

**Falkirk Moving**

**Assistance Project**

**Directory of services**

**June 2017**

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| **Contents of this directory**   * Getting help – changes, adaptations and repairs to your home * Grants, allowances and other financial help * Looking for tradesmen that you can trust * Help with working out your housing options * Getting help and support to stay in your home * Money matters * Looking for solicitors, mortgage advisors, financial advisors and so on * Local community groups and activities to get involved in |

# About the Moving Assistance Project and this Directory

This directory is part of the Falkirk Moving Assistance project, which helps older people work out what housing is right for them.

There are 5 booklets:

* *‘Do you want to move or to stay in your current house?’*
* *‘Choosing the house that is right for you.’*
* *‘Reducing what you have.’*
* *‘Making the move.’*
* *‘Supporting your relative or friend.’*

This directory is a more detailed list of services, information and organisations that older people have told us helped them.

It is not a comprehensive list but contains some of the more common sources of information, advice and help.

**Using the Internet**

We have provided details of useful websites. If you don’t have internet access you can get help from several places across Falkirk District.

* The library – they will help to use the computers and find the information that you are looking for.
* Citizens Advice Bureau local offices will help you.
* The Later Life Information Centre has leaflets and information.
* Make It Happen Forum can signpost you to other help.

**Getting help to make changes and adaptations to your home**

**Help from Falkirk Council**

If you are having difficulty getting around your house because of health or mobility problems you may be able to get help with special equipment or alterations to your home.

**Council tenant**

If you are a council tenant contact your local One Stop Shop/Advice and Support Hub. Contact details are on the back page.

**Home owner or in rented accommodation**

If you are a home owner or live in rented accommodation contact social work for an assessment of need. They will assess what changes and adaptations would help you. If the adaptations are identified as essential by social work they may be able to help pay for some or all of the costs.

**Phone: Social Work Services on 01324 506400.**

If you don’t qualify for financial help and can pay for the adaptations yourself you can get advice and help from Falkirk Council Care and Repair Advice Service.

**Phone: 01324 590797**

**Help with adaptations and repairs**

Falkirk Council can give advice and may be able to offer financial help to homeowners, private tenants and private landlords with:

* Adaptations to meet the needs of a disabled person
* Energy efficiency
* Repairing or maintaining your home

**How do I get help?**

Please call Social Work Services on **01324 506400 and ask for a** [**Needs Assessment**](http://www.falkirk.gov.uk/services/social-care/disabilities/disabilities-sensory-impairment.aspx)**.**

**Care and Repair Advice Service – Falkirk Council**

The aim of Care and Repair is to give help and support to home owners and private tenants to adapt, maintain, repair or improve their homes.

**Who is eligible?**

This service is available to home owners and tenants of private landlords in the Falkirk Council area, who are of any age and who have a disability or are aged 60 or over.

**How can Care and Repair help you?**

Offering a free advice service to:

* help you decide what repairs and improvements are needed in your home and/or assist you in the process of adapting your home. This may involve an assessment from the Community Care Team
* give you an idea of the cost and how to raise the money
* help you to contact suitable people to provide plans
* help you get quotations (prices) from reliable contractors
* help you appoint a suitable contractor to do the work
* help you fill in forms and apply for grants/funding
* put you in touch with other agencies that may be able to help
* help you cope while work is being done

**Please note:** The Care and Repair Service cannot recommend contractors or consultants but can provide you, if asked, with contact details of contractors or consultants that other clients have used. This is not a recommended list.

**What about the cost?**

The Care and Repair service is free.

Grants are available from us to help with the cost of certain works including major adaptations (work) for disabled people. Sometimes extra help may also be available from benefits agencies or charitable organisations.

**Contact us**

**Corporate & Housing Services**

**Falkirk Council**

**Suite 5, The Forum**

**Callendar Business Park**

**Falkirk**

**FK1 1XR**

**01324 590797 (option 2)**

[**privatesector.housing@falkirk.gov.uk**](mailto:privatesector.housing@falkirk.gov.uk)

**Small Repair and Handyperson service – Falkirk Council**

Can help people with small jobs in and around the home.

**Who can use the service?**

This service can be used if you are:

* aged 65 and over, with no able-bodied person living with you
* disabled, where there is no able-bodied person living with you and you are unable to do small jobs

**What types of work does the service cover?**

There are 2 parts to this service:

**Small repairs**

The small repair part of the service is available to home owners and covers small repairs (joinery, plumbing and electrical works) which take no more than two hours to complete.

**Handyperson**

The handyperson part of the service is available to home owners, council tenants and housing association tenants. This covers health and safety related jobs which take no more than one hour to complete.

**What are small repairs and handyperson jobs?**

Joinery small repairs:

* Draught-proofing works
* Adjust/repair windows (not glazing)
* Adjust/repair doors
* Door handles
* Hatch repairs
* Letterbox replacements
* Apply sealant in kitchen and bathrooms
* Repair catches/pulleys
* Put up/repair shelving
* Repair/replace skirting and door surrounds
* Hang/re-hang a single door
* Replace/upgrade door locks and other security devices

Plumbing small repairs:

* Replace washers in taps
* Replace kitchen, wash-hand basin or bath taps
* Replace sink grating
* Replace sink plug and chain
* Clear an internal choked kitchen sink
* Repair a leak at water pipe below kitchen sink, wash-hand basin, bath or WC supply waste and flush pipes
* Replace washer or ballcock of cistern
* Replace WC seat and cover
* Supply and fit new insulation jacket to existing hot water cylinder

Electrical small repairs:

* Repair/replace smoke detectors
* Repair/replace fuses and circuit breakers
* Repair/replace internal and external light fittings, switches sockets and pull cords
* Repair/replace electrical sockets, spur units and shower indicators
* Supply and fit ceiling pull cord and switch for shower unit
* Repair/replace immersion heaters control switch
* Repair immersion heater
* Repair/replace cooker control unit switches
* Disconnect/re-connect electric cooker
* Repair extractor fan
* Minor repairs to storage and panel heaters
* Replace fluorescent bulbs and light fittings

Handyperson:

* Change light bulb (no fluorescent tubes)
* Change security light bulb (height restricted)
* Re-tape carpet to avoid tripping hazard
* Fit client supplied roller blind
* Fit client supplied curtain rail/pole(s)
* Fit client supplied wireless door bells (not sensory bells)
* Install security works eg door chain, spy hole (if appropriate)
* Install client supplied bathroom cabinets, towel rails, toilet roll holders, hat/coat hooks
* Install vent covers
* Re-rope rotary dryer

If you have any other small jobs not listed that you think we might be able to help you with; please contact: **01324 590797 /** [**smallrepairsservice@falkirk.gov.uk**](mailto:smallrepairsservice@falkirk.gov.uk)

**How long will it take to arrange a visit?**

We aim to visit your property within 10 working days of your enquiry.

**How many times can I use the Small Repair and Handyperson Service?**

The service can be accessed up to 8 times a year.

A year runs from 01 April to 31 March.

**How much does it cost?**

A rate of £26.00 is charged for each hour, along with the cost of the materials.

**Who do I contact?**

You can phone or email to arrange a small repair:

**01324 590797**

[**smallrepairsservice@falkirk.gov.uk**](mailto:smallrepairsservice@falkirk.gov.uk)

**Garden aid service**

You may be eligible for garden aid if you are having difficulty maintaining your garden. Any resident of the Falkirk Council area can apply.

**Who can receive this service?**

To qualify for garden aid, you must be in receipt of [Community Care Support](http://www.falkirk.gov.uk/services/social-care/care/).

If you are currently in recent of Garden Aid, this would have been assessed under the old criteria and will continue. If for any reason your Garden aid is stopped you must reapply under the new criteria as detailed above.

You will not qualify for help if there is someone else living with you over the age of 16 who could maintain the garden or if you are receiving any other gardening assistance.

**Do I have to pay for the service?**

No, the service is free of charge.

**What work will be done?**

Your grass will be cut every two weeks between April and October. The edges will be cut every second visit. Hedges will be cut twice each year, at the beginning and the end of the cutting season. The contractor will remove hedge clippings.

The contractor is responsible for making sure that no plants in your garden are damaged when cutting the grass or hedge.

Our contractor will not cut extremely long grass. They will only cut hedges which are 1.5m (4ft 11") or less in height and are a maximum width of 1m.

During normal weather conditions the Contractor will maintain a regular programme of works, however, during extreme weather conditions this may not be possible.

**How to apply for garden aid**

The application form for Garden Aid is currently under review, if you wish to apply in the meantime please contact your local One Stop Shop/Advice And Support Hub.

**Falkirk One Stop Shop, Unit MSUI, Callendar Square, Falkirk, FK1 IUJ**

**Phone: 01324 506965**

**Email:** [one.stop@falkirk.gov.uk](mailto:one.stop@falkirk.gov.uk)

**Stoneywood Community Project**

Stoneywood Community Project is a social enterprise. They can help with maintenance and landscape gardening, fencing and internal decoration as well as light gardening, housework and removals. Total costs will be agreed before staring work. Contact for a quotation

**Phone: 01324 824015**

**Website:** <http://www.stoneywoodcare.co.uk/services/community-projects/>

**Looking for tradesmen you can trust**

**How do you know who to trust?**

*“Ask family and friends and people you trust for recommendations. Find out what the trader did for them. Ask if would they use them again.”*

**Buy With Confidence**

The traders on this website have been approved by Trading Standards in a number of councils in the Central Belt and throughout Scotland. Traders on this website have gone through a series of checks by their local Trading Standards.

**Contact website:** [www.buywithconfidence.gov.uk/](http://www.buywithconfidence.gov.uk/)

**Trusty Trades - A local website for recommended traders**

A person who lives in Grangemouth has set up a website with details of local trades- people who have been recommended to her. She first started this website in October 2011 and people she knew gave her recommendations. The site and number of trades has grown.

**Contact website:** <http://www.trustytrades.co.uk/>

**Getting help and advice about your housing options**

These sources of advice are all free services open to anyone.

**Falkirk Council Housing Options**

If you are looking to move home, get your own place for the first time or your property doesn't suit your needs anymore, there are many housing options available to you.

**Helping you stay in your home**

* You may be entitled to benefits to help pay your rent
* Adapting your home to suit your needs
* Care and repair service for home owners and tenants of private landlords
* Small repairs and handy person service
* Garden aid service
* Worried about becoming homeless.

**Moving home**

* Apply for a council house
* Apply for a housing association
* Sheltered housing (Housing with care)
* Private Tenant advice
* Mutual exchange (RSL/Falkirk Council tenants)
* Homeless accommodation
* Experiencing domestic abuse and need a home quickly
* Right to Buy your council tenancy.

**Older people moving home**

We recently completed a Moving Assistance Project in partnership with Outside the Box. The project was developed to help people learn more about their housing choices. It also helped us gain a better understanding of what older people need and what would help them achieve that.

The project carried out a wide range of consultation with older people asking what would help them with their housing choices. It revealed that people take a long time to make a decision about moving house although after having finally made the move people said "that they wished they had done it sooner".

The following guides, available on the [Falkirk Moving Assistance](http://www.wisdominpractice.org.uk/falkirk-moving-assistance/) website, were developed to help people make decisions on their housing choices. They cover:

* Do you want to move or stay?
* Choosing the house that is right for you
* Recycling and de-cluttering
* Making the move
* Hints and tips for family and friends
* Service Directory

If you would like to discuss your housing options we can offer you a Housing Options interview at your local housing office. This will be with our housing staff.

To book your interview or for further information please contact your One Stop Shop/Advice and Support Hub.

**Housing Options Scotland**

They help you work out your finances and housing options based on your own personal circumstances. This includes looking at what you need in your new home, your finances, other allowances that you may be entitled to and other help and support for you in your home. They will provide you with a written report with follow up phone calls so that you can ask questions about the suggestions and options in their report.

They will also signpost you to other organisations that provide advice and information on any issues or particular circumstances that can be affecting your housing situation.

**Phone:  0131 247 1400**

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

**Paragon Housing Association**

Is a registered not-for-profit housing association providing homes for social rent across the Forth Valley. They are based in Grangemouth and own over 1400 houses and flats across the three local authority areas of Clackmannanshire, Falkirk and Stirling.

**Invergrange House, Station Road, Grangemouth, FK3 8DG**

**Phone: 01324 664899**

**Email:** [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)

**Web:** <http://www.paragonha.org.uk/>

**Bield Sheltered Housing- Thornhill Court, Falkirk**

Bield sheltered housing is a not for profit organisation, Scottish charity and registered social landlord. Their Falkirk branch, Thornhill Court, provides and evening support service for older people, sheltered housing and a day care service.

**Main office: 0131 273 4000**

**Email:** [info@bield.co.uk](mailto:info@bield.co.uk)

**Web:** [www.beild.co.uk](http://www.beild.co.uk)

**British Heart Foundation, Falkirk**

Should you have any unwanted furniture or bric a brac, call the Falkirk shop to arrange for someone to collect it from your home free of charge. Uplifts are usually done on a Tuesday and Thursday but you can also arrange times that are more suited to you.

**Tel: 01324 621697**

**Citizens Advice Bureau [CAB]**

The local CAB staff provide a comprehensive range of information and support to help you work out your housing options, what you can afford, who to talk to in the council and getting help with benefits, other allowances that you might be entitled to and getting help from social services if you are eligible. They can help you with phone calls and talk to people on your behalf. They can help you with any form filling that you want help with. They will meet you and family members. There are offices and outreach offices in different parts of the Falkirk Council area. You can also phone or email them. Full details are at the end of the directory

**Grants, allowances and other financial help**

**Citizens Advice Bureau [CAB]**

The CAB know about up to date different grants, allowances and other financial help for people who are having difficulty getting around their house because of health or mobility problems or a disability. You can phone, email or visit the office that is convenient for you. Full details are at the end of the directory.

**Falkirk District Credit Union**

A co-operative financial institution, owned and controlled by the members who use its services. Credit Unions are also not-for-profit and exist to provide a safe, convenient place for members to save money and to get loans and other financial services at reasonable rates.

**Main branch: 4 Station Road, Grangemouth, Falkirk, FK3 8DG**

**Phone: 01324 473695**

**Email:** [office@falkirkcreditunion.co.uk](mailto:office@falkirkcreditunion.co.uk)

**Web:** <http://www.falkirkcreditunion.co.uk/>

**Falkirk Council- Help with welfare benefits:**

If you need help to claim benefits or if you have been turned down for help;

**Contact:**

**Community Advice Services – Welfare Benefits**

**Suite 5, The Forum**

**Callendar Business Park**

**Falkirk**

**FK1 1XR**

**01324 501404**

[**cas@falkirk.gov.uk**](mailto:cas@falkirk.gov.uk)

If you use a Minicom, please **call: 01324 504304**

Our service is free, confidential, impartial and independent. We can answer most questions over the telephone, but we can arrange a meeting if that would be better.

**We'll help you:**

* decide on which benefits you can claim
* claim the right benefits so you are getting all the money you can
* sort out problems with your claim
* appeal against a decision that you think is wrong

**Scottish Legal Aid Board**

Falkirk Community Advice Service provides access to advice and representation for debt and benefit problems. Gives face to face support via council offices located throughout Falkirk.

**Glasgow Road, Denny, FK6 5DL**

**Phone: 01324 504 000**

**Money Matters**

**Maximising your income**

Did you know that about 4 million people in the UK are entitled to Pension Credit yet about 1 in 3 of those eligible are still not claiming Pension Credit? Even if you only received a small amount of Pension Credit it will ‘open the door’ to other allowances and benefits.

Finding out about all the allowances, benefits and other help that you are eligible for will help you when you are thinking about moving to a new home.

There are a number of local organisations who can provide information and advice about a wide range of topics including money worries, debt management, housing issues, benefits, help and support for carers and services and support for older people.

Some of the ones other older people told us about include:

# Falkirk Council: Get help to manage your money

# If you're worried about debt or are struggling to manage your money, we can help. Last year over 1000 people in the Falkirk Council area got help from local money advice services.

## How we can help

We have our own Debt Advice Team and can give you help and advice on all types of debt including rent and mortgage arrears, council tax, personal loans, hire purchase agreements, credit cards, store cards, payday loans and catalogues.

We can help you:

* deal with your debts
* review the money you have coming in and going out
* understand what the people you owe money to, known as creditors, can and can't do to recover it

Advice is free, confidential and impartial and is available to anyone who lives or works in the Falkirk Council area.

**Contact:**

**Debt Advice Team 01324 506735**

[debtadvice@falkirk.gov.uk](mailto:debtadvice@falkirk.gov.uk)

**Scottish Welfare Fund**

The Scottish Welfare Fund (SWF) scheme has replaced elements of the Social Fund scheme previously administered by the Government's Department for Work and Pensions (DWP). From 1 April 2013 instead of applying to the DWP for a Social Fund Crisis Loan or Community Care Grant, people can now apply to their local Council for Scottish Welfare Fund grants which do not have to be paid back.

**There are two types of grants**

Crisis Grants**:** These grants are to meet an urgent need that poses an immediate and substantial risk to health and safety. These grants can help provide access to essential items such as food and energy supply (electricity or gas).

Community Care Grants**:** These grants are to help people remain in the community or move back into the community or help ease exceptional pressure. These grants can help provide access to a wide range of basic household items.

**How are awards made?**

Depending on the type of grant required we may use vouchers or ask our nominated suppliers to provide items on our behalf. We will not make awards in cash.

**Who can apply?**

You can apply if you:

* live in the Falkirk Council area
* are legally resident in the UK
* are aged 16 and over
* are on a low income
* are on a qualifying benefit eg Income Support, Job Seekers Allowance or Pensions Credit
* do not have access to your money
* do not have any access to other appropriate sources of financial support
* are subject to a sanction or disallowance by the DWP and have had your benefit reduced as a result as you may be considered for a Crisis Grant until you can arrange a hardship payment

**Who can't apply?**

* Anyone who does not live in the Falkirk Council area
* Anyone who lives in a care home, is in hospital or prison without a discharge date in the next 8 weeks

**Are there exceptions?**

Because the Scottish Welfare Fund is a discretionary scheme, Assessment Officers will consider all applications to take account of individuals circumstances to ensure there is no substantial risk to health and safety.

**Contact:**

**Scottish Welfare Fund helpline**

**01324 503603**

[ScottishWelfareFund@falkirk.gov.uk](mailto:ScottishWelfareFund@falkirk.gov.uk)

**Citizen Advice Bureau**

The CAB is open to anyone. You can visit a local office or contact them by phone or email. Full details are at the end of the directory.

**The Carers Centre**

Provides information about allowances and other financial matters for carers and for the people they care for.

**1A Bank Street, Falkirk.**

**Phone: 01324 611510**

**Later Life Information Centre**

You can go in and talk to someone from Solicitors for Older People Scotland. There is also a phone line to Age Scotland and staff in the centre help people access websites.

**Upper Newmarket Street, Falkirk**

**Website**: <http://www.laterlifeinformationcentre.co.uk>

**The Money Advice Service**

Free and impartial money advice covering debt and borrowing, homes and mortgages, budgeting and saving, work and benefits, retirement, family, cars and travel, insurance.

**Phone: 0800 138 7777 [free]**

**Opening times: Monday – Friday 8am-8pm, Saturday 9-1pm, Sunday and bank holidays, closed.**

These are some useful websites to give you ideas about stretching your money.

**Money Extra**

[www.moneyextra.com/](http://www.moneyextra.com/)

**Money Savings Expert**

<http://www.moneysavingexpert.com/>

**Scotland’s Financial Health Service**

[www.scotlandsfinancialhealthservice.gov.uk/](http://www.scotlandsfinancialhealthservice.gov.uk/)

**Getting help and support to stay in your home**

This section is useful:

* If you are starting to need a bit of help to do things in your own home – and don’t know where to start.
* If you are getting care services just now to stay in your home.
* If you are thinking about the future when you may need some support to help you in your home.

**Falkirk Council**

Falkirk Council social services can provide information and advice about getting care and help in your home

* People who are assessed as having a high level of care needs may be eligible for financial support.
* Even if you do not meet the council’s eligibility criteria social work services can help you find out about other allowances and help that you might be entitled to and provide details of care services.
* Having contact with social work services can open doors to other forms of support and help.

**Phone: 01324 506400**

**Help through Falkirk Council social work teams**

If you need help to stay in your own home because of a disability or ill-health, if you are getting older and less able, then you may be able to get help from the council.

You will need an assessment to decide if you are eligible for care and support. You will be asked questions to find out what you need help with. If you are eligible for care and support you could be offered a budget to pay for this. You can ask the Council to arrange the care and support for you or you can choose your own services, as long as they meet your care and support needs. This is called Self-Directed Support.

If you are not eligible for care and support they may be able to point you to other support services that you can use, including voluntary service and paid support. If you want to use the paid support you will need to pay for this yourself.

If you are already getting help from the council and you are moving house, you may be able to make some changes to the support that you get so that you are supported to stay in your new home.

* You will need to check whether your service provider can continue to support you in your new home.
* In some circumstances the service provider may not be able to provide support at your new address, for example if you are moving to an area that they don’t operate in. If this happens you will need to make plans for a new service at your new address.
* It is important that you plan well in advance to make sure that you have the right support when you move.

If you want to get in touch with social work for a needs assessment,

**Phone: 01324 506400**

**Independent advice and information about self-directed support (SDS)**

**Over the Fence** is a website that has lots of hints and tips to help you work out what help and support might help you to stay in your own home. It provides lots of suggestions to help you, whether you are organising support yourself or getting help through the Council. It has contact details of useful people and organisations in each council area of Scotland who can help you. The contact details for people and organisations in the Falkirk and district area can be found on the website.

<http://www.overthefence.org.uk/>

**SDS Forth Valley**

**Phone: 01324 508794**

**Email:** info@sdsforthvalley.co.uk

**Website:** http://ilaforthvalley.co.uk/sds/

**Carers Centre**

**Phone: 01324 611 510**

**Email:** [centra@centralcarers.co.uk](mailto:centra@centralcarers.co.uk)

**Website:** <http://www.carers.org/local-service/falkirk>

**Citizens Advice Bureau [CAB]**

Their local offices have information about self-directed support.

Full details of all the local CAB offices are at the end of the directory.

**Shelter Scotland**

Shelter Scotland provides information about self-directed support, other benefits and housing. If you live in sheltered housing or other supported housing or are thinking about moving to that type of housing, this website explains what you may be entitled to. <http://scotland.shelter.org.uk/get_advice>

**Looking for solicitors, legal advisers, independent financial advisers**

**Later Life Information Centre**

The Later Life Centre, Falkirk provides a place where older people can come for all kinds of advice on everything from tax rebates, health and well-being to making a Will. The Falkirk Later Life Centre is a joint venture between Solicitors for Older People Scotland [SOPS] and Age Scotland and is the first of its kind in Scotland.

**Solicitors for Older People Scotland (SOPS)**

This is a group of over 30 local solicitors who specialise in issues for older people. You can contact member solicitors in your area by getting in touch with the Later Life Information Centre or their member branch in Falkirk.

**Phone SOPS: 0800 152 2037**

**Falkirk member branch: Caesar & Howie, 29 Upper Newmarket St, Falkirk, FK1 1JH**

**Phone: 01506 815 900**

**Other sources**

One-stop source of experienced, regulated and independent financial advisers, mortgage brokers, solicitors and accountants.

Web: <https://www.unbiased.co.uk/>

**First Mortgage**

Mortgage advisors covering Falkirk and Central Scotland. Their advice is free and impartial. Contact between Monday-Friday, 9-5:30pm, and until 5pm on Saturdays.

**35 Vicar Street, Falkirk, FK1 1LL**

**Phone: 01324 637 370**

**Local community groups and activities**

**Outside the Box**

Outside the Box provides independent development support to groups and people across Scotland who want to make a difference in their communities. We work on a broad range of projects-under four key themes-offering support, information, training, evaluation and advice.

**Unit 23, 150 Brand Street, Glasgow, G51 1DH**

**Phone: 0141 419 0451**

**Email:** [info@otbds.org](mailto:info@otbds.org)

**Web:** <http://www.otbds.org/>

Current projects for older people running in your area are:

**Money Owls, Housing Owls, Life Boost Café** and **Food Buddies**.

**Step Forth**

Is a walking programme, running walks across the Falkirk Council area for all ages and abilities. The walks are designed to provide a sociable, friendly and supportive environment and each walk id risk assessed and suitable for all abilities. Walks last between 30 minutes to an hour and take the pace of the slowest walker.

**Kersibank Ave, Grangemouth, FK3 0EE**

**Phone: 01324 504556**

**Web: falkirkcommunitytrust.org**

**The Braveheart Association**

Offering health and well being to older people via a wide range of health related activities to help people live healthier lives. Braveheart groups give people the chance to take time out to look after their health and socialise.

**Falkirk Community Hospital Majors Loan, Falkirk, Fk1 5QE**

**Phone: 01324 673706**

**Newsline Forth Valley Talking Newspaper Association [FVTNA]**

Falkirk’s own Talking Newspaper for the blind and visually impaired. Provides a weekly audio recording of the Falkirk Herald to those who struggle to read the local paper as well as a monthly magazine and an audio version of the Falkirk Council quarterly newspaper. The service is free and you will get support to access the necessary equipment you need.

**PO Box 42, Falkirk, FK1 1AA**

**Phone: 01324 228313**

**Email:** [info@newsline.org.uk](mailto:info@newsline.org.uk)

**Web:** <http://www.newsline.org.uk/>

**Forth Valley Sensory Centre**

Support and assistance for groups. Activities provide a place to socialise and meet new people. The centre has a number of different partners and organisations, all dedicated to helping anyone young or old, who has a sensory impairment live as independently as possible.

**Red Brae Road, Falkirk, FK1 4DD**

**Phone: 01324 590 888**

**Web:** <http://www.forthvalleysensorycentre.org/>

**Living it Up – Forth Valley**

Living it Up provides lots of information about local groups and events.

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

**ALISS – A Local Information Service for Scotland**

This website has lots of links to local groups in your area as well as other parts of Scotland. It gets updated from local sources of information on a regular basis.

<http://www.aliss.org/>

**Other useful contacts for local services and organisations**

**Action on Hearing Loss**

Action on hearing loss provide monthly drop-in sessions at Forth Valley Sensory Centre to provide demonstrations on new products and equipment. People can borrow and buy equipment such as amplified telephones, vibrating alarms etc. Social security advice is available from a Welfare Rights Officer on a wide range of benefits including Disability Living Allowance [DLA], Personal Independence Payment [PIP],Housing Benefit and Universal Credit.

**Tel: 0141 341 5330 Email:** [scotland@hearingloss.co.uk](mailto:scotland@hearingloss.co.uk)

**Web: actionhearingloss.org.uk**

**Falkirk Foodbank**

Providing emergency food to people in crisis. If you feel you are struggling to afford food, a local agency such as social services, citizens advice, housing support, debt advisers, doctors and health visitors, local churches, charities will help make a referral for you and issue you with food bank vouchers. The foodbank covers the whole of Falkirk District and food can be delivered by van to your house or if you are able, parcels can also be collected from the foodbank.

**Tamfourhill Industrial Estate, Camelon, Falkirk, FK1 1XR**

**Phone: 07809 340919**

**Email:** [info@falkirk.foodbank.org.uk](mailto:info@falkirk.foodbank.org.uk)

**Web:** <http://falkirk.foodbank.org.uk/>

**Forth Valley Top Toes**

Providing a personal foot care service to people over the age of 50 who have no underlying medical conditions but are unable to cut their own toe nails. The service is by appointment only and meeting times are a Monday, Tuesday and Thursday mornings at Falkirk Community Hospital and on a Thursday at Bonnybridge Health Centre. A £10 donation at each appointment is required to cover costs.

**Falkirk Community Hospital, Falkirk, FK1 5QE**

**Phone: 01324 692001**

**Email:** [info@toptoes.org.uk](mailto:info@toptoes.org.uk)

**Web:** <http://www.toptoes.org.uk>

**Parkinson’s UK- Falkirk Branch**

Offers information, friendship and support to local people with Parkinson’s, their families and carers. Regular events and social activities are held to meet other people affected by Parkinson’s. Meetings are held on a Tuesday where you can drop in for a chat and a cuppa. People are free to arrive and leave whenever they want. Massage therapists are available at meetings if you fancy some relaxation. Sessions are held on the second and forth Tuesday of the month from 2-4pm.

**St Francis Xavier Church Hall, 1 Hope Street, FK1 5AT**

**Contact: Jess Bryce on 01324 638911**

**Email:** [jessbryce@sky.com](mailto:jessbryce@sky.com)

Web: [vc.scotland1@parkinsons.org.uk](mailto:vc.scotland1@parkinsons.org.uk)

**Samaritans Falkirk and Central Scotland**

Offers a safe place for you to talk any time you like, in your own way abut whatever is getting to you.

**Phone: 01324 622066 [local charges apply] or 116 123 [this number is free to call].**

**Pet Fostering Service Scotland**

Provides a short-term emergency care service for pet owners who are temporarily unable to care for their pet through accident or illness.

<http://www.pfss.org.uk>

**Give a Dog a Bone**

Helping over 60s who are finding it difficult to afford to feed their pets and re-homing animals with over 60s who would like a pet but would struggle to afford it on their own.

<http://www.giveadogabone.net>

**Animals at Home Pet Care Service**

A business providing animal care across Falkirk and surrounding areas.Trained in animal handling, PVG checked and fully insured.

**21 Muirhead Court, Reddingmuirhead, Falkirk, FK2 0ZZ**

**Phone: 07873568121**

**Email:** [animals@home.co.uk](mailto:animals@home.co.uk)

**Contacts for Falkirk Council One Stop Shops**

These are the contacts in April 2016. Some may be changing and you will get details through the website or one of the other One Stop Shops if that happens.

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| **Advice and Support Hub**  **01324 501900**  **easthub@falkirk.gov.uk** | **Bonnybridge Finance Office**  18 Main Street  Bonnybridge, FK4 1BT  **01324 504141** |
| **Camelon One Stop Shop**  256 Main Street  Camelon, FK1 4DY  **01324 503640** | **Dawson Neighbourhood Office**  Dawson Centre  Davids Loan  Bainsford, FK2 7RG  **01324 501450 - housing enquires**  **01324 504234 - one stop number** |
| **Denny One Stop Shop**  Carronbank House  Carronbank Crescent  Denny, FK6 6GA  **01324 504050 - housing enquires**  **01324 504234 - one stop number** | **Falkirk One Stop Shop**  Unit MSUI  Callendar Square  Falkirk, FK1 1UJ  **01324 506868 – housing enquiries**  **01324 506965 – one stop number** |
|  | **Stenhousemuir One Stop Shop**  398 Main Street  Stenhousemuir, FK5 3JR  **01324 503340** |

**Website:** <http://www.falkirk.gov.uk/places/oss-ash/default.aspx>

**Contacts for Citizens Advice Bureau**

The local CAB staff provide a comprehensive range of information and support to help you work out your housing options, what you can afford, who to talk to in the council and getting help with benefits, other allowances that you might be entitled to and getting help from social services if you are eligible. They can help you with phone calls and talk to people on your behalf. They can help you with any form filling that you want help with. They will meet you and family members.

**Phone**: Citizens Advice Direct – telephone advice line is **0808 800 9060**

Mon to Fri - 09.00 - 20.00, Sat - 10.00 - 14.00

**Web**: You can access lots of information about housing and other things at the national CAB website: <http://www.cas.org.uk/>

Online Citizens Advice Scotland

Website: <https://www.citizensadvice.org.uk/scotland/>

**Local offices:** Full details of the local CABs are available at [www.cas.org.uk/bureaux](http://www.cas.org.uk/bureaux)

Each CAB has different opening times and days and some have appointments and some drop in.

These are the contact details for your local CAB offices. You can visit the CAB that is most convenient for you.

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| **Falkirk Citizens Advice Bureau**  Main office:  27-29 Vicar Street, Falkirk FK1 1LL  **Phone: 01324 626070**  Website: [www.falkirkcab.org.uk](http://www.falkirkcab.org.uk)  Monday 10.00 - 16.00  Tuesday 10.00 - 16.00  Wednesday Appointments only  Thursday 10.00 - 16.00  Friday 10.00 - 16.00  Saturday 9.30 - 12.30 | **Outreach:**  **Forth Valley Hospital**  Stirling Road  Larbert FK5 4WR  Monday 10.00 – 14.00 (Drop In)  Tuesday 10.00 – 14.00 (Drop In)  Thursday 10.00 – 14.00 (Drop In) |

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| **Grangemouth and Bo'ness Citizens Advice Bureau**  Main office:  1 Kerse Road, Grangemouth FK3 8HW  **Phone: 01324 483467**  Website: [www.grangemouthcab.org.uk](http://www.grangemouthcab.org.uk)  Monday 10.00 - 12.00  Tuesday 10.00 - 12.00  14.00 - 16.00  Thursday10.00 - 12.00  14.00 - 16.00  Friday 10.00 - 12.00 | **Outreach:**  **Westquarter Community Project Outreach**  Westquarter Avenue Westquarter  Falkirk FK2 9RN  Tuesday 10.00 - 12.00  This is a Drop-In Service, no appointment required.  **Bo’ness Health Centre Outreach**  Dean Road, Bo’ness EH51 0DQ  Wednesday13.00 - 16.00  Friday 09.00 - 12.00 |

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| **Denny and Dunipace**  **Main office:**  24 Duke Street, Denny FK6 6DD  **Phone: 01324 823 118**  Website: [www.dennyanddunipacecab.org.uk](http://www.dennyanddunipacecab.org.uk)  Monday 10.00 - 14.00 (drop in);  And appointments by arrangement  Tuesday Appointments by arrangement  Wednesday 10.00 - 14.00 (drop in)  And appointments by arrangement  Thursday 10.00 - 14.00 (drop in)  And appointments by arrangement  Friday 10.00 - 14.00 (drop in) | **Outreach:**  **Bonnybridge Community Centre**  Bridge Street  Bonnybridge FK4 1AA  Wed 11.00 – 14.00  Appointment only phone: 01324 503290  **The Archibald Russell Centre,**  Haypark Road  Dennyloanhead FK6 5JZ  Thursday 10.00 - 12.00  Drop in service, no appointment needed  **Denny Parish Church Hall, Denny FK6 6DB**  Wednesday 9.30 - 11.30 (drop in)  **Community Flat**  26 – 28 Bridge Street, Denny FK6 6PD  **Tuesday** 10.00 - 12.00  Appointment only phone: 01324 824623 |

**Contacts for more information**

All of the Moving Assistance Hints and Tips the Directory of Services are available from the Wisdom in Practice Website

<http://www.wisdominpractice.org.uk/falkirk-moving-assistance/>

Falkirk Moving Assistance project has been funded by Falkirk Council through the Change Fund. It has been developed and delivered by Outside the Box with help from the Make It Happen Forum.

The Make it Happen Forum is for people aged 50 and older to get involved and have their say in community life.

Falkirk Council: Strategy team on 01324 590797 (option 2)

Email: [strategic.housing@falkirk.gov.uk](mailto:strategic.housing@falkirk.gov.uk)

Make it Happen forum: Kay Wood on 07753 229673

Email: [olderpeoplesforum@btinternet.com](mailto:olderpeoplesforum@btinternet.com)

