



Welcome to Stirling

A guide to your new area

Introduction

Welcome! We hope you enjoy your new home. This guide aims to help you settle in and get to know your local area. It's mainly for people who are new to Stirling and provides a summary of the main services, contacts and facilities you might need. These may still be useful even if you are already familiar with the area. There's also a checklist of things to think about when you move into your new home. This guide will give you a flavour of what you can find so go out and explore!



Shanice

Housing Options Scotland volunteer



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: BusterBrownBB ([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
Health and wellbeing	7
Money, work and debt advice	9
Leisure	11
Key Contacts	15

Background information

Stirling has been described as the brooch which clasps the Highlands and the Lowlands together. Once the capital of Scotland, Stirling is visually dominated by Stirling Castle. Modern Stirling is a centre for local government, higher education, tourism, retail, and industry.

The mid-2012 census estimate for the population of the city is 36,440; the wider Stirling council area has a population of about 93,750.

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



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
- [Stirling council](#)
- 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 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.

Stirling Council Services

A list of services provided by Stirling Council can be viewed on their website [here](#). There is a list of A-Z services provided at the bottom of the page. If you need to contact your local council, contact them [here](#).

Council Tax

The council tax you pay is related to the value of the property in which you live and the valuation band (category) it falls into. Charges for clean water and waste water are set by Scottish Water and 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. To find out the current rates of council tax and water charges, you can access your local council's website [here](#).

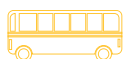
A full council tax charge has to be paid where two or more adults (aged 18 or over) live together in a property that is their main home. However, students and carers are not usually included in this. Discounts for council tax can be applied for apprentices, school leavers, leavers from a care setting, people in hospital, those officially categorised as disabled and anyone with a severe mental impairment. If you need more information about discounts or exemptions, access your local council's information [here](#).

Waste collection and recycling

- Information about bin collections and recycling can be found on the council's website [here](#).
- Information regarding recycling centres in Stirling can be found [here](#), and you can book a trip to the Balfon recycling centre [here](#).
- Learn more about what you can put in your bin [here](#).
- Each area in Stirling has its calendar for bin collection. Type your postcode into the search box [here](#) to find the calendar for your street.
- If you require assistance during collection days, the information can be found [here](#).



Transport



General information

- Information from the council about using public transport as a disabled person around Stirling is [here](#).
- You can also explore Stirling using the mobile [app](#).
- [Traveline Scotland](#) is an excellent resource for planning journeys with public transport.

Buses

- [The First Group](#) services the South East and Central Scotland



Trains

- Visit the following sites to plan rail journeys: [ScotRail](#), [National Rail](#), [Traveline Scotland](#).



Car users

- Within Stirling City Centre, a controlled parking zone is enforced from Monday - Saturday (inclusive) between 8.45 am - 5.30 pm (unless otherwise stated).
- Stirling operates a Residents Permit Parking Scheme within the Controlled Parking Zone; information can be found [here](#).
- You can find more general information about parking [here](#).
- If you need a disabled person's parking bay outside your home you can [request this](#). If you have severe mobility difficulties, you may want to [apply for a blue badge](#).

Education



Information about school transport can be found [here](#).

Information relating to school meals and uniforms can be found [here](#).

Early Learning, nurseries and childcare

As part of the 2014 Children & Young People (Scotland) Act, the annual entitlement to free Early Learning and Childcare (ELC) provision is 600 hours for all three and four-year-olds, and eligible two-year-olds.

Stirling Council area has 30 local authority nurseries based with either a primary school campus or within a community. All the information you need to do this can be found [here](#).

Primary School

Enrolment for school takes place in January each year. Information on how to enrol your child to a primary school can be found [here](#). All the information on primary schools can be found [here](#).

Secondary School

The Stirling area has 8 Secondary Schools. To find out more about each secondary school follow [this link](#). The address gives you information regarding school meals, school holidays, the headteacher, contact details, events, alerts, disruptions or closures and more.



University of Stirling campus. Image credits: University of Stirling (Wikimedia).

Health and wellbeing

[NHS Forth Valley](#) provides healthcare services in the Clackmannanshire, Falkirk and Stirling area.

Hospitals



The region has five main hospitals which can be found [here](#) along with their contact information.

The main hospital is the [Forth Valley Royal Hospital](#) providing emergency, maternity, children's and acute mental health services for the whole of Forth Valley.



[Falkirk Community Hospital](#) provides outpatient services and also has two inpatient wards for patients who require rehabilitation, palliative and continuing care. [Stirling Health & Care Village](#), [Clackmannanshire Community Healthcare Centre](#) and [Bo'ness Hospital](#).

Other hospitals

[Bellsdyke Hospital](#) in Larbert provides for patients aged 18-65 who require intermediate care or more intensive rehabilitation. The hospital also has a rehabilitation mental health ward for men with complex mental health needs who require care and treatment in a safe and secure environment.

[Livilands Resource Centre](#) is a day hospital which offers a wide range of services and support for adults with mental health problems between the ages of 18-65.

[Woodlands Resource Centre](#) is a day hospital which offers a range of educational courses on managing mental health issues such as depression, anxiety and stress.

GPs and other services



A list of GP surgeries in Scotland can be found [here](#). In the search box, type your postcode. When you find your nearest practice, you will need to register with a GP - find more details about how to do this [here](#). It is useful if you have proof of your new address to register, but this is not essential.

Dentists



You will need to register with a local dental practice. Find information about registering [here](#). To find a practice in your area, enter your postcode to the search function [here](#). In case of an emergency, if you aren't registered with a dentist, you can obtain advice and assistance Monday to Friday 8.30 am to 6.00 pm by contacting the Forth Valley Dental Helpline on **01324 614670**.

Social Care



Stirling Council offers several support services including drawing up support plans for people, mental health support, day support and providing help for adult care. You can find more information [here](#).

Self-Directed Support is an approach to social care that offers the individual more control and choice over the support they receive. You can find out more by calling **01786 233759**.



If you are a carer and feel stressed, there are several options: call **01786 447003**, email information@stirlingcarers.co.uk or click [here](#).

Money, work, and debt advice

Council tax, benefits and grants



If you are unable to work, and your income has been affected due to COVID-19, there may be financial help available. Find out more [here](#).

It can be difficult to understand what benefits you're entitled to, how to claim them, and what to do if your benefits are stopped. There is a wide range of people who may be entitled to benefits. Here are some of the groups of people who could be eligible for extra support:

- People in employment or unemployed people
- Those experiencing illness or disabled people
- Carers
- Young people
- Older people
- Parents
- Armed forces and veterans
- People on a low income



Find out more [here](#).

Citizens Advice

[Citizens Advice Stirling](#) 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.

Scottish Welfare Fund

The Scottish Welfare Fund helps families and people in Scotland who are on low incomes through Crisis Grants and Community Care Grants. Apply [here](#) through the council for a:

- [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.

Jobcentres



Jobcentres deal with new or existing benefit claims and provide advice and support with finding work. Stirling South Lodge Jobcentre Plus offers support to help you find a job, improve your job skills and claim for Jobseeker's Allowance, Incapacity Benefit, Universal Credit, Support Allowance and Income Support.

jobcentreplus

Stirling JobCentre Plus
2 St Ninians Rd, FK8 2HF, Stirling
Telephone: **0800 169 0190** or **0845 608 8551**

Pensions



You can find general government advice about different types of pensions [here](#) and **Pensionwise**, a free UK government service for people over 50, [here](#). The Pensions Advisory Service is free and impartial and gives information and advice about all types of pensions. You can find out more [here](#). Age UK also provides information about pensions [here](#), and the Money Advice Service gives information [here](#).

Financial Health & Debt Advice



Step Change is a debt charity giving free advice about debt in Scotland. You can find their website [here](#). The website has information about types of debt and managing debt. **Money Advice Scotland** can also help people in debt. Check the website [here](#). There is also a National Debtline offering free and independent advice [here](#). Tel: **0808 808 4000**. This operates Mon-Fri 9.00am-8.00pm.

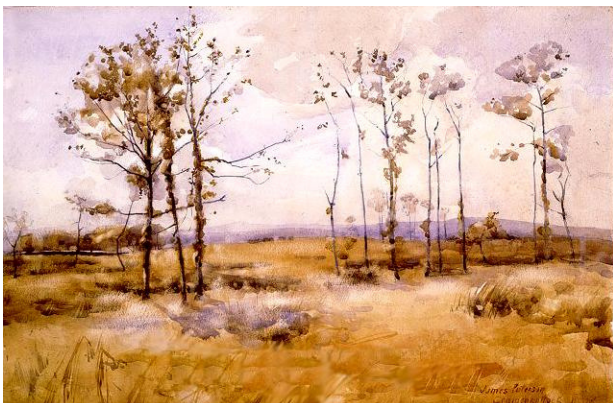
Leisure

[Stirling Castle](#), located in Stirling, is one of the largest and most important castles in Scotland, both historically and architecturally. The castle sits atop Castle Hill, an intrusive crag, which forms part of the Stirling Sill geological formation. It is surrounded on three sides by steep cliffs, giving it a strong defensive position.



[The National Wallace Monument](#) is a tower standing on the shoulder of the Abbey Craig, a hilltop overlooking Stirling in Scotland. It commemorates Sir William Wallace, a 13th-century Scottish hero.

[The Church of the Holy Rude](#) is the medieval parish church of Stirling, Scotland. It is named after the Holy Rood, a relic of the True Cross on which Jesus was crucified. The church was founded in 1129 during the reign of David I, but the earliest part of the present church dates from the 15th century. As such it is the second oldest building in Stirling after Stirling Castle, parts of which date from the later 14th century.



[Stirling Smith Art Gallery and Museum](#) is an institution based in Stirling, Central Scotland, dedicated to the promotion of cultural and historical heritage and the arts, from a local scale to nationally and beyond. It is also known locally by its original name of "The Smith Institute."

[Stirling Old Town Jail](#) was built in 1847 when the old Tolbooth Jail became too overcrowded and was rated as the worst prison in Britain. Although living conditions undoubtedly improved with the new jail, the strict regime of solitude, labour, coarse food, and discomfort would still have been a deterrent. The building was still in use as a military prison until 1935.



[Argyll's Lodging](#) is a 17th-century town-house in the Renaissance style, situated below Stirling Castle in Stirling, Scotland. It was a residence of the Earl of Stirling and later the Earls of Argyll. The Royal Commission regards it as “the most important surviving town-house of its period in Scotland”.

[Cambuskenneth Abbey](#) is an Augustinian monastery located on an area of land enclosed by a meander of the River Forth near Stirling in Scotland. The abbey today is largely reduced to its foundations; however, its bell tower remains. The neighbouring modern village of Cambuskenneth is named after it.



[Mar's Wark](#) is a ruined building in Stirling built 1570–1572 by John Erskine, Regent of Scotland and Earl of Mar, and now in the care of Historic Scotland. Mar intended the building for the principal residence of the Erskine family in Stirling, whose chief had become a hereditary keeper of the nearby royal Stirling Castle where the princes of Scotland were schooled. Wark is a Scots language word for word, and here it means building.

[Kings Park](#) is one of Stirling's best-used recreation areas. Historically the park was used as the hunting ground for the Royal Court at Stirling.

All the paths within the park are a sealed surface and suitable for all users. The informal path network in the wider park is not sealed and of varying steepness and therefore not suitable for wheelchair users.

The path network that follows the boundary of the park provides you with great views of Stirling Castle, the city skyline and views of the Ochil Hills, Hillfoots, Cambusbarron and Gillies Hill. A large area of the park is a golf course; please keep to the paths. Various trees, wildflowers and wildlife can be seen along the way.

Kings Park is within easy walking distance of many points of interest including The Smith Art Gallery, Kings Knot (also known as the Cup and Saucer), Black Boy fountain and the historic streets of Stirling leading to the castle.



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[Active Stirling](#) manages sport and leisure services for Stirling. They offer a variety of activities as well as the usual swimming pools and gyms and aim to 'create opportunities for everyone to get active, stay active and achieve more.

Classes are open to those with physical, sensory and learning difficulties. There are currently swimming classes which run on a Friday evening at Stirling High School. Each class is fully supported with qualified coaches who have the experience to adapt every session to suit each child's individual needs, to allow them to enjoy their time in the pool. For more information email:

bookings@activestirling.org.uk



The Peak sports centre. Image credits: Richard Web ([Geograph](#)).

Key Contacts

[Stirling Council](#)

Your local council office can help you with:

- Paying Council Tax and rent
- Housing
- Reporting noise and anti-social behaviour
- Information about grants for community projects
- Parks and green spaces
- Road issues



If you have a query or problem that the local officials can't resolve, you can get in touch with your local councillor. Find out who your councillor is and how to contact them [here](#). You can find the address of your local council office [here](#)



MPs and MSPs



UK Parliament (MP)

Alyn Smith (SNP) is the MP for Stirling, and has been an MP continuously since 12 December 2019. You can contact him using:

Telephone: **0207 219 3000**

Email: alyn.smith.mp@parliament.uk

Scottish Parliament (MSP)

Stirling is one of nine constituencies of the Mid Scotland and Fife region. Stirling elects one constituency Member of the Scottish Parliament (MSP) and the current representative is Bruce Crawford (SNP). You can contact him using:

Telephone: **0131 348 5687**

Email: Bruce.Crawford.msp@parliament.scot

List MSPs for Mid Scotland and Fife are:

- | | |
|---|---|
| • Claire Baker (Scottish Labour) | • Mark Ruskell (Scottish Greens) |
| • Murdo Fraser (Scottish Conservative) | • Liz Smith (Scottish Conservative) |
| • Dean Lockhart (Scottish Conservative) | • Alexander Stewart (Scottish Conservative) |
| • Alex Rowley (Scottish Labour) | |

Euan's Guide EVAN'S

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.

