



Health & Homelessness

RESOURCE DIRECTORY

**Produced by West Lothian
Health & Homelessness Interest Group 2008**

**For staff working with people who are experiencing
homelessness and/or those at risk of becoming
homeless.**

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N.B. - shortcut to specific page – key F5

Children & Young People Services

Children Services Directory

Access in PDF via CHCP site

Once in West Lothian CHCP site click on
then click on

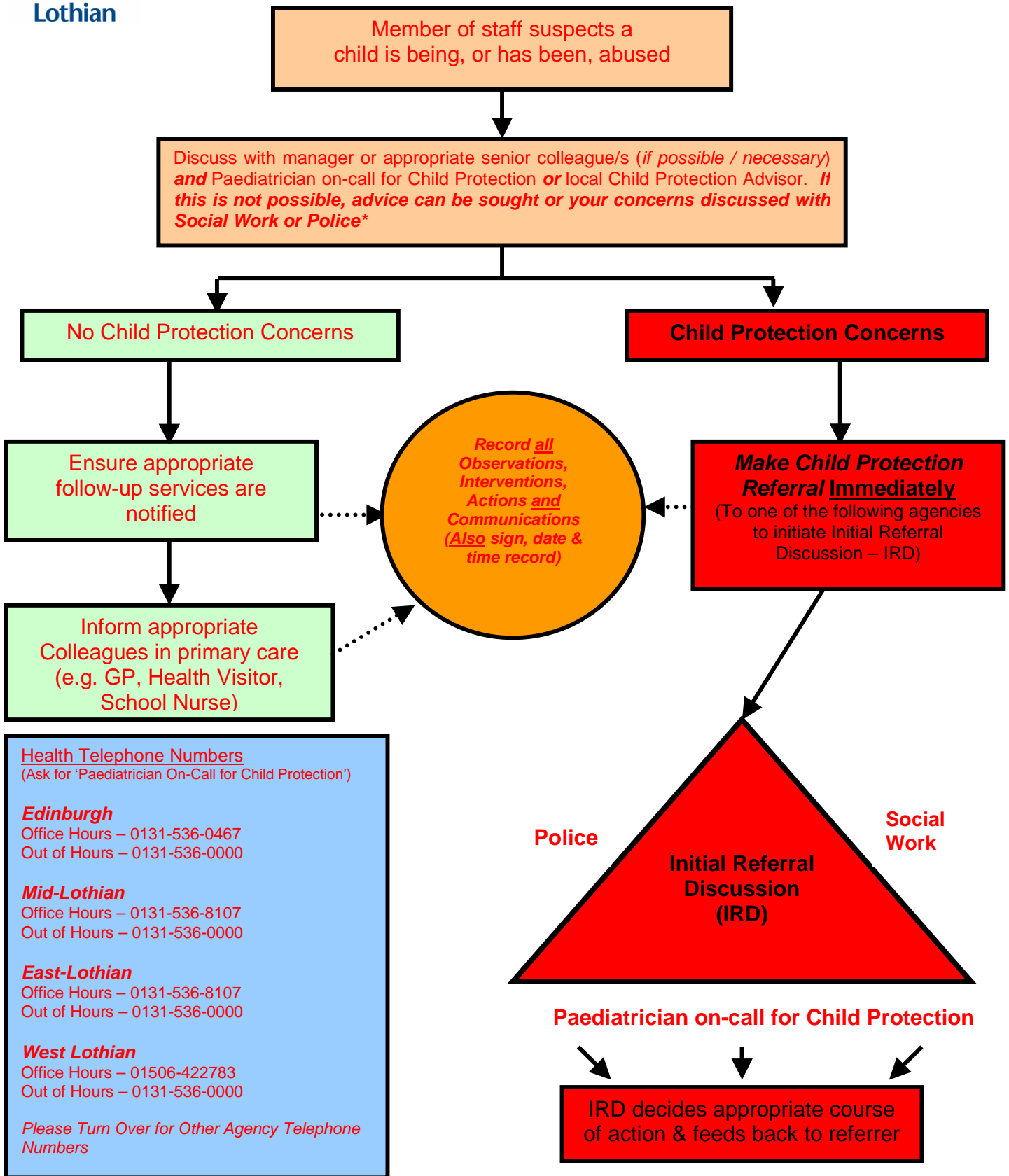
Then under documents at bottom of page

what we do

Children & Families

Children's Services Directory

CHILD PROTECTION REFERRAL FLOWCHART



Health Telephone Numbers
(Ask for 'Paediatrician On-Call for Child Protection')

Edinburgh
Office Hours – 0131-536-0467
Out of Hours – 0131-536-0000

Mid-Lothian
Office Hours – 0131-536-8107
Out of Hours – 0131-536-0000

East-Lothian
Office Hours – 0131-536-8107
Out of Hours – 0131-536-0000

West Lothian
Office Hours – 01506-422783
Out of Hours – 0131-536-0000

Please Turn Over for Other Agency Telephone Numbers

***Staff must ensure that vital time is not wasted if they suspect a child is at risk of abuse. For further guidance, staff should consult The Edinburgh & Lothian's Child Protection Committee Inter-agency Guidelines.**

ADDITIONAL INTER-AGENCY TELEPHONE NUMBERS

Edinburgh

Social Work	Headquarters	0131-554-4301
	Duty SW RHSC	0131-536-0501
	Emergency & Out of Hours	0131-554-4301 0800-731-6969
Police	St Leonard's Police Station	0131-662-5000
	Family Protection Unit	0131-662-5773

Mid-Lothian

Social Work	Dalkeith Office	0131-271-3860
	Loanhead Office	0131-271-3900
	Emergency & Out of Hours	0131-554-4301 0800-731-6969
Police	Dalkeith Police Station	0131-663-2855

East-Lothian

Social Work	Haddington Office	01620-827827
	Musselburgh Office	0131-665-3711
	Emergency & Out of Hours	0131-554-4301 0800-731-6969
Police	Musselburgh Police Station	0131 665-9696

West-Lothian

Social Work	Livingston Office	01506-282252
	Bathgate Office	01506-776700
	Broxburn Office	01506-775666
	Emergency & Out of Hours	01506-281028 01506-281029
Police	Livingston Police Station	01506-431200

Amber
19b South Bridge Street
Bathgate
EH48 1TU
Tel: 01506 205413
Email: amber@cyrenians.org.uk

Service offered:

- Provide mediation services for young people aged 14-24 and their families, some of whom may be at risk of homelessness
- Sign posting and support to young people and their families

Where and when is the service:

- Office based 19b South Bridge Street, Bathgate, telephone hours between 9.30am and 4pm, Monday to Friday
- No drop in, appointments only

Who can access the service:

- If you are experiencing conflict within your home
- If you are a young person and you feel you may have to leave home
- If you are a concerned parent or carer and feel that a young person is about to leave home or has already left
- If a young person has already left home and one or both parties are interested in mending broken relationships
- If you are ready to speak and to listen and find a solution
- The service is open to anyone living in West Lothian, however Cyrenians also operate an Amber service in Edinburgh and East Lothian – call the office for more details

Referral process:

- Referrals accepted from any professional group or by self-referral – call the office for more details

Barnardo's Lighthouse

27 Ocean Drive
Edinburgh
EH6 6JL

Tel: 0131 561 1464

Fax: 0131 554 6949

Email: lighthouse.project@barnardos.org.uk

- This service is aimed at changing the behaviour of young people with sexually all challenging and problematic behaviour. Also aims to improve the protection for young people by helping families and communities reduce risks presented by these young people

Barnardo's Skylight Project

27 Ocean Drive
Edinburgh
EH6 6JL

Tel: 0131 561 1464

Email: skylight@barnardos.org.uk

- This project supports children and young people who have experienced sexual abuse and are being looked after by the local authority or living at home. It provides direct intervention and support, as well as consultancy and training for carers and professionals on the impact of sexual abuse

Barnardo's Family Support Services West Lothian

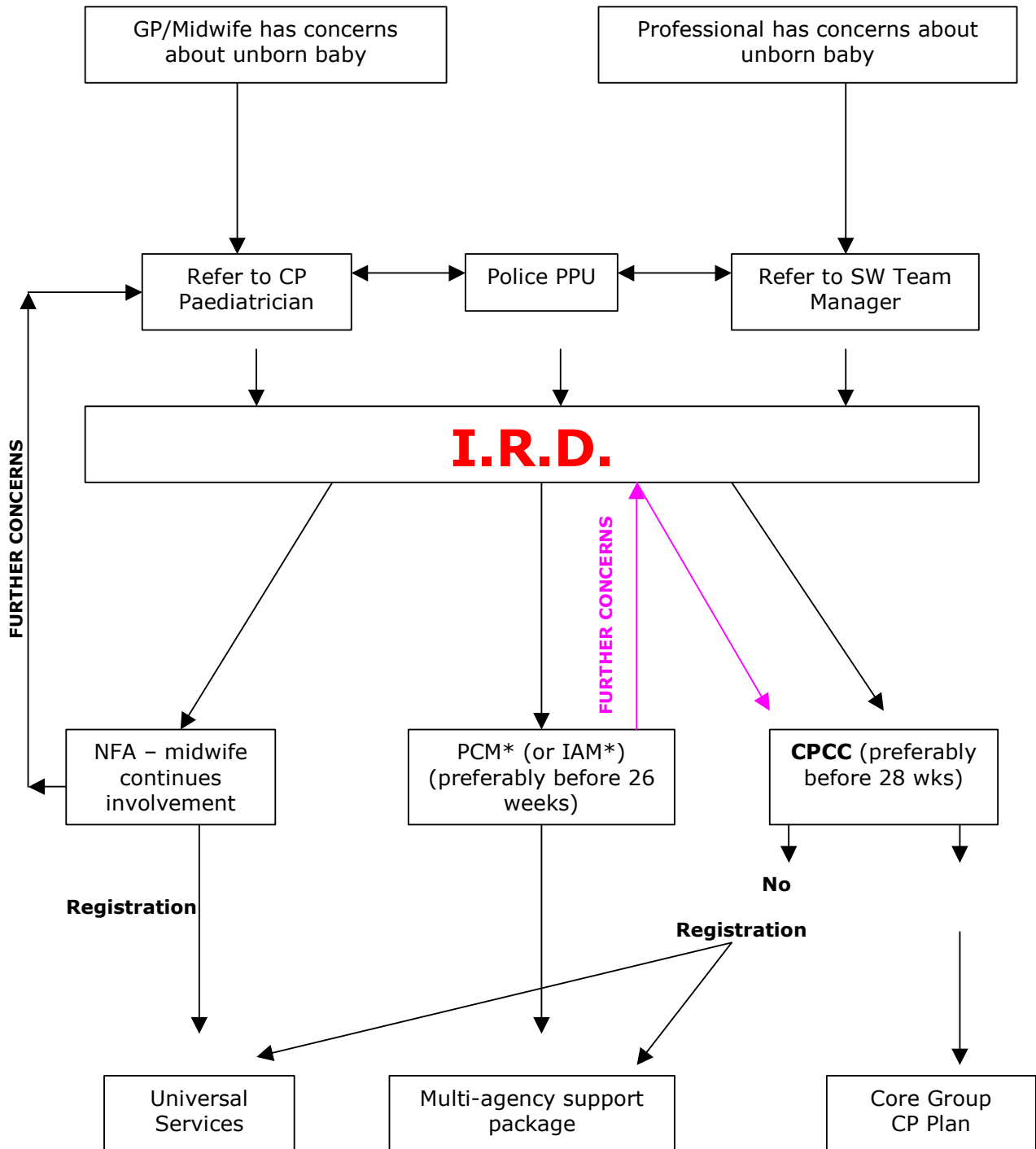
94 Mid Street
Bathgate
EH48 1QF

Tel: 01506 656325

Email: barnardosfamilysupportservicesscotland@barnardos.org.uk

- Provides support services for children with a disability, children with social, emotional, behavioural problems and intensive parenting assessments.
- Referral information can be given by contacting the above telephone number.

Concerns about Unborn Babies



Introduction

In order to avoid delays in assessment and planning and to maximise the opportunity for professional input prior to a child's birth the following guidance has been issued.

Professional Responsibilities

Referrer

It is likely (but not necessarily always the case) that the first professional to be aware of a pregnancy will be a health professional. Where there are concerns about the parents' capacity to look after their baby once it is born the health professional should refer at the earliest opportunity to the Child Protection Paediatrician. Other professionals who become aware of a pregnancy and have concerns should not assume that a referral has been made and should contact the appropriate SW duty Team Manager. An IRD will take place.

Concerns may include:

Parental substance misuse; domestic abuse or other violence; mental health problems; learning disability; very young parents; previous children removed from the parents' care; history of injury or neglect to previous children; mother living with or associating with a Schedule 1 offender; living conditions unsuitable for a baby etc.

IRD participants

IRD participants should share information, consider risks and concerns and decide whether any further action is necessary, whether the risks are clearly child protection in which case an initial CPCC should be arranged before the 28th week of the pregnancy wherever possible.

Where there are concerns but it is not clear that these have reached the threshold for a CPCC or more information is required, IRD participants should discuss which agency should be responsible for arranging a PCM. (or IAM depending on what is decided by the GIRFEC implementation group). This should happen before the 26th week of pregnancy where possible. The SW Team Manager should retain responsibility for the case until advised of the outcome of the PCM.

PCM participants

The PCM participants should share information, identify a lead professional and develop a multi-agency support plan. The minute of the meeting should be copied to the SW Team Manager. If, however the PCM results in further concerns being raised these should be immediately reported to the SW Team Manager who will discuss again with the other IRD participants the need for a CPCC.

If the support package fails to result in improvements in parental behaviour/living conditions the case should be referred back to the core agencies for IRD (consideration of the need for a CPCC.)

Transient families

Where a pregnant woman about whom there are concerns moves area within W. Lothian the SW Team Manager who participates in the initial IRD should retain an overview of the case until:

- It is allocated to a SW or
- The outcome of a PCM is known or
- The IRD decides NFA is necessary

The NHS CP advisor will ensure the attendance of the original midwife at any PCM or CPCC

* PCM – Professional Concerns Meeting

* IAM – Integrated Assessment Meeting

Children's Rights Officer/Having Your Say

Strathbrock Partnership Centre

189a West Main Street

Broxburn

EH52 5LH

Tel: 07500 986 879

Email: jill.keegan@westlothian.gov.uk

Service offered:

- Provides advice and support to children, young people and carers in relation to their rights
- Supports children and young people who are looked after to become involved in the decision making process
- Organise monthly forums for children and young people aged between 4 and 21 that are or have been Looked After by West Lothian Council
- Visit all young people admitted to secure accommodation within five working days of admission
- Involve young people in all aspects of their involvement with them by keeping regular contact throughout the course of any inquiry

Where and when is the service:

- Based in West Lothian House
- Deliver in outreach model in various locations across West Lothian

Who can access the service:

- Children, young people and carers

Referral process:

- By phone, email, text and letter

Chill Out Zone

COZ Centre

7 Gardeners Lane

Bathgate

EH48 1PT

Tel: 01506 652436

Email: angela.pringle@children1st.org.uk

Service offered:

- Health Living Service for young people offering information, advice and support with a range of health related issues
- Health Clinic offering access to a range of confidential medical services concerning young people's physical, emotional, mental and sexual health
- Drop-in service with access to a range of information and advice from a range of specialist workers and planned activities
- Confidential counselling service
- Free access to the internet and computer suite
- Access to café providing light and healthy snacks and opportunities to develop skills in food preparation and cooking

Where and when is the service:

- Contact the number listed above for information on opening times

Who can access the service:

- Young people aged between 12 – 20 years old
- Residents of West Lothian

Referral process:

- Drop – in and/or phone

Home-Start

37a McLeod Street

Broxburn

EH52 5BN

Tel: 01506 854529

Fax: 01506 857710

Email: homestartwl@lineone.net

Service offered:

Home-Start West Lothian offers a unique service. We recruit and train volunteers who are usually parents themselves to visit families at home who have at least one child under 5 and offer them informal, friendly and confidential support. Home-Start believes that children need a happy and secure childhood and that parents play the key role in giving their children a good start in life and helping them achieve their full potential we also believe that the best people to help parents are other parents

Our service is provided by trained and supervised volunteers who help by:

- Visiting families at home for as long as the family needs them
- Offering emotional support to help parents find ways of coping
- Providing practical help with budgeting, shopping, cooking, getting to appointments
- Encouraging parents to get out and about – to family groups etc

Where and when is the service:

- Support takes place in the family's own home and with the type of support needed being identified by the family
- Volunteers visit all over West Lothian

Who can access the service:

- Any family living in West Lothian who has at least one child under 5 years

Referral process:

- Families can be referred or can refer themselves. Contact the Home-Start office for details

Includem Head Office

1346 Shettleston Road
Glasgow
G32 9AT
Tel: 0141 763 3860

Includem Edinburgh and Lothians

Local Office:7
77 Peffer Place
Craigmillar
Edinburgh
Tel: 0131 652 2555
Fax: 0131 661 1310
Website: www.includem.org

Includem's target client group are persistent offenders most of whom have been in and out of care or young offenders institutions. Many are increasingly socially excluded by their behaviour and lifestyle and are a risk to themselves and others. They are the young people who cause most concern to communities and to the police.

Service offered:

- Includem's intensive support and supervision encourages young people to begin to take responsibility for their own lives and actions, through social skills development, cognitive development and learning
- Intensive support services are delivered through intensive one to one support and supervision from project workers, supported by assistants and mentors. In addition Includem provide a local helpline for young people and their families
- Includem also offer; Intensive Support and Supervision and Monitoring Service (ISMS) in a number of local Authorities, short term provision of alternative homes, staffed by Includem, to support young people in times of crisis, crisis resource services offering community based support up to 24 hours a day and in special cases, wrap around care
- Other services include specialist fostering services, access to Health co-ordinators and a transitional planning service is available to young people who have received intensive support services

Where and when is the service:

- Core hours for project staff are between Monday to Sunday 8am to 10pm and they work flexibly within these times dependant on the needs of the young people. Project staff goes to the young person wherever they are and all staff have management support on a 24-hour basis to ensure rigorous risk assessment and management
- Includem provide a 24 hour helpline service which is staffed by qualified staff 7 days a week and is of particular use to young people and their families during times of crisis

Referral process:

- Young people are referred to Includem services primarily through the Social Work Department
- For further information please access the website detailed above

Mental Health Link Workers

Business Management Block
Mental Health & Elderly Continuing Care
Block 1 / 2 Staff Residencies
St John's Hospital at Howden
Livingston
EH54 6PN
Tel: 01506 523798

Service offered:

- Improve the knowledge, skills and awareness of mental health in frontline personnel working with children and young people in West Lothian
- Improve operational links between West Lothian CAMHS tier one and two personnel and to offer some direct work with children and young people requiring assessment and intervention for mental health problems
- Anyone with concerns about the mental health of school children can give verbal – formal and informal feedback

Where and when is the service:

<u>Area</u>	<u>Base</u>	<u>Days Worked</u>
South West Lothian	James Young & West Calder High School	Mon-Frid
North West Lothian	Deans Community High, Linlithgow, Broxburn & St Kentigerns High	Mon-Frid
West Lothian	Armada Academy, Bathgate Academy & Whitburn Academy	Mon-Thur

Who can access the service:

- Professionals, Children, Young People and their Families

Referral process:

- Varies between areas
- Drop in sessions
- Formal and informal referral
- Discussion with MHLW preferable before any referral so as to advise on best and most appropriate support

Sure Start

Unit G, Kirkton Business Centre
Livingston Village
Livingston
EH54 7AY
Tel: 01506 775836
Fax: 01506 775839
Email: surestart@westlothian.gov.uk
Website: www.wlcsurestart.org.uk

Service offered:

- The aim of Sure Start is to give very young children (from pre-birth to 3 years) the best possible start by working closely with parents and other local authority, health and voluntary agencies to provide a more cohesive service for parent and child in a non-stigmatising way

Where and when is the service:

- Various different groups for parents, carers and children run in a variety of locations throughout West Lothian. Please check the Sure Start website or call for the number listed above for further details
- Sure Start office will relocate in the next few months to Lomond House, Beveridge Square, Livingston.

Who can access the service:

- By working in partnership with parents and other agencies, and by utilising the wide range of skills available, Sure Start can offer a range of services which are available to all parents and carers (grandparents etc.) of young children aged 0 – 3 years
- People can self refer

Referral process:

- Parents can drop-in to our universal groups, phone for details
- Self-referral accepted

Throughcare and Aftercare Team - TCAC

Lomond House
Beveridge Square
Livingston
EH54 6QF
Tel: 01506 773720
Free phone: 0800 032 3644
Fax: 01506 773761
Email: tcac@westlothian.gov.uk

Service offered:

The TCAC Team offers a service to young people aged 15 to 20, who are or were Looked After, and aims to care and support these young people, alongside the other L.A. TCAC services as any other caring parent would, under the UK approach of Corporate Parenting, for this group of vulnerable individuals, TCAC Team is part of the L.A. TCAC Services in meeting the needs of these young people

Throughcare support - young people, who are Looked After, such as at Home, Foster or Residential Care

Young people need to be offered the time and space to grow towards adulthood, in areas such as:

- Understanding what they need and want
- Health & well-being
- Education, training & employment
- Getting on with others
- Having fun, hobbies and interests
- Understanding & dealing with problems
- Practical skills like cooking & budgeting
- Making mistakes and learning from them
- Young person given a clear message to stay Looked After as long as possible to develop the skills needed before moving on.

Aftercare is the support offered from the whole Local Authority, when young people are no longer Looked After and 'ready' to take on greater independence or even still facing crisis. Aftercare is offered if you are or was Looked After, when reaching school leaving age, it has nothing to do with age 16. It is a Duty, meaning we must offer support to you up until your 19th birthday, and if needed further support can be offered until your 21st birthday

L.A. Benefits and Rent payments, some young people who are Looked After away from Home, and then move into the community, may also be able to access personal payments from age 16 to 18, and removing the need for them to access the DWP or Housing Benefit system

Where and when is the service:

TCAC Team – details as above

Who can access the service:

Young people Looked After, aged 15 – to 21st birthday - Looked After, such as living with family, in a residential or foster care placement

Young People no longer Looked After and supported by an Aftercare service, aged from 16 to 21st birthday

Referral process:

For further information contact TCAC Team Manager

West Lothian Young Scot

Work with Young People Team
Strathbrock Partnership Centre
189(a) West Main Street
Broxburn
EH52 5LH
Tel: 01506 774703

Email: youngscot@westlothian.gov.uk

Website: www.youngscot.org/westlothian

Service offered:

- Part of the Community Learning and Development Service working West Lothian wide
- To encourage young people to play an active role in politics and democratic process
- To support those young people already involved in representing the needs of young people at both a local and national level
- Provides an opportunity for young people to become involved in community planning for their areas to create and develop services and links between them

Where and when is the service:

- The service has flexible working hours with many groups held in the evenings throughout West Lothian
- The team are based at Strathbrock Partnership Centre, Broxburn

Who can access the service:

- Anyone aged 11-25

Referral process:

- Young people who are interested in working alongside young Scot can contact staff directly on the number above
- Young people can email or find out more on internet

Youth Action Project

c/o Community House
33 Aller Place
Eliburn
Livingston
EH54 6RF

Tel: 01506 461588

Email: office@wlyap.org.uk / helen@wlyap.org.uk

Website: www.wlyap.org.uk

Service offered:

- 1:1 support focusing on a range of issues for young people
- Streetwork - provides information, support and advice to young people focusing on drug and alcohol issues, addressing anti - social behaviour and providing positive alternatives to hanging around the streets
- Early Intervention work focusing on crime prevention Group, 1:1 work
- Schools group work sessions in schools on self esteem, challenging behaviour, youth issues (including drugs and alcohol)
- Youth Forum work
- Integr8 Befriending Service
- Peer Education Project
- New Deal, work experience and student placements
- Music Workshops in schools and community centres
- C Card outlet
- Residential and activity groups
- Neighbourhood Response Team Worker (linked to housing services)
- Internet Café at Broxburn

Who can access the service:

- People aged 10 – 21 years
- Except: - Youth Forums: 14-25 Befriending Service: 12-21
- Resident in West Lothian

Referral process:

- Phone or email to request referral
- Self-referral accepted

Generic Advice & Support Services

Ability Centre

Support Services Manager
Carmondean Centre Road
Livingston
EH54 8PT

Tel: 01506 774066

Email: marlyn.young@westlothian.gov.uk

Social Work Physical Disability Team and ask for an assessment

Tel: 01506 777777

The Ability Centre is based within the Community Health and Care Partnership (CHCP) and provides a Social Work Support Service for adults who have a physical disability.

Service offered:

- The facility provides a 'Centre of Excellence' in physical disability services
- Located within the Ability Centre building are the Ability Centre Support Service (ACSS), a community rehabilitation and brain injury service (CRABIS), Livingston area housing office and Disability West Lothian, (DWL) a specialist disability information and advice service
- Each client offered a placement within the support service, whether in the centre or outreach service, has an individual programme working towards agreed goals enabling and empowering him or her to recognise and realise their full potential

Work experience:

- Opportunities are available on the reception and cafeteria cash desk
- Other supported work experience placements, pre employment and into work support is available from the B4 and On2 work worker based in the ACSS

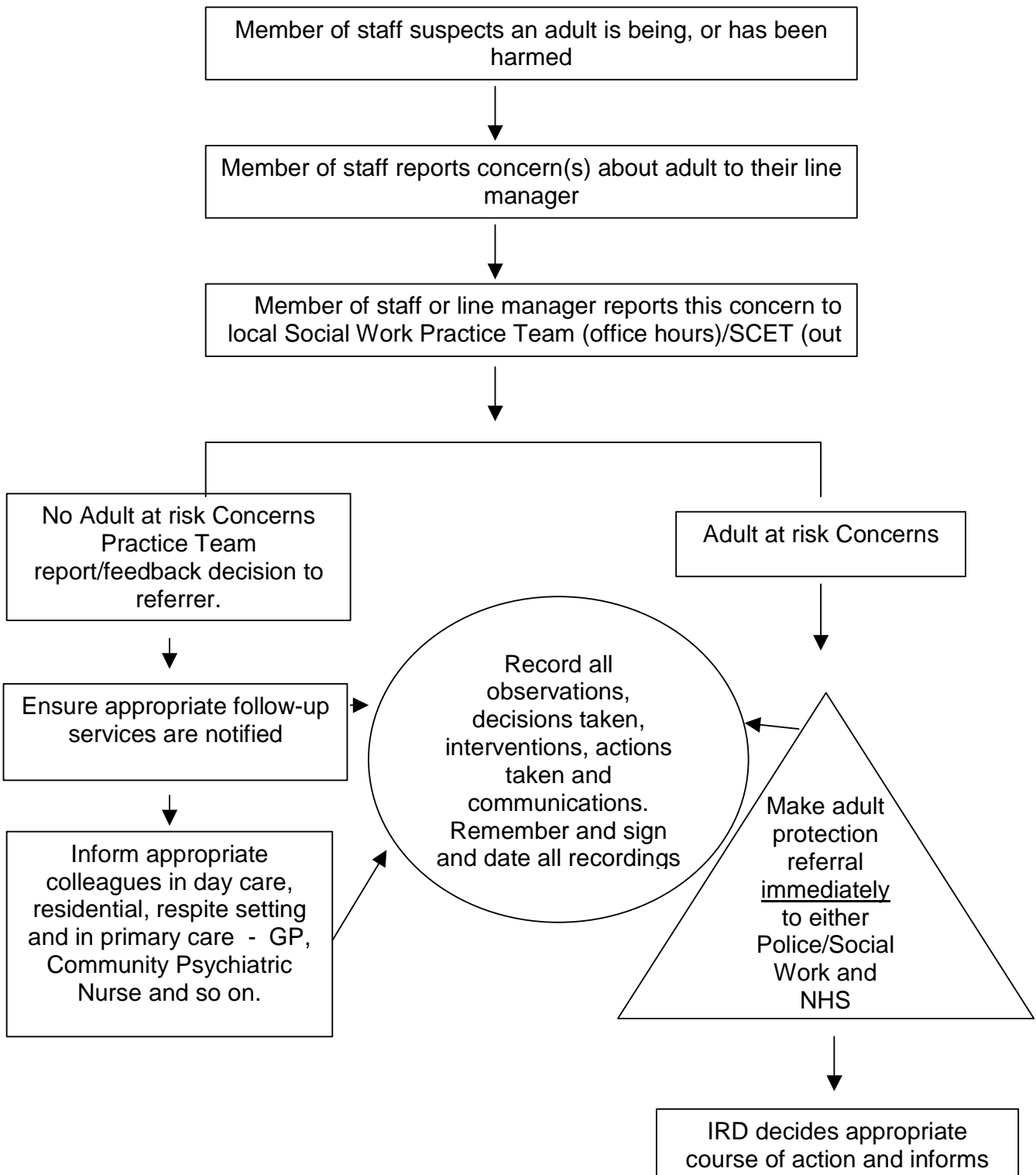
Who can access the service:

- The cafe and information services are accessible to the general public

Referral process:

- Referrals can be made directly to the B4 and On2 work worker by contacting the centre
- A member of the adult physical disability assessment team or the Community Rehabilitation Team refers potential Support Service clients to the service. Other Health or Social work practitioners can refer to the service by completing a referral form and providing detailed assessment information to the service manager

Adult Protection Referral Flowchart



Ark Housing Association West Lothian Housing Support Services

Ark Housing
Unit 7 Grampian Court
Livingston
Tel: 01506 467253
Email: sharon.ward@arkha.org.uk

Service offered:

- Accommodation based Floating Support to enable independent living. All aspects of tenancy support from financial budget planning advice, to assistance with meal preparation and shopping are provided

Where and when is the service:

- Ark has two Housing Support Services in West Lothian
 - ❖ The Livingston Service, which is located in Dedridge, offers accommodation based support. Where applicable, support is available 24 hours a day, 7 days a week. The service can also provide visiting support to people living in their own homes during the week
 - ❖ The Linlithgow Service offers accommodation based support, and where applicable, support is available 24 hours a day, 7 days per week

Who can access the service:

- Anyone between the ages of 16 and 64 with a learning disability (or associated) illness

Referral process:

- All referrals should be made through a Duty Social Worker 01506 777777 who will then pass information onto the Service Matching Unit who in conjunction with Ark will assess an individual's suitability for the service

Barony Care Services – Tenancy Support

Fairbairn House
Fairbairn Place
Livingston
EH54 6TN
Tel: 0845 1407777
Email: info@baronyha.org.uk

Service offered:

- Support for individuals to maintain tenancies
- Information and Advice
- Assistance in accessing other services, benefits etc

Where and when is the service:

- Service operates on outreach basis throughout West Lothian
- Available 24 hours, 7 days a week (by appointment only)

Who can access the service:

- Residents of West Lothian
- Aged >16
- Having problems in maintaining tenancy due to: -
 - ❖ Drug use
 - ❖ Offending behaviour
 - ❖ Mental health problems

Referral process:

- All referrals should be made through a Duty Social Worker 01506 777777 who will then pass information through the service co-ordination team who in conjunction with Penumbra will assess individuals to gauge suitability for our service

Carers of West Lothian

Strathbrock Partnership Centre
189a West Main Street
Broxburn
EH52 5LH

Email: office@carers-westlothian.com

Website: www.carers-westlothian.com

Service offered:

- Support, advice and guidance
- Sign posts to other help and support
- Training courses
- Support Groups
- 1:1 support
- Home visits
- Benefit guidance and advice
- A specific young person support workers (10-16)

Where and when is the service:

- Times and location vary – contact the number above between 10am and 3pm for an appointment or drop in to Strathbrock partnership centre between these times

Who can access the service:

- Anyone throughout West Lothian regardless if they are a paid or unpaid carer

Referral process:

- Self referrals
- Professional referrals

Choices Community Care West Lothian Housing Support Service

Choices House
Rosebank Park
Kirkton Campus
Livingston
EH54 7AN

Tel: 01506 409999

Email: nikki.paxton@choicescare.com

Service offered:

- Visiting Support to enable independent living in the community. All aspects of tenancy support from financial budget planning advice, to assistance with meal preparation and shopping are provided

Where and when is the service:

- Support is available throughout the locality, 7 days a week

Who can access the service:

- Anyone between the ages of 16 and 64 with a learning disability (or associated) illness

Referral process:

- All referrals should be made through a Duty Social Worker 01506 777777 who will then pass information onto the Service Matching Unit who in conjunction with Choices will assess an individual's suitability for the service

Choose Life

Service Development Worker Choose Life
Strathbrock Partnership Centre
Mental Health Resource Centre
189a West Main Street
Broxburn
EH52 5LH
Tel: 01506 771728
Email: June.gilfether@westlothian.gov.uk or
June.gilfether@wlt.scot.nhs.uk

Service offered:

- Choose Life is a national strategy and action plan to prevent suicides in Scotland. Choose Life sets out a framework to ensure that action is taken nationally and locally to build skills, develop training, encourage people to seek help early, improve knowledge and awareness of 'what works' to prevent suicide, and to encourage partnership working and improved co-ordination between services

Training available within West Lothian includes:

- SafeTALK (Suicide Alertness For Everyone): A half day suicide alertness course open to **anyone** who wants to gain skills to recognise that someone may be suicidal and connect that person to someone with suicide interventions skills
- ASIST (Applied Suicide Intervention Skills Training): A two day course open to anyone which is aimed at enabling people to spot the risk of suicide and provide immediate help to persons at risk. In the same way that skills are needed for physical first aid, ASIST develops the skills necessary for suicide first aid
- STORM (Skills based Training on Risk Management): A modular format course for front line staff that focuses on developing skills to help tackle objectives such as crisis management for those that experience suicidal thoughts and behaviours
- SMHFA (Scottish Mental Health First Aid): A modular course teaching the skills to help someone who is developing a mental health problem or is experiencing a mental health crisis

Who can access the service:

- As above

Where and when is the service:

- Training courses are held regularly throughout the year in venues within West Lothian. SafeTALK can be delivered within individual workplaces to 6 or more people by arrangement. STORM can be delivered to specific frontline teams dealing with individuals with mental health issues

Community Equipment Store

St. John's Hospital
Howden
Livingston
EH54 6PP
Tel: 01506 523335 Fax: 01506 523336
Email: ces@westlothian.gov.uk sms: 07881 446632

Service offered:

- Equipment to help people be independent in the community or be nursed in their own homes

Where and when is the service:

- Contact us on the above Monday to Friday during normal office hours

Who can access the service:

- Anyone of any age who lives in West Lothian potentially
- There are some items, which can be accessed via self-assessment, but mostly it is after an assessment by a healthcare professional from the local Trust or Council

Referral process:

- Assessments are made by nursing and Physiotherapy staff based at your local health centre or Occupational Therapy and Community Care Assistant staff based at local Social Work Centres

Community Rehabilitation and Brain Injury Service (CRABIS)

Ability Centre
Carmondean Centre Road
Livingston
EH54 8PT

Tel: 01506 774046

Fax: 01506 774049

Email: crabis@wlt.scot.nhs.uk

CRABIS is based within the Ability Centre

Service offered:

- We can work with you to improve your abilities in the following areas: -
 - ❖ Activities of Daily Living (e.g. personal care, household tasks)
 - ❖ Mobility
 - ❖ Communication
 - ❖ Cognitive (i.e. memory, problem solving)
 - ❖ Emotional (anxiety, depression, adjustment)
 - ❖ Social Activity
 - ❖ Leisure and work
 - ❖ Community Living (e.g. money management, shopping skills, travel)
- Carer's concerns

Who can access the service:

- People over the age of 16 years who have either a physical disability and / or an acquired brain injury and who would benefit from multi-disciplinary rehabilitation in West Lothian

Referral process:

- For referral to the service, contact your G.P, social worker, or allied health professional or other professional agency with which you may be involved

Disability West Lothian

The Ability Centre
Carmondean Centre Road
Livingston
EH54 8PT

Tel: 01506 774030

Text phone: 01506 0774044

Fax: 01506 0774031

Freephone Enquiry Line: 0800 7831824

Email: enquiries@dwl.demon.co.uk

Website: www.dwl.demon.co.uk

Service offered:

- Disability Information and Advice Service – A-Z of issues and contacts
- Learning Disability specific information and research work – communication groups and communication aids
- Branch Library Services including book loan, equipment loan (ask for details), photocopying services, passport photos taken, Radar Toilet Keys issue, Internet access, Scanner and computer use
- Disability Equality Forum and Disability Forums
- Community Transport – group hire of accessible minibus
- West Lothian Access Committee, Access Audits and West Lothian Access Fund.
- Disability Awareness Raising and Training Sessions – Disability specific, Learning Disabilities, Communication, Disability Equality and disability aids
- Consultation work on disability related issues; disability rights, communication
- Volunteering Opportunities – Board member, Committee member, Forum member, Representative at local and national meetings, Disability Awareness Consultant, Group Facilitator, Minibus driver, escort or general minibus support, Computer assistant or Office Administration

Where and when is the service:

- Office, Branch Library and Resource base are in the Ability Centre, Carmondean, Livingston
- Monday, Wednesday & Thursday: 9.30am – 4.00pm
- Tuesday: 10.30am – 4.00pm
- Friday: 9.30am – 12 noon
- Telephone answering service available for enquiries out of hours

Who can access the service:

- Anyone throughout West Lothian

Referral process:

- Self-referral
- Family referral
- Professional referral
- General public referral

Domestic Abuse Service

Ground Floor
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF

Tel: 01506 281055

Text: 07818 421480

Email: Susan.lawson@westlothian.gov.uk

Service offered:

- Support services to women and children who have experienced domestic abuse.
- Individual and group support
- Committed to working in partnership with various local and national statutory and voluntary organisations, including health, education, police, Women's Aid, Shakti, Victim Support, etc
- Dedicated substance misuse worker within the team

Where and when is the service:

- Based in Livingston and working throughout West Lothian
- Working in the community and people's own homes

Who can access the service:

- Woman and children in West Lothian who have experienced domestic abuse

Referral process:

- Self-referral and or family
- Professionals and/or any agencies

Edinburgh's Rape and Sexual Abuse Crisis Centre

Help line: 0131 556 9437

(Opening hours of this help line vary – please call and there will be an automated service with details.)

Email advice and support: support@ewrasac.org.uk

- Although this is a women's service, telephone support will be offered to males also

Mpower

Helpline number: 0808 808 4321

- Mpower aims to support the partners of males who have been a victim of rape, childhood sexual abuse or assault

Samaritans

Helpline: 08457 90 90 90

Website: www.samaritans.org

Email: jo@samaritans.org

- 24hrs a day support and calls on the above number are free from a landline

Survivors UK

Helpline number: 0845 122 1201

Website: www.survivorsuk.org.uk

- Provides support to males who have been the victim of rape, childhood sexual abuse or assault
- Support can be offered via the telephone or via email

Thrive

Appointment number: 0141 211 8133

(The above number can also be used to book counselling sessions that are available to take place over the telephone support also.)

Email: thrive@glacomen.scot.nhs.uk

- Thrive is a support service for males over the age of 18

Enable Scotland West Lothian Housing Support Services

Delta House (Unit 5)
Carmondean Centre South
Livingston
EH54 8PT
Tel: 01506 430986
Email: clare.hannah@enable.org.uk

Service offered:

- Accommodation based Floating Support to enable independent living. All aspects of tenancy support from financial budget planning advice, to assistance with meal preparation and shopping are provided

Where and when is the service:

- Enable's Housing Support Services are located in Livingston. Where applicable, support is available 24 hours a day, 7 days a week. The service can also provide visiting support to people living in their own homes during the week

Who can access the service:

- Anyone between the ages of 16 and 64 with a learning disability (or associated) illness

Referral process:

All referrals should be made through a Duty Social Worker 01506 777777 who will then pass information onto the Service Matching Unit who in conjunction with Enable will assess an individual's suitability for the service

Epilepsy West Lothian

Epilepsy West Lothian
Bloom House
10 Main Street
Livingston Village
EH54 7AF
01506 464446
Email: enquiries@epilepsywestlothian.co.uk

Service offered:

- Epilepsy Outreach – counselling, information support
- Training in epilepsy awareness and administration of emergency medication
- Schools epilepsy awareness project
- Epilepsy Group support
- Community Support 1: 1 skill development working towards independent living

Where and when is the service:

- Monday to Friday at above address

Who can access the service:

- For epilepsy services, anyone who, has epilepsy, a family member, or works with someone who has epilepsy and the general public of any age group
- For Community Support, anyone who has an identified community support need aged 16-65

Referral process:

- For epilepsy services through self or on behalf of someone else
- For community support through a social work or Local Area Co-ordinator referral

Home Safety Service

Lomond House
Beveridge Square
Livingston
EH54 6QF

Tel: 01506 771770

Email: homesafetyservice@westlothian.gov.uk

Service offered:

- Equipment to increase your safety and security in your home
- A 24 hours a day telephone link between the equipment installed in your home and the West Lothian Council Careline, ensuring you have access to help when and if it is required
- The service enables you to get help by pressing a single button. Additionally detectors can be automatically activated around your home providing added protection from:
 - ❖ Intruders (break-ins)
 - ❖ Floods (taps left on or leaking pipes)
 - ❖ Fire (smoke detectors)
 - ❖ Extreme temperatures (freezing pipes or cooker left on)
 - ❖ Falls (movement sensors)
- Core and enhanced services are customised to accommodate individual lifestyles in order to increase your safety and security in your home

Where and when is the service:

- The Home Safety Service is a package of telecare technology comprising a Lifeline unit and a range of sensors protecting the person and their home by means of a 24-hour telephone link to West Lothian Careline. Sensors provided include a pendant, flood detectors, smoke detector, movement sensors and a temperature extremes sensor

Who can access the service:

- The service can be applied for by, or on behalf of, anyone who is considered to be vulnerable at home, irrespective of age or tenure
- Residents of West Lothian

Referral process:

- For an application pack or more information, please telephone above number

LGBT Youth Scotland

Edinburgh
Tel: 0131 622 2266
LGBT Youth line: 0845 113 0055 – Tuesday's 7.30pm – 9pm
Website: www.lgbtyouth.org.uk
Email: info@lgbtyouth.org.uk

Lothian Lesbian and Gay Switchboard

Website: www.lgls.co.uk
Tel: 0131 557 0751
Mondays and Thursdays 7.30pm – 10pm

- Telephone advice and support for LGBT people in Edinburgh and the Lothian's.

Parents Enquiry Scotland

Website : www.parentsenquiryscotland.org
Tel: 0131 556 6047

- This is a support line and website for the parents of LGBT people, providing a confidential, non-judgmental listening service

Lothian and Borders Police

Livingston Police Station
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 431200

Sex Offenders Point of Contact

fdivoffendermanagementunit@lbp.pnn.police.co.uk 01506 445344 (answer machine) and 445667.
(The Public Protection Unit would be contactable at the following email address
FDivPPU@lbp.pnn.police.uk. They can be contacted on the phone at 01506 635039 / 655127.
They deal with vulnerable adults/sexual abuse etc

Juvenile Offenders Point of Contact

FJLO@lbp.pnn.police.uk is the Juvenile liaison officer who processes juvenile offenders. The jlo also sends all referrals relating to children/vulnerable adults etc to the Social Work. 01506 635866

Domestic Abuse Point of Contact

fdiv.dalo@lbp.pnn.police.uk is the domestic abuse liaison officer, who as the title suggests deals with domestic abuse. 01506 656023

Case Conferences and Professional Concerns Meetings

fdivadultprotectionofficer@lbp.pnn.police.uk PC Jos Anderson, Adult Protection Officer is the Case Conference and PCM Co-ordinator for the Police in West Lothian. Should there be any invites for such meetings, please e-mail the above address so that they can be co-ordinated and dealt with effectively

Neighbourhood Response Team (NRT)

West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 775000

Services offered:

- Increase the range of and develop new methods of intervention to help resolve the problem of antisocial behavior and support individuals and communities
- Work in partnership to highlight and discuss the effects of antisocial behavior on local communities (resolving antisocial behavior; primarily case conferences, mediation, support of victims, witnesses and complainants and intensive supervision)
- Continue to develop close inter-agency working with a range of partner agencies
- Ensure equality of opportunity in service provision
- The NRT will make appropriate makes referrals to other agencies to support victims and witnesses, and also offenders to help them change their behavior
- The team comprises a Neighbourhood Response Manager, Neighbourhood Response Officers, a Police Officer, a Youth Worker, and a Victim Support Worker and has access to advice and assistance from solicitors within the Council's Legal Services

Where and when is the service:

- Out of hour's service in appropriate cases to allow incidents to be witnessed as they happen

Who can access the service:

- Residents of West Lothian

Referral process:

- To contact NRT please phone the number above where your details will be taken and a NRT officer will call you back

Open Secret (West Lothian)

Ground Floor
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 281055
Text: 07818 421480
Email: Dianne.Stott@westlothian.gov.uk

Service offered:

- For adults who experienced childhood sexual abuse
- Counselling support will be available to both men and women

Where and when is the service:

- Based in Whitburn and working through West Lothian
- Working in the community, locations may vary

Who can access the service:

- Woman and men in West Lothian who have experienced childhood sexual abuse

Referral process:

- Self-referral and or family
- Professionals and/or any agencies

Places for People Scotland Care and Support

West Lothian Housing Support Services

65 Lychgate Lane

Broxburn

EH52 5NQ

Tel: 01506 855855 (Broxburn) or 01506 441105 (Livingston)

Email: elaine.monteith@placesforpeople.co.uk

Service offered:

- Accommodation based and Floating Support to enable independent living. All aspects of tenancy support from financial budget planning advice, to assistance with meal preparation and shopping are provided

Where and when is the service:

- The Floating Support Service is located in Broxburn and offers visiting support to people residing in their own homes throughout the locality. The service is available 7 days a week, normally 9am to 5pm.
- The Accommodation based service is situated in Livingston (Sutherland Way) and where applicable, support is available 24 hours a day, 7 days a week

Who can access the service:

- Anyone between the ages of 16 and 64 with a mental health (or associated) illness

Referral process:

- All referrals should be made through a Duty Social Worker 01506 777777 who will then pass information onto the Service Coordination Team Matching Unit who in conjunction with Places for People will assess an individual for the service

Penumbra West Lothian Supported Living Service

Suite 1 Ochil House

Beveridge Square

Dedridge

Livingston

EH54 6QF

Tel: 01506 591842

Email: Kathleen.Mcwhir@penumbra.org.uk

Service offered:

- Provide support for people in their own homes to ensure they sustain their tenancy. All aspects of tenancy support, from financial, budget planning advice, to motivating
- Support to ensure the property is kept in good order, liaising with other professionals, attending appointments and support to access community resources

Where and when is the service:

- The service is currently available Monday – Thursday, 9.00am – 5.00pm and Friday, 9:00am – 3.45pm

Who can access the service:

- Anyone over 16 with mental health, learning disability, drug/alcohol dependency, or deemed as vulnerable

Referral process:

- All referrals should be made through a Duty Social Worker 01506 777777 who will then pass information through the service co-ordination team who in conjunction with Penumbra will assess individuals to gauge suitability for our service

Service Co-ordination Team

Strathbrock Partnership Centre
189a West Main Street
Broxburn
EH52 5LH
Tel: 01506 775666

Service offered:

- Tenancy Support to enable clients to carry out tenancy tasks as far as possible
- Streamline the referral route to tenancy support for people experiencing difficulties with mental health and/or addiction problems
- We offer assessment and on-going reviews as appropriate
- Make referrals directly to ELCA, PENUMBRA, SAMH, and PLACES FOR PEOPLE AND BARONY
- Provide information and short-term support over 6-8 weeks
- Provide new opportunities by using existing community resources

Where and when is the service:

- The service co-ordination team is part of the adult's social work. (Address above)
- Tenancy support takes place in your own home

Who can access the service:

- Anyone between 16 and 65 years of age who lives in West Lothian and has mental health/addiction difficulties, who lives in their own home / tenancy and who needs support to manage their home

Referral process:

- A referral can be made by anyone – self referrals or through professionals via the social work adult duty system on 01506 777777

SCET (Social Care Emergency Team)

West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 281028 or 01506 281029
Fax: 01506 281045
Email: scet@westlothian.gov.uk

Service offered:

- The team works in co-operation with other council services, such as the out-of-hours homelessness officer and with the emergency services. The recognised priorities for the service are child protection investigations, mental health officer duties, community care assessments and provision of crisis care, family crisis situations and other emergency situations

Who can access the service:

- It is for people in West Lothian who need an emergency social work service out with office hours - for example, if you are concerned about abuse or protection of a child or vulnerable adult, a mental health emergency, or a carer taken ill suddenly

Referral process:

- By phoning the number above

Social Work Services

Livingston Social Work Centre
New Cheviot House
Almondvale Boulevard
Livingston
Tel: 01506 282252

Broxburn Social Work Centre
Strathbrock Partnership Centre
189a West Main Street
Broxburn
Tel: 01506 775666

Bathgate Social Work Centre
69 Whitburn Road
Bathgate
Tel: 01506 776700

Service offered:

- West Lothian aims to be a caring community, where assistance and support toward or to maintain independence is available to all citizens identified as requiring such services
- Social care services are provided for people who need help to live their lives as independently as possible in the community (either at home or in care settings); for people who are vulnerable and people who may need protection. The CHCP tailors services to meet the needs of local people, and in some cases independent care providers operate services. It does this within a framework of duties, responsibilities and national standards laid down by central government and regulatory agencies

Who can access the service:

- Adults with disabilities or long term health problems and older people can be supported in the community through home care, respite, meals and day services or through residential or nursing home
- Children and families are supported at home through child protection, social work, early years and other services. Sometimes respite care, fostering, adoption or residential care services may be needed as a back-up
- Social work services are also provided to the courts and the criminal justice system
- Adults with Incapacity
- Learning Disability Service
- Adult Mental Health Team

Service aims:

- Allow people who have difficulty maintaining their independence to live at home or in their local community
- Work with other agencies to ensure the protection of vulnerable adults
- Support those who look after or care for a vulnerable adult
- Develop the use of IT and other technologies to support access to services and learning opportunities for a range of needs
- Improve the care services by joining up health and social work services
- Maximise the potential for children and young people to lead full lives
- Build capacity within our local communities to address inclusion of vulnerable people
- Develop our staff capacity

Supporting People Team

West Lothian Civic Centre

Level 1

Howden South Road

Livingston

EH54 6FF

Tel: 01506 281065

Service offered:

- Supporting People Team commission, monitor and review contracts for Housing Support on behalf of West Lothian Council
- "Housing Support" is a range of 21 tasks, which enable people to find a home and live independently. These tasks were defined in the Housing Scotland Act 2001
- There are currently 37 Housing Support Contracts within West Lothian. This includes internal council services and services provided by voluntary sector and registered social landlords. All of the services are registered with the Care Commission as Housing Support Services
- Services range from long-term services such as services for the elderly as well as services aimed at those who may require a service for the short term such as homelessness services

Where and when is the service:

- The office is open 8.30am to 5pm Monday to Thursday and 8.30am to 4pm on a Friday
- Each Housing Support Service has a link officer who deals with any day-to-day issues, commissions or re-configures services in their client group areas and conduct a rolling programme of service reviews. If you have issues or comments about any of the housing support provisions within West Lothian please contact the appropriate link officer:

- Current link officers are:

❖ **Deborah Sharp McAlpine Tel: 01506 281064**

Email: deborah.mcalpine@westlothian.gov.uk

Services: Bethany (Martha and Matthew House)
Cyrenians (Safespace and Tenancy Support)
Open Door (Supported Flats and Tenancy Support)
Rock Trust (Bedrock)
The Richmond Fellowship Scotland Substance Misuse Service
WLC Throughcare
WLC Housing and Building Services (Housing Support only)
Deaf Action (West Lothian Visiting Support Service)
DeafBlind (West Lothian Guide Communicator Service)

❖ **Leona Jackson Tel: 01506 281064**

Email: leona.jackson@westlothian.gov.uk

Services: Ark Housing Association (Housing Support)
Barony Housing Association (Housing Support)
Choices Care (Housing Support)
Enable Scotland (Housing Support)
Penumbra (Housing Support)
Places for People Scotland (Housing Support)
SAMH (Housing Support)
The Action Group (Housing Support)
The Richmond Fellowship Scotland (Acquired Brain Injury)

❖ **Pam Lambert Tel: 01506 281064**

Email: pam.lambert@westlothian.gov.uk

Services: Abbeyfield
Answer (Housing Support Service)
Bield HA (Housing Support Service)
Cairn HA (Housing Support Service)
Hannover HA (Housing Support Service)
Home Safety Service
Support at Home
Trust HA
WLC Housing with Care
WLC Sheltered Housing
Freespace

(Cont. overleaf)

Who can access the service:

- Clients who have been assessed as having a housing support need through a single shared assessment “Carenap”. Lead assessors should refer to the housing support service direct to find out if the service has space within the contract and whether the service can meet the assessed need
- Lead assessors include Social Workers, health & Housing professionals
- Some referrals for Housing Support Services are co-ordinated through a central point for instance mental health and addiction services are arranged through the Service Co-ordination Team. Contact services direct to check for any specific access arrangements .

If a housing support service can meet the assessed housing support needs of a client but have no capacity in the Supporting People Contract please ask the service provider if they are able to do “SPOT purchase”. Spot Purchase requests can only go ahead where the Supporting People Team has given prior approval. Follow the SPOT purchase procedure or contact the Supporting People Team for further details

The Action Group West Lothian Housing Support Service

Norton Park Centre
57 Albion Road
Edinburgh
EH7 5QY
Tel: 0131 4752315
Email: lindatuthill@actiongroup.org.uk

Service offered:

- Visiting Support to people in their own homes to ensure they sustain a tenancy. All aspects of tenancy support from financial budget planning advice, to assistance with meal preparation and shopping are provided

Where and when is the service:

- The service is available Monday to Friday from 9am to 6pm

Who can access the service:

- Anyone between the ages of 16 and 64 with a learning disability (or associated) illness

Referral process:

- At present, all housing support referrals should be made to The Action Group who will then liaise with West Lothian Council's Supporting People Team

The Scottish Association for Mental Health (SAMH)

West Lothian Housing Support Services
13B Marmion Road
Bathgate
EH48 4JB
Tel: Newel : 01506 636234 or Livingston : 01506 412676
Email: katherine.wilson@samh.org.uk

Service offered:

- Accommodation based Floating Support to enable independent living. All aspects of tenancy support from financial budget planning advice, to assistance with meal preparation and shopping are provided

Where and when is the service:

- The Newel Service, which is situated in Bathgate, offers accommodation based support. Support is provided 8am to 9pm weekdays, and from 11am to 6.30pm at the weekend. The service can also provide some visiting support to people living in their own homes in the surrounding area
- The Livingston Service offers visiting support to people living in their own homes / tenancies throughout the locality. The service is available Monday to Friday from 9am to 4.30pm

Who can access the service:

- Anyone between the ages of 16 and 64 with a mental health (or associated) illness

Referral process:

All referrals should be made through a Duty Social Worker 01506 777777 who will then pass information onto the Service Coordination Team or Service Matching Unit who in conjunction with SAMH will assess an individual's suitability for the service

The Supported Discharge and Re-Enablement Team (SDRT)

Strathbrock Partnership Centre
189A West Main Street
Broxburn
EH52 5LH
Tel: 01506 775651

Email: supporteddischarge&re-enablementteam@westlothian.gov.uk

Service offered:

- Short-term re-enablement in clients own home after acute illness or injury
- Aiming for independence after 3 weeks input, supporting with daily living tasks e.g. personal care, kitchen practice, mobility practice, confidence building -adapting to live with new disabilities and utilise new aids
- Provision of equipment to assist independence at home
- Referral to other services that would support clients to be independent e.g. apetito meals, shopping service, Home Safety Service, social work

Where and when is the service:

- Contact the number listed above
- Monday to Thursday 08:00-17:00
- Friday to Sunday 08:00-16:00

Who can access the service:

- Clients who have the potential to achieve identified goals within identified period
- Clients who have the motivation to want to become [or remain] independent
- Anyone living in West Lothian referred by professional from Health or Social work

Referral process:

By phoning the above number and discussing possible referral with duty worker from Health or social professional

Travelling Person Site

West Lothian Council
Sibbalds Brae
Bathgate
EH48 2DZ
Tel: 01506 635453

Email: diane.graham@westlothian.gov.uk

Service offered:

- To balance the needs & aspirations of both Travellers and the settled community within West Lothian
- Support and provide advice to residents on the site and to any unauthorised encampments identified in West Lothian
- Provide good quality pitches that meet residents needs
- Liaise with internal & external agencies to ensure that travellers can access the services they need whilst resident within West Lothian
- Involve & encourage travellers to play an active role in the development of the services they need

Where and where is the service:

- Address and contact details as above
- The service is available Monday to Friday within office hours

Who can access the service:

- Anyone who would identify themselves as a Travelling Person

Referral process

- Travellers would normally self refer for a pitch on the site but any service could contact the Travelling Persons Liaison Officer to make a referral either by phone or e-mail

Veterans First Point

5th Floor, Charlotte House
2 South Charlotte Street
Edinburgh
EH2 4AW
Tel: 0131 220 9920

Email: enquiries@veteransfirstpoint.org.uk

Service offered:

- Information and Signposting for all Veterans
- Social Support and being there offering Peer Support and Counselling
- Understanding
- Health and Well-being

Who can access the service:

- All Veterans and their families, supporters, carers from within Lothian.

Where and when is the service:

- Office visits (exceptionally home visits), Monday to Friday.
- By Appointment or Drop in 1300 – 1630 hrs.

Referral process:

- Self referral, Partner Agency or any other individual connected to the Veteran or their family.

Victim Support (West Lothian)

Units 15-16 Waverley Street
Industrial Estate
Bathgate
EH48 4HY
Tel: 01506 635050

Email: victimsupport.westlothian@victimssupportsco.org.uk

Website: www.vswl.org.uk

Service offered:

- Emotional Support
 - ❖ Someone to talk to
 - ❖ Person-centred support and recovery programme for victims, witnesses and people affected by crime
- Practical Help
 - ❖ Support through the Criminal Justice System including accompanying victims to ID parades, crown and defence precognitions, pre-trial court visits, help with special measures for vulnerable witnesses and on the day support at court
 - ❖ Personal safety and crime prevention advice
 - ❖ Criminal Injuries compensation assistance and representation
- Information
 - ❖ Criminal Justice System (from first reporting to being a witness at court), crime prevention & personal safety, compensation and insurance claims

Where and when is the service:

- We will visit you at home, provide support on the telephone or you can drop-in to our offices in Bathgate
- Contact us by phone between 10.00 am – 2.00 pm
- E-mail victimsupport.weslothian@victimssupportsco.org.uk

Who can access the service:

- People of West Lothian who are victims of crime, or their family

Referral process:

- Anyone can contact by using any of the above means of communication

Voluntary Sector Gateway West Lothian

36-40 North Bridge Street
Bathgate
EH48 4PP
Tel: 01506 650111
Fax: 01506 650222
Email: vsg@vsgwl.org
Website: www.vsgwl.org

Voluntary Sector Gateway West Lothian promotes, supports and develops volunteering, capacity building for voluntary or community organisations and social enterprise for charities or community groups. The Gateway welcomes everyone to use the service and offers a range of activities such as befriending, mentoring, driving, library outreach, MV awards and training for volunteers and staff of voluntary organisations throughout West Lothian.

Service offered:

- Support to voluntary and community organisations to allow healthy development and representation of the voluntary sector at local and national level
- Support for the voluntary sector to increase efficiency, service quality and the ability of groups to fully address local needs
- Facilitating the involvement of local voluntary groups in shaping services and responding to local and national policy
- Partnership working with a wide range of agencies and organisations, ensuring that duplication of services is minimised and that resources and expertise are pooled where it is beneficial to do so

West Lothian Advice Shop

Units 9-12 Waverley Industrial Estate
Waverley Street
Bathgate
Tel: 01506 776444
Fax: 01506 776448
Email: advice.shop@westlothian.gov.uk

Service offered:

The Advice Shop offers a free drop-in service to West Lothian. They can help to:

- Check your income and maximise it if possible
- Answer any questions you have on all Social Security Benefits
- Help you fill in claim forms for appropriate benefits
- Negotiate and advocate on your behalf with Jobcentre Plus, The Pensions Service, and West Lothian Council Revenues etc.
- Represent you at Tribunal if you are refused a Social Security Benefit
- An Ethnic Minority Development Worker is also based within the Advice Shop
- Housing and Energy Advice service. The team can help provide independent advice, information, assistance and advocacy on homeless issues, housing debt, housing options, tenancy disputes, housing rights, fuel debt, disrepair issues, heat use, insulation advice and energy grants.
- Money advice and helping you deal with your debts
- West Lothian Court Advice Project can help prevent your eviction

Where and when is the service:

- Phone for details
- Outreach venues also available

Who can access the service:

- Residents of West Lothian

Referral process:

- To make an appointment or for further information please contact the Advice Shop directly

West Lothian Credit Union Forum

14a Blackburn Road
Bathgate
EH48 2EY

Tel: 01506 633222

Email: janet.wlcuf@btconnect.com

Service offered:

- The role of West Lothian Credit Union Forum is to increase awareness of credit unions and the financial services provided, through workshops, courses, events, presentations, promotions
- The three credit unions operating in West Lothian offer savings accounts and affordable loans, as well as a range of other financial services

Where and when is the service:

- The three credit unions' contact details are as follows:
- Capital Credit Union, Units 18-19 Waverley Industrial Estate, Bathgate, EH48 4HY – 01506 776226 – Open Monday-Friday 10am-4pm, Friday 10am-3pm (closed for lunch 1pm-1.30pm)
- Blackburn, Seafield & District Credit Union, 10 Sycamore Walk, Blackburn, EH47 7LQ, 01506 650198 – Open Monday 10am-2pm, Tuesday, Wednesday, Friday, Saturday 10am-2pm, 5.30pm-7pm, weekly collections at Addiewell, Bathgate, Blackburn, Fauldhouse, Stoneyburn and Whitburn
- Livingston Credit Union, 57a The Centre, Livingston EH54 6NB, 01506 436666 - Open Monday-Friday 10am-3pm, Saturday 10am-12noon, weekly collections at Craigshill and Ladywell
- Financial education courses are run at various locations throughout the year. Contact Janet Mundy on number / e-mail above for details

Who can access the service:

- Anyone who lives or works in West Lothian is eligible to join one or more of the credit unions operating in the area
- Financial education courses are available, primarily for young people and vulnerable adults at risk of financial exclusion

Referral process:

- Direct contact to credit unions or via West Lothian Credit Union Forum
- Referrals from partner agencies direct to credit unions or via West Lothian Credit Union Forum

West Lothian Sensory Support Service

St John's Hospital
Howden Road West
Livingston
EH54 6PP

Tel: 01506 774490

Fax: 01506 774491

Text: 01506 774490 / Mobile Text: 07867 651196

Email: sensorycentre@westlothian.gov.uk

Service offered:

- Advice, Equipment and Information
- Advice on benefits and travel
- Provide help with daily living and use of equipment
- Support to carers and relatives
- Full social work service i.e. social work assessments

Where and when is the service:

- Opening times: - Monday to Thursday 9.30 am – 12 pm and 1 pm – 3 pm
- For information and appointments please phone

Who can access the service:

For people who are Deaf, Hard of Hearing, Blind, Partially Sighted or Deaf Blind

Deaf Action

- Can assist people with hearing impairment/deafness and offer to assess for other equipment
- Drop in duty slot at the Sensory Support Service with BSL signer- 1 pm to 3 pm every Tuesday. Contact direct for further information on 0131 556 3128

West Lothian Women's Aid

92 Ivanhoe Rise
Dedridge
Livingston
EH54 6HZ
Tel: 01506 461938
Email: info@wlwa.org.uk

Service offered:

- Crisis line (01506 413721) open 24 hours which is covered out of hours by the Domestic Abuse Helpline
- Confidential support and information about legal, housing and money issues. We also offer emotional support and crisis counselling
- Two refuges in West Lothian. We also have access to the refuge network throughout the UK and Eire
- As part of our refuge service, we have a dedicated children's worker who works on a one to one with the children or in larger groups
- Floating Support Service also offers a similar service of confidential support and information to women and their accompanying children who are living in the wider community
- Rural Outreach Service for women in the rural areas of West Lothian

Where and when is the service:

- Our opening hours are Monday-Thursday 10.00am-3.00pm, Fridays 10.00am-12.30pm. Our team meetings are held on Wednesdays 1.00pm-3.00pm and our telephone lines are covered by our answerphone
- At above address

Who can access the service:

- Women and any accompanying children who are experiencing domestic abuse now or have experienced domestic abuse in the past

Referral process:

- Open door policy for any woman who has experienced domestic abuse

YWCA Scotland

31 Canberra Street
Craigshill
Livingston
EH54 5HA
Tel: 01506 432911
Email: hilda@ywcascotland.org

Service offered:

- A variety of groups are offered in collaboration with partners
- Offering educational sessions on various topics including Substance misuse, Anti Social Behaviours, Healthy Eating
- Working with young mums, young girls (primary school age), evening groups for teenage girls
- Exploring issues such as self esteem, confidence building, body image and personal safety

Where and when is the service:

- Various groups run with partner agencies over West Lothian

Who can access the service:

- 4 years - 26 year old females in West Lothian

Referral process:

- Direct referrals

Health Services

Acute Care and Support Team (ACAST)

First Floor
St John's Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 523811

Service offered:

- Providing home treatment for adults suffering from mental health problems the Acute Care and Support Team is a team of Mental Health Nurses with input from Psychiatrists
- ACAST offers short-term, intensive home treatment as an alternative to in-patient care. Visits are arranged according to need and are often daily initially (visits can be up to 2-3 times daily if necessary), decreasing in frequency as problems resolve

Where and when is the service:

- The team is based at St John's Hospital and work in the Community throughout West Lothian
- The ACAST is available seven days a week, 8.30am – 9.30pm. Telephone contact with staff at St John's Hospital is available out with these times

Who can access the service:

- People assessed as requiring a more intensive treatment than other community mental health services provide, over a short period of time
- People who have started treatment in hospital, to enable them to return home at an early stage with continued treatment

Referral process:

- If a Psychiatrist decides that intensive home treatment may be helpful, 2 members of ACAST will carry out an initial assessment in which everyone concerned can be actively involved

Acute Medical Unit

St John's Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 523000

Service offered:

- The acute medical unit is primarily for acute medical emergencies. This includes acute DT's and alcohol related seizures and also drug overdose

Where and when is the service:

- Hospital based service: see address above

Who can access the service:

- Patients must meet the criteria detailed above
- Patients are not admitted for alcohol detoxification independently of other problems, but detoxification may be offered if deemed necessary on admittance for another problem

Referral process:

- Referral is only through a GP
- Individuals who wish medical assistance with alcohol dependence should first visit their GP, not the hospital
- Further to Assessment by Medical Clinician

Acute Psychiatry

St John's Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 523000

Service offered:

- The Acute Psychiatric admission unit is primarily for acute psychiatric emergencies, which require inpatient monitoring
- Occasional admittance to Acute Psychiatric Unit for assistance with detoxification for Alcohol Dependants

Where and when is the service:

- See address above. Hospital based service

Who can access the service:

The following criteria should be met:

- Medically fit
- Associated co-morbid psychiatric disorder that is potentially treatable, e.g. major depression

Referral process:

- Formal referral from medical professional only
- See criteria above

Bathgate House / Livingston Day Services

Bathgate House

15/17 North Bridge Street
Bathgate
EH48 4PJ

Crofthead Farm Cottage

Templar Rise
Dedridge
Livingston
EH54 6PJ

Tel: 01506 775168

Fax: 01506 775178

Service offered:

- Bathgate House / Livingston Day Services are community based resources which offer holistic support for adults with mental health problems
- Implement a Keyworker system which ensures that agreed packages of care are co-ordinated and reviewed and that individual needs outwith groupwork are supported, including access to and/or provision of medical treatment
- Adapting social and health models of support and treatment including activities as follows-
 - ❖ Gardening
 - ❖ Computer skills
 - ❖ Walking group
 - ❖ Art
 - ❖ Music
 - ❖ Outdoor activities
 - ❖ Creating learning
 - ❖ Relaxation skills
 - ❖ Craftwork
 - ❖ Women's group
 - ❖ Independent living skills
- Web Resource pertaining to mental health compiled by Day Services – www.mentalhealthwestlothian.com and www.mindyourheid.com

Where and when is the service:

- A thorough timetable utilising the following locations
 - ❖ Bathgate House
 - ❖ Crofthead Farm
 - ❖ West Lothian College / Strathbrock

Who can access the service:

- People who are experiencing mental illness, who live in the West Lothian area with priority being given to those most in need

Referral process:

- Via Health Professionals
- Self Referral
- (For further details phone number above)

BBV (Blood Borne Virus) Clinic

Howden Health Centre
Howden Road West
Livingston
Tel (BBV Nurse): 0131 537 8300

Service offered:

- Testing for HIV, Hepatitis B and Hepatitis C
- Hepatitis B vaccinations
- Free and confidential service
- Direct referral to treatment centres if results are positive

Where and when is the service:

- Every Wednesday 2:00pm – 4:00pm
- Howden Health Centre

Who can access the service:

- Drug users
- Sex workers
- Men who have sex with men

Referral process:

- Drop – in (no appointments necessary)

C:Card Plus/ C:Card Direct

Free Phone: 0800 22 44 88
Website: www.ccard.org.uk

Service offered:

- C: card Plus has a network of points across West Lothian providing free condoms
- C: card Plus is friendly, confidential and easy to use
- Other services like contraception and pregnancy testing may also be available
- If you are aged 13 – 15 years old you will be seen by a C: card worker on every visit so you talk about safer sex and relationships

Who can access the service:

- C: card Plus is free, confidential and open to all users aged 13 and over
- C: card Direct is for people aged 16 and over who want free condoms
- C: card Plus is for everyone – whether you're straight or lesbian, gay, bisexual or transgender (LGBT)

Where and when is the service:

West Lothian Mobile C:Card Service – anywhere – just phone 0783 667 575 to arrange a time, place, and date. Service provided by West Lothian Youth Action Project.

Armadale

Community clinic Fridays 1.00pm-3.00pm

Bathgate

Health Centre – Fridays 1.30pm–3.30pm / Chill Out Zone – Mon/Wed/Thurs 5.00pm–6.00pm & 6.30pm-7.30pm, Frid 2.30pm-3.30pm

Boghall

Community Health Centre 12.30pm-2.00pm (term time only)

Boots the Chemist

Monday-Saturday 8.45am-5.30pm

Blackburn

Fridays 4.30pm-6.30pm

Deans

(Knightsridge Adventure Project “Vinnie”) Mon/Tues 4.00pm-9.00pm, Wednesday 6.00pm-9.00pm, Friday 1.00pm-9.00pm

Inveralmond Comm. High School

Tuesday 12.30pm-1.45pm (term time only)

Craigshill

Off beat at Riverside wing Friday 1.30pm-3.00pm

Eliburn

West Lothian Youth Action Project Thursday 4.00pm-6.00pm, Friday 2.00pm-8.00pm

Referral process:

- Phone for details of drop-in times

Community Outreach Team

25 North Bridge Street

Bathgate

Tel: 01506 776799

Fax: 01506 776939

Service offered:

- The Community Outreach Team is a joint service provided by West Lothian Council Social Work and NHS Lothian through the West Lothian CHCP
- The Community Outreach Team provides health and social work services for people experiencing difficulties due to having a diagnosed, mental illness.
- We offer practical support to help people stay in their own homes and to help them work towards a healthier lifestyle
- We will work to:
 - ❖ help people maintain their independence
 - ❖ build up people's self-esteem and confidence
 - ❖ help people decide what to do if they have a problem or can't cope with things
- Some of the things we do are:
 - ❖ visit as required to suit individual needs
 - ❖ monitor mental health and medication
 - ❖ support people to increase contacts with other people and groups
 - ❖ provide people with information about health and social issues
 - ❖ offer support and advice to family and carers

Where and when is the service:

- Monday – Thursday 8.30am – 5.00 pm
- Friday 8.30am – 4.00 pm
- An answering machine operates outwith office hours

Who can access the service:

- The service is available to people if they are aged 16 to 65 years, have diagnosed as having a mental illness and live in West Lothian
- Priority is given to those who are subject to the Mental Health Care & Treatment (Scotland) (2003) Act

Referral process:

- Normally via an existing health or social work person e.g. Doctor, Nurse or Social Worker

Community Psychiatric Nursing Service

St John's Hospital

Howden Road West

Livingston

EH54 6PP

Tel: 01506 523000

Service offered:

- Assessment
- Referral on where appropriate
- Treatment plan developed between CPN and patient
- Range of therapeutic interventions such as: brief therapy, cognitive behavioural therapy, psychotherapy, anxiety management, behavioural and psychosocial interventions

Where and when is the service:

- CPNs offer appointments at Health Centres unless alternative arrangements are offered
- Working hours: Monday to Friday, 9am – 5pm

Who can access the service:

- Those suffering severe and enduring health problems, depressive illness, anxiety and phobic problems
- Patients aged 16-65

Referral process:

- Referrals from GPs and other Primary Care staff, via triage meetings in health centre
- Consultant Psychiatrist or other members of psychiatric team can refer
- Referrals by writing only, to the CPN

Deaf Action West Lothian Visiting Support Service

Deaf Action Support Services
7/2 Slateford Green
Edinburgh
EH14 1NE
Tel: 0131 4426900 (phone and text)
SMS: 07775 620757
Videophone: 82.71.100.121
Email: donald.bethune@deafaction.org
Website: www.deafaction.org

Service offered:

- Floating Support to enable independent living. All aspects of tenancy support from financial budget planning advice, to assistance with shopping, appointments, maintaining a home

Where and when is the service:

- The West Lothian Support Service office is located within Slateford Green and provides support to people residing in their own homes throughout the locality. The service is available 7 days a week, normally 9am to 5pm.

Who can access the service:

- Anyone over the age of 16 whom are deaf and have a tenancy support need

Referral process:

- Referrals from should be made through a Duty Social Worker 01506 777777 or through the Sensory Support Service at St John's Hospital, Howden Road West, Livingston, EH54 6PP, telephone 01506 774490, e-mail sensorysupport@westlothian.gov.uk or alternatively contact Deaf Action Support Services direct.

DeafBlind Scotland Guide Communicator Service

21 Alexandra Avenue
Lenzie
Glasgow
G66 5BG
Tel: 0141 7776111
Email: info@deafblindscotland.org.uk
Website: www.deafblindscotland.org

Service offered:

- Floating Support to enable independent living. All aspects of tenancy support from financial budget planning advice, to assistance with shopping, appointments, maintaining a home

Where and when is the service:

- The West Lothian DeafBlind Guide Communicator Service office is located within Alexandra Avenue and provides support to people residing in their own homes throughout the locality. The service is available 7 days a week, normally 9am to 5pm.

Who can access the service:

- Anyone over the age of 16 whom are deafblind and have a tenancy support need

Referral process:

- Referrals from should be made through a Duty Social Worker 01506 777777 or through the Sensory Support Service at St John's Hospital, Howden Road West, Livingston, EH54 6PP, telephone 01506 774490, e-mail sensorysupport@westlothian.gov.uk or alternatively contact DeafBlindScotland direct.

DESMOND Diabetes Education

LTC Office
Bathgate Primary Care
Whitburn Road
Bathgate
Tel: 01506 651916 / 651917
Email: anne.l.munro@wlt.scot.nhs.uk

Service offered:

- Deliver Diabetes education for newly diagnosed Type 2 Diabetic patients

Where and when is the service:

- Mostly hold sessions in St John's Hospital, however occasionally hold sessions in Linlithgow Health Centre and Bathgate Health Centre. Sessions are held twice a month (dates vary) and are held from 9.30 am – 4.30 pm

Who can access the service:

- Patients diagnosed with Type 2 Diabetes

Referral process:

- Can be referred to the service by GP, hospital consultant or other health professional. Referral form available from above address

Dietetics and Nutrition

St John's Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 523174

Service offered:

- Give advice on therapeutic diets to patients in the acute and primary care settings
- Provide a specialist dietetic service to patients with medical conditions
- See patients on a one to one basis
- See patients in groups, for example, diabetes or cardiac classes

Where and when is the service:

- Various outreach locations over Monday to Friday 9.00am to 5.00pm.

Who can access the service:

- Patients with medical and/or mental health conditions

Referral process:

- Can be referred to the service by your general practitioner (GP), hospital consultant or other health professional

Dental Clinic (Drugs, Homelessness & BBV)

Howden Dental Clinic
Howden Health Centre Switchboard
Howden Road West
Livingston
Tel: 01506 418532

Service offered:

- Information & advice
- Dental care for drug users
- Dental care for the homeless
- Dental care for patients with Blood Borne Viruses

Where and when is the service:

- Drop-in clinic: Wednesdays 1:30pm – 3:30pm and Friday 1.00pm – 3.00pm, at above address

Who can access the service:

- Residents in West Lothian with substance misuse problems accessing treatment

Referral process:

- Drop – in (no appointments necessary)

Health Improvement Team

Strathbrock Partnership Centre
Mental Health Resource Centre
189a West Main Street
Broxburn
EH52 5LH
Tel: 01506 775626
Email: hit@westlothian.gov.uk

We aim to reduce health inequalities by improving health and wellbeing across communities in West Lothian

Working with stakeholders, we will make sure that our partners know about the health impacts of their policies and services

We support the implementation of plans and strategies concerned with health improvement, public health and reducing health inequalities

We work towards developing activities that are innovative, evidence based, needs-led, integrated, effective, localised and sustainable

Using a range of appropriate methods, we build the capacity of our communities, partner agencies, existing services, workforce and communities to help them make a positive impact on the health and wellbeing of the population of West Lothian

We engage with our staff, partners and customers in ways that promote mutual co-operation and contribute towards positive outcomes

Services offered:

- Choose Life – *refer to page 21*
- Community Development – *refer to page 102*
- Eatright West Lothian – *refer to page 103*
- Get Cooking – *refer to page 105*
- Health Issues in the Community – *refer to page 106*
- West Lothian on the Move - *refer to page 109*

Health of Children

To get health care and support during pregnancy you can contact the local **Midwives** and **Health Visitors** who work from your local Health Centres. There is a **Bereavement Counsellor** based within midwifery department St John's

Midwives care for you and your baby until the baby is about 10 days old

Health Visitors (specialist community nurses) run Child Health Development (Baby Clinics) give immunisations and offer advice on children's well being and parenting issues

Other services available for parents seeking advice on parenting issues are available from **Sure Start** (children under 3) phone 01506 775836 – see page 13

Sure start runs several groups,

- Mellow Parenting
- Getting through the day, and
- What about me?'
- As well as running a Dads group with a male worker

The Psychology Department at St John's Hospital also run parenting groups. Your Health Visitor or GP can give you more information

Most health centres also provide baby massage or can tell you where you can go baby massage classes

School Health

To find out how to apply for a nursery or school place please phone 01506 776002 (West Lothian Council Education Services.)

If you have any concerns about your child's health at school you can contact the school or the school health service at St Johns Hospital, on 01506 523000

Other useful numbers

- **Parentline** (Free) 0808 8002222
- **NHS Helpline** 0800 22 44 88
- **NHS 24** 08454 24 24 24 (Medical out of hours service)

Healthy Start

Healthy Start Issuing Unit
FREEPOST RRTR-SYAE-JKCR
PO Box 1067
Warrington
WA55 1EG
Tel: 0845 607 6823
Website: www.healthystart.nhs.uk

Healthy Start Vouchers are available to anyone with children under 4 years of age or anyone who is pregnant – but they must be claiming certain benefits. You automatically qualify though if under 18 and pregnant – whether on benefits or not.

People can apply by filling out the attached application form which you'll need to print out, fill in and take to your midwife or health visitor. Ask the midwife / health visitor to fill in Part B and sign it, or give you a letter confirming that you're pregnant and/or that you've got children under the age of 5. Then, once you have checked all the information is correct, simply send the form to us – **no need for a stamp.**

You will receive 1 voucher per week to be used for cows milk, vitamins, infant formula milk, fresh fruit and vegetables. Vouchers can be used in any shop taking part, such as chemists, corner shops, supermarkets, food co-ops etc.

If you require any assistance, please call the above number or visit our website.

Hepatitis C Support Worker
Lothian Care and Support Worker
C Plus Mainliners
17 Academy Street
Edinburgh
EH6 7EE
Tel. 0131 478 7929

Service offered:

- A confidential information, advice and support service
- One to one and group support
- Signposting or referral to other agencies
- Peer support
- UK Hepatitis C Information Line
- Outreach sessions
- Awareness and training programmes
- Lifestyle change support and information
- Transmission and risk reduction service
- Walking group

Where and when is the service:

- Alison is based at West Lothian Drug and Alcohol Service (WLDAS) - 43 Adelaide Street, Craigshill, Livingston, EH54 5HQ
- Every Tuesday from 10am – 4pm

Who can access the service:

- Anyone living with and affected by Hepatitis C in Edinburgh and the Lothian's.

Referral process:

- To make an appointment with the C Plus West Lothian Worker – Alison Ross please call 07961 042 214 or 0131 478 7929

Lothian Perinatal Mental Health Community Service

St John's Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 524176
Fax: 01506 523802

Eligibility for access to specialist perinatal service:

- Women who have a moderate to severe mental illness booked for delivery at St John's Hospital or Simpson's Maternity Hospital living in NHS Lothian area
- Who require preconceptual advice
- Who are pregnant
- Who are up to 6 months postnatal with follow-up until infant is one year old
- The service does not have the facility to see women whose primary presenting problem is alcohol or drug abuse
- Please note this is not an emergency service. Referrals are discussed at a weekly Multidisciplinary Team screening meeting

Referral procedure:

- Availability of service Mon-Fri, 9.00am-5.00pm
- Referral forms can be obtained by direct request via post, fax or email
- Written referral using referral form posted or faxed to the address above
- Enquiries/telephone advice re referrals please call 01506 524176. If you get through to our answer phone telephone enquiries are dealt with as soon as possible.
- For enquiries regarding inpatient service please call 01506 524175.

Referrals considered from:

- Maternity Services, Mental Health Teams and Primary Care Services

The community team will offer:

- Multidisciplinary Team screening for required intervention
- Comprehensive maternity liaison, providing assessment and management of women presenting to Lothian maternity services who are at risk of, or suffering from, moderate to severe mental illness
- Assessment and management of women during pregnancy or within six months of childbirth, who are at risk of, or suffering from, moderate to severe mental illness. In general this would include women with severe and enduring mental illness (e.g. schizophrenia) or those at risk of puerperal psychosis (e.g. those with a personal or family history of bipolar disorder or puerperal psychosis, or past history of severe non-psychotic depression). The team should be aware of women meeting these criteria at the earliest stage of pregnancy in order to plan for any intervention
- Assessment and management, where appropriate, of women within six months of delivery suffering from new moderate to severe mood disturbance or other significant mental illness
- Pre-pregnancy advice and assessment for high-risk women (eg those on mood stabilising or antipsychotic drugs, or with a history of bipolar disorder, schizophrenia or puerperal psychosis)
- Multidisciplinary advice and information regarding the care of these women during pregnancy and the start of the breastfeeding period. Other assessments / interventions appropriate to women with significant perinatal mental illness and their families
- Where there is a pre-existing condition of moderate to severe mental illness the community team will offer joint working with the existing team

Mental Health Advocacy Project (West Lothian)

Unit J
1 Kirk Lane
Livingston Village
EH54 7AY
Tel: 01506 464173
Fax: 01506 464247
Email: admin@mhap.org.uk

Service offered:

- We provide professional advocacy services
- Our service is independent and not connected with providers of mental health services or carers. This means that we can act on someone's behalf in a way, which is completely free from conflict with any other agency or service
- People using mental health services in West Lothian, may need advocacy to help them
- Speak to professionals, such as doctors, nurses, lawyers, social workers, employers etc
- With representation in meetings
- With written communication
- Locate/access information or services

Where and when is the service:

- For general advice and support call number listed above

Who can access the service:

- Anyone between 18 and 65 with a mental health illness in West Lothian

Referral process:

- Self-referrals accepted, please contact above

Mental Health Resource Centre

Strathbrock Partnership Centre

189a West Main Street

Broxburn

EH52 5LH

Tel: 01506 771888

Fax: 01506 771899

Email: michael.duncan@wlt.scot.nhs.uk

Service offered:

- Implementation of a Key worker (Nurse) who is responsible for care delivery
- Key worker will discuss care plan and which days should be attended. A care plan will include a timetable that details individual activities at the centre. This is reviewed on a regular basis
- Work closely with other agencies such as community education and West Lothian College
- The Mental Health Resource Centre offers a number of activities and groups which are run by Nursing staff, Occupational Therapy and Physiotherapy. These include -
 - ❖ Educational Treatments
 - Anxiety Management & Relaxation
 - Hearing Voices
 - Confidence Building
 - Communication Skills
 - Discussion Group
 - Newsletter Group
 - Goal Setting / Problem Solving
 - ❖ Activity Based Treatments
 - Creative Group
 - Afternoon Social
 - Sports and Leisure Group
 - Swimming Group
 - Women's Group
 - Evening Social (if agreed with your key worker)
 - Cooking / Baking Group
 - Gardening Group
 - Woodwork Group
 - Conservation Group
 - ❖ Health Promotion Groups
 - Symptom Management
 - Healthy Lifestyles
 - Weight Management
 - Health & Fitness

Where and when is the service:

- The service is based at the above address Monday-Friday 8.30am-4.30pm

Who can access the service:

- People who are experiencing mental illness, who live in the West Lothian area with priority being given to those most in need

Referral process:

- Via Health Professionals
- Self Referral

(For further details phone number above)

NHS Health Desk
West Lothian Connected
16a Almondvale Centre
Livingston
EH54 6NB
Tel: 01506 777664

Service offered:

- We aim to provide the general public with a broad range of information concerning health issues and health care services:
- Health and Community services
- Useful contact telephone numbers
- Health Information leaflets
- Health promotional events
- C: card plus service (free condoms provided)

Where and when is the service:

- West Lothian Connected, Almondvale Centre: Contact details above
- Mon, Tues, Thurs and Fri 9am - 5pm, Wed 10am - 5pm
- C: card service: Wed 12 - 2pm, Thurs & Fri 2 - 4pm

Who can access the service:

- General public
- C: card plus service open to over 13's

Referral process:

- Drop in and/or phone

Occupational Therapy

Hospital

Occupational Therapy Department
St John's Hospital
Tel: 01506 524150

Community

Children and Adults under 65 years of age – Tel: 01506 777777
Adults over 65 years of age – Tel: 01506 776700
Self-assessment – Tel: 01506 775608
Website: www.westlothian.gov.uk/otselfassess

Service offered:

- Through illness, disability or ageing, people may be prevented from doing things they want or need to do in their every day lives. For example, getting dressed, having a shower, going to work or undertaking a favourite hobby
- An occupational therapist can help people to learn new things, adapt materials or equipment, or suggest possible changes to the way that people live and work
- The occupational therapists in West Lothian are based at various locations, with most staff employed by either the council's social work department, or the NHS. However, as the shared key priority, the two services work very closely together to maintain the occupational therapy provision for individuals of all ages in West Lothian

Community Occupational Therapy

Service offered:

The aim is to enable children, adults and older people with physical, mental and/or learning difficulties to be as independent as possible in the community
We undertake assessments of need and where appropriate provide equipment and adaptations to improve levels of ability and promote a safer environment

Assessment

We can visit you to discuss what your problems are and how we can help you solve them. It may take more than one visit to complete the assessment

Most of the equipment and adaptations are provided free of charge. Funding of major adaptations is dependent on the ownership of the property

Referral process:

- Referrals (normally through another health or social care professional) should be made to the Occupational Therapy Department at St John's Hospital

Perinatal Mental Health Service

Mental Health Mother and Baby Unit
St John's Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 524175

Service offered:

- This is a regional Inpatient service for women experiencing severe mental illness in the postnatal period up to one year after childbirth
- In exceptional circumstances women may be admitted to the Unit while pregnant in relation to assessed need relating to mental illness

Referral process:

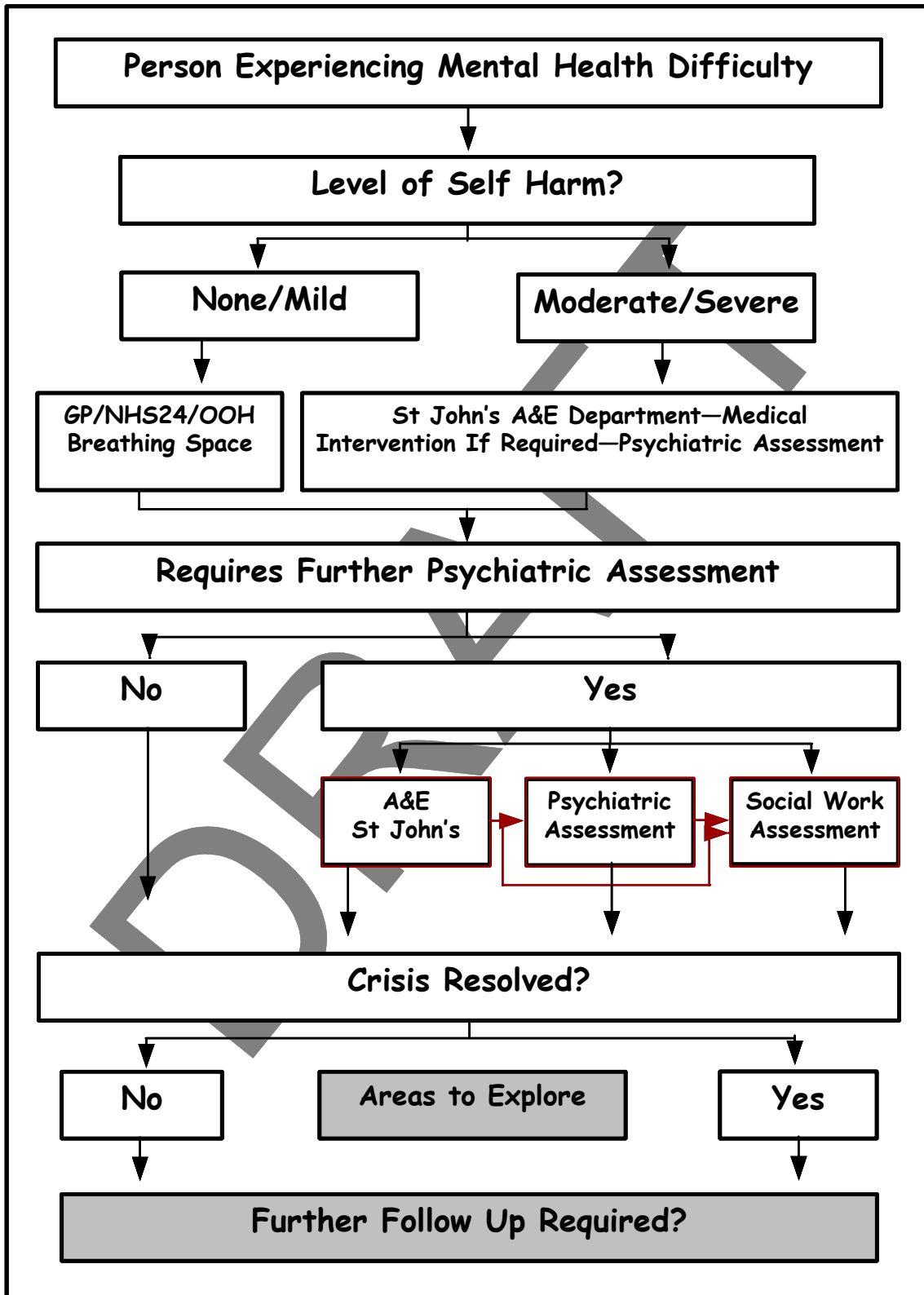
- Telephone discussion of pending admission with Perinatal Consultant or nominated member of the Perinatal Mental Health Service is welcomed. Followed by a referral form sent or faxed to the Unit with full history and background information
- Regional areas will have local referral arrangements; in general referrals will come from:
 - ❖ Primary care services in agreement with local Psychiatric services
 - ❖ Community Mental Health Team and/or Consultant Psychiatrist.
 - ❖ All referrals will be agreed and supported by Perinatal Consultant or
 - ❖ Nominated member of the Perinatal Mental Health team in St John's Hospital

Eligibility criteria:

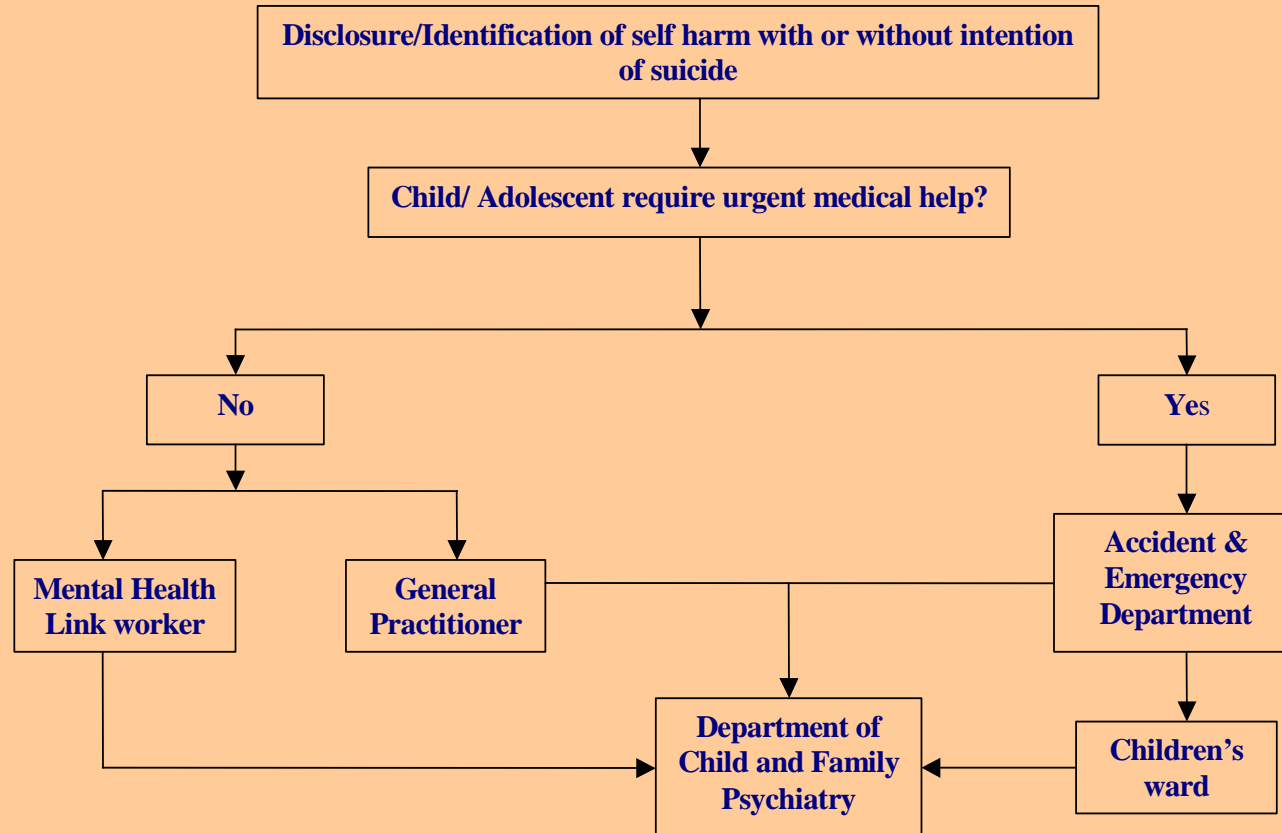
- Admissions of women with severe and acute mental illness with infants up to one year old
- Puerperal Psychosis
- Postnatal Depression and anxiety disorders (which are severe and persistent)
- Postpartum exacerbation of existing mental illness
- Prophylactic postnatal admission for women assessed during the antenatal period as high risk
- The service does not have the facility to see women whose primary presenting problem is alcohol or drug abuse
- Referrals can be made during pregnancy where there is an anticipated need

Pharmacy List

Gordon's Chemist, 3 Ochilview Square, Armadale	01501 730748
Lloydspharmacy, 21 West Main Street, Armadale	01501 732638
Boots UK Ltd, 26–30 George Street, Bathgate	01506 652682
Lloydspharmacy, 33 King Street, Bathgate	01506 630806
Lloydspharmacy, Bathgate Primary Care Centre, Bathgate	01506 631601
Lloydspharmacy, 62 George Street, Bathgate	01506 655487
Boots UK Ltd, 7–9 Sycamore Walk, Blackburn	01506 652378
Boots UK Ltd, 8/9 Argyll Court, 114 East Main Street, Broxburn	01506 852648
Lloydspharmacy, Strathbrock Partnership Centre, Broxburn	01506 771757
Lindsay & Gilmour, 173 Main Street, East Calder	01506 881935
National Co-operative Chemists Ltd, 3 Blackfaulds Place, Fauldhouse	01501 770143
National Co-operative Chemists Ltd, 2 Main Street, Fauldhouse	01501 770243
National Co-operative Chemists Ltd, 38 Main Street, Kirkliston	0131 333 3352
Boots UK Ltd, 72–74 High Street, Linlithgow	01506 846371
Lloydspharmacy, 286 High Street, Linlithgow	01506 670280
Boots UK Ltd, Unit 88–89 Almondvale South, Livingston	01506 436997
Deans Pharmacy, 6 Main Street, Livingston	01506 411570
Lloydspharmacy, 157 Nigel Rise, Dedridge, Livingston	01506 461732
Lloydspharmacy Ltd, Howden Health Centre, Livingston	01506 410161
Your Local Boots Pharmacy, 12 The Mall, Craigshill, Livingston	01506 432504
Wm Morrison Pharmacy, Almondvale Retail Park, Livingston	01506 462003
Wm Morrison Pharmacy, Carmondean Centre, Livingston	01506 430449
Lloydspharmacy, Murieston Medical Practice, Livingston	01506 465030
James White Chemist, 67 Main Street, Stoneyburn	01501 762274
Lindsay & Gilmour, 5 West Main Street, Uphall	01506 857516
Graeme R MacBride, 34 Main Street, West Calder	01506 871164
Lindsay & Gilmour, 6 Northfield Court, West Calder	01506 871232
Polbeth Pharmacy, 103 Chapelton Drive, Polbeth, West Calder	01506 873205
Boots UK Ltd, Whitburn Health Centre, Whitburn	01501 742641
Your Local Boots Pharmacy, 12 West Main Street, Whitburn	01501 740168
The Village Pharmacy, 2 Main Street, Winchburgh	01506 890313



CARE PATHWAYS FOR MANAGEMENT OF SELF HARM FOR UNDER 18s



Telephone Numbers

Department of Child and Family Psychiatry

01506 523785

The Genito-Urinary Medicine Clinic

GUM Clinic
Howden Health Centre
Howden Road West
Livingston
EH54 6TP
Tel: 01506 464668

Specialises in Sexually transmitted infections including HIV / AIDS and Hepatitis C
<http://www.nhslothian.scot.nhs.uk/ourservices/gum/whatdo/other.asp>

Service offered:

- Advice and testing for sexually transmitted diseases and HIV / AIDS

Where and when is the service:

- Mondays 5pm– 6pm drop in only. Appointments 6pm-7.30pm at Howden Health Centre
- Fridays Family Planning 9am-11am. GUM 1pm-2pm drop in. Appointment only 2pm-3pm at Howden Health Centre

Who can access the service:

- Residents of West Lothian with or without an appointment

Referral process:

- Walk in mainly (people without appointments are seen on a first come first in, first seen basis – urgent cases are given priority)
- Appointments can also be given (e.g. for repeat screening, vaccinations)
- GUM also supports people affected by Sexual Abuse and Rape

Women's Thursday Evening Drop In Clinic

Harm Reduction Team
Spittal Street Centre
Lady Lawson Street Entrance
Edinburgh
EH3 9DU
Tel: 0130 5378300

Service offered:

- HIV testing
- Hepatitis B and C testing
- Keep well checks (general health)
- Vaccination for Hepatitis A and B
- Screening for other STI's
- Women only needle exchange
- Free condoms

Where and when is the service:

- Thursday 5pm-7.30pm

Who can access the service:

- Women who are particularly vulnerable including those in the sex industry

Referral process:

- Self referral

West Lothian G.P. List

<p>Armadale Group Practice 18 North Street Armadale EH48 3QB</p> <p>☎ 01501 730432</p>	<p>Ashgrove Group Practice Ashgrove Blackburn EH47 7LL</p> <p>☎ 08444770954</p>
<p>Newland Medical Centre Bathgate Primary Care Centre Whitburn Road Bathgate EH48 2SS</p> <p>☎ 01506 655155</p>	<p>Simpson Medical Centre Bathgate Primary Care Centre Whitburn Road Bathgate EH48 2SS</p> <p>☎ 01506 635931</p>
<p>Kingsgate Medical Centre Bathgate Primary Care Centre Whitburn Road Bathgate EH48 2SS</p> <p>☎ 01506 653134</p>	<p>Blackridge Health Centre Fleming Place Blackridge EH48 2SS</p> <p>☎ 01501 751238</p>
<p>Ferguson Practice Medical Centre Broxburn Primary Care Centre Strathbrock Partnership Centre 189a West Main Street Broxburn EH52 5LH</p> <p>☎ 01506 771700</p>	<p>Gunn Practice Medical Centre Broxburn Primary Care Centre Strathbrock Partnership Centre 189a West Main Street Broxburn EH52 5LH</p> <p>☎ 01506 771771</p>
<p>Wood Practice Medical Centre Broxburn Primary Care Centre Strathbrock Partnership Centre 189a West Main Street Broxburn EH52 5LH</p> <p>☎ 01506 771800</p>	<p>Deans & Eliburn Medical Practice Carmondean Health Centre Livingston EH54 8PY</p> <p>☎ 08444 773144</p>
<p>Carmondean Medical Group Carmondean Health Centre Livingston EH54 8PY</p> <p>☎ 08444773155</p>	<p>Craigshill Health Centre Ettrick Drive Craigshill LIVINGSTON EH54 5DY</p> <p>☎ 01506 432621</p>
<p>Dedridge Health Centre Nigel Rise Dedridge Livingston EH54 6QQ</p> <p>☎ 01506 414586</p>	<p>East Calder Health Centre 147 Main Street East Calder EH53 0EW</p> <p>☎ 01506 882882</p>

<p>Fauldhouse Health Centre Blackfaulds Place Fauldhouse EH47 9AS</p> <p>☎ 01501 770282</p>	<p>Howden Health Centre Howden Road West Livingston EH54 6TP</p> <p>☎ 01506 423800</p>
<p>Linlithgow Health Centre 288 High Street Linlithgow</p> <p>☎ 01506 670027</p>	<p>Cochrane Practice Linlithgow Health Centre 288 High Street Linlithgow</p> <p>☎ 01506 670036</p>
<p>Murieston Medical Practice Hamilton Square Murieston Livingston EH54 9JZ</p> <p>☎ 01506 461464</p>	<p>Stoneyburn Health Centre Sunnyside Stoneyburn EH47 8BZ</p> <p>☎ 01501 762515</p>
<p>West Calder Medical Practice 65 West End West Calder EH55 8EJ</p> <p>☎ 01506 874300</p>	<p>Whitburn Health Centre 1 Weaver's Lane Whitburn EH47 0QU</p> <p>☎ 01501 740297 ☎ 01501 740719 (Community)</p>
<p>Winchburgh Health Centre Niddry Road Winchburgh EH52 6RX</p> <p>☎ 01506 890210</p>	

Homeless Service

Bedrock Supported Accommodation

20 Grampian Court
Beveridge Square
Dedridge
Livingston
EH54 6QF
Tel: 01506 591860

Service offered:

- Supported Accommodation
- Shared, single and parent and child accommodation
- Support in keeping tenancy safe, financial support, life skills, house care, accessing other services and a resettlement programme
- Length of stay can be up to 2 years

Where and when is the service:

- Office at above address
- Outreach support over West Lothian

Who can access the service:

- 16-21 year olds

Referral process:

- Referrals from Youth Housing Support Team
- Referrals from Through Care and Aftercare Team

Bethany Christian Trust

Martha House

13 West End
West Calder
EH55 8EH

Tel: 01506 870040

Email: glenrogers@bethanychristiantrust.com

Matthew House

2 Bethany Home Farm
Greendykes Road
Broxburn
EH52 6PN

Tel: 01506 507025

Email: norriewebb@bethanychristiantrust.com

Service offered:

- Supported residential unit for 16 – 21 year old homeless people
- Females only at Martha House and males only at Matthew House
- 4 places are available in each House

Where and when is the service:

- Service is at the 2 addresses listed above and is a 24 hour a day, 7 days a week service

Who can access the service:

- 16 – 21 year olds who are homeless

Referral process:

- At present all referrals come through the Young Adult Team at Lomond House but are looking at widening the process
- Referrals are made between 9am and 5pm on week days

Cyrenians Private Rented Sector Service

19b Southbridge Street

Bathgate

EH48 1TU

Tel: 01506 205413

Email: westlothian@cyrenians.org.uk

becky@cyrenians.org.uk

www.cyrenians.org.uk

Service offered:

SmartMove West Lothian and Safe Space

- Housing Advice
- Assistance with identifying suitable private rented accommodation
- Liaison with landlords to identify and sustain private rented accommodation
- Written Guarantee's in place of cash deposits for private rented accommodation and support to save deposit
- Home visits during guarantee period to support tenants to save their deposit

Who can access the SmartMove service:

- Single people over the age of 25 years, unless fully employed and assessed as being able to afford private rented accommodation
- Persons 16+ who have custody of children or couples 16+
- Persons assessed as being unable to afford cash deposit at beginning of tenancy, but able and willing to save towards deposit over a 12 month period
- Persons assessed as being able to meet the responsibilities of private rented accommodation and be able to sustain the accommodation with no support or with a support package already agreed

Who can access the Safe Space service:

- People who have experienced problems with drugs but are in recovery
- Those who have no safe or secure place to live
- Those entitled to housing benefit without restrictions or who are in the position to pay rent for accommodation
- People willing to engage with housing support package

Where and when is the service:

- Office base is 19b South Bridge Street, Bathgate, telephone hours between 9.30am and 4pm, Monday to Friday. No drop in, appointments only
- Private rented accommodation throughout West Lothian Council area, however Cyrenians also have a SmartMove project within City of Edinburgh and Falkirk Council areas – please contact Bathgate office for details

Referral process:

- Housing Officers, Housing Needs Officers, Housing Quality Assurance Officers
- Support Workers, Social Workers, other professional agencies
- Self-referral on occasional basis

Cyrenians Farm Community: Supported Accommodation

12 Humble Holdings
Near Kirknewton
EH27 8DS
Tel: 0131 333 1392
Email: rachelh@cyrenians.org.uk

Service offered:

- Accommodation for 8 Vulnerable Young People
- Residents are supported by staff to move forward through a detailed personal plan to address accommodation issues, health, lifestyle and use of time, money matters, legal issues, there is a strong focus on education, training and employment
- Residents work towards a certificate in personal development
- Residents are supported daily by volunteers in developing household and social skills
- Outcomes are rigorously measured and reported upon to funders
- Support is provided by a small staff team who work with residents on personal plans with a particularly strong focus on the development of independent living skills and employability through education, training and voluntary work
- Residents share a house with a team of trained Volunteer Peer Mentors. The Residents and Volunteers make up a Community living and working together to maintain the house, prepare meals and socialize together
- The accommodation is situated on a working organic farm, residents can take up the opportunity to participate in farming tasks and develop skills such as crop propagation, animal care, marketing and customer care. Participation in farming tasks is optional

Who can access the service:

- Vulnerable Young People at risk of long term homelessness (16-25 and occasionally up to 30). We welcome Care Leavers, young people with mental issues, mild learning disabilities and criminal justice and substance use issues (when working with support towards recovery)
- No limit is imposed by the service but stays are generally 6 months- 2 years long

Referral process:

- Telephone enquiries are welcome from voluntary sector and statutory services
- Exploratory visits by young people and their workers are welcomed
- Funding required, staff can offer guidance on how to secure this
- Residents must be eligible for Housing Benefit

Emergency Accommodation Service

Blackburn Homeless Unit

Blackburn Homeless Unit
151 Rowan Drive
Blackburn
EH47 7NZ

Quentin Homeless Unit

Quentin Court
Quentin Rise
Dedridge
Livingston
EH54 6QR

Tel: 01506 773757

Email: Jane.minto@westlothian.gov.uk

Service offered:

Blackburn

- 34 units of accommodation, which are intensively supported around the clock

Quentin

- 27 units of accommodation, which are intensively supported around the clock
- 16 supported flats, with medium support and access to existing emergency accommodation service

Newlands

- 6 units of accommodation, which are intensively supported around the clock

Where and when is the service:

- The service is based at the above addresses and are supported 24 hours a day, 7 days a week

Who can access the service:

- Anyone who is homeless or threatened with homelessness in West Lothian
- The service supports people with a multiplicity of issues which have led to their becoming homeless – ranging from substance misuse, multiple debt, low educational achievement and little chance of employment

Referral process:

- Referrals from Homeless Team, SW Drug Team, WLDAS
- A comprehensive assessment is completed on arrival

Newlands Supported Accommodation Project

64 Hopetoun Street
Bathgate
EH48 4DP
Tel: 01506 655216

Email: hopetounstreet@westlothian.gov.uk

Service offered:

- 6 units of accommodation. The service provides a social, emotional and professional service based around the housing support needs of the young people referred.

Where and when is the service:

- The service is based at the above address and is staffed 24 hours a day, 7 days a week.

Who can access the service:

- Age range – 16 to 25.
- **Case management** – all young people referred and allocated a tenancy must have a Case Manager (Pathway Co-ordinator – TCAC / Service Co-ordinator – YHST).

Referral process:

- Via Pathway Co-ordinator / Service Co-ordinator to Throughcare & Aftercare line management via TCAC **global** e-mail “TCAC Referral, Review Transfer...” subject heading “Hopetoun St Referral “ marked High Importance. **Only** TCAC / YHST can process referrals.

Strathbrock Family Unit

47 West Main Street

Broxburn

West Lothian

EH52 5RL

Tel: 01506 854627

Email: strathbrockfamilyunit@westlothian.gov.uk

Service offered:

- 8 units of family accommodation comprising: 5 x 3 appts. / 2 x 4 appts and 1 x 2 appt.
- The service is intensely supported around the clock by an established Support Team who work in partnership with Children & Families Social Work Service as and when appropriate

Where and when is the service:

- The service is based at the above address and is supported 24 hours a day, 7 days a week

Who can access the service:

- Families who are homeless or threatened by homelessness
- Families requiring the appropriate support before moving to secure tenancies in the community

Referral process:

- Referrals for accommodation will be made through West Lothian Council Allocations Department
- 2 of the flats within Strathbrock Family Unit are allocated directly to Children & Families Social Work. Social Work C&F will allocate these flats after assessing suitability through their own referral process

HomeAid
12-14 Gideon Street
Bathgate
EH48 4HD
Tel: 01506 652230
Email: home_aid@btconnect.com

Service offered:

- HomeAid is a charitable organisation that exists to reuse/recycle furniture and to support members of the West Lothian Community who face social and economic exclusion
- The project provides at low cost and in many cases free essential furniture and white goods requirements for people who have been homeless and are taking up tenancies with the assistance of HomeAid are looking to make the transition from homelessness to a home-making situation, we also provide replacement items to people on low income who don't have the funds to buy new, this can often prevent individuals getting into debt

Where and when is the service:

- Address above.
- Office accessible Monday to Friday, 9.00am – 4 45pm

Referral process:

- Referral application forms are made available to all recognised agencies e.g, Housing, Social Work, Health Centres and Advice Centres
- Application forms are available throughout all areas of West Lothian to advertise the availability of the service to those in need
- Clients referred to HomeAid have been through a recognised agency. Information from each referral is recorded allowing HomeAid to monitor and evaluate its referral system at any given time
- All applications are treated as confidential

Housing Needs Service

Ground Floor
Lomond House
Beveridge Square
Livingston
EH54 6QF
Tel: 01506 775000
Email: HomelessServices@westlothian.gov.uk

Service offered:

- The Housing Needs Service provides information, advice and assistance to anyone who is homeless or is threatened with homelessness and over the age of 21 years old (if under 21's birthday, please contact Young Adult Services)
- The Council recognises that being homeless can be a very upsetting and distressing experience and aims to offer services that will provide the best solution

Where and when is the service:

- The Housing Needs Service is available at any local council office during office hours. An appointment to speak to a homelessness advisor will be made in the first instance. A homeless interview will then take place in private, where the applicant can bring a friend or advisor. The applicant can also request to be interviewed by someone of the same sex
- If someone becomes homeless out of hours they can contact the Council's standby service on 01506 631240

Who can access the service:

- Anyone who is homeless or is threatened with homelessness
- Someone is homeless if they have no permanent/secure accommodation, or have accommodation but are unable to live in it. You do not have to be living on the streets to be homeless

Referral process:

- Direct access to the Housing Needs Service via homeless presentation
- Referral through social work teams including Community Care and Criminal Justice as applicable
- Referral from local housing offices
- Referral from voluntary sector

Moving Into Health

West Lothian CHCP

Lomond House

Beveridge Square

Livingston

EH54 6QF

Tel: 01506 775905 / 775972 / 775922

Email: movingintohealth@westlothian.gov.uk

Service offered:

- Moving into Health aims to improve and maintain the health and wellbeing of homeless people in West Lothian
- We offer open access to mental health assessment to anyone who is homeless. Work with individuals and families to plan care
- We can link people into main stream services
- Work with others to engage people into appropriate services
- Co-ordinate hospital discharge protocol for homeless people. Linking individuals with appropriate Housing needs officers and linking services
- Raise awareness of health issues with in the homeless community
- Write to everyone moving into emergency and temporary accommodation offering to visit
- Therapeutic interventions such as: Brief Therapy, Motivational Interviewing, Cognitive Behavioural Therapy, Problem Solving Management, Anxiety Management, Behavioural and Psychosocial interventions

Where and when is the service:

- Monday – Friday 9.00am – 5:00pm
- Drop-in Clinics
- Home visits

Who can access the service:

- Anyone based in West Lothian

Referral process:

- Self-referral
- Referrals from Homeless Services, Social Work, Voluntary Organisations, Health and/or Housing

Open Door Hostel

Manager: Helen McNeil
7/12 Adelaide Street
Craigshill
Livingston, EH54 5HG
Tel: 01506 430221

Email: helen.mcneil@odap.org.uk

Service offered:

- Single room accommodation for a maximum of 8 weeks. All meals are provided laundry facilities are available. Each resident will be allocated a named key worker who will assess his or her individual support and accommodation needs
- Staff will provide support, advice, advocacy and assistance on a range of practical, emotional and social issues

Where and when is the service:

- The hostel is situated in Craigshill at the above address and is close to main bus/train routes and amenities at Livingston centre
- The hostel is staffed 24 hrs, however there is no access to the hostel between midnight and 7:30am weekdays and midnight and 8.00am at weekends

Who can access the service:

- 16 to 21 years olds with a connection to the West Lothian area who are homeless or at risk of becoming homeless
- Referrals will not be accepted from those with serious drug and alcohol issues/addictions, those with serious mental health issues, or females who are over 5 months pregnant

Referral process:

- Self-referrals accepted
- Referral from Housing, social work, young adult services, schools etc
- Initial referrals can be made in person or via telephone. If the referral meets our criteria and a space is available they will be invited for interview in person, if interview is successful the referral can move in immediately
- Referrals can be taken between 8.00am and 12.00am but interviews will not be conducted after 8.00pm

Open Door: Tenancy Support

Manager: Audrey Heron
Unit H, Kirkton Business Centre
Kirk Lane,
Livingston Village,
Livingston EH54 7AY
Tel: 01506 203237

Email: audrey.heeron@odap.org.uk

Service offered:

- Areas of support on include: eviction avoidance, help with neighbourhood disputes, accessing welfare benefits, support with budgeting and setting up and maintaining utility bills. Support also includes accessing furniture and reporting repairs as well as support with daily living skills such as cooking, cleaning, decorating and shopping. Other areas include liaising with other agencies to help with counselling, employment/training, child care and substance misuse.
- Support service for those who are living in their own tenancy or temporary accommodation and require support to sustain living in the community

Where and when is the service:

- We provide support to all tenants in the West Lothian area from Monday to Friday 9.00am to 9.00pm. Weekend support can be arranged on an individual basis by arrangement

Who can access the service:

- Any young person or young family between the ages of 16 & 25 years who are living in their own tenancy or temporary accommodation and require support can apply to the service. We do not work with any individual who has a serious anger management issue that would be deemed a risk for lone staff working

Referral process:

- Self Referral – phone to access referral form
- Other professionals – Single Shared Assessment

Open Door: Supported Flats Service

Manager: Aileen Willmott
Kirkton Business Centre
Unit U, Kirk Lane
Livingston Village
Livingston EH54 7AY
Tel: 01506 203237
Email: aileen.wilmott@odap.org.uk

Service offered:

Open Door Tenancy Support Service

- The service has 9 supported flats within the West Lothian area; we have 14 shared spaces and two single flats. This allows us to provide support and accommodation to 16 young people at any one time
- The support is provided by an allocated support worker who will agree areas of support with the young person
- Areas of support may include, budgeting skills, menu planning, shopping, maintaining a tenancy etc
- Length of stay can be up to a two year period

Where and when is the service:

- The service runs 7 days a week between the hours of 9.00am to 9.00pm

Who can access the service:

- 16 to 21 year olds with a connection to the West Lothian area who are homeless or at risk of becoming homeless

Referral process:

- Referrals are made by using the Single Shared Assessment
- A comprehensive assessment is completed by Open Door before a space is offered

Penumbra Youth Project

Suite 1, Ochil House
Beveridge Square
Dedridge
Livingston
EH54 6QF
Tel: 01506 415524
Email: laura.dougall@penumbra.org.uk

Service offered:

- The Penumbra Youth Project is a community-based service for 16 – 24 year olds that aims to explore, promote and provide support to young people experiencing a wide range of mental health issues
- The project will work with young people who are suffering from a lack of confidence, low self-esteem and anxiety

Where and when is the service:

- Every Thursday between 2.00pm – 4.00pm at the BLES training programme (individual support & group work)
- Contact can be made Monday – Friday, 9.00am – 5.00pm

Who can access the service:

- Young people aged between 16 – 24 years old
- 16 – 24 year olds who are homeless or at risk of becoming homeless
- Residents of West Lothian

Referral process:

- Via referral form
- GPs
- Social work
- Housing
- Professional referral
- Referral forms can be requested from the number listed above
- Self

Resettlement Team

Lomond House
2nd Floor, Suite 10
Beveridge Square
Livingston
EH54 6QF
Tel: 01506 773601
Fax: 01506 773602

Email: resettlementteam@westlothian.gov.uk

The Resettlement Team are an important element to the already established emergency accommodation provision. Our role is to expand the service delivery to homeless households that have either been accommodated in Blackburn Homeless Unit, Quentin Court Hostel and New Build. We provide a comprehensive service for people in homeless accommodation relocating to permanent housing

Service offered:

- To make the transition from temporary homeless accommodation to permanent tenure a planned, seamless process for clients
- Ensuring ongoing client access (re-referral) and availability to our service in order to prevent further episodes of homelessness
- Facilitate and attend viewings and sign-ups of tenancies
- Advocate and negotiate with the housing officer on detail of repairs and decorating voucher awards
- Identify funding and facilitate the purchase of items for new tenancy
- Agree and initiate a budget plan with household, where necessary
- Minimise clients accruing rent arrears / HB overpayments by advocating on the clients behalf
- Facilitate and assist in the setting up of utilities, resetting of meters where necessary
- Manage the White Goods Scheme allowing clients to purchase new energy efficient "white goods" at a discounted price

Where and when is the service:

- The Team's office is located at the above address

Who can access the service:

- Persons that have been accommodated in BHU, QC and QC New Build who are relocating into a permanent secure tenancy
- Persons previously supported by Resettlement Team

Referral process:

- Support Worker at Quentin Court Hostel & New Build
- Support Worker at Blackburn Homeless Unit
- Persons previously supported by the Team can self-refer back to the Team direct

Shelter

Tel: 0808 800 4444

If you have a housing problem or are homeless, you can get free advice from Shelter

Service offered:

- We cover a range of housing issues, including homelessness / rent arrears / problems with your landlord / housing benefit / mortgage arrears / eviction / dampness and disrepair

Where and when is the service:

- Call above telephone number 9.00am – 5.00 pm Monday – Friday

Referral process:

- Call above telephone number. The Shelter helpline adviser will try to resolve your problem. If the matter is complex or requires longer term casework he/she will try to arrange an appointment with you with a caseworker

Transport for Children Residing in Temp Tenancies

Transport Office
Andy Yovanovitch
Senior Transport Officer
Tel: 01506 775283

If a family is made homeless and is in temporary council accommodation and transport is requested through the homeless unit and/or housing needs team, then this is provided irrespective of whether the child is attending the catchments school or not

Service offered:

- The only criteria, which might prevent transport being provided
- If the homeless accommodation is within 1.5 miles walking distance to the school being attended for primary children
- Or 2 miles for secondary children
- Any request for transport must come through the homeless team and parents cannot request this direct to transport. Any concerns a parent might require relating to the transport provided must go through the housing team
- For children attending secondary school on a bus route within the school times, a bus pass would be purchased for the child's use. If there are no suitable bus services then a taxi or combined shared taxi would be used
- For primary children we would in most instances use a taxi but not exclusively. From say P5 upwards if there was a bus almost door to door this would be used as opposed to a taxi
- Even though the family might be in temporary accommodation this does not absolve a parent's responsibility if they are not confident that a child can make the journey on their own

Who can access service:

- Unlike special needs transport a families personal domestic and financial circumstances are not taken into account when determining if a child receives transport or what type of transport is considered. It's the child's needs that are considered not the parents. Escorts are not normally provided unless there is a medical condition whereby the team at St John's would make a request
- When the family has been re housed the normal criteria for school transport resumes. If for example the family is re housed and that address is not in the catchments of the school attended then transport arrangements, become the responsibility of the parents

Referral process:

- Please phone the number above for more information

Young Adult Services

Ground Floor
Lomond House
Beveridge Square
Livingston
EH54 6QF
Tel: 01506 775000
Free phone: 0800 032 3450
Email: youthhomelessteam@westlothian.gov.uk

Service offered:

- The role of Young Adult Services is to provide specialist assistance to all 16 – 21 year olds who are homeless or about to become homeless. The Team recognises that the needs of young people go beyond housing and may include a range of support needs
- Young Adult Services offer an open door approach to young people. We aim to provide access to a flexible mix of emergency, supported and mainstream accommodation with appropriate support

Where and when is the service:

- Young Adults Services are based at Lomond House and operate a duty system from 9.00am – 5.00pm Monday-Thursday and 9.00am – 4.00pm on Fridays
- If a young person becomes homeless out of hours they can either contact the Social Care Emergency Team on 01506 777401 or the Council's standby service on 01506 631288

Who can access the service:

- 16 – 21 year olds who are homeless or at risk of becoming homeless

Referral process:

- Direct access to Young Adult Services via homeless presentation
- Referral through social work teams including Community Care and Criminal Justice as applicable
- Referral from local housing offices
- Referral from voluntary sector

Older Adult Services

Action On Elder Abuse

Tel: 0044 (0) 794 704 3776

Fax: 0044 (0) 20 8679 4074

Helpline: 080 8808 8141

Website: www.elderabuse.org.uk

Service offered:

- Action on Elder Abuse is a national charity, which aims to protect, and prevent the abuse of, vulnerable older people. It does this by raising awareness of the issues, encouraging education and by giving information and support to those in need

How to contact:

- It has the only national freephone helpline dedicated to this cause and callers may ring from Monday to Friday between the hours of 9.00am and 5.00pm on helpline number for confidential support and information.

Ageing Well

Ageing Well Coordinator

West Lothian Leisure

Whitburn Leisure Centre

West Main Street

Whitburn

EH47 OQE

Tel: 01501 678048

07768090008

Ageing well currently has the following activities running. Anyone wishing to take part should contact as above

Monthly Tea Dances

- Whitburn
- Bathgate
- Broxburn
- Addiewell

Monthly Environmental Group

- Bathgate

Weekly Walking Groups

- Livingston
- Bathgate
- Seafield
- Whitburn
- Armadale

Weekly Line dance Activities/ Gentle Exercise

- Broxburn
- Whitburn
- Bathgate

Bield Housing Association

79 Hopetoun Street
Edinburgh
EH8 4QF

Service offered:

Bield's primary objective is to enable older people to live independent and fulfilling lives by providing high quality appropriate housing, care and support services

- Accommodation-based support in good quality purpose built housing with community facilities for older people in West Lothian
- 12 sheltered housing schemes and two very sheltered housing schemes
- Staff are available to support tenants with any issues to do with managing their homes, finances, correspondence, accessing other services and to enable them to engage in social activities within the local community
- In very sheltered housing there is enhanced support from a local staff team and meals are also provided
- Registered volunteers assist tenants with a variety of activities from lunch clubs to compute tuition

Where and when is the service:

- In sheltered housing the manager is on site between the hours of 9am to 5pm seven days a week and Saturday morning. In very sheltered housing schemes there is also on-site staff cover for Saturday and Sunday afternoon and overnight. Security is provided by Bield Response24 a twenty-four hour alarm system that provides cover when staff are not on duty
- Abercorn Court, Winchburgh (sheltered housing)
- Almondell Court, Blackburn (sheltered housing)
- Blackfaulds Court, Fauldhouse (sheltered housing)
- Brae Court (very sheltered housing)
- Craigengar Park, Livingston (sheltered housing)
- Carron Court (very sheltered housing)
- Pentland View Court (sheltered housing)
- Mansewood Court, Whitburn (sheltered housing)
- Mossie Court, Blackburn (sheltered housing)
- Restondene, Livingston (sheltered housing)
- St. Andrews Court, Uphall (sheltered housing)
- Stewart Court, Uphall (sheltered housing)
- West Port, Linlithgow (sheltered housing)

Who can access the service:

- Anyone who is 60 years old or over. In certain circumstances this may be reduced to 55 years and over.

Referral process:

- Applicant can apply directly to Bield, or may be nominated by West Lothian Council through the nomination process. Other agencies may support direct referrals from applicants. The application form considers the applicants need for housing and support.

Braid House
Labrador Avenue, Howden
Livingston
EH54 6BU
Tel: 01506 430615

Service offered:

- Social support including – art work, quizzes, exercise groups, competitions, outings
- Showering facilities
- Chiropody appointments available
- Transport can be made available in certain areas
- General well-being support

Where and when is the service:

- Day service – office hours 9.00 am – 5.00 pm
- Howden Livingston

Who can access the service:

- Anyone residing in West Lothian who are socially isolated and are over the age of 55
- There are some services available to people who are 50+, including bowling, line dancing etc

Referral process:

- Formal referrals preferred – Social Work or GP
- Some self referrals may be accepted

Day Care

- A day care service (Monday to Friday) is operated in two care homes (Limecroft, and Whitdale). This is a service for frail older people, including those with dementia, and their carers. Transport is provided to take people to each of the day care centres

Voluntary Sector Day Care

- Voluntary sector providers supported by the council also provide day care. They are as follows:
 - **Acredale House**
 - Mid Street, Bathgate, telephone: 01506 634288, service for frail older people and those with dementia
 - **Answer**
Answer House, Reveston Lane, Whitburn EH47 8HJ telephone: 01501 749974, answerproject@ukonline.co.uk Day care service for older people with a diagnosis of moderate to severe dementia. Group meets on Fridays and Saturdays
Answer Housing support service provides support to up to 35 older people to maintain independent living
 - **Rosebery Centre**
 - Ladywell, Livingston, telephone: 01506 497046, service for older people suffering from moderate to severe dementia
 - **St Michael's Day Centre**
 - St Michael's Hospital, Linlithgow, telephone: 01506 847496, service for frail older people and those with dementia
 - All of the above services can be accessed through social work centres or community nurses based in local health centres. (unless otherwise stated)

Cairn Housing Association

15 Claremont Street
Glasgow
G3 7NR

Service offered:

- Accommodation-based support in a sheltered housing scheme in Bathgate
- Purpose built housing with support provided by an on-site manager to enable tenants to live independently in their own homes and local community
- Staff are available to support tenants with any issues to do with managing their homes, finances, correspondence, accessing other services and to enable them to engage in social activities within the local community

Where and when is the service:

- Royal Scot Court, Bathgate
- Support is provided by a sheltered housing manager and overseen by a housing officer who are available from 8.30am – 3.30pm Monday-Friday

Who can access the service:

- Applicant must be 60 years old or over and assessed as needing the service on the grounds of housing and support needs

Referral process:

- Applicants can apply directly to Cairn Housing Association and or nominated by West Lothian Council. The applicant may be supported to apply by professionals from health or social care

Hanover Housing Association

95 McDonald Road
Edinburgh
EH7 4NS

Service offered:

- Accommodation based support in 6 sheltered housing schemes in West Lothian
- Purpose built housing with support provided by an on-site manager
- The manager aims to support and enable tenants to live independently in their own homes and the local community
- Staff are available to support tenants with any issues to do with managing their homes, finances, correspondence, accessing other services and to enable them to engage in social activities within the local community
- Alarm system

Where and when is the service:

- Robertson Court, Brown Street, Armadale
- Hanover Close, Livery Street, Bathgate
- Mid Street/Academy Street, Bathgate
- Church Street, Broxburn
- Village Lane, Livingston
- Toll Gate House, Armadale
- Staff are on duty and cover is provided by Hanover Telecare community alarm services when staff are not on duty

Who can access the service:

- Applicant must be 60 years old and over and assessed as having the appropriate housing and support needs

Referral process:

- Applicants can apply directly to Hanover Housing Association and/or nominated by West Lothian Council. The applicant may be supported to apply by professionals from health or social care

Housing with Care Service

Strathbrock Partnership
189a West Main Street
Broxburn
EH52 5LH

Service offered:

- Purpose built houses in six developments with community facilities
- Provision of appropriate housing support and care by on site housing and social work professionals
- Self contained flats and cottages with community facilities
- Access to meal service
- Equipment provided by West Lothian Council Home Safety Service to ensure your safety and security in your home
- A 24-hour telephone link between the equipment installed in your home and the West Lothian Careline, ensuring you have access to help when and if it is required

Where and when is the service:

- Staff are on site 24 hours a day and there is a 24 hour telephone link with West Lothian Careline

Who can access the service:

- Anyone aged 55 years or over who has relatively high support and care needs and can no longer be supported in their current home

Referral process:

- Referrals can be made directly by the individual themselves, by their family or friends, or from social care or health professionals
- A joint visit will be arranged with the service manager and a housing officer who will assess the applicant's suitability for the service

MOOD - Mental Health Options Older People with Depression

Answer House
Reveston Lane
Croftmalloch Road
Whitburn
EH47 8HJ

Tel: 01501 749974 / Mobile: 07932 540181
Email: moodproject@tiscali.co.uk

Service offered:

- A Voluntary Organisation who collaborates with local community, health and social services to identify people over the age of 55+ who have or at risk of developing depression or mental health problems and to devise a range of resources to support them and their carers
- Run a number of groups that offer different activities. The groups offer people a chance to come together and chat about things that matter to them. Groups include: Self-help groups, Carpet Bowls, Embroidery Group, Bowling & Dominoes)
- Devise ways or organise support, which prevents the onset of mental health difficulties for people
- Develops initiatives to support carers of older people with mental health problems, which make for the most effective use of existing resources and structures

Where and when is the service:

- Based in Answer House
- Monday – Friday 9.00am – 4.30pm
- Evening appointments are available. There is an answer machine in operation out with office hours and staff will contact you as soon as possible

Who can access the service:

- Anyone over the age of 55+ who have or at risk of developing depression or mental health problems based in West Lothian

Referral process:

- Self-referral
- Health and social work professionals
- Carers

Service offered:

- Purpose built housing with support provided by an on-site manager
- The manager aims to support and enable tenants to live independently in their own homes and the local community
- Staff are available to support tenants with any issues to do with managing their homes, finances, correspondence, accessing other services and to enable them to engage in social activities within the local community
- Fully fitted kitchen with ample storage
- Bathroom or shower and wet floor shower area

When and where is the service:

- Rosemount Court, Bathgate
- Jane Place, Bathgate
- Norvell Lodge, Bathgate
- Service manager on site from 9-5pm Monday-Friday and 9pm on Saturdays
- 24 hour alarm service 7 days a week
- Communal lounge and laundry facilities

Who can access the service:

- Applicants must be 55 years or over and assessed as appropriate for the service

Referral process:

- Referrals can be made directly by the individual themselves, by their family or friends, or from social care or health professionals

Trust Housing Association Ltd

12 Mart Road
Edinburgh
EH14 1RL

Housing with Care

Service offered:

- Purpose built houses community facilities
- Provision of appropriate housing support and care provided by a generic staff team
- Self contained flats with two communal lounges, a laundry facility, two assisted bathrooms and a guest room
- Access to meal service
- Equipment provided by West Lothian Council Home Safety Service to ensure your safety and security in your home
- A 24 hour telephone link between the equipment installed in your home and the West Lothian Careline, ensuring you have access to help when and if it is required

Where and where is the service:

- Crusader Court, Dedridge, EH54 6QH
- Staff are on site 24 hours a day
- A 24 hour telephone link between the equipment installed in your home and the west Lothian Careline, ensuring you have access to help when and if it is required

Who can access the service:

- Anyone aged 55 years or over who has relatively high support and care needs and can no longer be supported in their current home

Referral process

- Referrals can be made directly by the individual themselves, by their family or friends, or from social care or health professionals
- A joint visit will be arranged with the service manager and a housing officer who will assess the applicant's suitability for the service

Sheltered Housing, Manse Court, East Calder

Service offered:

- Purpose built housing with support provided by an on-site manager
- The manager aims to support and enable tenants to live independently in their own homes and the local community
- Staff are available to support tenants with any issues to do with managing their homes, finances, correspondence, accessing other services and to enable them to engage in social activities within the local community
- Fully fitted kitchen with ample storage
- Bathroom or shower and wet floor shower area

Where and where is the service:

- Manse Court, East Calder
- Staff cover to be provided

Who can access the service:

- Anyone aged 55 years or over who has been assessed as requiring the service

Referral process

- Referrals can be made directly by the individual themselves, by their family or friends, or from social care or health professionals

Auldcathie Place, Winchburgh

This is an alarm only service – more information to be provided

Craiginn Court, Blackridge

This is an alarm only service – more information to be provided

Substance Services

Al-Anon

Al-Anon Information Centre
Mansfield Park Building
Unit 6, 22 Mansfield Street
Partick
Glasgow
G11 5QP

Tel: 0141 339 8884 (Helpline 24 hours)

Service offered:

- Al-Anon offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not
- At Al-Anon group meetings members receive comfort and understanding and learn to cope with their problems through the exchange of experience, strength and hope. The sharing of problems binds individuals and groups together in a bond that is protected by a policy of anonymity. Members learn that there are things they can do to help themselves and indirectly to help the problem drinker. Changed attitudes, which come from greater understanding of the illness, may result in the drinker seeking help

Where and when is the service:

- Meetings take place throughout West Lothian on a regular basis
- Please call the number listed above to access your nearest meeting

Who can access the service:

- Anyone over the age of 20 who has been affected by someone else's drinking

Referral process:

- Self-referral accepted
- Referral by phone

Alateen

Alateen Information Centre
Mansfield Park Building
Unit 6, 22 Mansfield Street
Partick
Glasgow
G11 5QP

Tel: 0141 339 8884 (Helpline 24 hours)

Service offered:

- Alateen is part of the Al-Anon fellowship and is for young people, aged twelve to twenty, who are affected by a problem drinker. Alateen members share their ideas and experience in order to gain a better understanding of alcoholism; they learn to accept it as an illness and so lessen its impact on their lives. By removing their preoccupation with the drinker's behaviour they are able to focus on their own development and sense of identity

Where and when is the service:

- Meetings take place throughout West Lothian on a regular basis
- Please call the number listed above to access your nearest meeting

Who can access the service:

- Young people aged between 12-20 who have been affected by someone else's drinking

Referral process:

- Self-referral accepted
- Referral by phone

Alcoholics Anonymous

Tel: 0845 769 7555 (24 Hour Help-line)
or 0141 226 2214 (Office line)

Service offered:

- Self-help groups provided throughout Scotland
- 24 Hour Help-line

Where and when is the service:

- For details of groups out with West Lothian contact helpline number above

Who can access the service:

- Groups are open to anyone experiencing problems with alcohol
- "Open" meetings are open to general public as well as members

Referral process:

- Formal referral is not necessary
- People wanting to use the service should contact their local group or the help-line number above

Alcohol and Drug Use Co-ordinator

Bob Burnett
St Johns Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 523000
Email: bob.burnett@wlt.scot.nhs.uk

Service offered:

- Support and advice for NHS staff regarding their own or someone else's alcohol and / or drug use
- Information support and advice to NHS staff who are working with clients with alcohol, drug or tobacco issues
- Liaison with organisations external to the NHS
- Help provide / organise substance misuse training for NHS staff

Where and when is the service:

- St. Johns Hospital 9am – 5pm but can be flexible to suit client need

Who can access the service:

- NHS Staff and their families only

Referral process:

- Formal: staff can be referred following disciplinary action
- Self referral
- No forms necessary, by phone or personal contact

Circle West Lothian

c/o Blackburn Homeless Unit
151 Rowan Drive
Blackburn
EH47 7NZ
Tel: 01506 653360
Fax: 01506 652257
Email: info@circlescotland.org

Circle West Lothian works with children and families affected by their parent's drug and alcohol use in West Lothian.

Service offered:

For parent:

- Support you to manage your child's behaviour
- Support you to set routines e.g. bed time
- Support you to access agencies e.g. drug agencies, counselling, leisure
- Support you in meetings with professionals, social workers, housing officers
- Help you fill in forms e.g. benefit forms
- We will also provide support to other members of your family who are involved in the children's lives e.g grandparents

For children:

- Meet your child and help them to talk about their worries
 - Help your child to access groups/activities
 - Support you to improve your child's school attendance
- Support you to attend children's medical appointments.

What you can expect from us:

- All our staff are suitably qualified and trained to provide you with the best service possible.
- We aim to respond quickly to requests for help.
- We will talk with you about what kind of support you need and review it regularly with you.
- We will also work with you until you no longer need the service. We will always discuss endings with you.
- We will explain our confidentiality and information sharing policies with you.

Where and when is the service:

- Family support outreach workers provide the service and home visits. Monday – Thursday 9am – 5pm, Friday 9am - 4pm

Who can access the service:

- Children and families affected by parental drug and/or alcohol use in West Lothian

Referral process:

- Self referrals or other agencies including social work, health and addiction services can refer you.

Cyrenians Outreach Service (Substance Misuse)

19b Southbridge Street
Bathgate
EH48 1TU

Tel: 01506 205413

Email: westlothian@cyrenians.org.uk

Website: www.cyrenians.org.uk

Service offered:

- Advice and information to clients and referrers
- 1:1 guidance and group work sessions
- Advocacy
- Assessment and action planning
- Access to Diversionary Activities Programme
- Training for housing & homelessness staff
- Access to Cyrenians Employment, Training and Education services; Housing Resettlement & Support services; Health Improvement service

Where and when is the service:

- Based in Cyrenians offices in Bathgate
- Outreach service available anywhere in West Lothian
- Mainly 9.00am – 5.00pm, Monday – Friday. Some flexibility

Who can access the service:

- People over 16
- Whose substance use is affecting their ability to access and sustain accommodation
- Living in West Lothian

Referral process:

- Referrals accepted from any professional group – Health Care, Social Work, WLC, Voluntary Organisations etc. or by self-referral

Drug Treatment & Testing Orders (DTTO)

West Lothian Council
Criminal Justice Services
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF

Tel: 01506 280999

Fax: 01506 281243

Service offered:

- A DTTO is a special order that is aimed at assisting offenders to reduce their drug use and related offending

Where and when is the service:

- If you get a DTTO you will be expected to do what your social worker instructs you to do
- Your treatment will begin immediately
- One month from the date of getting an order you will attend a Review in Court when the Sheriff will consider your progress and look at your drug test results
- Failure to comply with your treatment plan will result in a breach report being sent to the court

Who can access the service:

- A DTTO will be actioned usually when a client is over 21 and has appeared in court several times before
- The client have a history of drug misuse
- Must want to change their life
- The social worker preparing your Social Enquiry Report will speak to you if they think you might be suitable for a DTTO
- Must have pled or been found guilty

Referral process:

- No DTTO order can be made without your consent
- It is important that you understand how the DTTO works, so if you have any doubts, speak to the Court Social Worker or your Lawyer

**Edinburgh and Lothian Council on Alcohol:
Counselling Services (ELCA)**

6 Clifton Terrace
Edinburgh
EH12 5DR
Tel: 0131 337 8188
Fax: 0131 337 9825

Service offered:

- Alcohol advice information and counselling service by appointment at various locations through out West Lothian
- Drop In Service

When and where is the service:

- Counselling sessions are available by appointment from Bathgate Health Centre Mon/Wed morning. Whitburn Health Centre Tuesday afternoons. Broxburn Community Education Monday morning. Lanthorn in Dedridge Friday Mornings
- Drop In Monday Afternoon 2 till 4.30 at Lanthorn in Dedridge

Who can access the service:

- Residents in West Lothian

Referral process:

- Self referrals are accepted, as are referrals from any agency or organisation
- Self referrals can be made using the telephone number above

Needle Exchange Outreach Network (NEON)

Harm Reduction Team
Spittal Street Centre
Spittal Street
Edinburgh
Tel: 0131 537 8300

Service offered:

- Needle exchange service
- Harm Reduction advice and information on the injecting process
- Advice and information about other services
- Referral to local services
- Injection site checks
- Free condoms

Where and when is the service:

- Mobile Needle Exchange Unit
- Phone to confirm venue dates and times

Who can access the service:

- Anyone who is currently involved in the injecting process

Referral process:

- Referral not necessary – drop-in service

Police Drug Awareness Officer

Livingston Police Station
West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 445672
Email: julie.smith@lbp.pnn.police.uk

Service offered:

- Education for young people, parents, and professionals
- Information and advice re drugs and the law
- Community involvement in addressing drugs issues
- Business involvement (advice re policies, education etc.)

Where and when is the service:

- Office hours: 8am to 4pm, Monday to Friday
- Available out of hours for training sessions, community Meetings etc.

Who can access the service:

- Residents of West Lothian
- Schools, community groups, businesses etc

Referral process:

- Contact Drug Awareness Officer via numbers above

Re-Solv Scotland

Suite 6
53-58 South Avenue
Blantyre
Lanarkshire
G72 0BX
Tel: 01698 723360 / 07505 000024
Email: scotland@re-solv.org

Service offered:

Re-Solv has a national remit but offers services locally including:

- Advice, guidance, support to professionals re solvent use
- Educational resources and materials
- Research into solvent use etc.
- Lobbying to promote issues of solvent abuse
- National free-phone helpline number – 0808 800 2345

Where and when is the service:

- Appointments available for professionals on demand
- Office hours: Monday – Friday, 9am – 5pm
- Based in Edinburgh but with national remit

Who can access the service:

- Professionals with an interest / concern about solvent use
- Parents
- Community members
- Young People
- Social services/educational officers

Referral process:

- National Helpline can refer individuals to local services providing after care if needed.
- To contact Re-Solv use contact details above (contact name Marina Clayton)

Richmond Fellowship Scotland

Suite 12 Geddes House
Kirkton North
Livingston
EH54 6HU
Tel: 01506 417093
Email: wkelly@trfs.org.uk

Service offered:

- Housing support for individuals who are vulnerable due to substance misuse living in their own home or in Homeless Accommodation
- 16 individual tenancies throughout West Lothian linked with the service
- Support can last for up to 2 years

Where and when is the service:

- This service will be available from 1st December 2008
- Housing Support takes place in people's home and in their local community
- Each individual will have a diary of support, detailing support times and purpose. Core hours of the service are 9-5 pm, Monday to Friday. Planned support during evenings and weekends will be available

Who can access the service:

- Residents of West Lothian
- Age 16+

Referral process:

- Referrals can be made through the Service Co-ordination Team
- A referral can be made to the Service Co-ordination Team by calling the Social Work Adult Duty System on 01506 777777

Social Work Addictions Team

Team Manager
2nd Floor Lomond House
Beveridge Square
Livingston EH54 6QF
Tel: 01506 773681
Fax: 01506 773675
Email: socialworkaddictionsteam@westlothian.gov.uk

Service offered:

- Access to a drug service that offers a fast and flexible response to clients needs in relation to problem drug use
- Rapid response (where possible clients will receive an appointment to be seen by an addiction worker within 7 working days)
- Comprehensive assessment
- Time limited, goal focused work based on client need
- Harm reduction advice and support
- Relapse prevention
- Support to identify key issues of concern and link in with other services relevant to client need
- Consultation for colleagues
- Assessment for residential rehabilitation

Where and when is the service:

- Service is available 9am – 5pm Monday to Friday, evenings by arrangement
- Appointments are flexible and responsive to need
- Appointments delivered on outreach basis

Who can access the service:

- People aged 16-65 (although would work with under 16s if no other service available)
- Residents of West Lothian
- Individuals and families experiencing significant harm in relation to problem substance use

Referral process:

- By phone in first instance (referral forms are available)
- Self referral by phone, letter or email or can have someone make referral for them
- Referral only with client's consent

Stop Smoking Clinic and Specialist Nurse

West Lothian Stop Smoking Support Service
Bathgate Primary Care Centre
Whitburn Road
Bathgate
EH48 2SS
Tel: 01506 651829
Fax: 01506 651251

Service offered:

- Information and advice on stopping smoking, nicotine replacement, champix and zyban
- Group support
- 1:1 support
- Telephone and text support
- Support when in hospital
- Support in the workplace
- Support for pregnant women – tel. 01506 523871
- Support for young people – tel. 01506 446659
- Support for cannabis users – tel. 01506 446524
- Education and training
- Attending for support can double the chance of quitting, using a suitable medication can double the chance of quitting. Our specially trained staff can provide the support and organise medication meaning clients are **four times more likely to quit**

Where and when is the service:

- 19 group support sessions throughout West Lothian the majority of which are “open access” (no appointment required) – phone for details
- Local pharmacies can also offer Stop Smoking Support and nicotine replacement therapy

Who can access the service:

- Any age group
- Anyone who is resident or works in West Lothian who wants help to stop smoking or address any issues related to their smoking

Referral process:

- Referrals accepted from any source (open door policy) including self-referral
- Referrals can also be made by telephone, letter or fax

West Lothian Drug and Alcohol Partnership

West Lothian Civic Centre
Howden South Road
Livingston
EH54 6FF
Tel: 01506 281073
Fax: 01506 281074

E-mail: david.williams@weslothian.gov.uk or liza.noble@westlothian.gov.uk

- West Lothian Tobacco, Alcohol & Drug Partnership is a multi-agency strategic partnership tasked to identify and co-ordinate local action and priorities on tobacco, alcohol and drug use. The major partners represented on West Lothian DAT are:
 - ❖ NHS Lothian
 - ❖ West Lothian Community Health and Care Partnership
 - ❖ Voluntary Sector
 - ❖ West Lothian Council
 - ❖ Lothian & Borders Police
- WLTADP commissions delivery of outcomes to reduce substance misuse and to improve the physical and psychological wellbeing of those involved in the harmful use of tobacco, alcohol and drugs
- Support and treatment for substance users in West Lothian is provided in varying ways by the NHS through GP surgeries, hospitals and specialist clinics, Local Authority social work and voluntary organisations
- Two officers support West Lothian TADP: David William (281073) and Liza Noble (281074)

West Lothian Drug and Alcohol Service (WLDAS)

West Lothian Drug & Alcohol Service
43 Adelaide Street
Craigshill
Livingston
EH54 5HQ
Tel: 01506 430225
Email: enquiries@wldas.org

Service offered:

WLDAS offer a range of different services. Each service is detailed below in its own section. All services are offered to people experiencing difficulties with any substance. WLDAS is also part of the **Integrated Care Project** that provides joined-up care for drug users in West Lothian.

Education and Training

Service offered:

- Educational sessions on drugs, alcohol and tobacco
- Substance misuse education in West Lothian schools
- Professional training in drugs, alcohol and tobacco
- Tailor made education programmes for parents
- Assistance in the development of workplace policies
- Tailor made courses to suit local need and needs of specific groups
- Development of health promotion materials

Where and when is the service:

- Contact WLDAS to arrange education or training sessions
- Available throughout West Lothian and beyond

Who can access the service:

- Sessions / courses can be provided for young people, parents, community members, generic and specialist professionals

Counselling Services

Service offered:

- 1:1 Counselling and support (range of techniques)
- Information and advice
- Liaison with prison, criminal justice, CDPS, SWDT etc.
- Specialist cannabis worker

Where and when is the service:

- Clinics held in health centres in Bathgate, Broxburn, Craigshill, Howden, Linlithgow, Whitburn, Murieston, Carmondean and also Armadale & West Calder Community Centres
- Counselling service open Monday – Friday, 9am – 5pm
- Clinics held on different days depending on area. For more details contact WLDAS
- Evening appointments available on Tuesdays and Thursdays by appointment
- Home visits available by arrangement when needed

Who can access the service:

- Residents of West Lothian
- Aged 16+ (**for under 16s see Back on Track in Young People's section**)
- Experiencing difficulties with their own or another's substance misuse

Referral process:

- Referrals accepted from all sources including self-referral
- Referrals accepted by all means – phone, letter, email

Prison Throughcare Service

Service offered:

- Information and advice
- Assessment for treatment
- Fast track access to counselling and support

Where and when is service:

- Service offered in prison Links centre and community health centres
- Service operates by appointment 9.00am – 5.00pm, Monday to Friday
- Evening appointments available by arrangement

Who can access service:

- Available to West Lothian prisoners prior to and after release from prison with a past or current substance misuse problem

Referral process:

- Referral through Scottish Prison Service, Phoenix House or SACRO prison throughcare worker

Arrest Referral

Service offered:

- Information and advice
- Assessment for treatment
- Fast track access to counselling and support

Where and when is the service:

- Initial information and referral at police custody suite
- Appointments for assessment and counselling by arrangement
- Office hours: 9.00am – 5.00pm, Monday to Friday
- Evening appointments available by arrangement

Who can access the service:

- People detained in custody at Livingston Police Station with a alcohol / drug problem
- Aged over 16 and resident in West Lothian

Referral process:

- Referral through contact with arrest referral worker only

Headway

Service offered:

- Headway is an integrated personal support programme for people with a history of drug and alcohol misuse
- Individually tailored action plan for each client, working closely with referrers
- 1:1 support with attention given to health and personal and social development
- Needs led guidance, support and advocacy
- Practical assistance in accessing services, education, employment and opportunities for volunteering

Where and when is the service:

- Outreach basis, location determined by client
- Service available Monday – Friday, 9.00am – 5.00pm

Who can access the service:

- Residents of West Lothian aged 16-40 years:
- Open to people recovering from drug / alcohol problems
- People who want to make a positive change in their life
- Should be ready and willing to change but no other criteria

Referral process:

- Formal or informal referral accepted
- Referral accepted from any source including self-referral

West Lothian Family Support Group

Psychiatry Group Room
1st Floor
St John's Hospital
Howden Road West
Livingston
EH54 6PP
Tel: 01506 446654
Email: tricia.moran@wldas.org

Service offered:

- Confidential service
- Information/advice on drugs/alcohol
- Information on local resources (help available)
- Support from Group Members
- Therapy Night

Where and when is the service:

- The Psychiatry Group Room, 1st Floor, St. John's Hospital
- 1st and 3rd Tuesday of each month
- 7pm-9pm

Who can access the service:

- Anyone affected by someone else's alcohol/drug misuse

Referral process:

- Telephone Tricia on 01506 446654
- E-mail tricia.moran@wldas.org
- Turn up on the night – no appointment necessary

West Lothian NHS Addictions Service
Incorporates teams previously known as :

**Alcohol Problems Service, Drug Care Partnership and
Community Drug Problem Service (CDPS)**

Lomond House
Beveridge Square
Dedridge
Livingston
EH54 6QF
Tel: 01506 773660
Fax: 01506 773675

Service offered:

- Specialist community mental health nurses with doctors, a psychologist and an occupational therapist
- Case management
- Substitute prescribing
- Community detoxification
- Psychological treatments
- Access to inpatient and residential treatments
- Partnership working and referral to other agencies
- We work closely with the Social Work Addictions Team and West Lothian Drug and Alcohol Service to provide an Addictions Care Partnership

Where and when is the service:

- Clinics are provided in local Health Centres and at St John's Hospital – phone number above for details
- Clinics held between 9am-5pm – evening appointments at St John's Hospital in special circumstances
- Home visits by appointment in special circumstances

Who can access the service:

- Living in west Lothian aged 16 years or older
- People with either alcohol or drug problems or a combination of these
- Priority groups include those with serious physical or mental health problems as well as an addiction, pregnant, injecting drug users and those caring for children

Referral process:

- Referrals in writing accepted from any professional group – Health, Social Work, Housing, Voluntary Organisations etc
- No self referral currently
- Target time for an assessment appointment is four weeks from receipt of a written referral

Minority Groups

Ethnic Minority Development Worker

West Lothian Advice Shop
Units 9-12 Waverley Industrial Estate
Waverley Street
Bathgate
Tel: 01506 776444
Fax: 01506 776448
E-mail: advice.shop@westlothian.gov.uk

Who can access the service:

- Residents of West Lothian aged 16+ who are from a minority ethnic background (includes both settled communities and migrant workers)
- West Lothian Council staff use the Development Worker as an information resource if they have any questions regarding matters of Race of Culture when providing services to the Ethnic Minority population

Where and when is the service:

- Please phone for details
- Outreach basis, and by appointment locations to suit client drop in Service available Monday – Friday, 9.00am – 5.00pm at the Advice Shop
- Polish Advice sessions are held at the Advice Shop (Waverley Street, Bathgate) every Monday from 2pm – 4pm and Friday from 1.30 – 3.30pm (phone or e-mail to make an appointment advice.shop@westlothian.gov.uk)
- Ethnic minority Women's Group – informal group meets once every 2 months, in various locations around West Lothian. The women participate in different activities, crèche and transport is offered. We also run a monthly outreach drop-in service for the above group but on a one to one basis offering confidential advice and support. Contact for both above is either Caroline or Saima on 01506 776444

Referral process:

- Referral accepted from any source including self-referral

MEHIP (Minority Ethnic Health Inclusion Project)

Tel : 01506 524369

- There is also a project called MEHIP which is primary health care based, they act as advocates and health promotion workers, and on appointment come out to meet with people in West Lothian. This project aims to link Black and minority ethnic community with health services across the Lothian's. It is a free and confidential service

Help with Interpretation and Translation

- Interpretation and translation services (ITS) please contact 0131 242 8181 to make your requests. Council publications can also be translated using this service (only health members of staff)
- Alpha Translations and Interpretations, 18 Haddington Place, Edinburgh, EH7 4AF
Tel: 0131 558 9003 Fax: 0131 620 3215 E-mail: translations@alphatrans.co.uk
Web: www.alphatrans.co.uk

EMERGENCY NHS HELP FOR POLISH PEOPLE

JAK SKORZYSTAĆ Z USŁUG SŁUŻBY ZDROWIA POZA GODZINAMI PRZYJĘĆ?

Usługi Medyczne poza godzinami przyjęć

Jeżeli potrzebna jest pomoc lekarska w godzinach, gdy przychodnia rejonowa jest zamknięta, prosimy o kontakt z 24-godzinną centralą Służby Zdrowia NHS 24 pod numerem 08454 24 24 24.

Jeżeli konieczne jest zbadanie przez lekarza poza godzinami przyjęć, badanie takie odbędzie się w najbliższym ośrodku oferującym opiekę medyczną poza godzinami przyjęć.

Tam, gdzie jest to wskazane, wizyty domowe będą kontynuowane.

Dla tych, którym potrzebne jest bezpośrednie badanie lekarskie, a którzy są w stanie odbyć podróż, ale nie mogą skorzystać z publicznych środków komunikacji ani transportu prywatnego, zorganizowany będzie transport do ośrodka oferującego opiekę medyczną poza godzinami przyjęć i z powrotem.

Dyżury NHS w rejonie **West Lothian**

Szpital Św. Jana w Livingston (St John's Hospital in Livingston) jest ośrodkiem oferującym opiekę medyczną poza godzinami przyjęć.

OŚRODEK	PON-PIĄT	SOB- NIEDZ
St John's Hospital Livingston	18.00 – 8.00	Przez całą dobę

Od 1-go października 2004r. wchodzi w życie nowe przepisy dotyczące **usług medycznych poza godzinami przyjęć** w rejonach Lothian. Usługi te obejmą opiekę medyczną w nagłych przypadkach poza normalnymi godzinami przyjęć.

Wszelkie sprawy regularnie wymagające porady lekarza rodzinnego muszą być nadal załatwiane w Państwa przychodni zdrowia.

Nie ma zmian w działaniu pogotowia ratunkowego tel. 999. Jeżeli stan pacjenta wskazuje na zagrożenie życia prosimy o wezwanie pogotowia pod numerem 999.

Dalsze poszerzenie oferty usług służby zdrowia poza godzinami przyjęć pozwala na korzystną integrację tych usług z lokalnymi aptekami, usługami pielęgniarek rejonowych, karettek pogotowia (Scottish Ambulance Service) oraz szpitalami, pracownikami socjalnymi i ośrodkami zdrowia psychicznego.

W razie nagłej potrzeby usług dentystycznych poza normalnymi godzinami przyjęć, prosimy o skontaktowanie się z Państwa dentystą. Jeżeli nie są Państwo zarejestrowani u dentysty, NHS 24 będzie w stanie udzielić Państwu informacji na temat dyżurujących ośrodków dentystycznych.

Aby skorzystać z usług medycznych poza godzinami przyjęć w rejonach Lothian, należy najpierw skontaktować się z NHS 24.

Jeżeli Pan/i albo osoba, którą się Państwo opiekują, nagle potrzebują pomocy medycznej, prosimy o kontakt pod numerem NHS 24, gdzie porad udzielają pielęgniarki.

Pielęgniarka dokona oceny podanych objawów choroby i udzieli porady lub zaaranżuje wizytę u lekarza pracującego w dyżurującym ośrodku zdrowia, a w razie potrzeby, również wizytę domową.

Dyżurujące ośrodki zdrowia mają do dyspozycji zespół lekarzy, pielęgniarek i paramedyków. Wszyscy lekarze są wykwalifikowanymi lekarzami rodzinnymi (GPs).

Personel pielęgniarski i paramedyczny otrzymał dodatkowe szkolenie z zakresu diagnozowania i leczenia chorób nagłych.

Obecne usługi pielęgniarek rejonowych w godzinach wieczornych i nocnych mające na celu opiekę nad pacjentami w ich domach pozostaje bez zmian.

Prosimy o zachowanie niniejszej broszury – do czasu gdy potrzebować będą Państwo pomocy medycznej poza godzinami przyjęć.

We wszystkich nagłych wypadkach wskazujących na zagrożenie życia prosimy o wezwanie pogotowia pod numerem 999.

Jeśli potrzebna jest porada medyczna, a lokalna przychodnia zdrowia jest zamknięta, prosimy o kontakt z z NHS 24 pod numerem 08454 24 24 24.

Prosimy pamiętać też o zaopatrzeniu się w wystarczającą ilość leków branych regularnie, ponieważ usługi poza godzinami przyjęć nie mają zapasów takich leków i będą one przepisywane.

Prosimy o zapisywanie, jakie leki biorą Państwo regularnie; ta wiedza będzie potrzebna lekarzowi diagnozującemu.

Przydatne jest również zaopatrzenie się w leki podstawowe, takie jak np. paracetamol (dla dorosłych i dla dzieci). Prosimy poradzić się farmaceuty odnośnie podstawowych leków, które mogą być przechowywane w domu.

Jeżeli mają Państwo jakiegokolwiek uwagi lub skargi dotyczące usług NHS poza godzinami przyjęć w rejonach Lothian, prosimy o skierowanie ich pod adres NHS Lothian Primary and Community Division, St Roque, Astley Ainslie Hospital, 133 Grange Loan, Edinburgh, EH9 2HL lub pod numer 0131 537 95 23.

Kopię niniejszej ulotki w wersji Braille'a lub większym drukiem można uzyskać pod numerem 0131 242 81 81.

W jaki sposób zarejestrować się u Lekarza Ogólnego (GP)

Każda osoba powinna być zarejestrowana u lekarza ogólnego (rodzinnego), zwanego w skrócie "GP". Twój GP jest głównym źródłem kontaktu w zakresie podstawowej opieki medycznej. Zarejestrowanie się u GP jest BEZPŁATNE, jak również BEZPŁATNA jest większość usług zapewnianych przez GP. Jeżeli dopiero przeprowadziłeś/przeprowadziłaś się do tego rejonu, powinieneś/powinnaś jak najszybciej zarejestrować się u Twojego lokalnego lekarza ogólnego. Poproś o formularz rejestracyjny w recepcji Twojej lokalnej przychodni.

Możesz również dowiedzieć się, gdzie znajduje się przychodnia najbliższa Twojemu miejscu zamieszkania, dzwoniąc do NHS Lothian's Practitioner Services (Usług Lekarskich Państwowej Służby Zdrowia dla rejonu Lothians) pod numer tel. 0131 537 8424.

Jeżeli nie uda Ci się samemu / samej znaleźć Twojego lokalnego lekarza ogólnego, organizacja ta przydzieli Ci lekarza. Mieszkańcy tymczasowi mogą w ten sam sposób korzystać z usług GP. Jeżeli mieszkasz u kogoś, kto jest już zarejestrowany, możesz korzystać z usług jego / jej lekarza GP.

Osoby bezdomne również mogą korzystać z lokalnych usług GP.

Alternatywnie, usługi takie, jak oferowane przez lekarza GP usługi pielęgniarskie i usługi zajmujące się problemami zdrowia psychicznego są dostępne w Access Point, 17 Leith Street w Edynburgu i w Cowgate Clinic, 20 Cowgate, w Edynburgu. Poradnictwo w sprawach mieszkaniowych, oraz odnośnie usług pracowników socjalnych jest również dostępne w Access Point (tel 0131 529 7747)

POZA GODZINAMI PRACY

Poza normalnymi godzinami pracy przychodni (poniedziałki-piątki, od 8.30 rano do 18.00-tej), jeżeli sprawa nie może poczekać do następnego dnia powinieneś/powinnaś skontaktować się z NHS24 (24-godzinną linią telefoniczną Państwowej Służby Zdrowia) pod nr tel. 08454 24 24 24. W NHS24 dostępne są pełne usługi tłumaczeniowe.

Employment Education & Community Services

Access2employment

Tel: 0800 329768

Email: Access2employment@westlothian.gov.uk

Website: www.westlothian.gov.uk/access2employment

Service offered:

- Job search resources and vacancies
- Help with CVs, interviews and application forms
- Assistance in sourcing training opportunities in West Lothian
- Funding to help jobseekers move into work
- Help in finding and paying for suitable childcare

Local employers also receive support from access2employment who provide

- A vacancy handling service
- Recruitment advice
- Advice on funding for training and supported employment
- Redundancy support

Where and when is the service:

- The service is delivered throughout West Lothian, Monday-Thursday 9am-5pm and Friday 9am-4pm.

Who can access the service:

- The service is available to working age adults

Referral process:

- Contact the access2employment team on 0800 0329768 or text JOBS to 60777 for more information

Adult Basic Education

Adult Learning Centre

6-10 Glasgow Road

Bathgate

EH48 2AA

Tel: 0800 7311831

Email: janice.davidson@westlothian.gov.uk

Website: www.abeline.org.uk

Service offered:

- We aim to work with anyone over the age of 16 who can set goals to improve their literacy and/or numeracy skills
- We aim to work with anyone who is experiencing a hearing loss and wishes to learn lip-reading skills

Where and when is the service:

- This service is available at locations across West Lothian. There are different locations, days and times; there is crèche provided at some locations. Contact the number above for further information.

Who can access the service:

- Anyone over the age of 16 and who is resident in West Lothian

Referral process:

- Telephone, email or through the website

Community Development

Health Improvement Team
Strathbrock Partnership Centre
Mental Health Resource Centre
189a West Main Street
Broxburn
EH52 5LH
Tel: 01506 775631
Fax: 01506 775626

Community Development is a process that creates opportunities for gaining knowledge and skills, confidence and the capacity to act collectively as a community. Community Development in *Health* encourages staff to adopt this approach for health improvement. Community Health Development aims to encourage health improvement activities that are run by local groups in their own areas, ensuring people are involved in the design and delivery of any project based on a need that has been identified by them. Examples activities include Credit Unions, Fruit & Vegetable Co-ops, self-help and/or peer support groups, community members and service providers planning services to meet community need. To support this work West Lothian Community Health Development Network is involved in a number of activities from providing tailored training for staff, training for local people (Health Issues in the Community) raising awareness of the benefits of this approach and a small grants scheme.

Service offered:

- Bespoke training for staff

Where and when is the service:

- Negotiated with interested participants/groups

Who can access the service:

- All staff within West Lothian

Referral process:

- Contact HIT

Eatright West Lothian

Health Improvement Team
Strathbrock Partnership Centre
Broxburn
EH52 5LH

Tel: 01506 775626 / 1848

Email: jade.maxwell@westlothian.gov.uk
rhonda.archibald@wt.scot.nhs.uk

Service offered:

- Funding via a small grants scheme
- Support to develop food and health guidelines/resources
- Support to develop food initiatives for example:
 - ❖ community cafes
 - ❖ green gyms
 - ❖ food co-ops
- Facilitation of food networks
- Publicity in our newsletter about your food and health activity
- Signposting to useful food and health resources, including access to resources boxes in WLC libraries
- Flexible, tailored training for staff for example:
 - ❖ Community Food and Nutrition Skills training (staff gain knowledge and skills enabling them to deliver cooking classes and become a registered 'get cooking' tutor). See 'get cooking' for further details on page 105
 - ❖ 'getting the message across': promoting a healthier diet training

Where and when is the service:

- Training dates are offered throughout the year
- For tailored training/support please contact us by telephone, mail or e-mail

Who can access the service:

- CHCP, NHS and West Lothian Council staff, voluntary organisations, private organisations (criteria apply)
- Members of the public for some training opportunities

Referral process:

- Referral by CHCP, NHS and West Lothian Council staff and voluntary organisations
- Self referral to training

Environmental Health

West Lothian Council

County Buildings

Linlithgow

EH49 7EZ

Tel: 01506 775400

Email: environmentalhealth@westlothian.gov.uk

Service offered:

- Investigation and enforcement of housing standards in both private and public sectors
- Advocacy for private and public sector tenants
- Investigation and resolution of public health dangers and legal nuisances
- Investigation and control of infectious diseases
- Pest control
- Investigation of food complaints and guidance on food safety
- Private and mains water supply sampling and enforcement
- Investigations of complaints regarding other recreational water sources, e.g. swimming pools etc
- Inspection and control of food businesses
- Inspection and control of workplaces
- Investigation of workplace accidents and complaints
- Animal licensing (boarding, breeding, pet shops, zoos etc)
- Enforcement of smoking in public places legislation
- Pollution control, including noise
- Control of houses in multiple occupation (HMOs)
- Dog Warden service

Where and when is the service:

- Initial contact by telephone, mail, email or by calling at County Buildings in Linlithgow during normal office hours Monday-Friday
- Officers then make appointments to carry out home visits as necessary

Who can access the service:

- Members of the public
- Public and private sector tenants
- Other organisations and council services

Referral process:

- Self referral
- Referral by other organisations or council services

“get cooking”

Health Improvement Team
Strathbrock Partnership Centre
Mental Health Resource Centre
189a West Main Street
Broxburn, EH52 5LH
Tel: 01506 775631
Fax: 01506 775626

Email: shiona.jenkins@westlothian.gov.uk

Service offered:

- “get cooking” is a project which aims to overcome some of the barriers to eating a healthy diet. It is part of West Lothian’s CHCP and is funded through Social Policy
- The project aims to deliver a practical cooking skills groups based on the principles of healthy eating throughout West Lothian, targeting those areas and communities identified through community planning. Provides training to the community and staff in West Lothian in Nutrition and Food Skills by a specially trained tutor
- Funding may be available for groups who meet ‘get cooking’ project criteria
- Guidance and support in running cooking groups
- Equipment hire and resources
- Community Food and Nutrition Skills Course (CFNS)
 - ❖ The CFNS programme is a modular credit rated course consisting of 8 Units. It is designed to give participants a basic understanding of the principles of food and nutrition and information on how to promote healthy eating through cooking skills and food related activity. It is supported by the British Diabetic Association and has been credit rated at level 6 for the Scottish Credit and Qualifications Framework by the Scottish Qualifications Authority
 - ❖ Unit 1 is the core 6-session course that covers the key areas of diet and nutrition, numeracy and literacy, working with groups and food safety. Units 2-8 are delivered over a period of 1 year and cover more specific training in nutritional age groups, other areas related to nutrition and health and further teaching and community development skills
 - ❖ Credit points are awarded for each unit successfully completed and a Certificate in Community Food and Nutrition Skills will be awarded upon completion of all 8 units
 - ❖ There are no formal entry requirements, however there is an application process and applicants must be able to demonstrate an active interest in healthy eating and cooking and be able to complete both written assignments and practical exercises competently
- Cooking by Numbers
 - ❖ Run in partnership with ABE, Cooking by numbers offers a chance for participants to learn more about healthy options and learn some cooking skills. Each session provides practical opportunities to improve basic number skills with the chance for participants to achieve an SQA numeracy qualification at the end of the course

Where and when is the service:

- Cooking skills delivered through organised groups
- Various training opportunities delivered throughout the year
- Service available throughout West Lothian

Who can access the service:

- Groups and organisations working with vulnerable adults and children in West Lothian
- Community groups

Referral process:

- Contact ‘get cooking’ team
- Application process for Tutor led groups, funding and training

Health Issues in the Community Course

Strathbrock Partnership Centre
Mental Health Resource Centre
189a West Main Street
Broxburn
EH52 5LH

Tel: 01506 771896

Email: laura.dunkel@westlothian.gov.uk

Service offered:

Training:

- which aims to help reduce inequalities by building people's capacity for community involvement
- addresses issues as how housing, employment, poverty, barriers to services, income and stress affect people's health and gives them the skills to tackle these issues through community action
- materials for the course are available in large print, Braille and several languages
- free transport to and from the course
- childcare whilst attending course
- the co-ordinator provides free tutor training so that professionals can use the materials in their practice
- taster sessions to groups who might be interested

Where and when is the service:

- Participants decide the most convenient place and time to meet to undertake the course

Who can access the service:

- Any lay person living in West Lothian
- Any lay person from deprived, isolated or underrepresented communities
- Any lay person who have found access to mainstream education alienating or difficult

Referral process:

- Self refer

For **staff** who are interested in this working approach please refer to Community Development and health training

Literacies Action Partnership

Adult Learning Centre
6-10 Glasgow Road
Bathgate
EH48 2AA

Tel: 01506 776333

Email: elaine.nisbet@westlothian.gov.uk

Service Offered:

- Advice and information on literacies and numeracy learning opportunities and provision
- Advice and information on ESOL (English as Second or Other Language) courses
- Training/advice for agencies working with individuals who require support with their literacy and numeracy
- Partnership working to embed literacies into programme

Where and when is the service:

- The service operates at a variety of locations, times and days to suit the needs of the learner. Learning is free and help is provided with bus fares and crèche. Contact above number for information and further details

Who can access the service:

- Any one over the age of 16, who can set goals, and resides in West Lothian

Referral process:

- By phone, in person or by email to the above contact

Progress2Work

Apex Scotland
Progress2Work West Lothian & Borders
17 Market Street
Galashiels
TD1 3AD
Tel: 01896 755 711
Fax: 01896 668 587

Service offered:

- Supporting stabilised for recovering drug users into education, training and employment setting realistic aims by addressing criminal record
- Develop an action plan tailored to the client's needs

Where and when is the service:

- You can be seen by appointment at Livingston Job Centre, Almondvale Shopping Centre, Livingston
- Contact Lyndsaye Bain, dedicated Outreach Worker for West Lothian area on 07715 277 724

Who can access the service:

- Stabilised or recovering drug users aged between 16-64 in receipt of benefits
- Clients must be keen to move into education, training and employment

Referral process:

- Self referrals accepted
- Referrals via any professional working with the client

Put Your West Foot Forward

Health Walk Development Officer
Strathbrock Partnership Centre
189a West Main Street
Broxburn
EH52 5LH
Tel: 01506 771896

Email: laura.dunkel@westlothian.gov.uk

Buddy Walks

Service offered:

- The project offers a buddy walk scheme for patients who are referred by their health practitioner. This scheme is focussing on patients with mild to moderate mental health problems such as depression, stress and anxiety, long term conditions and obesity. The project has volunteer walk buddies who have been trained to deliver a be-friending service with the focus of a health walk. Participants interested in walking with a buddy can be teamed up with a suitable volunteer following an interview with the Health Walk Development Officer. All volunteers have undergone a disclosure check.

Who can access the service:

- Participants to the Walk Buddy Scheme must be referred by a health professional.

Led Health Walks

Service offered:

- Put Your West Foot Forward is aimed at encouraging inactive people in West Lothian to become more physically active by walking. The project has developed a programme of regular volunteer led walks and promotes independent walking while raising awareness of walking for health. The project offers short health walks lasting between 30-60 minutes. The walks are designed so that walkers can walk at a pace suitable for themselves. The groups are friendly and welcoming and will support new walkers to build up their pace and distance. At present there are walks in Armadale, Bathgate, Broxburn, Craigshill, Fauldhouse, Linlithgow, Livingston, Winchburgh and Whitburn.

Who can access the service:

- Anyone is welcome to come along to the health walks

The Pitstop

Main Street

Addiewell

EH55 8HN

Tel: 01501 763354

Website: www.loganleamw.org.uk

The Pitstop a One stop Shop is operated by Loganlea Miners' Charitable Society. The aim of the Charitable Society is to improve the facilities and services available to this former mining community by working in partnership with others to achieve common goals. Loganlea Miners' recreational well being of this former mining community

Essentially, its role is to create a welcoming place, providing a number of community facilities under one roof. The specific make-up of the One Stop Shop is achieved through partnership with local statutory and voluntary bodies and through community consultation to identify local needs and gaps in services and facilities. The ethos of the Pitstop is to create a self-supporting facility by ensuring long term funding and developing the skills of those who will manage it

Service offered:

- Ladies and Gents Sauna and Fitness Suite where our qualified trainers can offer personal training and motivation classes including a fitness programme, nutrition advice and Sports Massage Therapy or a Therapeutic Body Massage. (Monthly memberships for the fitness suite and sauna are available at various rates for employed @ £12 per month, employed partnership £20 per month, student/unemployed and OAP £10 per month with no subscription tie in. Daily rates are also available, and there is a GP Referral programme)
- Tai Chi is also on offer and you too can develop a six pack or have a flat stomach by attending the ABS class
- Under 7's soft play area, at only £1.50 per hour, or childrens birthday parties for 25 children for 2 hours at £40, this includes the use of the birthday room which is set up with table and chairs
- Broadband Internet Access, available at £1 hourly rates
- For older kids, there is a pool table, a football table and there are occasional Fun Nights, Theme Nights or the TV room to just relax and watch a DVD
- Blackburn, Seafield and District Credit Union is available on Tuesday evenings
- An Access2employment Adviser is available on a weekly basis – and a Business Gateway Adviser will come in to talk to anyone who needs help in setting up a small business. Jobs available in the area are also displayed in the foyer of the building.
- Opportunities are available for people who would like to increase their skills, they can undertake various courses offered through West Lothian College through volunteering 2 hours per week
- Active groups include mothers and toddlers, senior citizens, the ladies group and a very active walking group
- The food c-op is very popular, providing fresh fruit and vegetables at very competitive prices
- There is a free ATM cash machine and you can have your printing or photocopying done at a minimal charge. Art groups can display their work in the multi purpose room

Where and when is the service:

- The Pitstop is open Monday-Friday 9am-8pm, Saturday 10am-4pm and Sunday 10am-2pm

Referral process:

- There is no formal referral process in place and anyone can drop in

West Lothian on the Move

West Lothian on the Move Project Co-ordinator
Strathbrock Partnership Centre
Health Improvement Team
189a West Main Street
Broxburn, EH52 5LH
Tel: 01506 771792
Email: jen.johnston@westlothian.gov.uk

Service offered:

- West Lothian on the Move is a project that looks to encourage inactive people to participate in moderate intensity activities in order to improve their health and well-being. It is a partnership between several services including various departments from West Lothian Council, NHS Lothian, West Lothian Leisure, local voluntary organisations and national agencies. The partnership has an Alliance and six sub groups where the above representatives meet or receive information
- Current sub groups, education, environment, NHS, Older People, Sport & Leisure and Workplace
- There is a full-time Project Co-ordinator who supports the work of the Alliance and the sub groups. The Co-ordinator ensures that effective communication takes place, disseminates up to date information on health and physical activity issues, networks and makes links with new organisations. Achieving the aims and objectives of the Alliance and ensuring that duplication of work is limited and the gaps are identified and developed is key
- West Lothian on the Move also funds projects that will create opportunities for those who have not previously been involved in engaging in some form of physical activity.
- The 'A Little Physical Activity Means a lot' course highlights the benefits of physical activity and increases the knowledge and confidence people can have in promoting physical activity to others. This course allows participants to explore the risks associated with inactive lifestyles, get information on local physical activity opportunities and be helped to develop an action plan to include physical activity in their every day lives and at work. Course is suitable for anyone

Who can access the service:

- Anyone can access the service

Referral process:

- By calling the number above

Xcite at West Lothian Leisure

Tel: 01506 775388

Website: www.westlothianleisure

Swimming Pools at:

- Armadale, North Street 01501 678520
- Bathgate, Mid Street 01506 774670
- Broxburn, East Main Street 01506 775680
- Bubbles, Almondvale Boulevard, Livingston 01506 777870
- Linlithgow, Kettilstoun Mains Road 01506 775440
- Whitburn, West Main Street 01501 678070

Sports/Fitness Centres at:

- Bathgate, Balbardie Park 01506 776790
- Broxburn, Church Street 01506 775690
- Bubbles, Almondvale Boulevard, Livingston 01506 777870
- Livingston, Craigswood 01506 775870
- East Calder, 20a Rawholdings 01506 883340
- Linlithgow, Kettilstoun Mains Road 01506 775440

Training
Employment & Education Resources

<u>Who</u>	<u>Where</u>	<u>What do they offer</u>	<u>Contacts</u>
Into Work	Livingston	Free service available to all people and those who have a disability or mental health problem. Travel assistance, contact employers on your behalf, assistance organising benefits, and ongoing support to both the individual and employer. Return to work group programme.	01506 443100
Careers Scotland	Livingston	Assistance and guidance in gaining more qualifications, planning your career or finding work or training.	01506 434249
Volunteer Sector Gateway	Bathgate	Aims to promote, support and develop volunteering opportunities. The volunteer centre welcomes everyone to use the service. Offer a range of activities such as befriending, mentoring, driving, library outreach, millennium volunteering, training and a new deal mentoring.	01506 650111
West Lothian College	Livingston	WLC offers a wide variety of subjects to study or participate in; this can be done through open learning, full time/part time or even evening classes. The college also offers additional training in the form of passport to employment for 16 to 18 yrs old who may require some additional support in taking up employment or possibly seeking an apprenticeship. There is also an Inclusions programme for anyone who suffers a physical disability, learning difficulties or had suffered mental ill health. The college offers everyone with the opportunity to access a student support officer.	01506 418181
Adult Basic Education	Bathgate	Assistance to learn/improve numeracy, problem solving and literacy skills.	01506 776333
Access2 employment	Livingston	Advice and guidance with childcare. Opportunities to training, education and employment. Help with job search and interview skills.	0800 0329768 Freephone
Cyrenians	Bathgate	Access to employment and training opportunities including social activities, volunteering and support. People with potential – preparation for work course and advice guidance for moving into work.	01506 205413
Oatridge College	Broxburn	(Ecclesmachan) offers courses in landscaping, greenkeeping, animal studies, environmental studies etc. Student support and counselling service for all. Financial guidance help with travel, childcare – college provides assistance in seeking and funding.	01506 864800
BLES Training	Blackburn	Training for 15-18 year olds. BLES offers training in painting and decorating, joinery and administration. Life skills programme – update reading and writing skills. Help with seeking full time employment and placements while learning.	01506 634010
YIP (Youth Inclusion Prog)	West Lothian Wide	16-25 years old. Social activities with an employment theme. Learn and/or update CV writing skills, interview techniques and skills for seeking employment. Improving confidence and self esteem activities.	01506 775653
Job Centre	Bathgate Livingston Broxburn	Help with claiming benefits Assistance in seeking employment Short back to work course	01506 772181 01506 772600 01506 772800

West Lothian Nursery Schools

<u>Name of School</u>	<u>Address</u>	<u>Phone No</u>
Bathgate Early Years Centre	Whitburn Road, Bathgate, EH48 2RD	01506 776234
Bathgate West	63 Millburn Road, Bathgate, EH48 2AF	01506 652004
Bonnytoun	141 Springfield Road, Linlithgow, EH49 7SN	01506 847454
Eastertoun	Manse Avenue, Armadale, EH48 3HS	01501 732299
Eliburn Nursery Class	Eliburn Family Centre, 5 Jackson Place, Eliburn EH54 6RH	01506 419484
Glenvue	Dedridge East, Livingston, EH54 6JQ	01506 412333
Hopefield	Hopefield Road, Blackburn, EH47 7HZ	01506 630944
Inveralmond Early Years Centre	Willowbank, Ladywell, Livingston, EH54 6HN	01506 434542
Kirkhill	Rashierig, Broxburn, EH52 6AW	01506 853118
Knightsridge Early Years Centre	Cameron Way, Knightsridge, Livingston, EH54 8HE	01506 444970
Ladywell	Willowbank Ladywell, Livingston, EH54 6HW	01506 434542
Polbeth	Polbeth Road, West Calder, EH55 8SR	01506 872511
Whitdale Early Years Centre	55b Whitdalehead Road, Whitburn, EH47 8JU	01501 744388
Woodlands	Harburn Avenue, Deans, Livingston, EH54 8NQ	01506 412608

West Lothian Primary Schools

<u>Name of School</u>	<u>Address</u>	<u>Phone No</u>
Addiewell	Church Street, Addiewell, West Calder, EH55 8PG	01501 762794
Armadale	Academy Street, Armadale, EH48 3JD	01501 730282
Balbardie	Torphichen Street, Bathgate, EH48 4HL	01506 652155
Bankton	Kenilworth Rise, Dedridge, Livingston, EH54 6JL	01506 413001
Bellsquarry	52 Calder Road, Bellsquarry, Livingston, EH54 9AD	01506 410777
Blackburn	Riddochhill Road, Blackburn, EH47 7HB	01506 653481
Blackridge	Main Street, Blackridge, EH48 3RJ	01501 751223
Boghall	Elizabeth Drive, Boghall, Bathgate, EH48 1JB	01506 652609
Bridgend	Auldhill Road, Bridgend, EH49 6NZ	01506 834204
Broxburn	School Lane, off West Main Street, Broxburn EH52 5RP	01506 858554
Carmondean	Knightsridge Road West , Livingston, EH54 8PX	01506 432492
Croftmalloch	Via Raeburn Crescent, Whitburn, EH47 8HQ	01506 740506
Deans	Deans South, Deans, Livingston, EH54 8DB	01506 411208
Dechmont Infant	Main Street, Dechmont, Broxburn, EH52 6LJ	01506 811264
Dedridge	Dedridge East, Livingston, EH54 6JQ	01506 412830
East Calder	9 Langton Road, East Calder, EH53 0BL	01506 880810
Eastertoun	13 Manse Avenue, Armadale, EH48 3HS	01501 730462
Falla Hill	Harthill Road, Fauldhouse, EH47 9HS	01501 770210
Greenrigg	Polkemmet Road, Greenrigg, Harthill, ML7 5RF	01501 751334
Harrysmuir	Willowbank, Ladywell, Livingston, EH54 6HN	01506 434501
Holy Family RC	Glendevon Park, Winchburn, EH52 6UE	01506 890208
Howden St Andrew's RC	Kingport Avenue, Howden East, Livingston EH54 6BA	01506 433114
Kirkhill	Rashilrig, Broxburn, EH52 6AW	01506 853821
Kirknewton	21 Station Road, Kirknewton, EH27 8DD	01506 881461
Knightridge	Davidson Way, Knightsridge, Livingston EH54 8HG	01506 434012
Letham	Forth Drive, Craigshill, Livingston, EH54 5LZ	01506 432012

<u>Name of School</u>	<u>Address</u>	<u>Phone No</u>
Linlithgow	Preston Road, Linlithgow, EH49 6HB	01506 842686
Linlithgow Bridge	East Mill Road, Linlithgow Bridge, EH49 7PB	01506 671428
Livingston Village	Kirkton North Road, Livingston Village, EH54 7EQ	01506 429620
Longridge	School Road, Longridge, EH47 8AG	01501 770208
Low Port	Blackness Road, Linlithgow, EH49 7HZ	01506 842060
Meldrum	Westwood Park, Deans, Deans, EH54 8NW	01506 410440
Mid Calder	Main Street, Mid Calder, EH53 0RR	01506 882092
Murrayfield	Catherine Terrace, Blackburn, EH47 7DX	01506 653400
Our Lady of Lourdes RC	Hopefield Road, RC Blackburn, EH47 7HZ	01506 653103
Our Lady's RC	79 Main Street, Stoneyburn, EH47 8BY Stoneyburn Nursery Class	01501 762265 01501 763074
Parkhead	Harburn Road, West Calder, EH55 8AH	01506 871404
Peel	Garden Place, Eliburn East, Livingston, EH54 6RA	01506 414892
Polkemmet	The Avenue, Whitburn, EH47 0BX	01501 740319
Pumpherstons and Uphall Station Community	18 Uphall Station Road, Pumpherston, EH53 0LP	01506 432152
Riverside	Maree Walk, Livingston, EH54 5BP	01506 432248
Seafield	Cousland Terrace, Seafield, Bathgate, EH47 7BL	01506 652916
Simpson	Leyland Road, Wester Inch, Bathgate, EH48 2SG	01506 656371
Springfield	141 Springfield Road, Linlithgow, EH49 7SN	01506 847452
St Anthony's RC	South Street, Armadale, EH48 3EU	01501 731668
St Columba's RC	Philip Avenue, Boghall, Bathgate, EH48 1NQ Nursery Class	01506 653822 01506 650536
St John Ogilvie RC	Harburn Avenue, Deans, Livingston, EH54 8NQ	01506 412560
St John The Baptist Baptist RC	Lanrigg Avenue, Fauldhouse, EH47 9JR Nursery Class	01501 770232 01501 770782
St Joseph's RC (Linlithgow)	Preston Road, Linlithgow, EH49 6HB	01506 842578
St Joseph's RC (Whitburn)	Gateside Road, Whitburn, EH47 0NJ EH47 0NJ	01501 740452
St Mary's RC (Bathgate)	Whitburn Road, Bathgate, EH48 2RD Nursery Class	01506 652511 01506 633106

<u>Name of School</u>	<u>Address</u>	<u>Phone No</u>
St Mary's RC (Polbeth)	10 Polbeth Road, Polbeth, West Calder, EH55 8SR	01506 871520
St Nicholas RC	West Main Street, Broxburn, EH52 5RN Nursery Class	01506 853506 01506 858907
St Ninian's RC	Douglas Rise, Dedridge, Livingston, EH54 6JR	01506 414612
St Paul's RC	Main Street, East Calder, EH53 0ES	01506 881665
St Thomas's RC	Church Street, Addiewell, EH55 8PG	01501 762794
Stoneyburn	2 Main Street, Stoneyburn, EH47 8BA	01501 762253
Toronto	Howden East, Livingston, EH54 6BN	01506 431461
Torphichen	The Loan, Torphichen, EH48 4NF	01506 652246
Uphall	Crossgreen Drive, Uphall, EH52 6DS	01506 852516
Westfield	Lomond View, Westfield, EH48 3DE	01506 634019
Whitdale	13 Spruce Drive, Whitburn, EH47 6JP	01501 740548
Williamston	Bankton Lane, Murieston, Livingston, EH54 9DQ	01506 415311
Winchburgh	Glendevon Park, Winchburgh, EH52 6UE	01506 890202
Windyknowe	Windyknowe Crescent, Bathgate, EH48 2BT	01506 652083
Woodmuir	Woodmuir Road, Breich, West Calder, EH55 8JN	01501 770312

West Lothian Secondary Schools

<u>Name of School</u>	<u>Address</u>	<u>Phone No</u>
Armadale Academy	West Main St, Armadale, EH48 3LY	01501 730601
Bathgate Academy	Edinburgh Road, Bathgate, EH48 1LF	01506 653725
Broxburn Academy	Cardross Road, Broxburn, EH52 6AG	01506 852521
Deans Community High	Eastwood Park, Livingston, EH54 8PS	01506 497090
Inveralmond Community	Willowbank, Livingston, EH54 6HN	01506 438093
Linlithgow Academy	Braehead Road, Linlithgow, EH49 6EH	01506 843211
St Kentigern's RC Academy	West Main Street, Blackburn, EH47 7LX	01506 656404
St Margaret's RC Academy	Howden South Road, Livingston, EH54 6AT	01506 497104
The James Young High	Quentin Rise, Dedridge West, Livingston EH54 6NE	01506 414244
West Calder High	Limefield, Polbeth, West Calder , EH55 8QN	01506 871510
Whitburn Academy	Shanks Road, Whitburn, EH47 0HL	01501 740675

West Lothian Special Education

<u>Name of School</u>	<u>Address</u>	<u>Phone No</u>
Beatle School Campus	The Mall, Craigshill, Livingston, EH54 5EJ	01506 777598
Burnhouse School	The Avenue, Whitburn, EH47 0BX	01501 678100
Cedarbank	Cedarbank, Ladywell East, Livingston, EH54 6DR	01506 442172
Ogilvie School Campus	Ogilvie Way, Knightsridge, Livingston, EH54 8HL	01506 777489
Pinewood	86 Elm Grove, Blackburn, EH47 7QX	01506 656374
Willowgrove House	1/6 Willowgrove, Craigshill, Livingston, EH54 5LU	01506 434274

Community Education Centres

Addiewell, Church Street, Addiewell	01501 762796
Armadale, North Street, Armadale	01501 678511
Bathgate, Marjoribanks Street, Bathgate	01506 775151
Blackburn, Ashgrove, Blackburn	01506 653014
Broxburn, Strathbrock Partnership Centre, 189a West Main Street, Broxburn	01506 771743
Carmondean, Fells Rigg, Livingston	01506 439568
Blackridge, Craiginn Centre, Main Street, Blackridge	01501 753227
Crofthead Farm, Templar Rise, Livingston	01506 775991
East Calder, 133 Main Street, East Calder	01506 881557
East Whitburn, Hen's Nest Road, East Whitburn	01501 74093
Fauldhouse, Lanrigg Road, Fauldhouse	01501 770552
Ladywell, Forestbank, Ladywell, Livingston	01506 430035
Lanthorn, Kenilworth Rise, Livingston	01506 777707
Livingston Station, 4 Main St, Deans, Livingston	01506 414002
Livingston Station Youth Centre, 7 Main St. Deans, Livingston	01506 411295
Mid Calder Institute Hall, 15 Market St, Mid Calder	01506 881246
Mosswood, Ferguson Way, Knightsridge, Livingston	01506 437761
Philipstoun, Main Street Philipstoun	01506 834360
Seafield, Main Street, Seafield	01506 631791
Stoneyburn, 75 Main Street, Stoneyburn	01501 762323
Torphichen, Bowyett, Torphichen	01506 652383
Uphall, Strathbrock Place, Uphall	01506 854451
West Calder, Dickson Street, West Calder	01506 871278
Whitburn, Manse Road, Whitburn	01501 678888
Winchburgh, Craigton Place, Winchburgh	01506 890348

West Lothian Libraries

<u>Name of Library</u>	<u>Address</u>	<u>Phone No</u>
Armadale	West Main Street	01501 678400
Bathgate	Hopetoun Street	01506 776400
Blackburn	Mill Centre	01506 776500
Blackridge	Craig Inn Centre	01501 752396
Broxburn	West Main Street	01506 775600
Disability Centre	Carmondean Centre Road, Livingston	01506 774030
East Calder	Main Street	01506 883633
Fauldhouse	Lanrigg Road	01501 770358
Linlithgow	The Vennel	01506 775490
Livingston	Almondbank, Craigshill Shopping Mall	01506 777500
Livingston	Carmondean Centre, Deans	01506 777602
Livingston	Lanthorn Centre, Kenilworth Rise	01506 777700
Pumpherston	Pumpherston & Uphall Station Community Primary School, Main Street, Pumpherston	01506 435873
West Calder	Main Street	01506 871371
Whitburn	West Main Street	01501 678050
Local History	Connolly House, Hopefield Road, Blackburn	01506 776331
Public Reference	West Lothian College, Livingston	01506 427601

**Directory of
useful
telephone nos
/ e-mail & web
addresses**

Quick List - Useful Help Lines

Help lines offer a free and confidential service LOCAL & NATIONAL SERVICES

Advice

Citizen's Advice Bureau West Lothian	01506 432977
Breich Valley Information Service	01501 770276
Advice Shop	01506 776444
Shelter Housing Aid Centre	0131 466 8031
The Care Commission	0131 653 4100

Alcohol/Drugs/Smoking

West Lothian Drug & Alcohol Service	01506 430225
Smoking Clinic	01506 523000
ELCA – West Lothian Service	01506 419247
Social Work Addictions Team	01506 773681
Cyrenians Drug Outreach Service	01506 205413
Re-Solv Scotland (Solvent Abuse)	0808 800 2345
Needle Exchange Outreach Network (NEON)	0131 537 8300
West Lothian NHS Addictions Service	01506 773660
Alcoholic Anonymous Helpline (24hr)	0845 769 7555
Al-Anon	0141 339 8884

Breathing Space

Cruise Bereavement Care Scotland	0800 83 85 87
West Lothian Branch	01786 479864

Carers

Carers of West Lothian	01506 771750
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Counselling

Samaritan's 24hr Helpline	08457 909090
Cruise Bereavement (adult service only)	01506 853099
SANDS (Still Birth & Neonatal Death)	0131 622 6263

Domestic Violence

DAS	01501 281055
West Lothian Women's Aid	01506 461938

Eating

Overeaters Society	07000 784 985
Eating Disorders Youth Helpline	01424 426880

Education/Training

Adult Basic Education	01506 776333
B.L.E.S. Training	01506 634010
West Lothian College	01506 418181
Oatridge Agricultural College	01506 864800
LEAD (Linking Education & Disability)	0131 3173439
Vocational Training	01506 432991
Vocational Training in Play work	01506 853141
First Aid Training - British Red Cross	01506 844163

Employment Services

Job Seekers Direct	0845 6060234
- Bathgate	01506 772700
- Broxburn	01506 772800
- Livingston	01506 772600
Access2employment	0800 329768

Ethnic Minorities

Minority Ethnic Health Inclusion Programme (MEHIP)	0131 537 7565
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Families

Sure Start	
West Lothian Family Mediation	01501 749780
Parentline Scotland	0808 800 2222
One Parent Families Scotland	0131 556 3899

Financial

Credit Union	01506 776226 / 650198 / 436666
National Debtline	01506 650198 0808 808 4000

Health

Moving Into Health	01506 775905/5972/5922
NHS Helpline	0800 22 44 88
St John's Hospital	01506 523000
West Lothian Connected Health Desk	01506 777664
British Red Cross	01506 844163

Homelessness/Housing/Housing Support

Almond HA	01506 439291
Barony HA	01506 501819
Bield HA	0131 273 4000
Cairn HA	0131 556 4415
Castlerock HA	0131 657 0600
Cyrenians Rent Deposit Guarantee Scheme	01506 205412
Edinvar HA	0131 225 2299
Hanover HA	0131 557 0598
Horizon HA	01506 424140
Open Door Accommodation Project	01506 430221
Penumbra	01506 591842
SAMH	01506 630067
Scottish Council for Single Homeless	0131 226 4382
West Lothian Advice Shop (Independent Housing Advice)	01506 776444
West Lothian Council Housing Needs Service	01506 773648
West Lothian Housing Partnership	01506 773739
West Lothian Young Adult Services	01506 773648

Mental Health

Moving Into Health	01506 775905/5972/5922
Depression Alliance Scotland	0131 467 3050
National Association for Mental Health (MIND)	0845 766 0163
Mental Health Advocacy Project	01506 464173
West Lothian Service Users Forum	01506 464173
Penumbra Mental Health Young People's Service	01506 415524
Penumbra – Hawthorne Self Harm Worker	01506 413735
SANELINE	0845 767 8000

Older People

Braid House Day Centre	01506 430615
Answer House	01501 749974
Age Concern Scotland	0131 220 6347

Police

Divisional Headquarters	01506 431200
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Power Suppliers

MPAS (identifies electrical supplier)	0845 270 9101
Scottish Gas (identifies gas supplier)	0870 608 1524
Scottish Gas	0845 609 1122
Scottish Power	0845 2700 700

Sexual Health

To find you're nearest C Card pickup – NHS Helpline	0800 22 44 88
GUM Clinic	01506 464668
Sexwise	0800 282930
LGBT	0131 622 2266
Lothian Brook Centre	0131 229 3596
West Lothian Confidential HIV Testing	0131 537 2864
Lesbian Line	0131 557 0751
Lothian Gay & Lesbian Switchboard	0131 556 4049

Special Needs/Disabilities

Deans House (Care Home for Adults with Learning Disabilities)	01506 777978
Disability West Lothian	01506 774030
Beattie School Campus	01506 777598
Signpost	01506 777594
Sensory Resource Centre	01506 774490
Transport	
Buses – First Bus	01506 416056
Trains– Scotrail	0845 6015929
Taxis – local	01506 434343 / 444444

Victim Support

Victim Support West Lothian	01506 635050
Victim Support Helpline	0845 603 9213

Young People

West Lothian Youth Action Project	01506 461588
West Lothian Young Scot	01506 774703
YIP (Youth Inclusion Prog)	01506 775653
Childline	0800 441111
National Society for the Prevention of Cruelty to Children	0800 800500

Support

Samaritans	08457 909090
S.O.B (Survivors of Bereavement through Suicide)	0141 9591378

A to Z of council services The dialing code for all numbers is 01506 unless otherwise shown

- A**
- Ability Centre - support services for those with a physical disability **774066**
 - Access2Employment **0800 032 9768**
 - Adoption and Fostering **775959**
 - Adult basic education **776333**
 - Advice Shop (welfare rights, benefits, employment problems, debt etc) **776444**
 - Almondell and Calderwood country park **882254**
 - Animal welfare licensing **775400**
 - Antisocial behaviour **0800 801 331**
 - Arts services **773858**
 - Archives and records centre **773770**
- B**
- Beecraigs country park **844516**
 - Benefits (incl housing & Council Tax) **776800**
 - Benefit fraud **0800 982 6340**
 - Blue badges & parking permits **775287**
 - Building standards & warrants **775365**
 - Bulky uplifts **777800**
 - Bus & rail transport information **0871 200 2233**
- C**
- Care homes - see social work
 - Cemeteries **775000**
 - Childcare information service **280044**
 - Children's panel membership **281604**
 - Children's play areas **775000**
 - Citizens' panel membership **774035**
 - Community council information **281609**
 - Community equipment store **523335**
 - Community Recycling Centres **777800**
 - Composting helpline **0845 600 0323**
 - Concessionary travel **775287**
 - Consumer advice **776410**
 - Council Information Services Centres:
Armadale, Bathgate, Blackburn, Broxburn, Carmondean, Fauldhouse, Linlithgow,
Livingston, West Calder, Whitburn **775000**
 - Council Tax **776982**
 - Councillors:
Labour **281727**, SNP **281717**, Conservative **281712**, Independent **281727**, St. John's
Hospital **281718**
 - Criminal justice service **280999**
 - Customer service centre **775000** / www.westlothian.gov.uk
- D**
- Day care centres - see Ability Centre or social work
 - Dentists (NHS) **0800 224 488**
 - Dial-a-bus service **633336**
 - Dial-a-ride service **633953**
 - Disabled parking **775000**
 - Dog fouling problems **775000**
 - Dog warden **775400**
 - Domestic abuse **281055**
- E**
- Economic Development service **777400**
 - Education:
General enquiries **775000**
Customer care **281254**
Pupil placement **775000**

- Special education placement **775000**
 - School meals **776002**
 - Free school meals and clothing grants **281952**
 - School transport **775291**
 - Special education transport **775202**
 - School crossing patrols **775000**
 - Education maintenance allowance **281952**
 - Primary School Lets **281949**
 - Electoral register **0131 344 2500**
 - Energy advice **0800 834 672**
 - Environmental health **775400**
 - Environmental wardens **0800 616 446**
 - Equality issues **281068**
 - Events in West Lothian **776335**
- F**
- Family centres - see social work
 - Fire safety **0131 228 2401**
 - Flooding **775000**
 - Fly tipping **775000**
 - Fostering **775959**
- G**
- Gala day enquiries **775000**
 - Garage plots/lock-ups **775000**
 - Gardens competition **775000**
 - Garden maintenance (elderly & disabled) **775000**
 - GP services (NHS) **0800 224 488**
 - Graffiti **775000**
 - Grounds maintenance **775000**
- H**
- Health and safety **775400**
 - Holiday play schemes **775535**
 - Home safety service **771770**
 - Home security (pensioners) **775000**
 - Homeless enquiries **775000**
 - Hospital - St John's **523000**
 - Houses in multiple occupation (HMO) **281593**
 - Housing offices: Armadale, Bathgate, Blackburn, Broxburn, Fauldhouse, Linlithgow, Livingston, West Calder, Whitburn **775000**
- L**
- Leisure – see West Lothian Leisure
 - Library services **776336**
 - Licensing board - liquor, betting and gaming **281632**
 - Licensing - taxis/private hire **281606**
 - Licensing miscellaneous **281632**
 - Litter **775000**
 - Local history **776331**
 - Low Port Centre **775390/775391**
- M**
- Meals service - see social work
 - Mobile library services **776336**
 - Museum services **776347**
- N**
- National entitlement card (young people) **775291**
 - Neighbourhood environment teams (NETs) **775000**
 - Neighbourhood Response Team. Responding positively to antisocial behaviour problems or noise nuisance. **775000**
 - Noise (commercial/industrial) **775400**
 - Nursery classes **775000**

- O** - Occupational therapy services
under 65 **777777** over 65 **776700**

- P** - Payment line for council payments **775050**
- Parking enquiries **775248**
- Personal care - see social work
- Pest control **775401**
- Planning enquiries **775248**
- Polkemmet country park **01501 743905**
- Public toilets **777800**
- Public transport helpline **775288**

- R** - Real nappy project **0131 555 4010**
- Recycling **777800**
- Refuse collection **777800**
- Regal community theatre - box office **433634**
- Registration services (births, deaths, marriages, civil partnerships)
Bathgate **776191/776192** Broxburn **281894** East Calder **884680** Linlithgow **281894**
Livingston **281897/281898** West Calder **871894** Whitburn **281894**
- Residential care - see social work
- Respite care - see social work
- Road and lighting faults **0800 232 323**
- Roads - all enquiries **775000**

- S** - Schools - see education
- School crossing patrols **775000**
- School meals **775000**
- School transport **775291**
- Sensory support service **774490**
- Signs and nameplates **775000**
- Social care emergency team out of hours service **466261**
- Social work services
Bathgate **776700** Broxburn **775666** Livingston **777777** St John's Hospital **524088**
- Sports Centres - see West Lothian Leisure
- Street lighting **775000**
- Swimming pools - see West Lothian Leisure

- T** - Taxicard **775287**
- Tourist information **0845 225 5121**
- Town centres management **777917**
- Trade waste **777800**
- Trading standards **776410**
- Tree enquiries **775000**
- Traffic signals **775000**

- V** - Vehicles (abandoned) **775000**
- Victim Support **635050**

- W** - West Lothian College **418181**
- West Lothian Leisure **775388**
- Wheelie bins **777800**
- Winter fuel payment helpline **0845 915 1515**

- Y** - Young Scot West Lothian **774703**

USEFUL WEB ADDRESSES

After a suicide (SAMH booklet)

A one-stop Scottish resource for people bereaved through suicide, providing information on practical issues, as well as on the grieving process.

As well as providing practical information about issues like funeral expenses, registering the death etc, this booklet also suggests coping strategies for people to try, and includes details of agencies which might be able to help. No cost to download from website www.samh.org.uk/assets/files/12.pdf

Beating the Blues

Beating the Blues is the only computerised CBT treatment for depression recommended for use in the NHS. www.beatingtheblues.co.uk

BMJ Health Intelligence

A lot of useful discussion etc. It's now completely open and freely available without subscription. <http://healthintelligence.bmj.com/hi/do/home>

Depression Alliance Scotland

This is a National charity. Depression Alliance Scotland is working towards a future where depression is recognised, understood and acknowledged to be a common and treatable medical condition, just like any other. We are striving to ensure that those affected by depression and their carers are provided with the information, support, understanding and care needed for the best quality of life. info@dascot.com

Get on Line and Learn

Online and Learn (GOAL) Provides you with a variety of online courses. Some of these are fun introductions to the world of e learning and some are formal accredited courses that will help you progress in your life goals.

Whatever interests you, we hope you like what's on offer and look forward to hearing your feedback. www.getonlineandlearn

HandsOnScotland

The website is a one-stop shop for practical information and techniques on how to respond helpfully to children and young people's troubling behavior, build up their self-esteem and promote their positive mental wellbeing. www.handsonscotland.co.uk/index.html

Heads up Scotland

National project for children and young people's mental health it is about improving the mental health of ALL children and young people, not only those with mental health problems. www.headsupscotland.co.uk

Help is at Hand (Dept Health Guide)

This is a resource for people bereaved by suicide and other sudden traumatic death. This guide is aimed at the wide range of people who are affected by suicide or other sudden, traumatic death. Specifically for staff guidance.

No cost to download from website www.dh.gov.uk/publications
www.hd.gov.uk/en/Publicationsandstatistics/Publications/PublicationPolicyAndGuidance?DH_4139006

Know the Score

Provides information for young people, parents and communities on drugs. 0800 587 5879 www.knowthescore.info/

Learning and Teaching Scotland

Looked After Children and Young People – guidance and planning information.

www.LTScotland.org.uk/lookedafterchildren

Living Life to the Full – On Line

A powerful new life skills resource, it is a course which has been written by a psychiatrist who has many years of experience using Cognitive behaviour therapy (CBT) approach and also in helping people use these skills in everyday life.

www.livinglifetothefull.com

Moodjuice

Site designed to offer information and advice to those experiencing troublesome thoughts, feelings and actions.

www.moodjuice.scot.nhs.uk

NHS 24

Self care advice and health information for Scotland on how to look after yourself and treat common health problems yourself.

www.nhs24.com

NHS Lothian

Provides a range of care to the people of Edinburgh, Lothian and beyond over ten hospitals sites. Includes information for patients, contact details and links to other health resources.

www.nhslothian.scot.nhs.uk

Papyrus

Voluntary UK organisation committed to the prevention of young suicide and the promotion of mental health and emotional wellbeing. Telephone helpline available. Useful publications available on their website.

01706 214449

www.papyrus-uk.org

Parenting Information

Aimed at both parents and professionals. A wealth of information on support services for parents, parenting programmes in use in West Lothian and how to access them, information on a variety of topics related to parenting and information on forthcoming training.

www.parentingwestlothian.org.uk

Playfield Institute

Funded through NHS Fife, it aims to empower the workforce to promote the emotional health and wellbeing of children and young people. We provide assistance and support to frontline workers who are directly or indirectly involved in the prevention, promotion and care of children and young people's mental health and wellbeing.

www.playfieldinstitute.co.uk

Saheliya

Specialist mental health and well being support organisation for black and minority ethnic women in Edinburgh and surrounding areas. It promotes positive mental health, develops women's confidence and self-esteem and reduces barriers such as isolation and depression.

0131 556 9302

www.saheliya.org.uk

Samaritans

Are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those, which may lead to suicide. Good downloadable resources in PDF format from website. An outreach service is available for schools.

08457909090

www.samaritans.org.uk

The Disorders Interest Group

www.sedit.members.beeb.net

The Scottish Recovery Network

They aim to engage communities across Scotland in debate on how best to promote and support recovery from long-term mental health problems. Part of the National Programme for Improving Mental Health and Wellbeing. www.scottishrecovery.net

SOBS: Survivors of Bereavement by Suicide

Offers a confidential helpline for anyone bereaved by suicide (0870 241 3337 and 0844 561 6855) and also hold a support groups for those bereaved by suicide. The Edinburgh group meets the 1st Tuesday of the month 6.30pm-8.30pm within the Samaritans office, Atholl Crescent Lane, Edinburgh. To contact phone 0141 959 1378. www.uk-sobs.org.uk

- ❖ **Touched by Suicide** is a self-help organisation for those who have been touched by suicide – we exist to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend. We offer a confidential telephone helpline, support information, help by e-mail, group meetings, network meetings and information relating to practical issues and problems. The group meets in Whitburn Community Education Centre, the last Tuesday of every month, between 7pm-9pm. For further information please call 0141 959 1378.
- ❖ **Widowed by Suicide** aims to reduce the isolation felt by those who have lost their life partner through suicide, providing emotional support and informal advice, by sharing individual experiences in a safe and secure environment. For further information on the group please contact Jacqui at jacqui@widowed-by-suicide.org.uk.

Well Scotland

Website of the Scottish Executive's national programme for improving Mental Health and Well-being. www.wellscotland.info/index

West Lothian Community Information Sharing Partnership - Home Page

Integrating services for the people of West Lothian. The West Lothian Community Plan 'Shaping the Future' sets out a 10 year strategy which will bring a better quality of life for everyone living, working and doing business in West Lothian. Shaping West Lothian's future, needs organisations to work together to plan and deliver services. The Information Sharing Partnership provides a mechanism for sharing consistent data and mapping between the services & agencies working across West Lothian in order to inform the development and monitoring of the Community & Locality Planning process. This website combines data and information supplied by partner agencies, with information sourced externally from Scottish Neighbourhood Statistics or from the Census (2001). The information can be viewed as tables or as static & interactive maps.

www.wlonline.org.uk

West Lothian Council Information

Website gives an array of information about energy, repairs, transport links and planning journeys. West Lothian specific information at your fingertips or alternatively call 01506 775000. www.westlothian.gov.uk

West Lothian Community Health and Care Partnership

(CHCP) brings together health and care staff from NHS Lothian and West Lothian Council to create an exciting opportunity to work together to improve the lives of local communities. www.westlothianchcp

West Lothian Resource Website

Developed and maintained by people working in groups at Day Services in West Lothian. Detail ranges from information about disorders and services to addresses and regional web resources.

www.mentalhealthwestlothian.com and www.mindyourheid.com

Young Minds

The national charity committed to improving the mental health of all children and young people.

020733684445

www.youngminds.org.uk

Young Scotland in Mind

Mental health and wellbeing for children YSIM aims to improve the mental health and wellbeing of all children and young people in Scotland.

www.w.youngscotlandinmind.org.uk/

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If you have any enquiries / amendments to details please contact movingintohealth@westlothian.gov.uk

The Health & Homelessness Interest Group is a multi-agency forum, who come together to identify and try to address the health inequalities homeless people face. Thanks to all who contributed to this document. It is planned that it will be reviewed in Spring 2011 ~ when further additions/changes can be made.

**'Health & Homeless Service Resource Directory'
Agency Questionnaire**

The purpose of this questionnaire is to help gauge how accessible and helpful the Resource Directory is. Your views are very important in helping us shape and improve resources. Please be assured that the information you give us will be treated in the strictest confidence.

1. Who are you?

- Support Worker in hostel setting
- Outreach Support worker
- HNO/Service Co-ordinator
- NHS Staff Area _____
- Social Work Area _____
- Other (*please specify*) _____

2. How did you access a copy of Resource?

- Received a hard copy
- Received a copy by email
- Requested a copy
- Obtained a copy at an event
- Other (*please specify*) _____

3. How would you rate the usefulness of the Resource?

- Excellent
- Good
- Poor
- Very Poor

4. Do you think that the contents are useful for you in your daily role?

- Yes
- Unsure
- No

5. Overall, how satisfied are you with the resource?

- Very satisfied
- Quite satisfied
- Indifferent
- Quite dissatisfied
- Very dissatisfied

6. Do you have any other comments you would like to make?

Thank you for taking the time to complete this questionnaire. Please send the completed questionnaire back in the pre-paid envelope provided.