



# **Welcome to Clackmannanshire**

**A guide to your new area**

# Welcome

**Welcome to our guide about moving to Clackmannanshire.**

Whether you're getting ready to move, or you've recently got the keys to your new home, this guide is for you.

Moving home can be an exciting time. There is lots to think about and lots to do. It can be confusing and sometimes a stressful experience. It can seem harder when you're moving to a new area.



That's why volunteers at Housing Options Scotland have written this guide. It contains:

- general information and advice to help you do the things you need to do for a successful move.
- information about services in Clackmannanshire to help you get everything sorted.
- some ideas about things to do in the area, so you can get out and explore.

We hope you find the guide useful.

Best wishes for life in your new home.

**Ryan**

Housing Options Scotland volunteer



**Housing Options Scotland** is Scotland's housing charity for disabled people, older adults and members of the Armed Forces community. If you need help with your housing situation, contact us:

**[housingoptionsscotland.org.uk](https://housingoptionsscotland.org.uk)**

0131 510 1567

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

*Image credit: Clackssnapper (Wikimedia)*

# Contents

<b>Welcome to Clackmannanshire</b>	<b>1</b>
<b>Moving home</b>	<b>2</b>
<b>In your new home</b>	<b>3</b>
<b>Council services</b>	<b>4</b>
<b>Transport</b>	<b>5</b>
<b>Education</b>	<b>6</b>
<b>Health and wellbeing</b>	<b>7</b>
<b>Money, work and debt advice</b>	<b>8</b>
<b>Leisure</b>	<b>10</b>
<b>Key Contacts</b>	<b>12</b>

# Welcome to Clackmannanshire

Clackmannanshire is a council area in central Scotland, neighbouring councils such as Fife, Stirling, Perth and expanding all the way to Ben Cleuch. Clackmannanshire is the smallest council area in mainland Scotland. The Council area is sometimes shortened to “Clacks”.

Clackmannanshire is known for its historic links with the brewing, glass making and mining sectors. More recently, Clackmannanshire has proved popular with tourists because of its proximity to the nearby city of Stirling.

Half of the population live in Alloa, which is the main town within the council area. Almost a quarter of the total population live in the west of the council area in towns such as Tullibody, Menstrie and Cambus. The remainder are split in smaller areas of the council such as Fishcross, Dollar, Sauchie or Branshill

[Find out more about Clackmannanshire and its surrounding villages and towns.](#)



[Image source - Clacks.gov.uk](http://Clacks.gov.uk)

# Moving home

## Take gas and electricity meter readings.

Do this when you move out. This will make sure you only pay for the energy you used.

**Settle up bills at your old property.** Make sure you pay for all bills due including:

- Rent/mortgage
- Garden/common area maintenance
- Council tax
- Gas and electricity
- Telephone and broadband.



**Change your address.** It's important to let people know you're moving, including:

- Friends and family
- Your employer
- Your local **job-centre**
- The [Department for Work and Pensions \(DWP\)](#)
- Your bank, insurance, pension and credit card companies
- Your doctor and dentist
- Your local council
- The [electoral register](#)
- The [Driver and Vehicle Licensing Agency](#) (DVLA)
- Telephone, TV and broadband providers
- [TV licensing](#)
- Charities you might support

## Redirecting your post

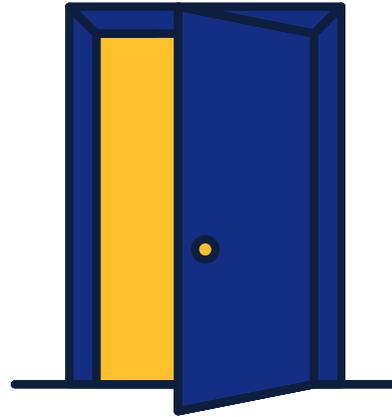
When you move home, you might miss some of the important information you get through the post. A simple way to make sure you keep receiving your post is to use the [Post Office redirection service](#). You can choose how long you want your post redirected for. There is a fee for this service.

# In your new home

**Register with your local council.** Contact your new local council to register for Council Tax and the electoral register.

**Register with a doctor** - [How to register with a local doctor.](#)

**Register with a dentist** - [How to register with a local dentist.](#)



**Spare keys.** Get copies of your keys cut, so you have spares in case you need them.

**Take gas and electricity meter readings.** Do this when you move in to make sure you only pay for the energy you use. Comparison sites like [USwitch](#), [Compare the Market](#), [Money Supermarket](#), and [Go Compare](#) can help you find the best energy deals.

**Household appliances.** Ask for instruction booklets or manuals for the boiler, washing machine and all appliances in the property to be left for you. If any are missing, you can find instructions for most appliances with a quick online search.

**Get to know your new home.** Consider getting two copies of keys cut for your new home and ask for instructions / booklets for all appliances to be left for you. Also make sure you know where to locate the following:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Gas and electricity meters                      | <input checked="" type="checkbox"/> Fuse box  |
| <input checked="" type="checkbox"/> Thermostat for central heating                  | <input checked="" type="checkbox"/> Landline telephone sockets                          |
| <input checked="" type="checkbox"/> Water boiler                                    | <input checked="" type="checkbox"/> TV and satellite aerial sockets                     |
| <input checked="" type="checkbox"/> Hot and cold water tanks                        | <input checked="" type="checkbox"/> Access points e.g. to loft points/under floor areas |
| <input checked="" type="checkbox"/> Stopcock (to turn the main water supply on/off) |   |

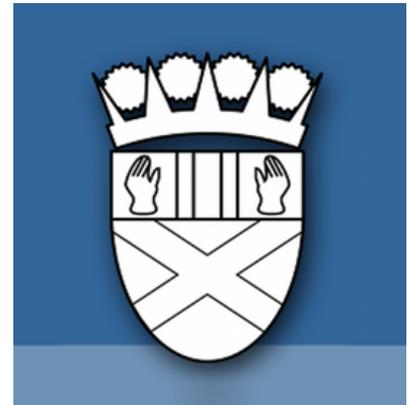
# Council services

The council's contact details and all of the services it provides are on the [Clackmannanshire Council website](#).

## Council Tax

How much council tax you pay will depend on your new home and who you live with. Council tax is charged at different rates based on the value of the property. With your Council Tax, you will pay clean water and waste water charges set by Scottish

Water. These charges are billed along with the council tax. You can access and manage your council tax account online, including making online payments through your account. The council publishes [Council Tax rates, water and waste water charges](#). If you live alone, if you are the only adult in your home, if the other adult in your home lives with a disability, and for a variety of other reasons [you might be eligible for a Council Tax exemption or discount](#).



## Bin collection and recycling

Information about bin collections and recycling including [your bin collection day](#), [assisted collections](#) and [household waste recycling centres](#) (rubbish tips) is on the council's website.



Black bin: waste which cannot be recycled.



Green bin: paper and cardboard.



Blue bin: plastics, tins and aerosols.



Brown bin: food and garden waste.

# Transport

## Public Transport

[Traveline Scotland](#) is an excellent resource for [planning journeys](#) with buses, trains and other public transport.

**Clackmannanshire Council** publishes [information about buses, rail and community transport](#) and also [information about transport for disabled people around Clackmannanshire](#). The council also [publishes information about more environmentally friendly methods of transport which are available in the area](#).

In partnership with Perth & Kinross council, it also provides [information about Demand Responsive Transport](#) in areas not serviced by regular bus routes.

**ScotRail** provides [information about the accessibility and facilities of local train stations](#).

The [National Entitlement Card](#) gives free or cheaper travel for young people, older people and people with a disability. [Railcards for disabled, veterans and seniors](#) are available for people who qualify.



## Cars and taxis

**Car parking** in Clackmannanshire's public car parks is free and is not time limited. Clackmannanshire Council publishes

- [information about parking zones and illegal parking](#)
- [information on disabled parking bays](#), and
- [how to apply for a blue badge](#).

Disabled people who cannot use ordinary buses can [apply for a Disabled People's Taxicard](#).

# Education

**Clackmannanshire Council** publishes [information about schools](#), including enrolling your children in school, school transport, school meals and applying for assistance.

## Early learning, nurseries and childcare

All three and four year-olds, and eligible two-year-olds in Clackmannanshire are entitled to 1140 hours free nursery or child care each year. [Clackmannanshire council area has 4 local authority nurseries.](#)

## Schools

Clackmannanshire has 18 primary schools and 3 secondary schools. School enrolment takes place in January each year.

**Clackmannanshire Council** publishes [everything you need to know about learning and education](#) in the area, including [information on additional support needs and wellbeing](#).

## Higher education, adult and community learning

**Forth Valley College** offers a wide range of [higher and further education courses, community courses and distance learning](#) on their Stirling Campus.

# Health and wellbeing

## National Health Service

[NHS Forth Valley](#) provides healthcare services in the Clackmannanshire, Falkirk and Stirling area. [Information about its hospitals](#) and [what to do when you are ill](#) is available in a range of languages.



It is important that you and the people you live with [register with a local doctor](#) and [register with a dentist](#). If you aren't registered with a dentist, you can obtain emergency advice and assistance Monday to Friday 8.30am to 6.00pm by contacting the **Forth Valley Dental Helpline** on [01324 614670](tel:01324614670).

For minor illnesses, pharmacies may be able to provide advice and prescriptions more quickly. [Find your nearest pharmacy](#).

## Carers

[Information about the social care services offered by Clackmannanshire Council](#) is available on the council's website.

Many carers see themselves primarily as a parent, child, wife, husband, partner, friend or neighbour, rather than a carer. Caring can have a significant impact on the individual carers and wider family. Support for carers is available through:

### **Falkirk and Clackmannanshire Central Carers**

call: [01324 611510](tel:01324611510)

email: [centre@centralcarers.co.uk](mailto:centre@centralcarers.co.uk)

# Money, work, and debt advice

## Financial advice



[Citizens Advice Clackmannanshire](#) provides information and advice on a wide range of matters by face-to-face appointment, by phone and online. It can offer home visits for people with impaired mobility. The service specialises in welfare rights, including Universal Credit, debt, budgeting, employment, housing, energy, and immigration and consumer rights.



[Scotland's Financial Health Service](#) is a gateway to free and impartial advice about your finances.



[Age Scotland Money Matters](#) can provide tailored money advice for people aged 50 and over.

## Benefits and grants

**Clackmannanshire Council** provides [advice services](#) and [information on Council Tax, benefits and grants](#).

[Turn2Us](#) and [Entitled To](#) offer reliable online benefits and grants calculators as well as good information and advice.

**Scottish Welfare Fund** helps families and people in Scotland who are on low incomes. You can [apply to the Scottish Welfare Fund through the Council](#) for a:

**The Scottish  
WELFARE FUND**

- [Crisis Grant](#) – if you're experiencing a crisis because of a disaster (like a fire or flood), an emergency (like losing your money or an unexpected expense); or if you're a victim of domestic abuse and need help with things like moving away from an abuser
- [Community Care Grant](#) – to help you or someone you care for to start to live, or to carry on living, a settled life in the community.

## Work

**Clackmannanshire Job Centre** can deal with new or existing benefit claims and provide advice and support with finding work. Contact them at:

Clackmannanshire Job Centre Plus  
17 Mar Street, Clackmannanshire  
FK10 1LX

Telephone: [01259 294000](tel:01259294000)



## Savings and loans

**[Clackmannanshire Credit Union](#)** can help if you would like to save regularly, with a life assurance benefit and access to low-cost loans and is an alternative to high street banks and high interest lenders. It is an ethical financial co-operative.

## Debt advice

Free advice and help on debt and money management is available from **[Step Change](#)** debt advice, **[Money Advice Scotland](#)**, and the **[National Debtline](#)** on 0808 808 4000 Monday to Friday 9.00am to 8.00pm.

## Pensions

The **Scottish Government** provides [advice on the state pension and workplace pensions](#).

**Money Helper** is a government-backed service providing [free, impartial information about a range of pension issues](#).

# Leisure

## Sport and leisure centres

**Clackmannanshire Council** offer a variety of leisure activities including swimming pools, fishing, sports halls and pitches, golf, gyms and classes ranging from aerobics and dance to martial arts. [Find your nearest leisure centre.](#)

## Community activities, clubs and groups

**Clackmannanshire Council** lists [a variety of activities, community meetings and sources of help and advice](#) to share interests, learn something new and meet new people.

## Libraries and book groups

[Find your local library](#) to borrow books and use many other library resources such as the online library, internet stations and computers and mobile library. [Join the library.](#)

If you can't get to a library, you can [register for the book delivery service.](#)

**Clackmannanshire Council** also offer in-person [reading groups](#) in the area.



## Greenspaces and the outdoors

**Clackmannanshire Council** can help you [find parks, greenspaces and walking routes](#) near you.

[Maps of walking paths](#) are provided by the council. Try **[Clackmannanshire Ramblers](#)** for local walking groups and [Jog Scotland](#) for regular group runs.

## Entertainment and the arts

**Clackmannanshire Council's** website [provides information about the cultural events that are taking place in the area.](#)

**Macrobert Arts Centre** is a cultural centre located in Bridge of Allan in Stirling, showcasing theatre, cinema screenings, opera, comedy and dance activities. [The Arts Centre provides accessibility information.](#)

The Macrobert Arts Centre is part of [the CEA scheme](#). Eligible disabled people over 8 years old with a CEA Card can get a free ticket for a someone to go with them. [Apply to the CEA scheme.](#)



**Clackmannanshire Council** has a few [museums and galleries](#) in the area, including the award winning [Dollar Museum](#), which won “Museum of the year award for community involvement” in 2000. The museum is run independently from the council and has no entry fee.

Many theatres, concert venues and galleries will offer free or discounted tickets for friends or carers of disabled people. It is always worth checking when booking.

# Key Contacts

## Clackmannanshire Council and elected representatives

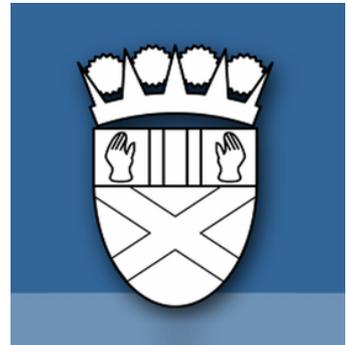
Your [local council](#) can help you with:

- Paying Council Tax and rent
- Housing
- Reporting noise and anti-social behaviour
- and more

Address: Kilncraigs, Greenside Street, Alloa, FK10 1EB

Telephone: 01259 450000

Email: [customerservice@clacks.gov.uk](mailto:customerservice@clacks.gov.uk)



If you have a query or problem that the local officers can't resolve, you can get in touch with your elected representatives.

[Find your local councillor's name and contact information.](#)

[Find your Member of the Scottish Parliament's name and contact information.](#)

[Find your Member of the UK Parliament's name and contact information.](#)

## Contacts for people with disabilities

Inclusion Scotland provides [information about employability, human rights, poverty and social security for disabled people.](#)

## Other contacts



[Housing Options Scotland](#) offers housing information and advice to disabled people, older adults and members of the Armed Forces Community. Telephone: 0131 247 1400



[Euan's Guide](#) is a website which reviews the accessibility of different venues across the UK.



[Inclusion Scotland](#) is a charity for disabled people offering information about employability, human rights, poverty and social security.



### [Home Energy Scotland](#)

For advice about energy saving, keeping warm at home, renewable energy, greener travel, cutting waste and more. They can offer advice for applying for grants or loans.



### [Trusted Traders](#)

This site contains a list of traders who have successfully passed an assessment process carried out by 'Which?' trading standards professionals. Just select the service you require and type in your postcode to a list of traders locally.



### [Care and Repair](#)

A service for homeowners or private renters who are 60 years or older and require repairs or minor adaptations to their home. Works of up to £1000 may be carried out, and the care and repair project worker will assist in organising the work required.



### [Check a trade](#)

A tradesperson finder website - tradespeople are included based on recommendations from customers and monitored based on customer feedback and trade reputation.