



Welcome to Fife

A guide to your new area

Introduction

Hello and welcome to your new home! We hope you're settling in. This guide is written by volunteers with information about some of the things to consider when moving house and to support you in getting to know the Fife area. We hope it provides a useful source for finding out about your local authority, local transport, money advice and where to seek help when you need it. We've provided links to useful websites and given a list of key contacts at the end. So good luck in your new home!

Barkat and Paula
Housing Options Scotland Volunteers



This guide has been produced by volunteers at **Housing Options Scotland**. We are 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

0131 510 1567

info@housingoptionsscotland.org.uk

Image credit: Gordon Hatton ([Wikimedia](#))

If you have any questions about this guide, contact Ben Parker on
ben@housingoptionsscotland.org.uk

Contents

Background information	1
Moving home	2
Essentials	4
Money, work and debt advice	8
Health and wellbeing	11
Leisure	14
Key Contacts	17

Background information

Fife is Scotland's third largest local authority area by population, with approximately 367,000 people. If you want to know more about Fife click [here](#).

Some of the main towns and villages in Fife are:

Dunfermline	Rosyth
St Andrews	Kincardine
Cowdenbeath	Glenrothes
Cupar	Methil
Kirkcaldy	Dalgety Bay
Buckhaven	Anstruther

.....



Image credit: Paul ([Wikimedia](#))

Moving home

When you move into a new home there are several things you need to think about:

Tell others about your change of address.

This might include:

- 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
- [Fife council \(for Council Tax - follow instructions to complete the online form\)](#)
- The [electoral register](#)
- The [Driver and Vehicle Licensing Agency](#) (DVLA)
- Telephone, TV and broadband providers
- [TV licensing](#)
- Charities you might support
- Post Office re-direction service [here](#)

Find your way around 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) | |



- **Take gas and electricity meter readings.** Do this at your old and new property when you leave/move-in. This will make sure you only pay for the energy you use.
- **Settle up bills at your old property.** Make sure you pay for all bills due - rent/mortgage; council tax; gas/electricity; garden/common area maintenance.
- **Think about changing providers.** Moving to a new home gives you the chance to review the costs of services you use and try to find better deals. Look at comparison sites [here](#), [here](#), [here](#) and [here](#) to help.



The following websites might also prove useful for you throughout/after your move:



[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 find a list of traders locally.



[Care and Repair \(Scotland\)](#)

Provides independent advice and assistance to elderly and disabled homeowners to repair, improve or adapt their homes in order to live safely and comfortably. The website has a page specific for enquiries [here](#).

Essentials

[Fife Council](#) is the third largest local authority in Scotland.



Council Tax

The amount of council tax you pay relates to the valuation band of your property. Water and waste water charges are set by Scottish Water and billed alongside council tax. You can apply and manage your council tax account online and make payments through the council account. To find up-to-date rates of council and water charges, please click [here](#).

A full council tax charge is payable if there are two or more adults (aged 18 or over) living in a property as their main home. Students and carers usually aren't counted in your household numbers. Discounts also apply for apprentices, school leavers, care leavers and hospitalised, disabled or severely mentally impaired people. For more detailed information please click [here](#).

Waste collection and recycling

Fife Council operates a 4-bin waste collection (grey, green, brown and blue) and recycling service for most residents. You can find which day your bins are collected by clicking [here](#) and entering your postcode.

If you need to replace a bin, or need general information about how often your bins are collected click [here](#) and scroll down.

If you're not sure what to do with a waste item, check [here](#) for advice on re-using and recycling. There is also a full list of what types of items can and cannot be recycled [here](#) when you expand on the list.

The council can help if you are unable to put your bin out for collection and have no-one to help you. You may be able to get an assisted collection service if you are elderly or disabled. This is also known as 'take out and return'. To request a 'take out and return' call the Recycling Helpline at Fife Council on [0345 155 00 22](tel:03451550022).

Transport



By car

If you travel mostly by car there are plenty of car parks and parking bays around Fife and the council operates a long-stay car park season ticket (3 months) for the whole of Fife, or just for Kirkcaldy, or Cupar. Find out more [here](#). The Postings car park in Kirkcaldy is free. To apply for a long-stay season ticket and find out prices, click [here](#).

For people with a permanent disability, you can apply for a blue badge (cost £20) which allows more flexible parking. Find out more [here](#) and apply online or by printing off a form that you will find at the bottom of the web page. If you need to apply to have a disabled bay outside your property you can do so [here](#) (scroll down).

Public transport

Fife now has a website hub with information about all types of travel and transport. You can access it [here](#). This site allows you to plan your journey using different types of public transport, provides different area maps for printing, as well as information about tickets, concessionary travel and accessibility.

There is also a useful Travel Options leaflet which you can access [here](#).



The MyFife Card for concessionary travel

There are public transport concessionary schemes that operate throughout Fife (more information about concessionary travel [here](#)). If you are eligible, you can apply for a National Entitlement Card, known locally as the MyFife card. This card gives you travel concessions (e.g. free bus travel in Scotland; discounted rail travel) and other benefits when you need to access local services.

There is lots of information about the MyFife card [here](#).

The MyFife card has [additional benefits](#) – you can activate it to use local libraries and leisure services and if your card has a '+1' logo on it, an accompanying carer goes free.

The Thistle Assistance Card

If you need extra assistance when travelling, such as needing more physical help from bus drivers or more time to get on and off public transport, you can get a Thistle Assistance Card. This is not a concession card but allows you to ask for extra help. The card is free and you can get it by completing the form on this [web page](#). If you have any questions about the Thistle Assistance Card see the Frequently Asked Questions (FAQ) page [here](#).

FifeBus – for those who cannot use public transport

Fife Council also operates an on-demand mini-bus transport service (Fife Bus) for people with mobility problems who may not be able to use public transport. This service must be booked in advance and you can download an information sheet to find details of the service in your area from here ([Fifebus service by Town](#)). For further information about the service please call Fife Council's dedicated dial number - 03451 55 11 88.

The Young Scot Card

If you are aged between 11 and 26 you can apply for a Young Scot card which will give you discounted travel around Fife, as well as other discounts. For more information check [here](#) and [here](#). If you're aged 16-18 or a full-time volunteer under 25, you'll receive a third off single adult fares on almost all local and long-distance



buses in Scotland. Just place your Young Scot card on the bus electronic ticketing machine and state your destination. In addition, your card can be used on most services to and from Carlisle and to and from Berwick-upon-Tweed from anywhere in Scotland.

You can also use your Young Scot card to get discounts on rail travel by showing the card as you buy tickets. The discount is generally a third off most rail fares, a third off most advance purchases and 50% off all weekly or monthly tickets.

Community and Patient Transport Services

The Royal Voluntary Service (RVS) offers assistance with community and patient transport in Fife, although there is a charge for this service. To find out what services are available in your area, click [here](#) and add your postcode. If you live in East Fife you

can find more information [here](#). If you live in Central or West Fife you can call Community Companions Transport on **01592 800362** or email them on FifeCCT@royalvoluntaryservice.org.uk. Finally, you can access a Travel Options leaflet for Fife [here](#).

Airports

The nearest major airport is **Edinburgh Airport**. This airport has international and domestic flights and is approx. 16 miles from the centre of Dunfermline. Another major airport is **Dundee Airport**, which has domestic flights and is approx. 44 miles from Dunfermline.

Education

Fife Council provides a free search facility for anyone wanting to find out about childcare in the area. This includes local authority and private nurseries, as well as childminders working in partnership with Fife Council. You can find information [here](#).

If you need to find information about Fife schools click [here](#). You can find which schools are in your catchment area [here](#) by entering your postcode. There are both denominational and non-denominational schools available.

Special Schools and Additional Support Needs

For young people with additional support needs, Fife Council provides information about this [here](#). Included in this is assistance with school travel. Find out more [here](#). There is also a national website called [ENQUIRE](#) which offers general advice and information about additional support for learning.

You can find information about each of the six special schools in Fife [here](#).

Adult and Community Learning

Fife Council provides a range of learning services for adults at its Community Use Schools and there is a dedicated website [here](#).

Money, work, and debt advice

Getting free financial advice



Fife council has information about benefits and money advice [here](#). It provides information about universal credit, child maintenance, free school meals and clothing grants, job clubs and a range of other finance and employment-related services. There is another useful web page [here](#).

Citizens Advice Bureaux are useful sources of information too. **Citizens Advice and Rights Fife (CARF)** is the local agency offering free information and advice on a range of matters including welfare benefits, tax, debt, housing, relationships, healthcare, discrimination, work and employment, your rights under Scottish law, etc. You can access their website [here](#). They also have information for people who are sick or suffer long-term illness, carers and people in the armed forces. Find out more [here](#).

Benefits



Fife council has a useful leaflet about universal credit which you can access [here](#). The leaflet is comprehensive, advising you how to make a claim (with a useful checklist), how it relates to council tax payments and to rent payments. There is also information about how to claim universal credit if you have a disability [here](#).

The UK Government website offers more information about benefits specifically for people with disabilities. Find out more [here](#).

There are also specific welfare services for veterans and people about to leave the armed forces. More information [here](#).

In Scotland, the Citizens Advice Bureau (CAB) operates an Armed Services Advice Project (ASAP) which gives advice about benefits, work, money and debt, how to complain about faulty goods, housing issues and family issues. Their website can be accessed [here](#).

General information about benefits can be found on the UK Government website [here](#). This gives information about entitlement and who to contact to make benefit claims. Local job centres can provide practical advice about benefits, whether you are a new claimant or an existing one. Find more information [here](#).



jobcentreplus

Various organisations and charities also have useful information about different welfare benefits. For example:

- [Sense](#)
- [Age UK](#)
- [Scope](#)

Working and employment



The UK Government website has useful information about looking for work [here](#). This site has information about finding a job, contacting Job Centre Plus, training, internships and apprenticeships, support for (finding) work if you have a long-term illness or disability and employee rights.

Skills Development Scotland is a national agency that supports people of all ages to develop work and employability skills, undertake further learning and manage their careers. Check their website [here](#).

Fife council has a range of services to support people to find a job, including:

- Community job clubs
- A [supported employment service](#) for people with health and disability issues
- [Job Centre Plus access](#)
- [Community learning centres](#)
- [Adult basic education](#)
- Help with [computer and other digital skills](#) and [courses](#) in digital skills



Community job clubs normally run weekly throughout Fife and are led by trained advisors. They offer a friendly and supportive environment where you can seek help for:

- Getting back into work or learning
- Completing application forms
- Using a computer, including access to the internet
- Applying for benefits, including Universal Credit

[Fife Jobs](#) allows you to register your CV and receive email alerts about jobs relevant to you in the Fife area.

There is also an organisation called Opportunities Fife which invites you to register (free) as a member to receive emails about job opportunities, events such as career fairs, etc. in Fife. Access their website [here](#).

Debt advice



There is a National Debt Line website [here](#) which offers comprehensive assistance if you have debt problems. They have a range of helpful [fact sheets](#) to help with all kinds of debt, a web chat facility and an online tool to help with debt management.

**NATIONAL
DEBTLINE**

The CARF (the Citizens Advice and Rights Fife) agency also has lots of information about managing debt. In the first instance you can contact Fife council if you have problems with debt. The council has a web page about budgeting [here](#), from which you can also download a CARF do-it-yourself Debt Pack.

The Scottish Welfare Fund offers two types of grants to help people who are struggling financially. If you are eligible, the Community Grant is for people in severe need, to help set up home and live independently. The Crisis Grant helps people faced with home disasters (e.g. fire, flood) and unexpected expenses with emergency living costs. Find out more about these grants [here](#).

**The Scottish
WELFARE FUND**

Pensions



There are three main types of pension – the state pension which is given to almost everyone who reaches a certain age; occupational pension, which you may have from your employment; and private pensions which you can choose to take out and contribute to separately.

The UK Government has a website with information about lots of topics, including work and pensions [here](#). It also provides a service called Pension Wise, with a website [here](#).

Citizens Advice Scotland can also help with information and advice on pensions and have a web page [here](#).

Health and wellbeing



The NHS Fife website can be accessed [here](#).

GPs and other services



You can find your nearest local GP, dentist, pharmacy, optician, Accident & Emergency and sexual health clinic by following the link [here](#), adding your postcode and using the click down menu to point to the correct service.

Hospitals



There are two main hospitals in Fife, **Victoria Hospital** in Kirkcaldy and **Queen Margaret Hospital** in Dunfermline. These are supported by a network of Community and Day Hospitals as well as GPs, dentists, opticians, and pharmacies throughout Fife.

The **Accident & Emergency** Department is located at Victoria Hospital in Kirkcaldy and is open 24 hours a day, 7 days a week.

Minor Injuries Services can provide treatment for a range of minor and less serious injuries and these are located at:

- | | |
|---|--|
| • Victoria Hospital (Kirkcaldy) | operates 24/7 |
| • Queen Margaret Hospital (Dunfermline) | operates 24/7 |
| • Adamson Community Hospital (Cupar) | operates Monday to Friday 8am-6pm, outside these times and on public holidays call NHS 24 on 111 |
| • St Andrews Community Hospital | operates Monday to Friday 8am-6pm, outside these times and on public holidays call NHS 24 on 111 |

Integrated Community Assessment and Support Services (ICASS) exists to improve the health and wellbeing of people in Fife by helping them to live independently in their own home or community if possible. There are 2 main services – **Intermediate Care** and **Hospital at Home**.

Intermediate Care operates if you have recently been in hospital or had a fall in your home and you receive a referral for the service from your GP, the hospital or the care team.

Hospital at Home gives you care and treatment in your own home/care home much as you would receive in a hospital. The service is led by a medical consultant and nursing staff who will try to treat you at home if possible.

Social Care



Fife council provides a range of social care services for adults and older people including care assessment, community alarms, support for people with physical or learning disabilities, autism and sensory impairments (e.g. vision or hearing).

Services include a falls response service, provision of a community alarm, occupational therapy service and meals on wheels.

If you or a relative needs help at home, the first thing you need to do is call for an assessment (Social Work Enquiries: Tel: **0345 155 15 03**; or Emergency Out of Hours Social Work Services: Tel: **0345 155 00 99**).

The Care at Home service is there to help you live at home independently, safely and for as long as possible.

Occupational Therapy Service

The Occupational Therapy Service can provide you with advice, equipment and adaptations that you'll need to help you live more independently in your own home or to make it easier for others to care for you. They may be able to help with everyday activities like washing, dressing, getting on or off the toilet or getting around your house safely. For more information click [here](#).

Community Alarms

Fife Council have a community alarm scheme to help you stay at home if you are older or have a disability. It is a personal alarm system that gives you the security of knowing you can call for help in an emergency – for example if you fall, or feel ill, at any time of the day or night. For more information click [here](#).

Support for carers



The [Fife Carers Centre](#) provides help and support to unpaid carers of people with all types of illnesses and disabilities throughout Fife. You don't need a referral - just speak to them directly for advice and support.

By Telephone: **01592 205472**

By Text: **07881 691391**

By Email: centre@fifecarers.co.uk

Health and social care for veterans and the armed forces



NHS Inform also has useful information if you are a veteran seeking help with health care. Find out more [here](#).

Every NHS Board in Scotland has an **Armed Forces and Veterans Champion**. NHS Board champions are usually senior members of staff who hold overall responsibility for making sure that the priority treatment guidelines are understood and applied in their NHS Board area. It is important to tell your GP that you have served in the armed forces as this will ensure you receive appropriate information and services specifically for veterans. More information about your NHS rights as a veteran can be found [here](#). There are a number of NHS dedicated services for veterans about which you can find out more [here](#).

The **Veterans Welfare Service** is a UK Government service provided through Veterans UK. It aims to provide a free welfare service that promotes independence, maintains dignity and provides continuous support through life. Check details [here](#).

Libraries, Museums and Galleries

Fife Cultural Trust manages and operates cultural services on behalf of Fife Council. You can find all of the cultural services information on their website at onfife.com. At the top of the page click on the services you are interested in – libraries, museums and galleries, theatres, etc. Use [this page](#) to locate services in your area.

Libraries



There are 25 library branches in Fife. Join the library [here](#) to borrow books, access a computer, and use the Internet for free. Additionally, you can register for free access to eBooks, eAudiobooks and emagazines on [this page](#) (top right). Click [here](#) to search the library catalogue (top right search box).



Use the map or the drop-down menu on [this page](#) to find your local libraries. There is a list of all the libraries, their opening hours and phone numbers [here](#).

Fife libraries operate a 'Connect & Collect' service. Find out more about the service [here](#).

If you are unable to visit a library, you can make use of the Mobile or Home Delivery services. The Mobile library operates using the Connect & Collect service every fortnight. There is a FREE Home Delivery service which can deliver standard print books, large print books and audiobooks on cassette or CD. There may be a waiting list for this service, but you can apply for it by phone (T: 01592 583157), email (homedelivery@onfife.com) or by writing to Fife Libraries, Fife Cultural Trust, Iona House, John Smith Business Park, Grantsmuir Road, Kirkaldy, KY2 6NA.

You can also use the online library to research family and local history [here](#). Click on the picture / question you are interested in and follow instructions.

Museums and Galleries



The Fife area has several museums, heritage centres and galleries to suit all tastes. Find out more information on the ON-Fife website [here](#). The map of Fife ([here](#)) can again be used to locate your nearest galleries and museums. Fife's museums and galleries have responsibility for over 100,000 items, including 1,000 works of art. The collections cover pottery, Polish military items, photographs and documents about the coal mining industry and at Kirkaldy Galleries you can discover the history of linoleum making.

.....

Theatres and Shows



You can find information about local theatres, shows, exhibitions and festivals [here](#). Again, the Fife map ([here](#)) can be used to locate different venues.

.....

Sport and Leisure Centres



Fife Sports and Leisure Trust offers a range of sporting and leisure activities and fitness programmes. You can find sport and leisure centres and swimming pools [here](#). For details about the gym equipment, see [this page](#).

The Trust is a charity and operates a multi-level membership system (bronze, silver, gold, diamond, platinum) as well as a pay-as-you-go option. Find out about prices [here](#). You need to register as a member before you can make any online booking and you can find the form to complete [here](#).

Fife is known as a haven for golfers and there are plenty of local golf courses. You can find out more [here](#).

.....

Cinemas



There are Kino Cinemas in Glenrothes and in Leven, an ODEON cinema in Dunfermline and a New Picture House in St Andrews. Prices are generally lower than in main cities.

The New Picture House in St Andrews is wheelchair accessible and there is an enhanced sound system for the hard of hearing, with headsets provided at the Box Office on request. The cinema accepts the CEA card which allows one carer in free to accompany someone with a disability. Find out more about this card [here](#).

The ODEON in Dunfermline is located within the Fife Leisure Park and has 10 cinema screens. All screens have wheelchair spaces and audio description and hard of hearing facilities at the seats. The CEA card is also accepted.



Parks and Greenspaces



Three miles south-west of St Andrews is [Craigtoun Country Park](#) – a large country park with gardens, a café and lots to do. Entrance to the park is free and it provides good walking for families and dogs. A tractor (with carriages) will take you straight to the ticket office which is wheelchair friendly. There are a number of facilities (some require payment) including a miniature train, playpark, trampolines, bouncy castle, putting, rowing boats on the lake and a zip wire. There is also a (free) nature trail and Italian Garden. Car parking is free. Please check the website for opening hours and prices.

There are three lovely beaches at **St Andrews** – West Sands, East Sands and Kingsbarns – with good walks at low tide, with playgrounds and rock pools for children to explore. St Andrews also hosts an aquarium, a botanic garden and Cambo Gardens.

In **Dunfermline**, [Pittencrieff Park](#) is a large green area suitable for families and dogs. It has different types of gardens, children's playparks and greenhouses.

[Dunfermline Public Park](#) has lovely green spaces suitable for dogs to run around and families to walk and picnic. There is a good children's playground, a Giant's Seat and lots of wood carvings to spot amongst the trees.

[Rosyth Public Park](#) has a boating pond, an adult outdoor gym, a good children's playground, football and rugby pitches and a skate park. There's also a lovely boarded walkway to take you right out onto the pond to watch the wildfowl.

[Valleyfield Woodland Park](#) in Dunfermline is great for family and dog walks and has a children's play area.

The [Town Hill Country Park](#) in Dunfermline has Scotland's National Water-ski Centre within it for water-skiing, jet skiing and other water-related activities. There is a wildlife meadow and a wildlife pond and lovely woodland walks.

Key Contacts

Fife council

There are a number of out-of-hours contact telephone numbers for council services [here](#). For emergencies relating to drainage, flooding, street lighting, building repairs, roads, repairs to council houses and social care - tel: 03451 55 00 99.



.....

Fife Councillors

You can find your local councillors from [here](#) and clicking on the name of your ward. You can find which ward you live in by visiting the Scottish Boundary Commission website [here](#) and entering your postcode.

.....

MPs and MSPs



UK Parliament

There are two MPs representing Fife in the UK Parliament:

- Wendy Chamberlain (Liberal Democrats) – North East Fife
- Douglas Chapman (SNP) – Dunfermline and West Fife

Scottish Parliament

There is a useful leaflet about Mid-Scotland and Fife MSPs [here](#). As a resident, you will be represented by seven regional MSPs and one of five constituency MSPs:

- Willie Rennie (Liberal Democrats) - North East Fife
- Jenny Gilruth (SNP) - Mid-Fife and Glenrothes
- David Torrance (SNP) - Kirkcaldy
- Annabelle Ewing (SNP) - Cowdenbeath
- Shirley-Anne Somerville (SNP) - Dunfermline

You can find your MSPs and their contact details [here](#) by entering your postcode and email any of them using the format: firstname.surname.msp@parliament.scot.

Euan's Guide

Euan's Guide is a website which reviews the accessibility of different venues across the UK. You can search by location on the website [here](#).

Inclusion Scotland

Inclusion Scotland is a charity aiming to ensure inclusive policy, practice and decision-making for disabled people. Their website has information about employability, human rights, poverty and social security and encourages disabled people to become active citizens to secure their rights and entitlements. Find out more [here](#).

Housing Options Scotland

Housing Options Scotland offer information and advice to disabled people, older adults and members of the Armed Forces Community. Contact us on: **0131 247 1400** or via the website [here](#).

Veterans

Veterans can receive specific support from national veteran charities and groups. **Veterans Scotland** have produced an information guide [here](#) which covers lots of contacts and advice. The Scottish Government has also produced two guides - one with [general information](#), one with [information about housing](#).

[Poppy Scotland](#) are also able to offer advice and support.

