

# Ukrainian Support Services

| Organisation   | Services  | Contact   | Locality   |
|--|---|---|--|
| 1st Step Development Ventures  | Food support at the 1st Step Cafe in Linlithgow and Bridgend Eco-Hub (emergency delivery of parcels and collection of food from our cafe and Bridgend pantry).<br>Volunteering opportunities at the 1st Step cafe, garden and bike project. Bike repairs and servicing, Gifting of donated bikes<br>We have already serviced and repaired a large number of donated bikes for the local Ukraine appeal.   | Maria Throp firststepdevelopment@gmail.com  | Focus is around Linlithgow but for bike support we can arrange outreach workshops with partners across West Lothian.                 |
| Access2Employment<br>West Lothian Council                            | Access2Employment is West Lothian Council's free and confidential employability service.<br>Our employment advisers assist local residents into Employment, Training or Education through one-to-one sessions and group work. Support is provided to those currently not working or who are in employment and wishing to change career pathways. Advisers will work with clients until they have met their individual goals. Clients can arrange appointments with advisers in locations across West Lothian, face to face, online and by telephone.<br>In Access2Employment we have various teams including:<br>Wellbeing Team - a pre-employability service offering a wealth of knowledge and experience in coaching, mental/physical health support and personal development. This support empowers individuals to address barriers & implement changes in their own personal journey towards employment and personal development.<br>Parental Employment Support Team - a team of dedicated employment advisers who will work alongside employed, unemployed and parents who are not working to work towards improving their family's wellbeing and financial position.<br>Young Persons Support (16 - 24) - Our young persons team assist local young people 16 – 24 yrs. into Employment, Training or Education through one-to-one sessions and group work. Our experienced team offer tailored support and guidance face to face, online and over the phone to suit various employment needs. | Email access2employment@westlothian.gov.uk<br>Telephone 0800 032 9768   | West Lothian Wide  |
| Advice Shop  | Advice on benefit entitlements and signposting to organisations who can help further. Referrals to other West Lothian Council Services who may specialize in a certain area, such as employment and ESOL education etc.   | Telephone 0800 032 9768   | West Lothian Wide  |
| Carers of West Lothian   | Support, information and advice to unpaid carers, young carers and disabled people. Includes access to short breaks, counselling, peer support and training courses.  | Telephone 01506 448000<br>Email office@carers-westlothian.com<br>www.carers-westlothian.com   | West Lothian Wide  |
| Citizens Advice Bureau West Lothian                                  | CAB advice services (Help to claim) telephone advice only (interpreters can be arranged)  | brian.jeffrey@cabwestlothian.casonline.org.uk,<br>01506 436132  | West Lothian Wide  |
| Community Woods and Garden<br>Cyrenians - Older People, Active Lives | Polbeth and West Calder are providing free spaces for refugees ages 11-15 on their summer programme which runs on a Monday 10am to 1pm, inc lunch.<br>Our Older People Active Lives (OPAL) service supports older people to increase their independence and well-being across the West Lothian area.<br>For those people who are unable to, or prefer not to, attend a group in person or have a volunteer visit, we offer remote support through regular online groups, telephone befriending and monthly activity packs sent by post.<br>We support those aged 60+, connecting them to our team of dedicated volunteers who offer encouragement, companionship and assistance. We offer the following options to those looking to re-engage with social, leisure and community activities:<br>One-to-one support - our one-to-one service accepts self-referrals and referrals from healthcare professionals. We match each referral to a volunteer who then supports the individual to re-connect with their community. This can include home visits, telephone conversations, outings to local cafes and walks, or supporting an individual in engaging with a local community group.<br>OPAL Groups – We have 16 groups throughout West Lothian offering people the opportunity to meet others in their community and try out new things! We are also able to offer a driver service to support those with limited mobility to participate.  | amy@westcalder.org for more details. Further details available on their FB page.<br>opal@cyrenians.scot                                   | West Lothian Wide<br>West Lothian Wide   |
| Livingston United Parish Church Hospitality Project                  | The project includes a community cafe which runs on a Monday and Friday. The cafe is focused on providing affordable and accessible food with social interaction and the development of friendships key aims. The facilities can also be available for refugee families/groups to use for meetings/events (with or without the provision of refreshments). There would be the option of having people available as potential befrienders. The project seeks to provide a welcoming space and our team will be delighted to help in any way. A listening service is also available through the project and LUPC staff are also available for pastoral or practical support on an individual basis.   | Kenneth.brown@churchofscotland.org.uk   | The project is based in Livingston but people can access it from all over West Lothian.  |
| Macmillan @ West Lothian (Cancer information and support service)    | Cancer information and support (non clinical) for anyone affected by cancer, their families and carers. We offer a listening ear and a cuppa. The team can help signpost and refer to various organisations including Macmillan Benefit Team. We have lots of Cancer information booklets onsite to take away.  | phone number - 01506 283053<br>email - MacmillanWestLothian@westlothian.gov.uk  | We have Macmillan Hubs within Livingston, Bathgate, Strathbrock, Fauldhouse and Blackburn Partnership Centres.<br>West Lothian Wide. |
| River Kids   | Provision of pre loved clothes and toys from birth to adult. We also provide gift bags (ages 0-18) of new toys at celebratory times of the year i.e. birthdays and xmas. We also provide household items everything from kettles to curtains to household furniture. The only items we do not provide are white goods.  | Tel : 01506 412 762<br>Email: admin@riverkids.org.uk  | West Lothian Wide  |
| Signpost   | Signpost supports families of children & young people with additional support needs and disabilities in West Lothian, with both practical information and emotional support, so that they can make the most of life.<br>We offer support to:<br>families of those age 0-18, with any kind of additional support needs<br>families of young people with a diagnosis, and those without a diagnosis<br>the wider circle of family, friends and professionals who are involved with the child or young person  | enquiries@signpost-online.co.uk<br>01506431123  | West Lothian Wide  |
| Social Security Scotland   | Access to Scottish devolved Social Security benefits for individuals and families on low income , those who may have a disability or are Carers. We also assist with one off grants for eligible clients for funerals or starting work. We have a Local Service which can assist with form completion and provide advice about entitlement. You can apply in the way that best suits your circumstances - online, by telephone or alternatively our Local Delivery Client Advisers can assist face to face at home or an outreach Venue or via video call.  | www.socialsecurity.gov.scotbenefits<br>08001822222  | West Lothian wide  |
| St John's Church, Linlithgow   | Sunday Church services - in person and online<br>Toddler groups<br>Youth groups<br>Sew Blessed<br>Men in Sheds  | www.stjohnslinlithgow.org   | Linlithgow based but all are welcome   |
| Team Jak Foundation  | Practical, social and emotional support for children and young people and their families who are on a cancer journey, whatever stage and those bereaved as well.  | Info@teamjak.org.uk www.teamjak.org.uk 01506 412402   | Scotland wide - den based in Livingston  |
| The New Well   | Job Club and Job seekers drop in sessions (Thursdays)<br>Chatty Tables in local cafes (Mondays and Thursdays)<br>Counselling service (By appointment)   | www.thenewwell.org  | Based in Linlithgow but happy to support people from across West Lothian   |
| The School Bank West Lothian   | School uniform, footwear, jacket, PE kit, underwear, socks/tights, school bag, stationery and lunch box.  | admin@schoolbank-westlothian.org  | West Lothian Wide  |
| West Lothian College   | Conversation classes and English as a Second or Other Language (ESOL)   | John Begbie jbegbie@west-lothian.ac.uk  | West Lothian Wide  |
| West Lothian Community Race Forum                                    | To support any issue regarding race and ethnicity. Diversity, Equity and Inclusion spectrum.  | communityraceforum@hotmail.co.uk  | West Lothian Wide  |
| West Lothian Council - Community Centres                             | There are a large number of Community Centres and Village Halls within West Lothian; all of which offer a varied programme of activities, events and groups (some of which are free to attend). They vary from educational/learning activities, to support groups to exercise/leisure classes. You can also rent space within these buildings for gatherings, celebrations or meetings - they offer very competitive hire charges.  | The contact information for each Community Centre is on our website: www.westlothian.gov.uk - type 'community centres' in the search box. | The majority of towns and villages have either a Community Centre or a Village Hall.   |

## Organisation

West Lothian Council - Customer Information Service

## Services

We are West Lothian Council's face to face enquiry service and our friendly staff are available to answer council enquiries, provide advice and information, forward on requests for service, assist with form filling and make referrals to other services/organisations. We deal with a wide range of topics including: council tax, council housing and repairs, waste services, bus passes, school pupil placement.

## Contact

Phone 01506 280150 to make an appointment.  
[www.westlothian.gov.uk/cis](http://www.westlothian.gov.uk/cis)

## Locality

We have offices in the following towns: Armadale, Bathgate, Blackburn, Broxburn, Carmondean, Linlithgow, Livingston, West Calder and Whitburn

West Lothian Council - Library Service

Book lending; Access to computers; Digital resources

Kay Ali

West Lothian Wide