A to Z of council services

On the following pages you will find a list of some of the many services provided by West Lothian Council, along with some important services provided by our partners.

You will find additional information on all of these services and more on our website. Our customer service centre is also available to help with your enquiries.

Website: **www.westlothian.gov.uk**
E-mail:
customer.service@westlothian.gov.uk
Phone: **01506 775000**.

Plain English Campaign's Crystal Mark does not apply to the following pages.

Your A to Z of council services

A

- Ability Centre - support services for those with a physical disability **774066**
- Access2Employment **0800 0329768**
- Adoption **775959**
- Adult basic education **776333**
- Advice Shop (welfare rights, benefits, employment problems, debt etc) **776444**
- Almondell and Calderwood country park **882254**
- Animal welfare licensing **775400**
- Antisocial behaviour **0800 801331**
- Arts services **777585**
- Archives and records centre **773770**

B

- Beecraigs country park **844516**
- Benefits (incl housing & Council Tax) **776800**
- Benefit fraud **776884**
- Blue badges & parking permits **775287**
- Building standards & warrants **775222**
- Bulky uplifts **777800**
- Bus & rail transport information **775288**
- Business advice & information **777400**
- Business rates **776982**

C

- Care homes - see social work
- Caring for children **775959**
- Cemeteries **775000**
- Childcare information service **776660**
- Children's panel membership **777241**
- Children's play areas **775000**
- Citizens' panel membership **774035**
- Community council information **777239**
- Community equipment store **523335**
- Community Recycling Centres **777800**
- Composting helpline **0845 600 0323**
- Concessionary travel **775291**
- Consumer advice **776410**
- Council Information Services Centres: Armadale, Bathgate, Blackburn, Broxburn, Carmondean, Fauldhouse, Linlithgow, Livingston, West Calder, Whitburn **775000**
- Council tax **776800**
- Councillors: Labour **777002** SNP **777299,** Conservative **777296** Independent **777019,** Action to Save St John's Hospital **777019**
- Criminal justice service **775900**
- Customer service centre **775000**

D

- Day care centres - see Ability Centre or social work
- Dentists (NHS) **0800 22 44 88**
- Dial-a-bus service **633336**
- Dial-a-ride service **633953**
- Disabled parking **775000**
- Dog fouling problems **775000**
- Dog warden **775400**
- Domestic abuse **777401**

E

- Economic Development service **777400**
- **Education:**
  General enquiries **776000**
  Customer care **776005**
  Education maintenance allowance **776003**
  Free school meals and clothing grants **776001**
  Lets of education premises **776008**
  Pupil placement **776002**
  Special education placement **776002**
  Special education transport **776392**
- Electoral register **0131 344 2500**
- Energy advice **0800 834 672**
- Environmental health **775400**
- Environmental wardens **0800 616 446**
- Equality issues **777136**
- Events in West Lothian **776335**

F

- Family centres - see social work
- Fire safety **0131 228 2401**
- Flooding **775000**
- Fly tipping **775000**
- Fostering **775959**

G

- Gala day enquiries **775000**
- Garage plots/lock-ups **775000**
- Gardens competition **775000**
- Garden maintenance (elderly & disabled) **775000**
- GP services (NHS) **0800 224488**
- Graffiti **775000**
- Grounds maintenance **775000**

H

- Health and safety **775400**
- Holiday play schemes **776093**
- Home safety service **771770**
- Home security (pensioners) **775000**
- Homeless enquiries **775000**
- Hospital - St John's **523000**
- Houses in multiple occupation (HMO) **777229**
- Housing offices: Armadale, Bathgate, Blackburn, Broxburn, Fauldhouse, Linlithgow, Livingston, West Calder, Whitburn **775000**

L

- Leisure - see West Lothian Leisure
- Library services **776336**
- Licensing board - liquor, betting and gaming **777227**
- Licensing - taxis/private hire **777229**
- Licensing miscellaneous **777230**
- Litter hotline **0800 616 446**
- Local history **776331**
- Low Port Centre **775390**

M

- Meals service - see social work
- Mobile library services **776336**
- Museum services **776347**

N

- National entitlement card (young people) **775291**
- Neighbourhood environment teams (NETs) **0800 616 446**
- Neighbourhood Response Team. Responding positively to antisocial behaviour problems or noise nuisance. **0800 801 331**
- Noise (commercial/industrial) **775400**
- Nursery classes **776660**

The dialling code for all numbers is **01506** unless otherwise shown.

O

- Occupational therapy services
  under 65 **777777**
  over 65 **776700**

P

- Payment line for council payments **775050**
- Personal care - see social work
- Pest control **775400**
- Planning enquiries **775222**
- Polkemmet country park **01501 743905**
- Public toilets **777800**
- Public transport helpline **775288**

R

- Real nappy project **0131 555 4010**
- Recycling **777800**
- Refuse collection **777800**
- Regal community theatre - box office **433634**
- Registration services (births, deaths, marriages, civil partnerships)
  Bathgate **776191**
  Broxburn **775509**
  East Calder **884680**
  Linlithgow **775373**
  Livingston **773754**
  West Calder **874700**
  Whitburn **01501 678005**
- Residential care - see social work
- Respite care - see social work
- Road and lighting faults **0800 23 23 23**
- Roads - all enquiries **775000**

S

- Schools - see education
- School crossing patrols **775000**
- School meals **775000**
- School transport **775291**
- Sensory resource centre **774490**
- Signs and nameplates **775000**
- Social care emergency team out of hours service **777401**
- Social work services
  Bathgate **776700**
  Broxburn **775666**
  Livingston **777777**
  St John's Hospital **524088**
- Sports Centres - see West Lothian Leisure
- Street lighting **775000**
- Swimming pools - see West Lothian Leisure

T

- Taxicard **775287**
- Tourist information **0845 22 55 121**
- Town centres management **777934**
- Trade waste **777800**
- Trading standards **776410**
- Tree enquiries **775000**
- Traffic signals **775000**

V

- Vehicles (abandoned) **775000**
- Victim Support **635050**

W

- West Lothian College **418181**
- West Lothian Leisure **775388**
- Wheelie bins **777800**
- Winter fuel payment helpline **0845 915 1515**

Y

- Young Scot West Lothian **776478**