

Falkirk Moving Assistance Project

Directory of services April 2016



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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. 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.

Contact

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 (option 2)

Help with adaptations and repairs - Falkirk Council

Falkirk Council will provide advice for homeowners, private tenants and private landlords with:

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

Financial help may be available for people who have been assessed as needing essential adaptation work or repairs done to their home.

Contact

Phone: Social Work Services on 01324 506400 and ask for an assessment to find out if you are able to get assistance with an adaptation.

Help to Adapt

Help to Adapt is a Scottish Government-funded scheme to help older people who own their own homes make adaptations that enable them to stay at home. It is a pilot that runs from April 2015 to 2017.

Help to Adapt is being delivered by the Link Group. The Help to Adapt initiative encourages homeowners aged 60 or over to be proactive in adapting their homes to enable their long term independence and quality of life. It will help owners pay for the adaptations by using the equity in their own home and organise all the work for them.

The Help to Adapt team will assist homeowners through each step of the process saving them the time, anxiety and effort involved in organising the works themselves.

Contact

Phone: 0330 303 7801 and ask to speak to Angela Gardener

Email: angela.gardener@linkhaltd.co.uk or enquiries@helptoadaptscotland.co.uk

Post: The Help to Adapt Team, Link Group Ltd, Watling House, Callendar Business Park, Callendar Road, Falkirk, FK1 1XR

Website: www.HelpToAdaptScotland.co.uk

Care and Repair Advice Service – Falkirk Council

Care and Repair provides a free advice service for home owners and private tenants to adapt, maintain, repair or improve your home. This service is for anyone with a disability or are aged 60 and over.

This is 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.

They do not 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.

Contact

Phone: 01324 590797 (option 2)

How much does it cost?

The Care and Repair advice service is free.

Grants are available 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.

Small Repair and Handyperson service – Falkirk Council

This service is for small jobs in and around the home. It is for people who 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 the work yourself.

From 1st April 2016 the service is only available on Wednesdays.

What does the service provide?

They can help with small repairs – joinery, plumbing and electrical works. They will help with things that are called health and safety related jobs. These include things like sorting carpets to prevent falls and trips, safety chains and new locks on front doors, smoke detectors.

How much does it cost?

From 1 April 2016 there is a minimum charge of £26.00.

You can use the service up to eight times a year. (A year runs from 1 April to 31 March.)

Contact

Talk to the Small Repair and Handyperson service, tell them what your problem is and they will let you know if they can do it.

Phone: 01324 590797 (option 1)

Email: smallrepairservice@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.

Costs: Contact for a quotation

Contact

Phone: 01324 824015

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

Grants, allowances and other financial help

CAB (Citizens Advice Bureau)

The CAB know about 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.

Contact

You can phone, email or visit the office that is convenient for you. Full details are at the end of the directory.

Help to Adapt

The Help to Adapt scheme helps people who own their homes to use the value of the house to pay for repairs and similar costs.

Contact

Phone: 0330 303 7801 and ask to speak to Angela Gardener

Email: angela.gardener@linkhalt.co.uk or enquiries@helptoadaptscotland.co.uk

Post: The Help to Adapt Team, Link Group Ltd, Watling House, Callendar Business Park, Callendar Road, Falkirk, FK1 1XR

Web: www.HelpToAdaptScotland.co.uk

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/

Trusty Trades - A local website for recommended traders

A person who lives in Grangemouth has set up a website with details of local tradespeople 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

The Council can provide advice and information to homeowners and to people who rent their homes - council tenant, housing association or private landlord.

Contact

You can talk to a housing officer at one of Falkirk Council's Neighbourhood Offices. Ask for the housing officer. Details are at the end of the directory.

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.

Contact

Phone: 0131 247 1400

Website: www.housingoptionsscotland.org.uk/

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.

Contact

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.

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 you can call them on 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: centre@centralcarers.co.uk

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

Citizens Advice Bureau

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

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:

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.

They also have a website with lots of useful information <http://www.cas.org.uk/>

The Carers Centre

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

Contact

Address: 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.

Contact

Address: Upper Newmarket Street, Falkirk

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

Other useful websites include

www.scotlandsfinahealthservice.gov.uk/

www.moneyadvice.service.org.uk/en/categories/partners

Making your money go further

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

Money Extra

www.moneyextra.com/

Money Savings Expert

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

Looking for solicitors, legal advisers, independent financial advisers

Solicitors for Older People Scotland (SOPS)

This is a group of over 30 local solicitors who specialise in issues for older people.

Contact

You can contact them through the Later Life Information Centre, Newmarket Street, Falkirk

Other sources

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

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

Local community groups and activities

Living it Up – Forth Valley

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

Website: 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/>

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.

Bo'ness One Stop Shop 24a East Pier Street Bo'ness, EH51 9AB 01506 778899	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
Denny One Stop Shop Carronbank House Carronbank Crescent Denny, FK6 6GA 01324 504050	Falkirk One Stop Shop Unit MSUI Callendar Square Falkirk, FK1 1UJ 01324 506868
Grangemouth One Stop Shop 5 York Lane Grangemouth, FK3 8BD 01324 504550	Stenhousemuir One Stop Shop 398 Main Street Stenhousemuir, FK5 3JR 01324 503340

Website: <http://www.falkirk.gov.uk/places/one-stop-shops/>

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

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.

<p>Falkirk Citizens Advice Bureau</p> <p>Main office: 27-29 Vicar Street, Falkirk FK1 1LL</p> <p>Phone: 01324 626070 Website: www.falkirkcab.org.uk</p> <p>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</p>	<p>Outreach:</p> <p>Forth Valley Hospital Stirling Road Larbert FK5 4WR</p> <p>Monday 10.00 – 14.00 (Drop In) Tuesday 10.00 – 14.00 (Drop In) Thursday 10.00 – 14.00 (Drop In)</p>
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<p>Grangemouth and Bo'ness Citizens Advice Bureau</p> <p>Main office: 1 Kerse Road, Grangemouth FK3 8HW</p> <p>Phone: 01324 483467 Website: www.grangemouthcab.org.uk</p> <p>Monday 10.00 - 12.00 Tuesday 10.00 - 12.00 14.00 - 16.00 Thursday 10.00 - 12.00 14.00 - 16.00 Friday 10.00 - 12.00</p>	<p>Outreach:</p> <p>Westquarter Community Project Outreach Westquarter Avenue Westquarter Falkirk FK2 9RN</p> <p>Tuesday 10.00 - 12.00 This is a Drop-In Service, no appointment required.</p> <p>Bo'ness Health Centre Outreach Dean Road, Bo'ness EH51 0DQ Wednesday 13.00 - 16.00 Friday 09.00 - 12.00</p>
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<p>Denny and Dunipace</p> <p>Main office: 24 Duke Street, Denny FK6 6DD</p> <p>Phone: 01324 823 118 Website: www.dennyanddunipacecab.org.uk</p> <p>Monday 10.00 - 14.00 (drop in); And appointments by arrangement</p> <p>Tuesday Appointments by arrangement</p> <p>Wednesday 10.00 - 14.00 (drop in) And appointments by arrangement</p> <p>Thursday 10.00 - 14.00 (drop in) And appointments by arrangement</p> <p>Friday 10.00 - 14.00 (drop in)</p>	<p>Outreach:</p> <p>Bonnybridge Community Centre Bridge Street Bonnybridge FK4 1AA Wed 11.00 – 14.00 Appointment only phone: 01324 503290</p> <p>The Archibald Russell Centre, Haypark Road Dennyloanhead FK6 5JZ Thursday 10.00 - 12.00 Drop in service, no appointment needed</p> <p>Denny Parish Church Hall, Denny FK6 6DB Wednesday 9.30 - 11.30 (drop in)</p> <p>Community Flat 26 – 28 Bridge Street, Denny FK6 6PD</p> <p>Tuesday 10.00 - 12.00 Appointment only phone: 01324 824623</p>
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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

Make it Happen forum: Kay Wood on 07753 229673
Email: olderpeoplesforum@btinternet.com