

Who Can Get Help?

We provide support for people over 18 who:

- ▶ Have a learning disability
- ▶ Have a physical disability
- ▶ Have a mental health problem
- ▶ Have a sensory impairment (visual or hearing)
- ▶ Have dementia
- ▶ Have a substance abuse problem
- ▶ Are homeless with Social Work Needs
- ▶ Are a carer

How Can We Help You?

We will meet with you. You will be asked questions to find out what help you need.

This is called an assessment.



What Happens Next?

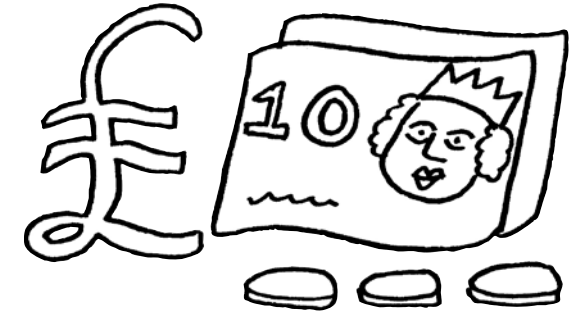
After the assessment we will assist you to get the help you need. This could be something like:

- ▶ Home Care
- ▶ Meals on Wheels
- ▶ Day Care
- ▶ Care Homes
- ▶ Short Breaks / Respite Care
- ▶ Skills Training
- ▶ Employment
- ▶ Equipment and Adaptations



Is there a charge?

- ▶ Some services are free
- ▶ Some services are based on how much money you have
- ▶ Some services have a fixed charge.



Comments & Complaints

If you are happy with our services you can always tell us.

If you haven't had the help you need from us you can make a complaint.

The person to contact is:

Complaints Officer
Lime Tree House, North Castle Street,
Alloa, FK10 1EX

Tel: 01259 452367 / 452373



How to contact us

There are two Community Care Teams in Clackmannanshire.



For any enquiries and
information, or to request
a community care assessment, contact:

Community Assessment and Referral Team

Whins Social Services Office,
7/8 Miller Court, Alloa FK10 1EX

Tel 01259 727027

Fax 01259 720143

Emergency Duty Team

Tel: 01786 470500



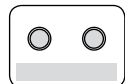
Core Values of the Council

Commitment, Trust and Partnership

Openness and Accountability

Respect and Dignity

Equity, Fairness and Inclusion



This leaflet can also be made available on audio tape.
Contact the Research & Information Service on 01259 452519.

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ سوشل سروسز
اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو برائے مہربانی اس کو کونسل آفس
لے جائیں اور ریسپشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔

گرین فیلڈ ہاؤس لائیو ٹری ہاؤس

ٹیلی بڈی روڈ کاسل سٹریٹ

آلوا آلوا

FK10 1EX FK10 2AD

這文件內容是有關 社會服務。
如你需要，我 可以用你的語言幫助你了解此文件
的內容。請携同此文件到議局辦公室接待處查。
辦公室地址如下：

Greenfield House 青田樓 Limetree House 檸樹樓
Tullibody Road Castle Street
Alloa Alloa
FK10 2AD FK10 1EX

Niniejszy document udziela informacji na temat Opieki Społecznej.
Jeśli chcieliby Państwo skorzystać z pomocy w zrozumieniu tego dokumentu w swoim języku, proszę go ze sobą zabrać do Biura Rady Miejskiej (Council Office) i zapytać w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej pod poniższymi adresami:

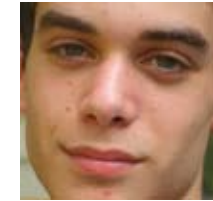
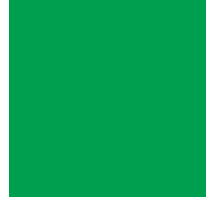
Greenfield House Limetree House
Tullibody Road Castle Street
Alloa Alloa
FK10 2AD FK10 1EX

Further information can be obtained on the Clackmannanshire Council
website: www.clacksweb.org.uk.

Contact the Research & Information Service on 01259 452519 to obtain
further supplies of this leaflet or to request changes / amendments



People with Disabilities



A guide on how to access
services for people with
disabilities



CLACKMANNANSHIRE

COUNCIL