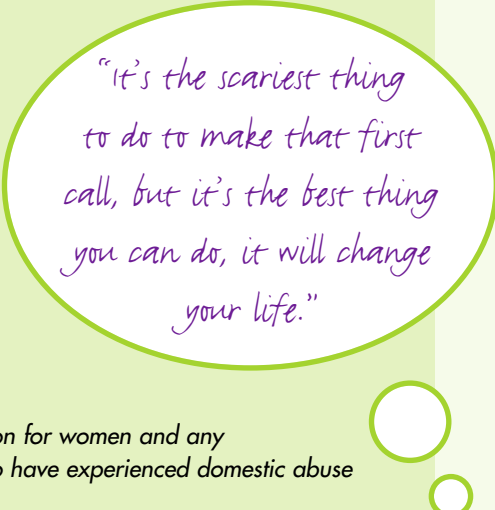
#### **East Lothian Women’s Aid**

69 Eskside West, Musselburgh

Tel: 0131 665 9552

Email: [eastlothian.womensaid@virgin.net](mailto:eastlothian.womensaid@virgin.net)

*Information, support and refuge accommodation for women and any accompanying children and young people who have experienced domestic abuse from a partner or ex-partner.*



*"It's the scariest thing to do to make that first call, but it's the best thing you can do, it will change your life."*

### **Edinburgh Women's Rape and Sexual Abuse Centre**

PO Box 120, Brunswick Road, Edinburgh

Helpline: 0131 556 9437

Tel 0131 557 6737

Email: support@ewrasac.org.uk

*Practical and emotional support for women and girls who have suffered sexual violence at any time in their lives. The **East Lothian Sexual Abuse Service** gives support and information to women and girls who have experienced childhood sexual abuse.*

### **Rape Crisis Scotland**

National Helpline: 08088 01 03 02 Open 6pm - midnight, daily

[www.rapecrisisscotland.org.uk](http://www.rapecrisisscotland.org.uk)

[info@rapecrisisscotland.org.uk](mailto:info@rapecrisisscotland.org.uk)

*Rape Crisis Scotland provides a national rape crisis helpline for anyone affected by sexual violence.*

### **Scottish Helpline for Older People**

Causewayside House, 160 Causewayside, Edinburgh EH9 1PR

Tel: 0845 1259732 10am – 4pm

*This is an information only service.*

### **Shakti Women's Aid**

Norton Park, 57 Albion Road, Edinburgh EH7 5QY

Tel: 0131 475 2399

Fax: 0131 475 2301

Email: [pushpa@shaktiedinburgh.co.uk](mailto:pushpa@shaktiedinburgh.co.uk)

Website: [www.shaktiedinburgh.co.uk](http://www.shaktiedinburgh.co.uk)

*For black and ethnic minority women and children (if any) experiencing and/or fleeing domestic abuse by their husbands, partners, ex-partners and/or other family members.*

## **Children and Young People**

### **Childline**

Tel: 0800 1111

Website: [www.childline.org.uk](http://www.childline.org.uk)

*Free helpline for children and young people in danger and distress.*

### **Children 1st**

Randall House, Macmerry Business Park, Macmerry EH331RW

Tel: 01875 824000

Fax: 01875 616062

*Family group conferencing. Young Families Outreach Project. Bfriends East Lothian – befriending service for young people aged 5 - 16yrs.*

### **National Child Protection Line**

Tel: 0800 022 3222

Website: [www.infoscotland.com/childprotection](http://www.infoscotland.com/childprotection)

*If you have concerns about children, the National Child Protection Line will find the right person for you to talk to.*

### **Skylight Project**

27 Ocean Drive, Edinburgh

Tel: 0131 561 1464

[skylight@barnardos.org.uk](mailto:skylight@barnardos.org.uk)

*Confidential counselling and therapy service which works with children and young people whose lives have been affected by sexual abuse. Offers support to protective or non-abusive parents. Offers consultancy to professionals.*

## **Housing and Homelessness**

### **East Lothian Council Homelessness Team**

Brunton Hall, Ladywell Way, Musselburgh EH21 6AF

Tel Duty officer: 01620 827 536

Helpline: 0800 169 1611 (24 hours freephone)

### **Area Housing Offices**

Area housing offices: central no. 01620 827 827

Mon & Fri 10am-1pm, Wed 1pm-4pm

48 High Street, Dunbar

2 Quality Street, North Berwick

6-8 Lodge Street, Haddington

Brunton Hall, Ladywell Way, Musselburgh

Aldhammer House, High Street, Prestonpans

8 Civic Square, Tranent

*All area offices can be contacted by email using the following formula: [housing\(area\)@eastlothian.gov.uk](mailto:housing(area)@eastlothian.gov.uk) e.g. [housingdunbar@eastlothian.gov.uk](mailto:housingdunbar@eastlothian.gov.uk)*

### **Shelter East Lothian Project**

Brunton Hall, Ladywell Way

Musselburgh

Tel: 0844 515 2490 • Fax: 0844 515 2924

*Housing advice to people who are homeless or at risk of becoming homeless or on any housing issue. Surgeries in Tranent and Dunbar. Phone for details.*

Shelter's Housing Advice Helpline:

0808 800 4444 8am – midnight, daily

Website: [www.shelterscotland.org.uk](http://www.shelterscotland.org.uk)

*"Getting someone else to do some of it for you is really helpful when you're feeling so overwhelmed."*

## Police

**Emergencies:** 999

**Domestic Abuse Liaison Officer:** 0131 561 6124

*Support and information for people experiencing domestic abuse*

**Family Protection Unit:** 0131 561 6121

*Information on sexual offences, child protection and youth/juvenile crime*

### Local police stations:

Dunbar: 01368 862718

Haddington: 01620 824101

Musselburgh: 0131 665 9696

North Berwick: 01620 893585

Prestonpans: 01875 810250

Tranent: 01875 610333

## Social Work

### Department of Social and Community Services

#### (East Lothian Council) Social Work Centres

6-8 Lodge Street, Haddington • Tel: 0845 603 1576

Brunton Hall, Ladywell Way, Musselburgh • Tel: 0131 653 5220

Randall House, Macmerry Industrial Estate • Tel: 01875 82 40 90

Emergency social work service: 0800 731 6969

## Money and Welfare Benefits

**For all enquiries:** Contact Centre Dundee 0800 055 66 88 Textphone 0800 0234 888: Income support, Jobseekers Allowance, Incapacity Benefit, Employment and Support Allowance.

### Bathgate Delivery Centre

Government Buildings 31- 33 Whitburn Road, Bathgate

Tel: 0845 608 8630 • Textphone: 0845 608 8636

*This office processes benefit claims for Income Support, Jobseekers Allowance, Incapacity benefit.*

### East Lothian Council Welfare Rights Team

Brunton Hall, Ladywell Way, Musselburgh

Tel: 0131 653 5230

*(also runs surgeries in Haddington, Prestonpans, Tranent, Dunbar and North Berwick)*

### Musselburgh Jobcentre Plus

Eskmills Park, Station Road, Musselburgh

Tel: 0131 456 5100 • Textphone: 0845 601 6045

Website: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

*This office deals with work-focused interviews. Also collection of crisis loan payments.*

Social Fund, Crisis Loans, Budgeting Loans 0800 587 6716  
Textphone: 0800 032 8367  
Maternity allowance: 0845 608 8780  
Textphone: 0845 608 8971  
Community Care Grants: 0845 608 8763

### Mental Health

#### **CHANGES Community Health Project**

108 Market Street, Musselburgh • Tel: 0131 653 3977

*Runs a range of self help groups and courses which aim to improve people's understanding and management of their mental health.*

#### **Tynepark Mental Health Resource Centre**

Poldrate, Haddington • Tel: 01620 822 444

*Provides support to people who have experienced or are experiencing mental health difficulties and their carers.*

### Sexual Health

#### **Caledonia Youth**

5 Castle Terrace, Edinburgh • Tel: 0131 229 3596

Website: [www.caledoniayouth.org](http://www.caledoniayouth.org)

*Sexual health advice, counselling and contraception for young people under 25.*

#### **Family Planning: Well Woman Clinic and Well Women Services**

18 Dean Terrace, Edinburgh • Tel: 0131 332 7941

*Services include contraception, emergency contraception and sexual counselling. Open to all women without referral by doctor. Phone for details of clinics in East Lothian. Drop in service for under 24's at 18 Dean Terrace.*

#### **Genito Urinary Medicine Service (GUM)**

Level 1, Lauriston Building, Lauriston Place, Edinburgh

Tel: 0131 536 2104

Website: [www.nhslothian.scot.nhs.uk/ourservices/gum/gum.asp](http://www.nhslothian.scot.nhs.uk/ourservices/gum/gum.asp)

*Information and testing including sexually transmitted infection, emergency contraception and pregnancy.*

### Criminal Justice

#### **VIA (Victim Information and Advice)**

Tel: 0844 561 3690

*Provides assistance to victims of crime by providing information from court, such as dates and progress of trial.*

### **Victim Support**

1 Edinburgh Road, Dalkeith, EH22 1LA  
Tel: 0131 660 3030 • Fax 0131 660 1900  
Email: [vsmael@btconnect.com](mailto:vsmael@btconnect.com)  
National helpline: 0845 603 9213

*Independent, service providing emotional support, practical help, helps with compensation for criminal injuries, information about the criminal justice system and support in court (through Witness Service 0131 220 1550), to people who have, or know someone who has been the victim of crime.*

### **Advice**

#### **Citizen's Advice Bureau East Lothian**

141 High Street, Musselburgh • Tel: 0131 653 2748/2544  
[bureau@musselburghcab.casonline.org.uk](mailto:bureau@musselburghcab.casonline.org.uk)

46 Court Street, Haddington EH41 3NP • Tel: 01620 824 471  
[cab@haddingtoncab.casonline.org.uk](mailto:cab@haddingtoncab.casonline.org.uk)

*Information on all topics including welfare, consumer, debt, employment, family, housing, legal issues. The CAB has a website, with information on a large variety of topics at [www.adviceguide.org.uk](http://www.adviceguide.org.uk).*

#### **Grapevine**

Norton Park, 57 Albion Road,  
Edinburgh EH7 5QY  
Tel: 0131 475 2370  
Email: [grapevine@lothiancil.org.uk](mailto:grapevine@lothiancil.org.uk)

*Free Information and advice service for disabled people. Contact for details of local groups and services.*

### **Counselling**

#### **Couple Counselling Lothian**

9a Dundas Street, Edinburgh • Tel: 0131 556 1527  
Website: [www.cclothian.org.uk](http://www.cclothian.org.uk)

*Confidential service for couples, individuals, children and young people affected by domestic abuse.*

#### **CrossReach Counselling: Lothians**

St Andrews Centre, 9 Bayswell Rd, Dunbar EH42 1AB  
Tel: 01368 865218 [anne.low@crossreach.org.uk](mailto:anne.low@crossreach.org.uk)

Clinics held in:

St Andrews Centre, Dunbar  
Tranent Health Centre, Loch Rd, Tranent  
Tynepark Resource Centre, Haddington

## Sources of Help and Support

The West Church, Court Street, Haddington  
St Andrews Episcopal Church, West Loan, Prestonpans  
St Andrews Blackadder, High St, North Berwick

*Sees women, children, and young people for individual one-to-one counselling as well as family therapy. First for Families therapy service based in Dunbar.*

### **ECLIPSE Counselling**

West Wing, Esk Medical Centre, Musselburgh EH21 6AJ

Tel: 0131 665 2594

*Free short-term counselling service available to those aged 16+. Available through your GP.*

### **Samaritans**

Helpline: 0845 7909090

Email: Jo@samaritans.org

*Emotional support to anyone going through a personal crisis.*

## **Mediation**

### **Family Mediation Lothian**

2nd Floor, 37 George Street, Edinburgh • Tel: 0131 226 4507

*Provides assistance to help sort out difficulties relating to separation and family breakdown; also provides neutral venues called contact centres for contact between children and the parent living apart. ME2 service for young people to discuss issues around the impact of parental separation. Children's groups for ages 7 to 11.*

## **Drugs and Alcohol**

### **Drinkline**

Helpline: 0800 731 4314, 24 hours, daily

*Help to those worried about their own or another's drinking.*

### **Mid and East Lothian Drugs (MELD)**

6a Newmills Road, Dalkeith • Tel: 0131 660 3566

*Counselling based approach to support people who are looking to change their drug use behaviours. Support and advice to their friends and families.*

## **Ethnic Minority Women**

(See Shakti Women's Aid and Amina)

### Lesbian and Gay

#### **Broken Rainbow**

Helpline: 08452 60 44 60  
Mon, Thu 2-8pm Wed 10am-1pm  
[www.broken-rainbow.org.uk](http://www.broken-rainbow.org.uk)

*Support for lesbian, gay, bisexual and transgender people experiencing domestic abuse.*

#### **Lothian Lesbian and Gay Switchboard**

Tel: 0131 556 4049, 7.30-10pm, daily  
24 hour crisis line: 0808 801 0414

*Support organisation, providing services to gay and lesbian people in Edinburgh and the Lothians.*

### Support for Men

#### **Breathing Space**

Helpline: 0800 83 85 87  
Website: [www.breathingspacescotland.org.uk](http://www.breathingspacescotland.org.uk)

*Free and confidential support for any individual experiencing low mood or depression, or who is unusually worried and in need of someone to talk to.*

#### **Men's Advice Line**

Freephone: 0845 122 8609 Mon-Fri 10am-1pm and 2pm-5pm.

*Confidential support for men who experience domestic abuse from partners or ex-partners.*

#### **Respect**

Freephone: 0845 122 8609  
[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

*For people who are abusive to their partners and want to stop.*

**Phone the Scottish Domestic Abuse Helpline in confidence  
on 0800 027 1234 any time, day or night.**

Domestic abuse: there's no excuse

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