

newhorizon

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guide: to all services within West Lothian for older people



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West Lothian
Council

newhorizon guide

ISSUE 8 July 2011

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Please note the information within the guide is correct at the time of going to print

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Welcome to the guide to West Lothian services

This is the eighth edition of the New Horizon Guide.

The New Horizon Guide is a handy booklet providing you with information on a range of services in West Lothian. You'll find useful information on travel and transport, networking groups and safety in the home, to name a few.

To find out which colour matches the service, please use the contents table on the page opposite.

There is something for everyone in West Lothian, and with a lively community, you're sure to find activities that catch your interest. Head to section five, where you'll find details on clubs, country parks and local arts.

If you're interested in shaping the future for people aged 60+, then look out for the information on the **Senior People's Forum** (page 29) and see how you can get involved.

Keep an eye out for the New Horizon supplement in the autumn edition of Bulletin, which will feature in-depth articles on a range of interesting topics.

We are also working on a booklet – Keeping Well in your Community – this will be available in libraries and community centres. It will have further information on resources that are available to you and also on how to stay active and healthy.

If you have access to the internet you will find a wealth of information and news about services provided by the council and West Lothian Community Health and Care Partnership (CHCP). Visit www.westlothian.gov.uk and www.westlothianchcp.org.uk

I hope you find this guide and the websites, both informative and useful.

Ellen Glass



Ellen Glass,
Executive Councillor for Health and Care.
July 2011

Council Information Services

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 10 CIS centres located throughout West Lothian.

To access the services by telephone, call our Customer Services Centre on **01506 775000 (number will be changing to 01506 280000 later in 2011)**, email **customer.service@westlothian.gov.uk** or pop into your local CIS centre located at:

- **Armadale:** 1/3 East Main Street
Opening hours: Mon, Tue, Thu - 08:30-17:00; Wed - 08:30-15:00; Fri - 08:30-16:00
- **Bathgate:** 5-9 Edinburgh Road – moving in September to the new Bathgate Partnership Centre
Opening hours: Mon, Tue, Thu - 08:30-17:00; Wed - 08:30-15:00; Fri - 08:30-16:00
- **Blackburn:** Blackburn Connected, Mill Centre
Opening hours: Mon, Fri - 09:00-17:00; Tue, Thu - 09:00-19:00; Wed - 09:00-15:00; Sat - 09:30-12:30
- **Broxburn:** Strathbrock Partnership Centre, 189a West Main Street
Opening hours: Mon, Tue, Thu - 08:30-17:00; Wed - 08:30-17:00 (closes at 15:00 every second Wed); Fri - 08:30-16:00. Payments closed daily 13:00-14:00
- **Fauldhouse:** Fauldhouse Partnership Centre, Lanrigg Road
Opening hours: Mon, Tue, Fri - 09:30-20:00; Wed, Thu - 09:30-18:00; Sat - 09:30-13:00.
- **Linlithgow:** County Buildings
Opening hours: Mon, Tue, Thu - 08:30-17:00; Wed - 10:30-17:00; Fri - 08:30-16:00. Payments closed daily 12:30-13:30
- **Livingston:** Carmondean Connected, Deans.
Opening hours: Monday & Friday: 09:30-18:00, Tuesday & Thursday: 09:30-20:00
Wednesday: 10:00 -18:00, Saturday: 09:30-13:00
- **Livingston:** West Lothian Connected, Almondvale Centre
Opening hours: Mon, Tue, Thu - 08:30-17:00; Wed - 10:00-17:00; Fri - 08:30-16:00; Sat - 09:30-14:30
- **West Calder:** 24-26 Main Street
Opening hours: Mon, Tue, Thu - 08:30-17:00; Wed - 10:30-17:00; Fri - 08:30-16:00.
Payments closed daily 13:00-14:00
- **Whitburn:** 5 East Main Street
Mon, Tue, Thu - 08:30-17:00; Wed - 08:30-15:00; Fri - 08:30-16:00

Out of hours emergency

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 281028** or **01506 281029** (minicom).

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

Housing emergencies call **01506 775000** (number will be changing to **01506 280000** later in 2011).

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

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. Monday to Friday, 8am to 8pm. Call **01506 775000** (number will be changing to **01506 280000** later in 2011).

West Lothian Connected where you can access all public services. Almondvale Centre, Livingston, Monday to Friday, 9:00 to 17:00 and Saturday 09:30-14:30.

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

Council payments

There are a number of ways to make council payments:

The main method is by standing order or direct debit through your bank. To pay by direct debit or standing order. Please phone for further information:

Business Rates	01506 776982
Council Tax	01506 776982
Rent	01506 775000 (number will be changing to 01506 280000 later in 2011)
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 Centre on **01506 775000 (number will be changing to 01506 280000 later in 2011)**

Housing

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 (CIS) centre or call our Customer Service Centre on **01506 775000 (number will be changing to 01506 280000 later in 2011)**.

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

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.westlothianhchcp.org.uk.

GP surgeries

Contact addresses for GP surgeries	Telephone numbers
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 Health Centre: Carmondean Centre, Livingston Deans and Eliburn Medical Group Carmondean Medical Centre Community Health Services	 0844 477 3144 0844 477 3155 0844 477 3186
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
Fauldhouse Health Centre: Lanrigg Road, Fauldhouse Dr Ritchie and Dr Jones practice Stoneyburn Practice	01501 772038 01501 773045 01501 773020
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
Stoneyburn Health Centre: 73 Main Street, 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 874300
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.

Dental Surgeries

These are the contact addresses for dental surgeries:	Telephone numbers
Mrs H J V Shields Dental Practice , Armadale	01501 732724
Mr P Shields , Armadale	01501 731711
Mr I M Henderson, Mr J G Young, Bathgate Dental Spa , Bathgate	08433 879777
Mr G P Shields, Bathgate Dental Practice , Bathgate	01506 656156
Mr L Muir, Mr B A Tonner, Dental Surgery , Bathgate	01506 653112
Mr D R MacLeod, George Street Dental Practice , Bathgate	01506 634287
Mr R H Chandrachud, Mr A J Waddell , Bathgate	01506 652135
Mr F J Morrison , Bathgate	01506 656563
Dr Robert Galloway, Dr David Beress, Dr Denise Aszilbekova , Bellsquarry	01506 465956
Mr P Buchan , Broxburn	01506 857717
Mrs J G Goodfield , Broxburn	01506 852654
Mr J Lawson, Mrs Lorna Cleland , Broxburn	01506 853585
East Calder Smile Centre , East Calder	01506 881566
Mr B Easton, Ms K Brown, Mr D Glavin , Linlithgow	01506 842011
Mrs M H Murray , Linlithgow	01506 847923
Mr K C Chan , Linlithgow	01506 671818
Mr R M Thomson, Mr David Brown , Linlithgow	01506 842748
Mr S Sayegh, Mr N Baker, Mrs G Kuhn, Mr M Mustafa, Mr M Rostami, Mrs J Wheble , Livingston	01506 420003
Newyearfield Farm Dental Centre , Livingston	01506 417780
Howden Dental Clinic , Livingston	01506 418532
Mrs Stephanie Laing, Ms Sarah Tobin, Ms Gillian Waddell , Livingston	01506 411811
Mr D J Connarty, Mr J Clydesdale, Mss J Taylor , Livingston	01506 418835
Mr N Riaz, Mr R Raza, Mr F Taj , Livingston	01506 442270
Mr G Caves, Mr D Cowan , St John's Hospital, Livingston	01506 523581
Mr T C Simpson, Mrs S Mannings , Livingston	01506 464646
Ms S Helliwell, Miss Y Kuijpers, Mr A J McLay , Livingston	01506 435107
Pumpherstons Dental Surgeons , Pumpherstons	01506 440900
Paul Roberts , West Calder	01506 872231
Mrs A C Macaulay, Ms D Ferrie , Whitburn	01501 741383
Mr C J Anderson, Miss F P Cartwright, Mrs K M Gardiner Bell , Whitburn	01501 740360



Lothian On Call: 01592 740230

Pensions

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 for 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 have reached State pension age before 6 April 2010, you can 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.thepensionservice.gov.uk**). This is because computer systems are being updated 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 on 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 (are now by appointment only by calling 0845 606 0265):
Tuesday: West Lothian Connected, Almondvale Centre, Livingston, 10am to 1pm.
Thursday: Advice Shop, Waverley Street, Bathgate, 1pm to 4pm. The Advice Shop is moving to Bathgate Partnership Centre in September 2011.

Pensioner Income Maximisation Service (PIMS)

West Lothian Council's Pensioner Income Maximisation Service (PIMS) was set up in 2009 to assist people over the age of 60 to maximise income by identifying any benefit entitlement. In the last year (April 2010 - March 2011) the Pensioner Income Maximisation Service will have increased pensioners' incomes in West Lothian by £3.2 million.

Each year, millions of pounds of benefits go unclaimed and often it is pensioners who miss out. The team aims to deliver more cash to the neediest pensioners, and make a significant impact to their quality of life. The team carry out talks to community groups and regularly speak to people attending day hospitals and centres to raise awareness of what the service can offer.

People over 60 years old should contact the PIMS and find out what advice is available to them. The Pensioner Income Maximisation Service is based at West Lothian Council Advice Shop, Units 9-12 Waverley Industrial Estate, Waverley Street, Bathgate and can be contacted by phone on **01506 776441** or email **pims@westlothian.gov.uk**. The Advice Shop is moving to Bathgate Partnership Centre in September 2011.

Advice Shop

The Advice Shop is located in Bathgate. It also runs a range of outreach sessions in the Council Information Services (CIS) centres. For details call: **01506 776444**. The Advice Shop is moving to Bathgate Partnership Centre in September 2011.

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. They 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), people from ethnic minority groups, hospital patients at St John’s Hospital, people using drugs and their families and people aged 60 and over.

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 09:00 to 17:00, Wednesday 09:00 to 13:00, Friday 09:00 to 16:00

Bereavement

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	Telephone numbers
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	By appointment only 01506 281894
East Calder Registration Office , Library, 200 Main Street, East Calder, EH53 OEL	01506 884680
Linlithgow Registration Office , County Buildings, High Street, Linlithgow, EH49 7EZ	By appointment only 01506 281894
Livingston Registration Office Civic Centre, Howden Road South, Livingston, EH54 6FF	01506 281897 01506 281898
West Calder Registration Office , 24-26 Main Street, West Calder, EH55 8DR	By appointment only 01506 281894
Whitburn Registration Office , 5 East Main Street, Whitburn, EH47 ORA	By appointment only 01506 281894

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

- 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 775000 (number will be changing to 01506 280000 later in 2011)**.
- For information on recycling call the recycling hotline on **01506 775000 (number will be changing to 01506 280000 later in 2011)**.
- The council maintains streetlights and traffic lights. Tel: **01506 775000 (number will be changing to 01506 280000 later in 2011)**.
- 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 (number will be changing to 01506 280000 later in 2011)**.
- Garden maintenance scheme: application, criteria and conditions of the scheme are available from Council Information Services (CIS) centres, see page 2, or telephone **01506 775000 (number will be changing to 01506 280000 later in 2011)**.
- 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 **01506 775000 (number will be changing to 01506 280000 later in 2011)**. In most instances they will remove it within three days and progress enforcement action against offenders.

Identity cards

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.



Safety in the home

All tenants living in a council owned house should have a smoke detector and carbon monoxide detector installed in their home and the council will check these alarms are working during the annual gas service. You should test these devices regularly. If you are unsure how to test them or if they are not working, report this immediately to our Customer Service Centre on **01506 775000 (number will be changing to 01506 280000 later in 2011) and they will arrange for you to receive advice on how to test them or to have them repaired or replaced.**

If you are a council tenant, call our Customer Service Centre on **01506 775000 (number will be changing to 01506 280000 later in 2011)** if your alarm has not had its annual inspection. If you are a homeowner you should install a smoke detector not least because it may reduce your home insurance premium.

If you would like further advice on fire prevention telephone Lothian and Borders Fire Brigade on **0800 169 0320** and ask for Fire Prevention Assistance

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**.

The council promotes a home security scheme for household where all occupants are over 60 and can apply to have basic security measures installed. Contact our Customer Service Centre on **01506 775000 (number will be changing to 01506 280000 later in 2011) for further information.**

Dog Wardens / Pest control

Stray dogs: Apart from the distress on the animal itself, stray dogs can cause accidents, and injury to themselves and others. Strays are often involved in worrying livestock as well as adding to the dog-fouling problem. We respond to reports of stray dogs as a high priority.

When we lift a stray dog, we will inform the owners that their dog has been found (if we can identify them by either chips or name tags). All dogs are taken to the Edinburgh Cat and Dog Home. The charge for allowing a dog to stray is £25 plus £11.75 per day kennelling. Almost all dogs are returned to their owners or re-homed if not claimed.

To report a stray dog please call **01506 282500** or email: environmentalhealth@westlothian.gov.uk giving details of where and when you spotted the dog and if possible a description. Outwith office hours, the Police have a duty to accept stray dogs.

Dog barking can be a nuisance to neighbours, disturb sleep and can be sign of a bored or neglected animal. All dogs will bark a little, but when they do so a lot or for long periods, we can help. Please call **01506 282500** or email: environmentalhealth@westlothian.gov.uk giving details of where and when the problem occurs, along with your contact details. All complainant details are treated in confidence.

Dog Wardens / Pest control continued

Dangerous or aggressive dogs: If a dog has injured anyone or another animal, it should be reported to the police. Where a dog has attacked but not caused injury, it should be reported to the police, who may then pass it to West Lothian Council for follow up. If a dog is aggressive, but has not attacked anyone or another animal, this should be reported to West Lothian Council. New laws introduced in early 2011 allow the council to take action against aggressive dogs and their owners before they become dangerous. All this applies anywhere, not just in public places.

To report an aggressive dog please call **01506 282500** or email: environmentalhealth@westlothian.gov.uk giving details of where and when you spotted the dog and if possible a description. Because we cannot take formal action without a complainant, we also need your contact details, which will be treated in confidence.

Pest Control: This free service provides a two-day response to complaints about rats and mice, and a five-day response to insect complaints (wasps, cockroaches, fleas and dermestid beetles).

To contact Pest Control, call **01506 282501**, e-mail pestcontrol@westlothian.gov.uk or book a treatment online via the council website.

Roads

West Lothian Council is responsible for the repair and maintenance of all public roads except M8 and M9 motorways which run through our area, for which responsibility currently 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 footway and car park maintenance
- Road markings
- Traffic signals
- Flood prevention and drainage
- Road signs and street name plates
- Emergency service provision
- School playgrounds and access roads
- Leisure Centre access roads and car parks

To access further information on any of these services or to report a fault, problem or complaint please contact **01506 775000 (number will be changing to 01506 280000 later in 2011)** 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 footway or Road. 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 (number will be changing to 01506 280000 later in 2011)** 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.

Bogus callers and rogue traders

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 (number will be changing to 01506 280000 later in 2011)**

In an emergency - **999**

Staying warm at home

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 (number will be changing to 01506 280000 later in 2011)** during office hours, or **01506 777401** or **01506 777402** out with 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. For any energy advice query, please pop into the Advice Shop if possible as duty advisors now see all enquiries, so no appointment is necessary. If you are unable to visit the Advice Shop, then please contact the team on the above freephone number.

This Advice Shop team offers free home visits 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 free energy efficient power down switches for TVs & home computers 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**.

Antisocial behaviour

The Community Safety Partnership has been created within West Lothian Civic Centre building at Howden South Road in Livingston. The unit was developed to continue the good partnership working that exists between West Lothian Council, Lothian and Borders Police, Lothian and Borders Fire and Rescue Service and West Lothian voluntary organisations.

You can contact the Community Safety Unit (CSU) by e-mail on: **westlothiancsu@lbp.pnn.police.uk**. Your e-mail messages will be received during normal working hours. Working together within the CSU is the police and council staff including:

- Some of the nine Neighbourhood Response Team (NRT) Officers based in the CSU. The other NRT officers are based within their own ward areas across West Lothian.
- The out-of-hours Night Time Noise Nuisance Service has legislative powers to deal with complaints of Antisocial Noise and where appropriate they use fixed penalty tickets and can seize equipment.

For other antisocial behaviour, which could include neighbour complaints, neglected houses / gardens or damage, you may wish to contact the Customer Service Centre (CSC) on **01506 775000 (number will be changing to 01506 280000 later in 2011)**. They will ensure you will be connected to the appropriate service. A text phone service is available on **18001 (01506 651115)**.

Anyone wishing to report serious antisocial behaviour can call 01506 775000 (number will be changing to 01506 280000 later in 2011) any time, during the day or night.

The NRT works closely with the police to promote community safety and reduce the fear of violence in the communities. They wish to hear of crimes occurring, as soon as possible, to allow them to investigate and where possible, to prevent them from happening again.

Please report anything you see that you think is suspicious or is concerning you.

The police can be contacted on **01506 431200**.

Moving home

If you are moving home or have recently moved, please call into one of the Council Information Services (CIS) 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 (number will be changing to 01506 280000 later in 2011)** and ask for the Homeless Unit.



Support at home services

Care at Home Service

The personal Care at Home Service works closely with community health services to assist people with care needs to remain living independently in their own homes. Service is available between the hours of 7am and 10pm, seven days a week. 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.

The service also offers support to individuals by helping to support hospital discharge and promoting independent living. Within the service a specialist team provides a robust crisis care service both to avoid unnecessary admissions to hospital and to ensure early discharge when people have needed a period of treatment. The aim is to ensure that after an intensive period of 're-enablement', people can regain as much independence as possible.

For more information about the Care at Home Service contact:

Bathgate Social Work Centre on **01506 776700**.

For information about supported hospital discharge contact:

Supported Discharge and Re-enablement Team on **01506 775651**.

Other support at home services include:

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 775666** and ask for the duty worker.

A self-assessment selection Occupational Therapy Service is also available to request simple equipment or handrails without the need for a home visit. Information or a booklet is available from **01506 775608**. This service is **free**.

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 and 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 equipment service 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**.

The store also supplies a range of continence products that are either supplied direct to your home or via a network of local pharmacies. The Inco Service can be contacted on **01506 523339**. If you need an assessment of your continence requirements please contact the District Nurses or Health Visitors based at your local Health Centre. **This service is free.**

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.

Frozen meals service

The home meals service provides ready prepared meals that can be eaten when you choose. There is a wide choice of starters, main courses and sweets, all of which can be heated in a conventional oven or microwave. The meals are of modest cost and include choices for special diets and ethnic meals. For more information contact Bathgate Social Work Centre on **01506 776700**.

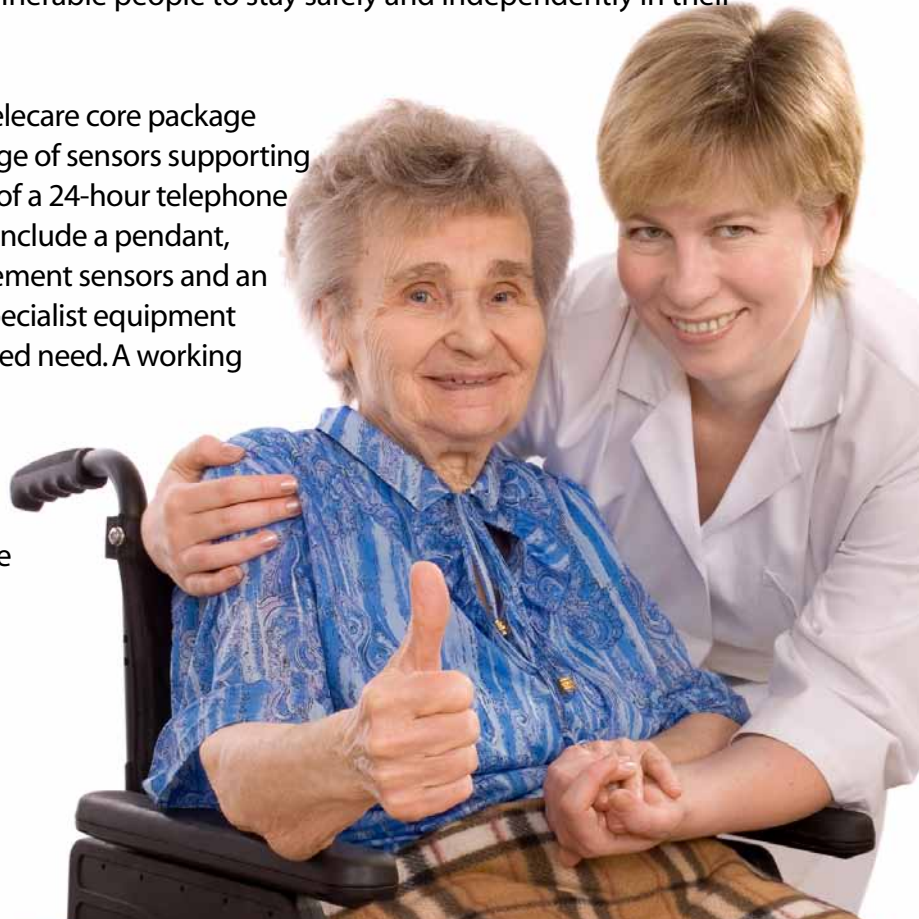
Home Safety Service

The Home Safety Service assesses for, provides and supports the use of telecare equipment to help older people, disabled and vulnerable people to stay safely and independently in their own home and community.

The Home Safety Service provides a telecare core package comprising of a Lifeline unit and a range of sensors supporting 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. Other specialist equipment can be provided depending on assessed need. A working telephone landline is essential.

Research has shown that the use of telecare equipment does make a difference to the length of time people can remain in their own home giving additional reassurance for the people themselves, their relatives and carers. To request an application form please contact **01506 771770**.

This service is free.



Specialist housing services

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 flats or bedsits, within a larger development which also has a communal lounge, assisted bathrooms and guest bedrooms where friends and family can stay when visiting. There is either a full or part-time warden on duty Monday to Friday. Tenants have pull cords in their tenancies which they can use in an emergency and these are linked to West Lothian Careline call centre and can be responded to 24/7.

West Lothian Council has three complexes and access to 20 similar complexes provided by housing associations. For more information about sheltered housing call **01506 775000 (number will be changing to 01506 280000 later in 2011)**.

Housing with care

There are now eight 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, Boghall, Blackburn, Broxburn, Livingston, Mid Calder, Whitburn and West Calder. The purpose of housing with care is to deliver care and support to older people who have a high level of care needs and help them stay in their own homes and communities. Staff support tenants to remain as independent as they can be. On-site staff deliver care and support and each of the tenancies is fitted with a core package of technology linked to a Call Centre staffed 24/7. 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.

Short breaks (previously known as respite)

The council, following assessment, may provide carers of older people, as well as on occasions the older person being cared for, as a consequence of general frailty, disability, long term illness and dementia, the opportunity for a short break from their normal caring routine.

These short breaks are designed to deliver desired outcomes specific to the individuals concerned hence out of necessity vary from individual to individual. Some may take the form of a few hours of support being offered within the home in other instances day care or a care home placement may best meet the needs of those concerned. The primary purpose however, regardless of the provision made available, is to support and sustain the caring relationship by providing relief to the carer, either via time spent apart or time spent together with the cared for person, with additional support being made available.

Day care

The council operates a day care service, Monday to Friday co-located in Limecroft and Whitdale care homes. There is also a day resource service at Holmes Gardens Housing with Care development in Broxburn. 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:

Day Care Centres	Tel. numbers
Acredale House (Service for frail older people and those with dementia.)	01506 634288
Answer House (Service for older people with very severe dementia.)	01501 749974
Braid House (Service for frail older people and those suffering from dementia.)	01506 430615
Rosebery Centre (Service for older people suffering from moderate to severe dementia.)	01506 497046
St Michael's Day Centre (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	01506 776700
The other Social Work Centres are located as follows:	
Broxburn Social Work Centre	01506 775666
Livingston Social Work Centre	01506 282252
St John's Hospital Social Work Unit	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 pages 6 and 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 providing an information and support service to unpaid carers of all ages throughout West Lothian.

The support service provided to carers by the organisation includes the following:

- Carers Information Booklet (containing information on local services and support available to carers)
- Quarterly Newsletter (keeping carers informed of local and national initiatives to support carers)
- One-to-one emotional support
- Home visits
- Signposting and referral to appropriate support services
- Hospital based support service for carers
- Access to advocacy
- Access to counselling
- Carer support groups
- Training courses for carers
- Recreational courses (such as holistic therapy and basic massage)
- Individual support for young carers (between 10 and 16 years)
- Group support for young carers.

All of the above services are provided **free of charge**.

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?
- Living in a Residential Care Home, Sheltered Housing, Housing with Support, or in an NHS Hospital?
- Thinking about moving, or being moved into, long-term care, e.g. a Residential Care Home or an NHS Continuing Care Facility?
- Having difficulty with services or accessing services?
- Living in the community and in need of support and/or representation?

Do you or does someone you know:

- Have a physical disability or Acquired Brain Injury (ABI)?

Independent advocacy enables people to be fully heard and is about helping and supporting people to speak up for themselves and/or representing their views, where they cannot, to others. An independent, professional advocacy service is provided by EARS (West Lothian) and is free and confidential. EARS seeks to uphold the rights of people who are in, or moving into, long-term care or with mental health problems or who are adults with a Physical Disability or Acquired Brain Injury.

The aim of EARS is to ensure that 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 **0845 6070 129** 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 **01506 775000 (number will be changing to 01506 280000 later in 2011)**. 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 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 (number will be changing to 01506 280000 later in 2011)** to order a tape.

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

There is also a Sensory Support Centre based at St John's Hospital in Livingston. The centre offers advice, information and assessment for those who are blind, partially sighted, deaf, hard of hearing, deafened or deafblind. For further information please contact **01506 774490** or email: **sensorycentre@westlothian.gov.uk**

Concessionary travel

Residents aged 60 and over and those with a recognised disability are eligible for a National Entitlement Card (NEC) to obtain free travel on bus services throughout Scotland (except excursions or tours, open top bus tours, or night services). Advanced booking on longer distance services is advisable, and although travel will be free, the operator may charge a booking fee. Cross-border journeys can be made to England on bus services to Berwick upon Tweed and Carlisle and on some services to Newcastle upon Tyne.

Application forms for NECs may be completed up to 14 days before the 60th birthday at CIS centres and all public libraries.

Passes are posted to applicants 12-21 days following application.

In addition to the NECs, possession of a West Lothian Taxicard is evidence of eligibility for rail travel concessions.

The NEC offers discounted flat fare travel of £1 single and £2 return on off-peak train services operated by First Scotrail between any two West Lothian stations as follows:

- | | | |
|--------------|--------------------|--------------------|
| ■ Addiewell | ■ Breich | ■ Livingston South |
| ■ Armadale | ■ Kirknewton | ■ Uphall |
| ■ Bathgate | ■ Linlithgow | ■ West Calder |
| ■ Blackridge | ■ Livingston North | |

Holders of a West Lothian Taxicard can travel free of charge between these stations.

The fair of £1 single and £2 return on off-peak train services is also available from any station in West Lothian (listed above) to the following stations:

- | | | |
|---------------|-----------------------|-----------------|
| ■ Airdrie | ■ Curriehill | ■ Kingsknowe |
| ■ Bellshill | ■ Dalmeny | ■ Larbert |
| ■ Brunstane | ■ Drumgelloch | ■ Newcraighall |
| ■ Caldercruix | ■ Edinburgh Haymarket | ■ Polmont |
| ■ Camelon | ■ Edinburgh Park | ■ Shotts |
| ■ Carfin | ■ Edinburgh Waverley | ■ Slateford |
| ■ Cleland | ■ Falkirk Grahamston | ■ South Gyle |
| ■ Coatbridge | ■ Falkirk High | ■ Wester Hailes |
| ■ Coatdyke | ■ Hartwood | |
| ■ Croy | ■ Holytown | |

Holders of a West Lothian Taxicard can travel free of charge between these stations.

Half fare travel on First Scotrail train services

The NEC offers half adult fare rail travel from any station in West Lothian (listed above) to the following stations:

- | | | |
|--------------|------------------------|-----------------|
| ■ Bellgrove | ■ Dunbar Easterhouse | ■ Longniddry |
| ■ Blairhill | ■ Garowhill | ■ Musselburgh |
| ■ Cambuslang | ■ Glasgow Central | ■ North Berwick |
| ■ Carntyne | ■ Glasgow Queen Street | ■ Prestonpans |
| ■ Drem | ■ High Street | |

Holders of a West Lothian Taxicard can travel free of charge between these stations.

If you have any general queries relating to travel concessions please contact West Lothian Council customer service on **01506 775000 (number will be changing to 01506 280000 later in 2011)**.

Public transport

Information about public transport in the West Lothian Council area can be obtained from Traveline Scotland on **0871 200 22 33** or by visiting **www.travelinescotland.com**

Rail travel information is also available from by calling **08457 48 49 50**, or by visiting **www.scotrail.co.uk**

Rural Transport

The council is reducing the hours of operation of rural transport services, formerly known as Carlink. Four schemes are affected in the Roman Camp/Drumshoreland, Harburn/Crosswoodhill/Westwood, Gowanbank and Beecraigs areas.

At present these services run whenever they are booked by passengers at any time between 0700 and 2300 hrs providing a more comprehensive service than in many urban areas. To make savings but still retain services, there will be some important changes happening. All four services will be revised to provide hourly timetabled journey opportunities and operational hours will also be reduced to 0800-1900 hrs Monday to Saturday.

Services will be re-branded as Taxibus and will run only when booked by passengers. These changes mean that it will now be possible for holders of the national free bus travel concession card to travel free of charge on these services.

Leaflets launching the revised services are available in the relevant Customer Information Service office or can be obtained by telephoning **01506 282 321**.

Special access transport

The Dial-a-Bus service is operated by HCL and is funded by West Lothian Council. It provides transport for elderly and disabled persons to the shopping centres of Bathgate, Linlithgow and Livingston. This is a regular service that runs at least weekly. To travel on the Dial-a-Bus, you must book a seat by calling **01506 633336**. A leaflet with running times is also available.

In addition, HCL also provide a specialist Dial-a-Ride door to door transport service people with limited mobility. Please call **01506 633953** for further information.

As a national requirement to be implemented by 2015, most local bus service operators now use easy access buses (designed for wheelchairs and buggies) on routes in West Lothian. However, as this may not be possible on all routes, please contact the operator to check these are available before travelling.

Blue badge

The blue badge is the European-wide disabled parking permit. The badge entitles the holder to use disabled parking spaces and it also provides greater flexibility with on-street parking.

To qualify you need to be disabled, and in receipt of benefits such as the mobility components of Disability Living Allowance or the higher rate Attendance Allowance.

Application forms are available in all Council Information Services (CIS) centres, where staff can assist you in completing the documentation. This can also be downloaded from the online services section of our website at **www.westlothian.gov.uk**.

Alternatively you can call customer services on **01506 775000 (number will be changing to 01506 280000 later in 2011)** for further information.

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 higher rate mobility component of Disability Living Allowance, if you are under 65
- The vehicle must be registered to your address
- There must be evidence of parking difficulty in the immediate area
- For an on-street parking bay, you must not 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 the Customer Information Services centre, or by calling Transportation on **01506 282342**.



West Lothian leisure

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.

Xcite recognises the importance of offering facilities and activities which are designed to meet the needs of those in the prime of their life. 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 like gentle exercise at £1.75 per class.

For £15.50 per person per month, or £26 per couple per month, Prime of Life membership offers unlimited access seven days a week to all these venues.

Xcite venues	
Xcite Armadale Swimming Pool, North Street, Armadale	01501 678520
Xcite Bathgate Leisure 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 at www.westlothianleisure.com.

- Prime of Life Joining Fee £15 per person. Proof of age is required. Price is correct at time of print. Price may increase during the year.

In addition to the P.O.L. membership Xcite at West Lothian Leisure also manages the **Ageing Well Changing Lifestyle** project which is funded by the NHS and operates in partnership with West Lothian Leisure. The project aims to improve and maintain the health of the over 50s. The project is involved in activities which encourages physical health, mental health and wellbeing. Some of the activities on offer under the project are tea dances, line dancing, walking groups, social evenings and seated exercise. Coming soon: New age kurling.

The Ageing Well project co-ordinator can be contacted as follows:
akerr@westlothianleisure.com or tel: **01506 776027**

Library Services

Join one library in West Lothian and you can gain access to all libraries, including two mobile libraries and the reference library based in the new Heritage and Information Centre in County Buildings, Linlithgow. 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. All libraries offer computer and internet access and staff will be happy to assist you in getting the online information you require.

Carmondean Library is 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.

Reading groups are available in most libraries and meet on a monthly basis to discuss the books they are reading in a sociable atmosphere.

Enjoy using our comfortable surroundings (some libraries have coffee and tea facilities) and read to your grandchildren or for yourself. We stock newspapers, magazines and 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 the new Heritage and Information Centre in County Buildings, Linlithgow. Contact the Local History Librarian, Sybil Cavanagh, on **01506 282491** or email **localhistory@westlothian.gov.uk**.

The council has two mobile libraries which tour West Lothian. 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.

Visit: **www.westlothian.gov.uk/libraries**



Arts

There are three main arts venues in West Lothian: **Howden Park Centre** in Livingston is a modern, stylish four-star arts venue with a continuous programme of live performances in music, theatre and dance plus a visual arts exhibition programme, restaurant and bar.

The Regal Community Theatre in Bathgate is a beautifully renovated art deco theatre which has a focus on community arts and a continuous arts programme of performances, films and classes.

The Linlithgow Burgh Halls recently reopened following an extensive redevelopment that has restored the historic fabric of the building and transformed the interior, introducing a new cafe and terrace as well as new exhibition spaces that featuring art of the highest quality.

All three buildings have a range of rooms and technical equipment available for hire.

Arts Services also works in communities across West Lothian.

Generation Arts and Arts in the Community

The Generation Arts club programme is for everyone aged 60+ and provides fortnightly creative movement classes, tea dances, intergenerational projects and taster workshops in Broxburn, Blackburn, Mid Calder, Livingston and Whitburn. These offer a chance to be creative, improve general fitness, socialise and to reminisce. For further information contact **01506 777666**.

Generation Arts is one of more than 150 voluntary arts groups offering 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 the Community Arts brochure produced three times each year.

For more information on arts activities in West Lothian contact:

**Arts Services, Howden Park Centre, Howden,
Livingston EH54 6AE.**

Tel: 01506 777666

email: arts@westlothian.gov.uk

You could also visit

www.howdenparkcentre.co.uk

and/or **www.bathgateregal.org**



Country parks and other attractions

West Lothian is rich in green spaces both within and between its towns and villages, 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.

Friends of the Park is an initiative for those who would like to do something for an urban park or open space. Find out more at www.westlothian.gov.uk/tourism/495/ On the website you will also find information about the annual Gardens Competition. Please call **01506 775000 (number will be changing to 01506 280000 later in 2011)** or email **customer.service@westlothian.gov.uk** for more information.

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		
Beebraigs www.beebraigs.com mail@beebraigs.com	A 1,000 acre park near Linlithgow. Discounted rates for those aged 65 years and over for flyfishing on Beebraigs Loch, and for staying on the caravan and camping site	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 Discounted rates for those aged 65 years for golfing	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 (CIS) centre, County Building, Linlithgow, Tel: **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.

Community Centres

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 (number will be changing to 01506 280000 later in 2011)**.

Older people's organisations

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 Sector Gateway West Lothian** on **01506 634115**. Local community centres also have information on local groups.

West Lothian Senior People's Forum

West Lothian Senior People's Forum previously known as the Older People's Forum was first launched in November 2009.

Its purpose is to provide an opportunity for the council and local senior people to act in partnership, in reviewing and addressing the future challenges we jointly face.

In particular the forum will:

- Seek to identify and harness the experience, opinions and desires of senior people offering them an opportunity to express their views on a wide range of issues.
- Enable communication to be established and maintained between local senior people, the council and its community planning partners.
- Enable the council to consult local senior people on its approach in developing a local responses to the Scottish Strategy for an Ageing Population.
- Help support organisations which represent senior people.

The forum meets a minimum of three times a year, and meetings are advertised in the local press, libraries, GP surgeries and on the council website. For more information visit www.westlothian.gov.uk

50+ Network

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


The organisation encourages a healthy fulfilling lifestyle, running 25 groups that offer a wide range of activities, which includes Pilates, walking, dancing and singing, environmental study, cycling and visits to the theatre. There is also a wide variety of regular social events such as monthly meetings, with speakers, lunch club, social evenings, two dinners per year with entertainment and a Christmas Party.

Call the West Lothian 50+ Network on **01506 635510** for more information.

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 (CIS) centres and libraries.

Or telephone:

- West Lothian on The Move: **01506 771792**
- University of the Third Age: **01506 834877**
- Generation Arts: **01506 870760**



Information is available in Braille, tape, large print and community languages.
Please contact the Interpretation and Translation Service on 01506 775000
(number will be changing to 01506 280000 later in 2011).

How to get in touch with us

Name

Address

Comments

Please complete and return to: **NEW HORIZON, West Lothian Council, Corporate Communications, Civic Centre, Howden Road South, Livingston, West Lothian, EH54 6FF.**

guide: to all services within West Lothian for older people