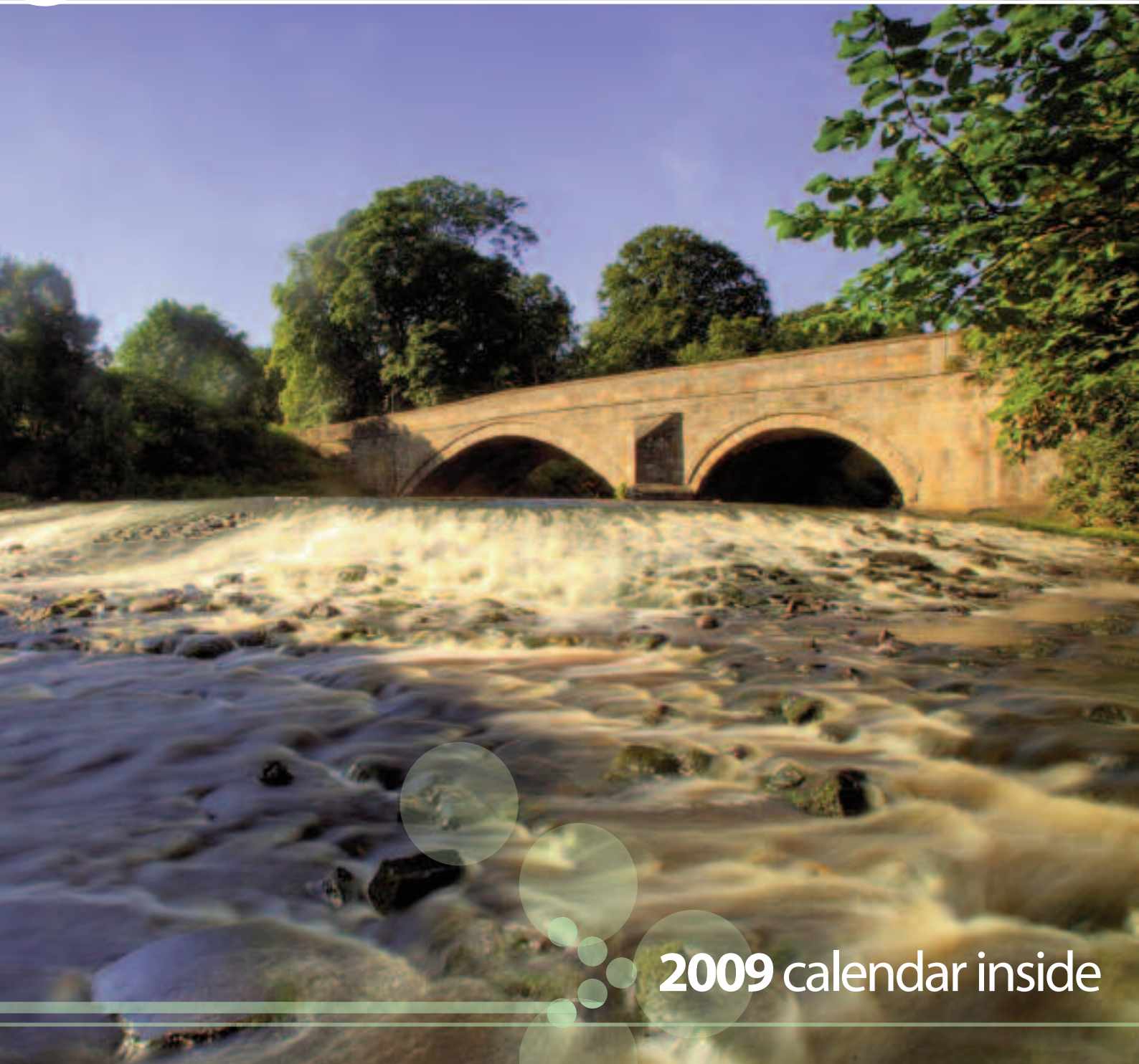


newhorizon

October 2008 > www.westlothian.gov.uk

guide : to all services within West Lothian for older people



2009 calendar inside



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE



West Lothian
Council

January

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newhorizon :guide

ISSUE 6 OCTOBER 2008

Corporate Communications,
West Lothian Council
West Lothian House
Almondvale Boulevard
Livingston
West Lothian, EH54 6QG

Email: newhorizon@westlothian.gov.uk



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Welcome to the guide to West Lothian services

This is the sixth edition of the New Horizon Guide.

The New Horizon Guide provides you with information on a range of services in West Lothian. From transport and travel to advice on pensions, information is arranged in five colour-coded sections, making it easier for you to find exactly what you're looking for. To find out what colour matches the service you are looking for, check the contents table on the previous page.

We have also included a wall calendar for 2009 with a section for notes and important numbers below. We hope that you will find this helpful for planning the year ahead and pin it to the wall so that the guide will always be handy.

West Lothian is a busy and vibrant community - use this guide to find out about the huge range of opportunities and services that are on offer to you.

If you have access to the internet you will find a wealth of news and information about services provided by the council and the West Lothian Health and Community Partnership online. Take a look at www.westlothian.gov.uk and www.westlothianchcp.org.uk.

I hope you find the guide and websites informative and useful.

Councillor Ellen Glass,



Executive Councillor for Health and Care.
October 2008

Council Information Services

1.1

Council Information Services (CIS) is a network of one-stop shops where you can access council services. Our friendly, helpful staff will contact council services in order to answer, negotiate or advocate on your behalf. Our aim is to resolve enquiries and process service requests without having to pass customers to other service areas.

There are 9 CIS centres located throughout West Lothian.

For opening times or to access the services by telephone call our Customer Services Centre on **01506 775000** or pop into your local CIS centre located at:

- **Armadale:** 1/3 East Main Street
- **Bathgate:** Lindsay House, South Bridge Street
- **Blackburn:** Blackburn Connected, Mill Centre, 10 Sycamore Walk
- **Broxburn:** Strathbrock Partnership Centre, 189a West Main Street
- **Fauldhouse:** 10 Main Street
- **Linlithgow:** County Buildings
- **Livingston:** West Lothian Connected, Almondvale Centre
- **West Calder:** 24-26 Main Street
- **Whitburn:** 5 East Main Street

customer.service@westlothian.gov.uk



Out of hours emergency

1.2

Normal office hours cover between 9am and 5pm, Monday to Friday. The council, NHS, and emergency services can be contacted 24 hours a day.

To contact a Doctor out of hours call your own practice and you will be transferred to NHS 24.

To contact Social Work call **01506 777401** or **01506 777402** (minicom **01506 777404**).

Winter roads emergencies call **01506 776576** or **01506 776577** (November to March).

Housing emergencies call **01506 631240** or **01506 630288** or **01506 775000**.

To contact the Police call **01506 431200** or in an emergency **999**.

Fire and Ambulance services call **999**.

The Home Safety Service is available to people living at home who are considered or consider themselves to be at risk. The service involves the provision of equipment to increase safety and security within the home. The equipment provides a telephone link to West Lothian Careline, ensuring you have access to help when and if it is required. For an application form or for further information contact the **Supported Discharge and Re-enablement team on 01506 775651**.

Major contact points

1.3

NHS 24 is a national number where you can access all NHS support. Freephone **08454 24 24 24**.

NHS Helpline Freephone **0800 224488**.

West Lothian Council Customer Service Centre (CSC) where you can access council services. 8am to 8pm Monday to Friday call **01506 775000**.

West Lothian Connected where you can access all public services. Almondvale Centre, Livingston, 9am to 5pm.

West Lothian Community Health and Care Partnership (CHCP) website: **www.westlothianchcp.org.uk** provides information on local health care and social care services.

Council payments

1.4

There are a number of ways to make council payments:

The main method is by standing order or direct debit through to your bank. To pay by direct debit or standing order for :

| | |
|------------------|---------------------|
| Business Rates | 01506 776982 |
| Council Tax | 01506 776982 |
| Rent | 01506 775000 |
| Service Accounts | 01506 776868 |

The Council Information Services (CIS) centres can also help.

Credit or debit card payments are also acceptable as well as cash or cheque, at CIS centres throughout West Lothian.

Rent, Council Tax, Business Rates, Service Accounts can also be paid online at www.westlothian.gov.uk

Postal payments can also be made by cheque to this address:

West Lothian Council,
The Revenues Unit,
St David House,
Bathgate, EH48 1TT

In addition to the above methods you can pay over the counter at all Post Offices within the UK.

Telephone payments can be made by contacting **01506 775050**

If you have misplaced your rent card / swipe card or have moved home you can obtain another by

- Telephoning Revenues on **01506 776800**
- Contacting the CIS centres
- Telephoning the Customer Service Centres on **01506 775000**

Housing

1.5

West Lothian Council's Housing Service operates through a network of housing offices.

Armadale: 1/3 East Main Street, Armadale

Bathgate: 2nd Floor, St David House, South Bridge Street, Bathgate

Broxburn: Strathbrock Partnership Centre, 189A West Main Street, Broxburn

Livingston: The Ability Centre, Carmondean Centre Road, Livingston

West Calder: 24-26 Main Street, West Calder

Whitburn: 5 East Main Street, Whitburn

For all enquiries relating to housing services, either drop into your Council Information Services centre or call our Customer Service Centre on **01506 775000**.

There are also a number of housing providers operating in West Lothian. Some of these specialise in housing services for older people.

| Housing providers | Telephone numbers |
|-----------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Almond Housing Association Sheil House, Sheil Walk, Craigshill, Livingston EH54 5EH | 01506 439291 |
| Ark Housing Association The Priory, Canaan Lane, Edinburgh EH10 4SG | 0131 447 9027 |
| Barony Housing 8 Balcarres Street, Edinburgh EH10 5JB | 0871 700 7777 |
| Bield Housing Association 79 Hopetoun Street, Edinburgh, EH7 4QF | 0131 273 4000 |
| Castle Rock Edinvar Housing Association 1 Hay Avenue, Edinburgh EH16 4RW | 0131 657 0600 |
| Dunedin Canmore Housing 8 Newmart Road, Edinburgh, EH14 1RL | 0131 478 8888 |
| Hanover (Scotland) Housing Association 95 McDonald Road, Edinburgh, EH7 4NS | 0131 557 0598 0131 557 7404 |
| Horizon Housing Association Leving House, Fairbairn Place, Kirkton North, Livingston EH54 6TN | 01506 424140 |
| Trust Housing Association 12 Newmarket Road, Edinburgh EH14 1RL | 0131 444 1200 01506 410964 |
| Link Housing Association 2c Newmarket Road, Edinburgh EH14 1RL | 0845 140 0100 |
| Margaret Blackwood Housing Association Craigievar House, 77 Craigmount Brae, Edinburgh EH12 8XF | 0131 317 7227 |
| Weslo Housing Management 66 North Bridge Street, Bathgate, West Lothian EH48 4PP | 01506 634060 |

Health

1.6

The National Health Service provides free vaccinations against flu, an annual campaign runs in the autumn. Your GP surgery has details of when the programme starts each year.

Leaflets for information on issues for the elderly are available through your GP or by calling NHS Helpline Freephone **0800 224488**.

Help the Aged also produces advice on health and specific issues. You can get leaflets by writing to Help the Aged, 11 Granton Square, Edinburgh EH5 1HX or by telephoning **0808 800 6565** or email infoscot@helptheaged.org.uk.

For information on health services in the community such as GPs, occupational therapy, podiatry and much more, visit www.westlothianchcp.org.uk.

GP Surgeries

1.7

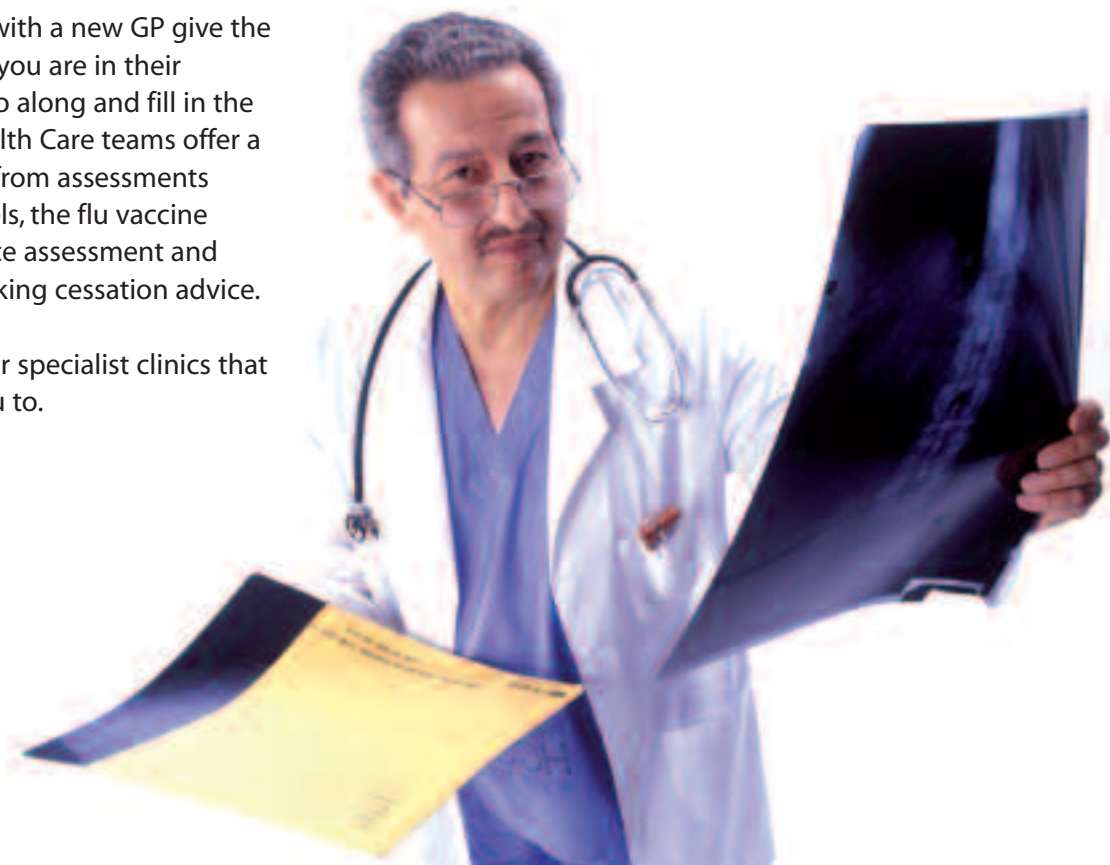
These are the contact addresses for GP surgeries:

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Armadale Medical Practice: 18 North Street, Armadale | 01501 730432 |
| Bathgate Primary Care Centre: Whitburn Road, Bathgate Doctors Surgeries: Newland Surgery Simpson Surgery Kingsgate Surgery | 01506 630771 01506 655155 01506 654444 01506 653134 |
| Blackburn (Ashgrove Health Centre): Ashgrove, Blackburn | 0844 477 0954 |
| Blackridge Health Centre: Fleming Place, Blackridge | 01501 751238 |
| Carmondean Community Medical Centre: Carmondean Centre, Livingston Deans and Eliburn Medical Practice Carmondean Medical Centre Dr Shah | 0844 477 3155 0844 477 3144 0844 477 3186 0844 477 3166 |
| Craigshill Health Centre: The Mall, Livingston | 01506 432621 |
| Dedridge Health Centre: Nigel Rise, Livingston | 01506 414586 |
| East Calder Medical Practice: 147 Main Street, East Calder Community Practice GP Service | 01506 880582 01506 882882 |

| These are the contact addresses for GP surgeries continued: | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Fauldhouse Health Centre: Blackfaulds Place, Fauldhouse Dr Ritchie and Dr Jones practice | 01501 772038 01501 770282 |
| Howden Health Centre: Howden Road West, Livingston | 01506 423800 |
| Kingsgate Medical Group: Whitburn Road, Bathgate | 01506 653134 |
| Linlithgow Health Centre: 288 High Street, Linlithgow Dr Cochran Practice | 01506 670027 01506 670036 |
| Murieston Health Centre: Hamilton Square, Livingston | 01506 461464 |
| Newland Medical Centre: Whitburn Road, Bathgate | 01506 655155 |
| Simpson Medical Group: Whitburn Road, Bathgate | 01506 654444 |
| Stoneyburn Health Centre: Sunnyside Road, Stoneyburn | 01501 762515 |
| Strathbrock Partnership Centre: West Main Street, Broxburn The Ferguson Medical Practice Dr Gunn and Partners Dr Wood and Partner | 01506 771700 01506 771771 01506 771800 |
| West Calder Health Centre: Dickson Street, West Calder | 01506 871403 |
| Whitburn Health Centre: 1 Weavers Lane, Whitburn | 01501 740297 |
| Winchburgh Health Centre: Niddry Road, Winchburgh | 01506 890210 |

If you need to register with a new GP give the practice a call to check you are in their catchment area, then go along and fill in the forms. The Primary Health Care teams offer a wide range of services from assessments such as cholesterol levels, the flu vaccine programmes, continence assessment and management, and smoking cessation advice.

There is a range of other specialist clinics that your GP might refer you to.



Dental surgeries

1.8

| These are the contact addresses for dental surgeries: | |
|------------------------------------------------------------------------------------------------------------|---------------------|
| Mrs H J V Shields Dental Practice 3 West Main Street, Armadale, West Lothian EH48 3PZ | 01501 732724 |
| Mr P Shields Ochilview Dental Clinic, 4 Ochilview Square, Armadale | 01501 731711 |
| Mr I M Henderson, Mr J G Young, Bathgate Dental Spa 28 Mid Street, Bathgate | 01506 652843 |
| Mr G P Shields, Bathgate Dental Practice 6 Torphichen Street, Bathgate, West Lothian EH48 4HH | 01506 656156 |
| Mr L Muir, Mr B A Tonner, Dental Surgery 64 South Bridge Street, Bathgate, West Lothian EH48 1TL | 01506 653112 |
| Mr D R MacLeod, George Street Dental Practice 15A George Street, Bathgate, West Lothian EH48 1PH | 01506 634287 |
| Mr R H Chandrachud, Mr A J Waddell 48 King Street, Bathgate, West Lothian EH48 1AY | 01506 652135 |
| Mr P Buchan No 9 Dental Practice, East Main Street, Broxburn, West Lothian EH52 5AB | 01506 857717 |
| Mrs J G Goodfield 40 East Main Street, Broxburn, West Lothian EH52 5AE | 01506 852654 |
| Mr J Lawson, Mrs Lorna Cleland 35 West Main Street, Broxburn, West Lothian EH52 5RQ | 01506 853585 |
| Mr R D Wilson 137 Main Street, East Calder EH53 0EP | 01506 881566 |
| Mr B Easton, Ms K Brown, Mr D Glavin 24 High Street, Linlithgow, West Lothian EH49 7AE | 01506 842011 |
| Mrs M H Murray 49A High Street, Linlithgow, West Lothian EH49 7ED | 01506 847923 |
| Mr K C Chan Unit 4, Springfield Court, Linlithgow, West Lothian EH49 7TQ | 01506 671818 |
| Mr R M Thomson, Mr David Brown 261 High Street, Linlithgow, West Lothian EH49 7EP | 01506 842748 |
| Mr F J Morrison Bathgate Smile Centre, Whitburn Road, Bathgate EH48 2SS | 01506 656563 |

| | |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| Newyearfield Farm Dental Centre Hawkbrae, Ladywell, Livingston, West Lothian EH54 6TW | 01506 417780 |
| Howden Dental Clinic Howden Health Centre, Howden Road West, Livingston, West Lothian EH54 6TP | 01506 418532 |
| Mrs Stephanie Laing, Ms Sarah Tobin, Ms Gillian Waddell Dedridge Health Centre, Nigel Rise, Livingston EH54 6QQ | 01506 411811 |
| Mr D J Connarty, Mr J Clydesdale, Mss J Taylor 23 Main Street, Livingston, West Lothian EH54 8BE | 01506 418835 |
| Mr T C Simpson, Mrs S Mannings Bankton Square, Murieston, Livingston, West Lothian EH54 9EY | 01506 464646 |
| Ms S Helliwell, Miss Y Kuijpers, Mr A J McLay Craigshill Health Centre, Livingston, West Lothian EH54 5DY | 01506 435107 |
| Dr Robert Galloway, Dr David Beress, Dr Denise Aszilbekova, Access Dental Care, 44 Calder Road, Bellsquarry, EH54 9AA | 01506 465956 |
| Pumpherstons Dental Surgeons 93 Uphall Station Road, Pumpherstons, West Lothian EH53 ONU | 01506 440900 01506 441415 |
| Dr A Santini 2 West End, West Calder, West Lothian EH55 8EF | 01506 871678 |
| Paul Roberts The Old Bank House, 34B East End, West Calder, West Lothian EH55 8AD | 01506 872231 |
| Mrs A C Macaulay, Ms D Ferrie 27 Market Place, Whitburn, West Lothian EH47 OEU | 01501 741383 |
| Mr C J Anderson, Miss F P Cartwright, Mrs K M Gardiner Bell 61 East Main Street, Whitburn, West Lothian EH47 ORF | 01501 740360 |

West Lothian on call: 01592 740230

Pensions

1.9

The Pension Service is the central government organisation that provides people with a State Retirement Pension and Pension Credit. It is part of the Department of Work and Pensions and operates throughout the UK.

The Pension Service has set up a contact centre that can take enquiries and give help and information with regard to Pension Credit and State Retirement Pension.

Call or text phone **0845 606 0265** 8am to 8pm Monday to Friday.

If you will reach State pension age before 6 April 2010, you can currently get a State Pension forecast online, by post or over the telephone by calling **0845 3000 1268** (local call rates apply).

If you reach State Pension age on or after 6 April 2010, you can currently only get a State Pension forecast online, using the State Pension forecast e-service (www.thepensionsservice.gov.uk). This is because we are currently updating our other computer systems to reflect the recent changes to State Pension rules.

Disability Living Allowance or Attendance Allowance: call **0845 712 3456** or text phone **0845 722 4433** 7.30am to 6.30pm, Monday to Friday.

Winter Fuel helpline: call **0845 915 1515** or text phone **0845 601 5613** 8.30am to 4pm Monday to Friday.

People with disabilities and carers can call the Benefit Enquiry Line: Freephone **0800 88 22 00** or text phone **0800 24 33 55**, 8.30am to 6.30pm, Monday to Friday and 9am to 1pm Saturday.

For independent advice on pensions call the council's Advice Shop: **01506 776444** 9am to 5pm on Monday, Tuesday, Thursday, 9am to 1pm on Wednesday and 9am to 4pm on Friday.

Or call the Seniorline run by Help the Aged on **0808 800 6565**.

The Pension Service local surgeries:

Tuesday: West Lothian Connected, Almondvale Centre, Livingston, 9am to 1pm.

Thursday: Advice Shop, Waverley Street, Bathgate, 1pm to 4pm.

Personal taxation

1.10

Personal taxation has undergone a major change and the Inland Revenue has adopted self-assessment processes. You can get information about tax assessment from:

www.inlandrevenue.gov.uk.

On this site you will find all the forms and guidance required to make a self-assessment.

Inland Revenue: **08450 703 703**

Local Inland Revenue enquiry centre: **01506 448506**

If you prefer a face-to-face service you can go to West Lothian Connected in the Almondvale Shopping Centre in Livingston to request documents or to book an appointment with Inland Revenue staff.

The Inland Revenue can provide documentation in accessible formats such as Braille or in large print.

Advice Shop

1.11

The Advice Shop is located in Bathgate. It also runs a range of outreach sessions in the Council Information Services centres. For details call **01506 776444**.

The services are :

- Welfare Benefits Advice, including Pension Credit and State Pension.
- Money Advice, where they can help clients in rescheduling debts.
- Energy Advice including a free assessment on means of saving energy use in your home. We can also help you access benefits to pay utility bills.
- Housing Advice, where the Advice Shop can assist with issues ranging from rent arrears, through to advocacy and advice.
- Employment rights and employability advice.
- Confidential service.

In addition the Advice Shop also offers specialist advice to people affected by cancer (in partnership with Macmillan Cancer Support) to people from ethnic minority groups, to hospital patients at St John's Hospital and to people using drugs and their families.

Advice Shop:

Tel: **01506 776444**

Fax: **01506 776448**

Email: **advice.shop@westlothian.gov.uk**

Write or call in: 9 -12 Waverley Street Industrial Estate, Waverley Street, Bathgate EH48 4HY.

Opening Hours:

Monday, Tuesday, Thursday 9am to 5pm

Wednesday 9am to 1pm

Friday 9am to 4pm

Bereavement

1.12

It is a legal requirement to register a death.

A death which occurs in Scotland can be registered at any registration office in Scotland.

| There are seven registration offices in West Lothian | |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Bathgate Registration Office 76 Mid Street, Bathgate, EH48 1QD | 01506 776192 01506 776191 |
| Broxburn Registration Office Strathbrock Partnership Centre, 189a West Main Street, Broxburn, EH52 5LH | 01506 775509 |
| East Calder Registration Office Library, 200 Main Street, East Calder, EH53 OEL | 01506 884680 |
| Linlithgow Registration Office County Buildings, High Street, Linlithgow, EH49 7EZ | 01506 775373 |
| Livingston Registration Office Lammermuir House, Owen Square, Livingston, EH54 6PW | 01506 773754 01506 773755 01506 773743 |
| West Calder Registration Office 24-26 Main Street, West Calder, EH55 8DR | 01506 874700 |
| Whitburn Registration Office 5 East Main Street, Whitburn, EH47 ORA | 01501 678005 |

You must register a death within eight days of death (exception is stillborn babies where the time period is 21 days).

Your GP can arrange bereavement counselling and other medical support.

Wills should be kept up to date. If you need advice on wills contact your solicitor.

Around your home

2.1

- If you are unable to cope with moving your wheelie bin and do not have any assistance to do so, refuse collection operatives can offer a take-out and return service. Tel: **01506 777800**.
- Recycling hotline on **01506 777800**.
- Communal grit bins are provided to help keep pavements clear. To replenish the grit, or report dangerous pavements tel: **01506 775000** 8am to 8pm.
- The council maintains streetlights and traffic lights. Tel: **01506 775000**.
- If you are concerned about the condition or safety of an open space, play area or a dangerous tree please report it by calling **01506 775000**.
- Garden maintenance scheme: application, criteria and conditions of the scheme are available from CIS centres or telephone **01506 775000**.
- If there is litter, fly tipping, graffiti, abandoned vehicles or dog fouling in your area please report it by calling the NETs and Land Services hotline on freephone **0800 616446**. In most instances they will remove it within three days and progress enforcement action against offenders.
- Environmental Wardens also tackle environmental crime - littering, not clearing up after dog fouling, fly tipping, abandoned vehicles and graffiti - report **0800 616446**.



Safety in the home

2.2

All older people living in a council owned house should have a smoke detector installed in their home and the council will check these alarms are working.

You should install a smoke detector not least because it can reduce your home insurance premium.

Telephone Lothian and Borders Fire Brigade on **0800 169 0320** and ask for Fire Prevention Assistance for advice on alarms.

If you are a council tenant, call your local housing office if your alarm has not had its annual inspection. Call the Customer Service Centre on **01506 775000** for replacement batteries.

Lothian and Borders Police offer a free home security check, where a community police officer gives advice on how to secure your home, often at low cost. This may reduce your insurance premium. Telephone the police on **01506 431200** or **0131 221 2088**.

Roads

2.3

West Lothian Council is responsible for the repair and maintenance of all public roads except motorways, for which responsibility lies with BEAR Scotland who can be contacted on **0845 4130200**.

Roads Services is responsible for:

- Street lighting
- Winter maintenance (gritting, grit bins & snow clearance)
- Road and footpath maintenance
- Road markings
- Traffic signals
- Flooding and drainage
- Road signs and street name plates
- Emergency service provision

To access further information on any of these services or to report a fault, problem or complaint please contact **01506 775000** or email any enquiries to **customer.service@westlothian.gov.uk**.

Road permits are required before you are allowed to carry out work or obstruct a public footpath or highway. You should obtain a permit by visiting Whitehill House, Whitehill Industrial Estate, Bathgate, or by calling **01506 776555**. Alternatively this service is available online at **www.westlothian.gov.uk**.

The Road Safety and Traffic Management Team is responsible for all road safety concerns relating to speeding vehicles, parked cars or difficulty in crossing a road. To access further information on any of these services or to report a fault, problem or complaint please contact Transportation, County Buildings, Linlithgow EH49 7EZ or telephone **01506 775000** or email any enquiries to **customer.service@westlothian.gov.uk**.

Information on all of the services, including how to access the services and who to contact can be found online at **www.westlothian.gov.uk**.

Dog wardens / pest control

2.4

If a stray dog is caught we guarantee to inform owners that their dog has been found (provided we can identify them by either chips or name tags). All the dogs are placed in the care of the Edinburgh Cat and Dog Home.

To report a stray dog please call **01506 775401** giving details of where you spotted the dog. The same number also accesses the Pest Control service. This service provides a five day response to complaints about rats and mice, and to insect complaints (wasps, cockroaches, fleas and dermestes beetles).

The pest control service is designed to have as little impact on wildlife as possible.

Identity cards

2.5

One of the most common ways to gain access to your home is for a criminal to falsely represent themselves as a legitimate visitor. You have the right to refuse entry to your home to a visitor without legitimate identification. If in doubt, take the card and call the number on it to check, before allowing entry.

Dealing with bogus callers and rogue traders

2.6

West Lothian Council Trading Standards and Lothian and Borders Police are working together to target bogus callers and rogue traders.

Bogus callers pretend to be authentic callers such as officials from the council, gas, electricity or water companies. They may say they are workmen needing to make repairs or even claim to be police officers. They are convincing liars and anyone can be taken in by them. However they specifically target older members of the population in an attempt to steal cash and valuables, or in the case of rogue traders carry out shoddy, sometimes unnecessary work for inflated prices.

Stay safe:

- **Keep** front and back doors locked
- **Fit** a door chain/bar and use it
- **Only** deal with callers by appointment
- **Always** ask for identification and check it carefully
- **Do not** keep large sums of money in the home

Useful phone numbers:

Livingston Police Station – **01506 431200**

Trading Standards – **01506 775000**

In an emergency - **999**



REMEMBER IF IN DOUBT KEEP THEM OUT

Antisocial behaviour

2.7

To contact the police tel: **01506 431200**. They are able to advise and if needed respond to problems like late night noise, vandalism, suspicious persons. The police are keen to establish partnerships with you and promote Neighbourhood Watch programmes.

There are other forms of antisocial behaviour, which you may wish to contact the council about. This could be a neglected garden, dogs barking late at night or poor care of a house, which may be encouraging vermin.

The Neighbourhood Response Team is available 24 hours a day for **serious** antisocial behaviour. Although the Neighbourhood Response Team is only available for serious acts of antisocial behaviour, call the Customer Service Centre (CSC) on **01506 775000** and you will be connected to the appropriate service. A text phone service is available on **18001 (01506 651115)**.

Moving home

2.8

If you are moving home or have recently moved, please call into one of the Council Information Services centres, where our customer service staff will be able to assist you with issues, such as notifying the council of a change of address, providing you with forms for revised council tax etc.

To donate furniture and small items please contact Home Aid on **01506 652230**. Alternatively tel: **01506 775000** and ask for the Homeless Unit.

Staying warm at home

2.9

If your supply of gas or electricity is interrupted for a significant period of time you will be offered a place in an emergency centre. In the event of this call **01506 775000** during office hours, or **01506 777401** or **01506 777402** outwith office hours.

If your power has been disconnected because of unpaid bills then telephone the Housing and Energy Advice Team at the Advice Shop on **0800 834 672** for assistance as they offer free advice/guidance on all fuel billing issues. Energy Advice also runs appointment sessions at the Advice Shop on a Monday afternoon between 1pm and 3.30pm and a Wednesday morning between 9.30am and 12 noon on these issues. To book an appointment, call the Advice Shop on **01506 776444**.

This Advice Shop team offers a free home visit to help you use energy effectively through efficient heating use. Also, if you are having difficulty paying for heating you may be entitled to money that you are not claiming. There are winter fuel payments, which are additional supplements to pensions, payable in severe weather. The Advice Shop can assist you with the above, offering a discreet confidential service.

You can also pick up four free energy efficient light bulbs from the Advice Shop.

Report any electricity faults to Scottish Power **0845 272 7999**. If you have a gas leak or smell gas call the National Grid on Freephone **0800 111 999**.

Support at home services

3.1

Personal Care Service

Examples of support available include assisting you to get up/washed/dressed, catheter management, assistance with medication and continence care, assistance with bathing/showering, getting ready for and/or helping you into bed in the evening.

Practical assistance includes kitchen/bathroom hygiene and assisting with laundry.

When receiving the Personal Care Service you can expect the provision of a reliable high quality service with fully trained and supported staff. The service will endeavor to have you settled with a regular team of care workers within four weeks and keep permanent changes in staff to a minimum. All staff wear uniforms, are professionally trained and carry identity cards.

Your rights to privacy, dignity, choice and independence will all be respected. The service operates seven days per week between the hours of 7am to 10pm.

For more information contact: Bathgate Social Work Centre on **01506 776700**.

Other support at home services include

3.2

Home meals

The home meals service provides ready prepared meals that can be heated in the oven, microwave, or a steamer, and can be eaten when you choose. The meals are of modest cost and between starters, main courses and sweets there are over 100 choices available including special diets and ethnic meals.

Home Shopping Service

Scotmid, in conjunction with West Lothian Council, has established a home delivery shopping service. Dedicated staff are employed specifically for this service. Scotmid staff work in conjunction with home care staff who assist with putting the groceries away in your home.

The service is flexible; you do not have to use the service every week. You can opt to use the service fortnightly, monthly or as you require.

A modest charge is made for each delivery. Contact: **01506 777989**.

Community Laundry

The Community Laundry Service helps people who are incontinent or who have other medical conditions and are living at home, or with relatives, to cope with the practical problems of washing sheets. A fresh supply of sheets is brought on a regular basis to each home. There is no charge for the service, which is jointly provided and co-ordinated by local councils and Lothian Health. To access this service applicants should contact their GP, health visitor, community nurse, social worker or care worker who will provide information about the service and assist with the referral process.

Community Equipment Store

The community equipment store provides and delivers a wide range of equipment to help people live independently - or with nursing support - in their own home or in the community. The equipment is supplied after an initial assessment by health or social policy council staff. All equipment and any fitting work is provided free of charge. Assessment can be requested from any social work office or local Health Centre.

The stores can be contacted on **01506 523335**.

Some small items of equipment are available without the need for an assessment. For further details telephone: **01506 775608**.

Occupational Therapy Services

Occupational therapists are employed by West Lothian Council to enable children, adults and older people with physical disabilities or general frailty to be more independent in their home and community. The occupational therapist can assess a person's needs in their home and, where appropriate, provide equipment and adaptations to improve levels of ability, assist with the caring role and promote a safer environment. Training and practice may be required to improve confidence and ability in using disability equipment for carrying out day-to-day tasks.

To request an occupational assessment please contact **01506 777777** or **01506 776700** and ask for the duty worker.

A self-assessment occupational therapy service is also available to request simple equipment or handrails without the need for a home visit. Further information or a booklet is available from **01506 775608**.

This service is free.

Home Safety Service

The Home Safety Service can be applied for, or on behalf of, anyone who is considered to be vulnerable at home. There is no charge for this service but a working telephone landline is essential.

The Home Safety Service is a package of technology comprising of a Lifeline unit and a range of sensors protecting the person and their home by means of a 24-hour telephone link to West Lothian Careline. Sensors include a pendant, flood detectors, smoke detector, movement sensors and an extreme temperature sensor.

Research has shown that it really does make a difference to the length of time people can remain in their own home in the community and that it gives additional peace of mind for the people themselves and their relatives and carers. Contact: the Home Safety Service on **01506 771770**.

Specialist housing services

3.3

Medical prioritisation for housing

Some of the council housing stock has been specially modified to address medical conditions. If your state of health is causing problems in respect of housing, you can set up a meeting with housing officers who can discuss specific solutions to your problem.

To set up a meeting you can call customer services on **01506 776301** or the local housing office.

Small repair service

Care and Repair West Lothian has introduced a small repairs service for older people over the age of 60 and disabled residents in West Lothian. Co-funded by West Lothian Council and Communities Scotland and managed by Horizon Housing Association, the service offers a small repairs service with free labour leaving the clients only paying for materials.

Assistance ranges from:

- Giving practical advice on household repairs.
- Small joinery repairs, including replacement locks, fence repairs and minor window repairs.
- Tap washers, unblocking sinks, changing light bulbs and fuses/batteries.

To qualify for the service you must be:

- 60 years of age or over
- Registered disabled
- Temporarily incapacitated, for example recovering from an operation
- Currently in hospital awaiting discharge
- Have no other adult member of your household able to carry out the repair

For further information regarding eligibility, what services are provided or to make a referral please contact the service:

Care and Repair West Lothian, Leving House, Fairbairn Place, Livingston, EH54 6TN

Telephone: **01506 424148** or email: careandrepair@horizonhousing.org

Sheltered housing

Sheltered housing is self-contained residences within a larger complex. Someone is on duty during the day and there is a 24-hour careline service.

West Lothian Council has four complexes and access to 20 similar complexes provided by housing associations. For more information about sheltered housing call **01506 775000**.

Housing with care

There are now six housing with care units in West Lothian, each providing one-bedroomed tenancies supported by a core package of telecare technology.

These units are located in Armadale, Blackburn, Broxburn, East Calder, Whitburn and West Calder. The aim is to help individuals to remain as independent as possible by continuing to do many of the tasks they would normally do for themselves. There is added reassurance that if tenants do need some help they can get immediate back up from the housing support staff on site.

People who require at least six hours and up to 18 hours formal or informal care a week can apply for these tenancies and the idea is that an individual's support will increase as their needs change. The tenancies and supportive technology caters well for people with dementia.

Respite care

The council offers a respite care service for frail older people (including those with dementia). Short breaks can be arranged for those with an assessed need in a suitable care home setting. This is primarily to give relief to carers who are looking after either a partner or relative with particular care needs. Contact details are listed on pages 21 and 22.

Day care

The council operates a day care service, Monday to Friday at Limecroft and Whitdale care homes.

This is a service targeted at frail older people (including those with dementia) and their carers.

Transport is provided to convey people to each of the day care centres. Contact details are listed below.

Voluntary sector day care

Day care is also provided by voluntary sector providers supported by the council:

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Acredale House: 9 Mid Street, Bathgate EH48 1PS (Service for frail older people and those with dementia.) | 01506 634288 |
| Answer House: Reveston Lane, Whitburn EH47 8HJ (Service for older people with very severe dementia.) Contact Monday to Friday 8.30am to 5pm | 01501 749974 |
| Braid House: Labrador Avenue, Howden, Livingston EH54 6BU (Service for frail older people and those suffering from dementia.) | 01506 430615 |
| Rosebery Centre: c/o St Paul's Church, Fernbank, Ladywell, Livingston EH54 6DT (Service for older people suffering from moderate to severe dementia.) | 01506 497046 |
| St Michael's Day Centre: Edinburgh Road Linlithgow. (Service for frail older people and those with dementia.) | 01506 847496 |

| To access any of the services in section three please call: | |
|-----------------------------------------------------------------------------------------------------------------------------|---------------------|
| Bathgate Social Work Centre 69 Whitburn Road, Bathgate, EH48 1HE | 01506 776700 |
| The other Social Work Centres are located as follows: | |
| Broxburn Social Work Centre (Based at Strathbrock Partnership Centre) 189A West Main Street, Broxburn EH52 5LH | 01506 775666 |
| Livingston Social Work Centre Cheviot House, Owen Square, Livingston EH54 6PW | 01506 777777 |
| St John's Hospital Social Work Unit St John's Hospital, Howden Road West, Livingston EH54 6PP | 01506 524088 |

You can also call your local community nursing service which is based at all health centres or GP surgeries in West Lothian. Please see section 1.7 for telephone numbers.

Residential Care

If you require information about care homes (either those provided by the council or nursing home owners) then please contact Bathgate Social Work Centre **01506 776700**.

Carers of West Lothian

Carers of West Lothian is a carer led voluntary organisation and charity offering support, information, advice and a listening ear to carers of all ages across West Lothian.

The group produces a Carers Information Pack giving information on support service, benefits and useful contact details for Carers in West Lothian and a free quarterly newsletter to carers. It has published a directory of respite services in the area which details breaks available to carers in West Lothian. The organisation also offers free training courses for carers and facilitates a Carers Forum whose members lobby on behalf of carers locally and nationally.

Carers of West Lothian can be contacted at:

Carers of West Lothian,
Strathbrock Partnership Centre,
189A West Main Street,
Broxburn EH52 5LH

Tel: **01506 771750**

Email **office@carers-westlothian.com**

Web: **www.carers-westlothian.com**

EARS Independent Advocacy Service – EARS (West Lothian)

Are you or is someone you know:

- Over 60 and subject to a mental health, Detention Order and/or Compulsory Treatment Order?
- In a Residential Care Home or in an NHS Hospital and in need of support/ representation?
- Thinking about moving into long-term care, such as a Residential Care Home or NHS Continuing Care Facility?
- Having difficulty with accessing services or with the services you/they are receiving?

Independent advocacy enables people to be heard and is a process of helping and supporting older people to speak up for themselves and/or representing their views to others.

An Independent Professional Advocacy Service is provided by EARS (West Lothian) and is free, confidential and independent. EARS seeks to uphold the rights of older people who are in, or moving into, long-term care or with mental health problems. The service aims to ensure that older people are:

- Able to 'have a say', are listened to and are heard,
- Involved in the decision-making processes that affect their care situations and their lives,
- Are given access to choice(s).

EARS (West Lothian) can be contacted on **01506 505515** or alternatively at their South East Scotland base at **0131 478 6030**. Or email EARS on **info@ears-advocacy.org.uk**.

Contacts for hearing and visually impaired people

Information is available in Braille, on tape, in large print and community languages. Please contact the Interpretation and Translation Service on **0131 2428181**. Text phones offer the opportunity for people with a hearing impairment to access the Partner Landlords. The text phone number is 18001 **01506 464427**. A loop system is available in all West Lothian Council offices.

Library staff can also assist and provide you with written information regarding all council services. If you are reading this document on behalf of a visually impaired person, you may wish to offer them a taped version, or a CD-ROM for use at home or in the library. Please call **01506 775000** to order a tape.

If you are in receipt of personal care then please ask your carer for assistance.

There is also a Sensory Resource Centre based at St John's Hospital in Livingston. The centre offers advice, information and assessment for those with visual and hearing impairments. For further information please contact **01506 774490** or email: **sensorycentre@westlothian.gov.uk**

Concessionary travel

4.1

Residents aged 60 or over can get a Citizen National Entitlement Card to obtain free travel on bus services throughout Scotland, and to Berwick Upon Tweed and Carlisle at all times (except excursions or tours - open top bus tours - or night services). These cards can be used on express services operated by Scottish Citylink, Stagecoach, Megabus and National Express. However, where advanced booking is available the operator may charge a booking fee.

Application forms may be completed up to 14 days before the 60th birthday at;

- CIS centres.
- West Lothian Connected, Almondvale Centre, Livingston.
- All public libraries, passes are posted to applicants 14-21 days following application.

Rail services

National Entitlement Card can be used for off peak journeys, operated by First Scotrail, at a flat fare of £1 single, £2 return between:

- Any two West Lothian stations. Tickets can be purchased when boarding at any station for any of these journeys.
- Any West Lothian station and the following stations in Edinburgh: Brunstane, Curriehill, Dalmeny, Edinburgh Park, Haymarket, Kingsknowe, Newcraighall, Slateford, South Gyle, Waverley, Wester Hailes.
- Any West Lothian station and the following stations in Falkirk: Camelon, Falkirk High, Grahamston, Larbert, Polmont.
- Any West Lothian station and the following stations in North Lanarkshire: Bellshill, Carfin, Cleland, Croy, Hartwood, Holytown, Shotts.

National Entitlement Junior Card holders may travel for half adult fare between any station in West Lothian and the following stations: Glasgow - Cambuslang, Glasgow Central, Glasgow Queen Street, Uddingston. East Lothian - Drem, Longniddry, North Berwick, Wallyford, Dunbar, Musselburgh, Prestonpans.

Note: Concession is valid from West Lothian when changing trains at Edinburgh Haymarket or Waverley where there is no direct service. Not valid for through tickets changing at any location other than Haymarket or Waverley.

Please purchase your ticket from staffed stations before boarding. Station Ticket Vending Machines do not issue local authority concessionary tickets.

Concessionary travel permits are not valid on Monday to Friday peak hour trains as follows:

- Any journey commencing before 9.15am
- Any journey departing Edinburgh or Haymarket, Glasgow Queen Street or Central between 4.42pm and 6.09pm. (Except 5.52pm, Edinburgh - Glasgow via Shotts.) Travel is also not permitted on the 6.15pm Edinburgh - Linlithgow - Glasgow train.

Travel permits are only available on First Scotrail services, except for journeys to Dunbar where Arriva and National Express services can be used. All tickets to Glasgow or East Lothian must be purchased in West Lothian.

Concessionary travel is also available for disabled persons. For information on all concessionary travel call **01506 775291** or **01506 775287**, or email liz.davidson@westlothian.gov.uk

Public transport

4.2

West Lothian Council produces a timetable of local bus and rail services twice a year. For information contact either TraveLine Scotland on **0871 200 22 33** or West Lothian travel helpline on **01506 775288**. A Journey Planner service is also available on either www.travelinescotland.com or www.westlothian.gov.uk.

Carlink - A taxi service designed to serve rural areas of West Lothian where the costs of providing a bus cannot be justified: passengers should give 40 minutes notice of their intention to travel and fares are based on commercial bus costs - West Lothian Citizen Entitlement Card holders travel for 70p flat fare.

Routes operated:

| Routes | Times |
|-----------------------------------------------|------------------------------------------------------------------------------------|
| G1 Roman Camp - Broxburn or Uphall | Daily 07.00 to 23.00 |
| T2 Gowanbank to Bathgate or Linlithgow | Daily 07.00 to 23.00 |
| T3 Beecraigs to Linlithgow | Daily 07.00 to 23.00 |
| T4 Harburn/Cobbinshaw/Westwood to West Calder | Daily 07.00 to 23.00 |
| G5 Newton/Woodend/Linlithgow or Winchburgh | 19.00 to 23.00 Monday to Saturday and 09.00 to 23.00 Sunday |
| T6 Breich - West Calder | Monday to Friday 05.00 to 06.00, Saturday 19.00 to 23.00 and Sunday 07.00 to 23.00 |
| G8 Broxburn - Deans | 05.30 Monday to Friday |

Call Glenn taxis for G1 G5 G8 – **01506 444777** or Topcars for T2 T3 T4 T6- **01506 444444**. These routes and times are subject to change - for further information please contact West Lothian Council on **01506 775288**.

Healthlink - This service provides nine return journeys on Monday to Friday, and five at weekends between St John's Hospital, Livingston Centre and Royal Infirmary of Edinburgh some journeys also serve East / Mid Calder and Ratho. Maximum single fare is £2.50, £4.00 return but Citizen Entitlement Card holders travel free. The route is operated by Prentice Westwood coaches with funding from West Lothian Council, City Of Edinburgh Council and NHS Lothian. Timetables can be obtained at St John's or accessed in the West Lothian timetable book edition 17.

Special access transport

4.3

The Dial a Bus service provides transport for elderly and disabled persons to the shopping centres of Bathgate, Linlithgow and Livingston. There is a regular service that runs at least weekly. To travel on the Dial a Bus you have to book a seat, by calling **01506 633336**. A leaflet with run times is also available.

In addition, Handicabs also supplies a specialist door-to-door transport service for elderly and disabled persons: **01506 633953**.

Easy access buses (designed for wheelchairs and buggies) are operated on a number of routes in West Lothian. For information on which services have these facilities please call the West Lothian Travel Helpline **01506 775288**.

The Good Neighbour Network can also assist with travel to and from hospital appointments. The networks are:

- Craigshill Good Neighbour Network: **01506 435851**
- Dedridge Good Neighbour Network: **01506 416137**
- Knightsridge Good Neighbour Network: **01506 439430**
- Ladywell Neighbourhood Network :**01506 437746**
- Linlithgow Link: **01506 845137**

Blue Badge

4.4

The Blue Badge is the new symbol for disabled parking permits replacing the Orange Badge with the internationally recognised symbol. The badge entitles you to use disabled parking spaces anywhere within the European Union; it also provides greater flexibility with on-street parking.

- To qualify you need to be disabled, and be in receipt of benefits such as the mobility components of Disability Living Allowance or a high rate Attendance Allowance.
- Application forms are available in all Council Information Services centres and the staff can assist you in completing documentation.
- You can call the Public Transport Team on **01506 775291, 01506 775287** (normal office hours) or **01506 775000** and they will send the form to your home.
- Alternatively, you can download one online at **www.westlothian.gov.uk** and look under online services.

If you are aged 65 or over and have mobility difficulties but are not receiving disability benefits, you may qualify for a Blue Badge, although this would require a medical assessment.

If you are in any doubt about eligibility please call our Transport Team for advice. Eligibility is not always clear-cut but they are very happy to advise. Call **01506 775287** or **01506 775291**.

Residential disabled parking space

If you are eligible for a blue badge you may also meet the criteria for a residential disabled parking space. In order to qualify you must:

- Be the driver of the vehicle
- Hold a valid full UK driving licence
- Receive the higher rate mobility component of Disability Living Allowance, if you are under 65
- The vehicle must be registered at your address
- There must be evidence of parking difficulty in the immediate area
- For an on-street parking bay, you must already have a driveway near your house or a nearby garage

Each application will be considered carefully and an additional assessment by the Social Policy team may be required.

Application forms and further information is available from Customer Information Services centres, or by calling Transportation on **01506 775248**.

West Lothian Leisure

5.1

Xcite from West Lothian Leisure Limited

Xcite at West Lothian Leisure provides a number of high quality sports and leisure venues across West Lothian making access to these facilities and activities extremely easy.

West Lothian Leisure recognises the importance of offering facilities and activities which are designed to meet the needs of older people. In response they have developed a unique membership for customers aged 60+ called "Prime of Life (P.O.L)" as well as providing a number of specially designed pay-per-visit activities.

For £15.50 per person per month, or £26.00 per couple per month, Prime of Life membership offers unlimited access seven days a week to the venue(s) of the person's choice.*

| Xcite venues | |
|-----------------------------------------------------------------|---------------------|
| Xcite Armadale Swimming Pool, North Street, Armadale | 01501 678520 |
| Xcite Bathgate Swimming Pool, Mid Street, Bathgate | 01506 774670 |
| Xcite Bathgate Sports Centre, Torphichen Road, Bathgate | 01506 776790 |
| Xcite Broxburn Swimming Pool, East Main Street, Broxburn | 01506 775680 |
| Xcite Broxburn Sports Centre, Church Street, Broxburn | 01506 775690 |
| Xcite Craigswood Sports Centre, Craigswood, Livingston | 01506 775870 |
| Xcite East Calder Sports Centre, Raw Holdings, East Calder | 01506 883340 |
| Xcite Linlithgow Leisure Centre, McGinley Way, Linlithgow | 01506 775440 |
| Xcite Livingston Leisure Centre, Almondvale Parkway, Livingston | 01506 777870 |
| Xcite Whitburn Leisure Centre, West Main Street, Whitburn | 01501 678070 |

Please call an Xcite Venue for more details about P.O.L membership. You can also check out the latest information from Xcite at West Lothian Leisure online www.westlothianleisure.com.

* Prime of Life Joining Fee £15.00 per person. Proof of age is required. Price is correct at time of print, price may increase during the year.

Library services

5.2

Join one library in West Lothian and you can gain access to all libraries in West Lothian, including two mobile libraries and the Public Reference Library based in West Lothian College. Books, DVDs, CDs, Talking Books, and all our resources on the catalogue (which you can look at and reserve items online) are available through every library. For a charge we can also borrow books from other library services in the UK on your behalf. All libraries offer PC and Internet access and staff will be happy to assist you in getting the online information you require. Book a free taster session at your local library. If you have your own laptop computer, you can use our free WiFi networks in Carmondean, Linlithgow, Whitburn and Bathgate libraries to get onto the Internet. We also now offer talking books on CD and new “playaways” which are personal digital talking books. Your local library can supply you with headphones so you can listen while on the move.

Carmondean Library is now Carmondean Connected where you can access council information services and report housing repairs, request uplifts and pay your council tax through our new connected facilities. Carmondean Library is also home to the Macmillan Cancer Information and Support Centre, which is staffed three times a week and offers information and support for those with or affected by cancer.

Magnifying sheets are available free of charge at all branch libraries and most libraries have a computer adapted for people with special needs both visual and motor skills impairments.

Libraries in West Lothian offer a great deal to all age groups. Bring your grandchildren along to our Bookstart Babies Bounce and Tickle Sessions, or homework sessions, storytimes and author visits. Enjoy using our comfortable surroundings (some libraries have coffee and tea facilities) and reading to your grandchildren, or reading for yourself. We stock newspapers and magazines as well as a wide range of other resources.

If you have an interest in West Lothian’s past, a wide range of documents and materials are available at Library HQ in Blackburn. Contact the Local History Librarian, Sybil Cavanagh, on **01506 776331** or email **localhistory@westlothian.gov.uk**.

The council has two mobile libraries which tours the area. There is a fixed schedule of stops to outlying areas : please phone Library HQ on **01506 776336** to find out if a mobile stops near you.

If you are housebound on a permanent or temporary basis we can deliver a selection of books appropriate to your taste to your home. You can get details of these special services by visiting a library, or by calling our Outreach Services Co-ordinator at Library HQ on **01506 776343** or email **norma.bonnar@westlothian.gov.uk**.

Most library services are free and where there is a charge the over 60s generally get concessions.

www.westlothian.gov.uk/libraries.

Arts

5.3

Generation Arts

The free fortnightly clubs for older people operate in Broxburn - Holmes Gardens, Armadale – Colinsheil Court, Dedridge, Livingston - Lanthorn Community Centre, Blackburn – Almondvale Gardens, Bathgate, - Acredale House, Mid Calder - Cunnigar House, West Calder - Dickson Court, Fauldhouse – Bield Housing Complex and Whitburn - Brucefield House.

Howden Park Centre is currently closed for extensive redevelopment including the construction of a new 300 seat auditorium, and it is expected to reopen early in 2009. During the reconstruction the centre's impressive programme of performances, classes and events will carry on at other venues, particularly the Regal Community Theatre in Bathgate.

Voluntary arts

More than 150 voluntary arts groups offer classes and workshops in everything from photography to flower arranging, in community venues across West Lothian. Details of these groups are available in the Arts Directory and in West Lothian Arts brochure produced three times each year. For more information on arts in West Lothian contact Arts Services, Craigsfarm Campus, Maree Walk, Livingston. Tel: **01506 777585**, or **www.westlothian.gov.uk/whatson**.

Community centres

5.4

West Lothian has a network of community centres providing social, recreational and sports opportunities. In addition the centres all have internet access and learning centres offering a range of educational options.

Community centres also have a wide variety of social clubs and activity groups which you can join and enjoy.

Many centres have lunch clubs and afternoon dance clubs, where you can make new friends. They also have social clubs where you engage in conversation, card playing and other activities. There are fitness clubs and activities such as indoor bowling, line dancing, many tailored to the needs of older people.

Learning is for retired people just as much as it is for those of working age. Community Learning and Development aims to provide a learning environment that enables people to pursue a range of interests from learning a foreign language to enhance a holiday, to learning how to use a computer or surf the internet, to learning to text on your mobile phone, brushing up on your skills or taking part in a wide range of health and fitness activities.

You can also hire community centre halls for parties or celebrations. If you want to know where your local centre is call our Customer Services Centre on **01506 775000**.

Country parks and other attractions

5.5

We are lucky to have beautiful countryside in West Lothian, and the council has an active role in managing its rivers, canals, forestry and the general landscape.

If you spot pollution or damage to the countryside please call **01506 775262** to report it. The Union Canal in Linlithgow has also recently been restored, and you can walk along the tow-path free from cars passing by.

A detailed map is available from local shops or council outlets, this shows footpaths and cycleways. Alternatively telephone **01786 841202**.

In addition there are three Country Parks

| | | |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Bee Craigs | A 1,000 acre park near Linlithgow, call the visitor centre for further information or email: mail@beecraigs.com | 01506 844516 |
| Almondell & Calderwood | A 220 acre park, near Mid Calder, call the visitor centre for further information or email: almondell&calderwood@westlothian.gov.uk | 01506 882254 |
| Polkemmet | A 169 acre park, near Whitburn, call the visitor centre for further information or email: polkemmet@westlothian.gov.uk | 01501 743905 |

All the parks have refreshment facilities and additional attractions to enhance your enjoyment of nature.

West Lothian has many other attractions such as Hopetoun House, House of the Binns, Linlithgow Palace, Torphichen Preceptory, Almond Valley Heritage Centre, the Five Sisters Zoo and the Bennie Museum in Bathgate.

You can get details on opening times by calling the Tourist Information Centre, the Linlithgow office is based in the Council Information Services centre, County Building, Linlithgow, **01506 844600**. This office is only open part time, if closed please call **0845 2255 121** for assistance.

Please refer to the public transport information, or phone the Travel Helpline on **01506 775288** to help plan a visit to these amenities.

Older people's organisations

5.6

There are a number of organisations that lobby on older persons issues and also help encourage positive attitudes towards the elderly. The organisations listed below encourage older people to lead full and balanced lives. They also publish useful guides.

Age Concern Scotland: 0845 833 0200 or www.ageconcernscotland.org.uk

Causewayside House, Edinburgh, EH9 1PR

Scottish Pensioners Association: 0131 668 1001

207 The Pleasance, Edinburgh, EH8 9RU

Help the Aged - Senior Line: 0131 551 6331

11 Granton Square, Edinburgh, EH5 1HX

Local Groups

You can get information about a range of local groups by contacting

Voluntary Action West Lothian on **01506 634115**. Local community centres also have information on local groups.

50+ network

5.7

Anyone over the age of 50 can join the West Lothian 50+ Network. It aims to advance social, educational and recreational activities for all persons aged 50+.

The Network runs free pre-retirement courses to help people plan for active retirement. It also runs a range of activities from visits to stately homes, castles, ceilidhs, dances, barbecues, walking groups, lunch clubs, theatre visits, foreign or UK trips, Pilates and environmental activities. It also promotes health sustaining physical activities.

Call the 50+ network on **01506 635510** for more information. The organisation welcomes new members.

There are a number of clubs for over 50s operating in local communities, and you can access them through local Community Centres, the Council Information Services centres and libraries.

Or phone:

■ West Lothian on The Move: **01506 771792**

■ University of the Third Age: **01506 834877**

■ Generation Arts: **01506 870760**

Customers with special requirements

Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on 0131 242 8181

هذه المعلومات متوفرة بلغة بريتيل وعلى شريط ويخط كبير وملفات الجالية.
الرجاء الاتصال بخدمة الترجمة على الهاتف 0131 242 8181

ಈ ಮಾಹಿತಿ ದ್ರವಿಡ, ಹಿಂದಿ, ಬಾಂಗ್ಲಾದೇಶಿ ಮತ್ತು ಕನ್ನಡದಂತಹ ಸಾಮಾನ್ಯ ಭಾಷೆಗಳಲ್ಲಿ ಲಭ್ಯವಿದೆ. ಇದರ ಬಗ್ಗೆ ಮಾಹಿತಿಗಾಗಿ ದಯಮಾಡಿ 0131 242 8181 ನಂಟು ಕರೆ.

這份資料是可以以大字、錄音帶、大字印刷及社區語言的形式提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ಈ ಮಾಹಿತಿ (ಇದು) ಹಗ್ಗಿನ ಹಿಡ್ಡು, ಶಬ್ದ, ಶಬ್ದಗಳ ಮೂಲಕ ಮತ್ತು ದ್ರವಿಡ, ಹಿಂದಿ, ಬಾಂಗ್ಲಾದೇಶಿ ಮತ್ತು ಕನ್ನಡದಂತಹ ಸಾಮಾನ್ಯ ಭಾಷೆಗಳಲ್ಲಿ ಲಭ್ಯವಿದೆ. ಇದರ ಬಗ್ಗೆ ಮಾಹಿತಿಗಾಗಿ ದಯಮಾಡಿ 0131 242 8181 ನಂಟು ಕರೆ.

وہم سہولتوں کے ساتھ ساتھ اس معلومات کو برایل، ٹیپ، بڑے پرنٹ اور کمیونٹی زبانوں میں بھی دستیاب ہے۔ براہ کرم تفسیر اور تراجم کے لیے 0131 242 8181 پر رابطہ کریں۔

Informacje te mogą być przekazane na język Braille'a, dostępne na taśmie magnetycznej lub wydane dużym drukiem oraz przetłumaczone na języki mniejszości narodowych. Prosimy o kontakt z Usługami Tłumaczeniowymi pod numerem 0131 242 8181.

Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is **18001 01506 464427**. A loop system is also available in all offices.

Published by West Lothian Council.

How to get in touch with us

Name

Address

Comments

Please return to: **NEW HORIZON**, West Lothian Council, Corporate Communications, West Lothian House, Almondvale Boulevard, Livingston, West Lothian, EH54 6QG.

guide : to all services within West Lothian for older people



West Lothian
Council