



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

0131 510 1567

info@housingoptionsscotland.org.uk

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Welcome to Clackmannanshire

[Clackmannanshire is a council area in the central lowlands of Scotland](#), with a population of just over 50,000. It lies between the Ochil Hills and the River Forth and its neighbours are Perth and Kinross to the North, Fife to the East, Falkirk to the South and Stirling to the West. Clackmannanshire is the smallest council area in mainland Scotland and its name is sometimes shortened to “Clacks”.

Alloa is the largest town in Clackmannanshire and sits on the northern banks of the Forth. Some of [Clackmannanshire's other villages and towns](#) are displayed on the map below. The northern third of the county is dominated by the [Ochil Hills](#). [Ben Cleuch](#) is the highest point in this range and in Clackmannanshire.

Clackmannanshire is known for its historic links with brewing, glass-making and mining. More recently, Clackmannanshire has proved popular with tourists who want to explore the countryside, medieval castles and tower houses.



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 and [Clackmannanshire 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 **Clackmannanshire 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 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 and water and wastewater 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](#), [community recycling points](#) and [household waste recycling centres](#) (rubbish tips) is on the council's website.



[Green bin](#): waste which cannot be recycled.
(Collected every 3 weeks)



[Grey caddy](#): food waste.
(Collected weekly)



[Blue bin](#): paper, card, plastics, tins and cans.
(Collected fortnightly)



[Brown bin](#): garden waste.
([Requires a permit](#), collected every 3 weeks Mar-Nov)

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 sustainable methods of transport available in the area](#).

In partnership with **Perth & Kinross Council**, **Clacks Council** 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. [More information can be found on the Council's website](#).

Clackmannanshire Council also publishes

- [information about public car parks and restricted parking zones](#)
- [how to apply for a Residents Parking Permit](#)
- [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** publishes [a list of all Early Learning and Childcare Centres \(ELCs\)](#) in the area.

Schools

Clackmannanshire has [18 primary schools, 3 secondary schools and 1 special school](#). [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](#) and [financial assistance for parents and pupils](#).

Higher education, adult and community learning

Clackmannanshire Council does not run any evening classes directly, but [they do point to classes](#) run by **Forth Valley College**. The college runs [a variety of evening classes at their Alloa campus](#), from computing to first aid.

There are [other ways to learn](#) with **Forth Valley College** and you can use their website to [find a course that suits you](#).



Health and wellbeing

National Health Service

[NHS Forth Valley](#) provides healthcare services in the Clackmannanshire, Falkirk and Stirling areas. [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:01324 614670).

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. They publish information for [adult carers](#) and [young carers](#).

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:01324 611510)

email: centre@centralcarers.co.uk



Stirling Carers Centre (20-30 min from Alloa)

call: [01786 447003](tel:01786 447003)

email: info@stirlingcarers.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

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

Alloa Job Centre Plus
17 Mar Street, Alloa,
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 offers a variety of leisure activities across [three community campuses](#) (Alloa, Alva and Lornshill). Each Academy offers indoor and outdoor sports in games halls, gymnasiums, dance studios and on floodlit artificial grass pitches.

Each campus has spaces available to hire for meetings and gatherings. There are also [three other leisure facilities](#) available for this purpose and other activities.

Clackmannanshire Council also has [an interactive mapping tool](#) to help you discover the different ways to get active in Clackmannanshire. [Leisure activities](#) include fishing, swimming and skiing. Or, you can [find and book](#) weekly fitness/activity classes.

Community activities, clubs and groups

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

There are many facilities for community use in Clackmannanshire. The [Ben Cleuch Centre](#) is a Community Access Point with IT and council services and the [Bowmar Community Centre](#) has meeting spaces, a cafe and a recording studio.

ALISS (A Local Information System for Scotland) provides a [database of activities, skills sessions and sources of help and advice](#) in your local area to share interests, learn something new and meet new people. Simply enter your postcode and select a category from the drop-down menu.



Browse [Volunteer Scotland](#) for volunteering opportunities.

Libraries and book groups

[Find your local library](#) and [join it](#) to borrow books and use many other library resources such as the online library, internet stations and computers and mobile library. If you can't get to a library, you can [register for the book delivery service](#).

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

Greenspaces and the outdoors

Clackmannanshire Council can help you [find parks, green spaces and walking routes](#). They also provide [maps of walking paths](#). **Phototrails** provide [accessibility information](#) about different routes in the area.

You can look on **WalkHighlands** for [hill walks in Stirling, Clackmannan and the Ochils](#). **VisitScotland** offers [more information about the Ochil Hills](#) and **Friends of the Ochils** provides [lists of hills and maps](#) in the range. **Discover Clackmannanshire** can help you [find other opportunities for exploring the outdoors](#), from canyoning to cycling.

Try [Clackmannanshire Ramblers](#) for local walking groups, [Jog Scotland](#) for group runs, or [Fife and Kinross CTC](#) (which covers Clackmannanshire) for group cycles.

Entertainment and the arts

Clackmannanshire Council's website [provides information about the cultural events that are taking place in the area](#). You can also look on the [AlloaFirst](#) website for local events.

[Macrobert Arts Centre](#) is a cultural centre located in Bridge of Allan, Stirling - a 15-minute drive from Alloa. It showcases 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 someone to go with them. [Apply to the CEA scheme](#).



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.

Clackmannanshire Council lists a number of [tourist and visitor attractions](#) on its website, including towers, glens and museums. For example, the [Dollar Museum](#) is an independent museum dedicated to the history and heritage of Dollar from prehistoric times to today. It is free-to-enter and opens on weekends between Easter and Christmas.

[Discover Clackmannanshire](#) is a good place to find things to see and do in the area, including trails and itineraries to suit every interest. For example, [The Tower Trail](#) covers Alloa, Clackmannan and Sauchie Towers, Castle Campbell and Menstrie Castle.



Clackmannanshire also has a heritage of artists and makers and is [linked with renowned sculptors](#), including Glasgow School of Art alumni Andy Scott (creator of The Kelpies). Six of his sculptures are on display in the area. You can see these if you follow the [Andy Scott Public Art Trail](#).

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



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.