

*Access Information for the Falkirk Area,
including Grangemouth, Bo'ness, Denny,
Bonnybridge, Larbert and Stenhousemuir.*

A Guide to A ccessible Facilities



Falkirk Council

Welcome to the Falkirk area, where we are continually trying to improve access for disabled residents and visitors.

This guide has been produced in order to provide information about some of the facilities which are available, such as transport, parking, ramp access, lifts and accessible toilets. It has been produced by Falkirk Council Town Centre Management and Central Shopmobility and supported by Falkirk Council.

For further information in relation to Services provided, you can contact the following people:

ACCESS TO RETAIL OUTLETS/BUSINESSES

*Name: Alistair Mitchell (Town Centre Management)
Tel: 01324 611293*

ACCESS TO COUNCIL PREMISES

*Development Services (Abbotsford House)
Falkirk Council
Tel: 01324 504950*

PARKING AND TRANSPORT

*Development Services (Abbotsford House)
Falkirk Council
Tel: 01324 504950*

GENERAL ACCESS INFORMATION

*Peter Rowe, Community Access Officer (Central Shopmobility)
Tel: 01786 475522
E-Mail accesspeter@hotmail.com*

A directory of Disability Groups within the Falkirk area is also available from Falkirk Council. If you would like a copy of this directory, please telephone HR Policy Team, Falkirk Council, telephone 01324 506012.



ACCESSIBLE PARKING

If you have a Blue Badge or Falkirk Council Red Permit then you can take advantage of special parking arrangements.

Red Permit Holders

For residents who are registered blind or have a severe walking difficulty and are unable to shop without the use of a wheelchair you can apply for a Red Permit from Falkirk Council Transport Planning Unit on 01324 504950.

If you have a Red Permit you can park in the Falkirk Pedestrian Priority Areas before 11.00am and after 4.00pm.

Blue Badge Holders

If you have a Blue Badge you can use the special parking bays located in streets around the town centre.

You can also park free in any Falkirk Council managed car park as long as no loading restrictions apply and where you do not cause an obstruction.

You can apply for a Blue Badge from Falkirk Council Transport Planning Unit. You should call 01324 504950 for further information.



ACCESSIBLE TRANSPORT

Dial-a-journey

You can take advantage of this door-to-door transport service if you have a mobility difficulty and are unable to use ordinary buses. The service operates seven days a week and bookings should be made in advance. To book, please call 01786 465355. This service is open to visitors also.

Easyboarder

The Easyboarder bus service runs along a number of popular routes into Falkirk. These small buses have either a single very low step or a flat floor and power ramp or a passenger lift mounted in a doorway for easy wheelchair access. On some part of the routes Hail-and-Ride facilities are available. Contact Falkirk Council Transport Planning Unit on 01324 504950 for further information and a timetable.

Taxicard Scheme

This allows you to travel in taxis at reduced rates if, because of walking difficulties, you cannot use ordinary buses. For further information and an application form call Falkirk Council Transport Planning Unit on 01324 504950.

Dial-a-Shopper

Dial-a-Journey members also have access to this twice-weekly service which, runs in the Falkirk area, taking passengers to Shopmobility at Callender Square. For further information and to book your journey, contact Dial-a-Journey on 01786 465355.

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SHOPMOBILITY SERVICES

Shopmobility can provide you with a free loan of a powered or manual wheelchair or a scooter for use in Falkirk or Grangemouth town centres.

In Falkirk, the service is based on Level 4 of Callendar Square Shopping Centre Car Park, located in Callendar Riggs. This service is available Monday to Saturday.

Two electric scooters and manual wheelchair are available from YOUR INDEPENDANCE shop at the South end of Laporte Precinct during normal shop hours, five days a week.

At present, there is no service based in Bo'ness.

Trained employees are available to provide assistance. Escorts and guides are also available although they should be booked 7 days in advance. Up-to-date information about accessible outlets is available from Shopmobility employees.

FORTH VALLEY SENSORY CENTRE

A new Sensory Centre opened in Camelon in 2005.

The Centre provides the services, specialist staff and support needed by people with hearing and visual impairments, such as:

- Local, one-door access for blind, partially sighted, deaf and deafblind people.
- Allowing service providers to work more effectively together.
- Eliminating gaps in service.
- Bringing service users and providers together to exchange ideas
- Offering services to families, friends and carers.

The centre is open to residents within the Forth Valley area and is based at:

Redbrae Road, Camelon, Falkirk, FK1 4DD

The contact telephone number is 01324 590888.

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FALKIRK AREA – TRANSPORT INFORMATION

Falkirk High Railway Station

- Some designated parking spaces
- Level access to Edinburgh line (Platform 1)
- Ramp access to Glasgow line (note: ramp is very long)
- Accessible toilets on Edinburgh line
- Taxi rank on Edinburgh line
- Also access to canal near this station

Grahamston Railway Station

- Closest station to Falkirk Town Centre
- Some designated parking spaces
- Ramp access from Meeks Road and Garrison Place car parks
- Stepped ramp access from Grahams Road
- Automatic doors to ticket office
- Accessible toilet
- Loop system at booking counter
- Telephone in advance for assistance during your journey (0345 484950 or minicom 0845 46050600)

Camelon Railway Station

- Ramp access to both platforms(long ramps)
- CCTV coverage
- Car parking available
- Telephone in advance to arrange assistance for your journey (0345 484950 or minicom 0845 6050600)
- This is the closest station to the Forth Valley Sensory Resource Centre



Bus Station

- Poor layout with no tactile indication of stances
- Safety rails could make access to buses difficult for wheelchair users. It is easier to access buses at the stances in Newmarket Street.

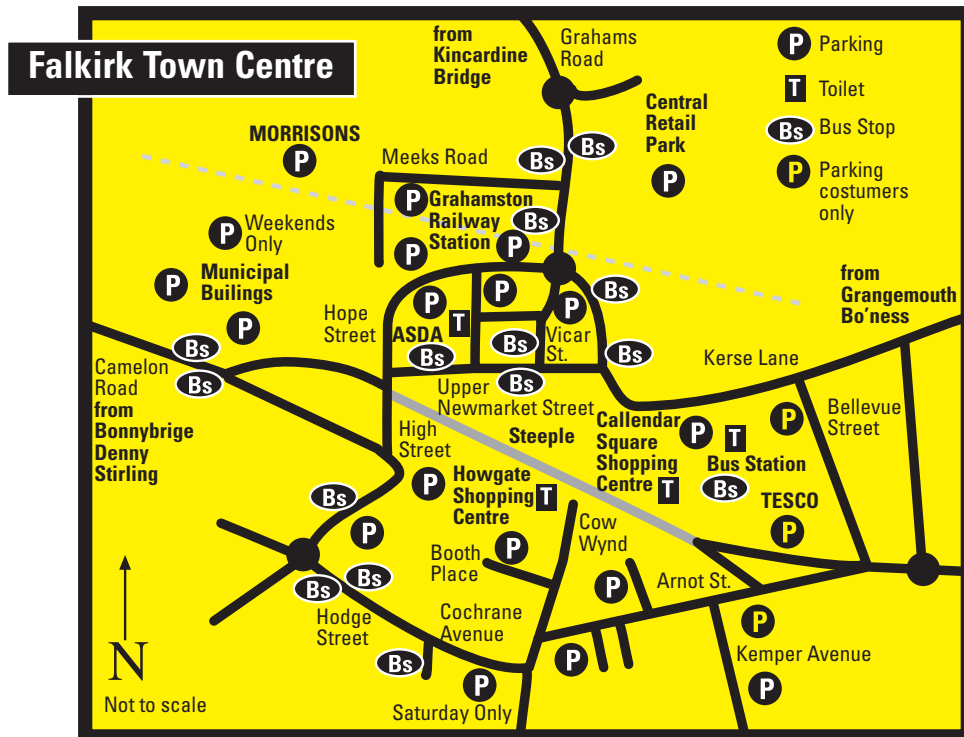
Falkirk West (Carmuir) Park and Ride

- Visitors and shoppers can save time and frustration parking at the west side of town and making use of the Park and Ride facility:
- Protected by CCTV
- 300 spaces
- Free parking
- Bus service runs every 10 minutes between 7.30am and 6.00pm (Monday to Saturday)
- For more information about Park and Ride phone the Transport Planning Unit on 01324 504950



FALKIRK AREA – TOWN CENTRE INFORMATION

Falkirk Council wants to make shopping and visiting Falkirk an even more pleasant experience. In Falkirk's attractive town centre you will find a wide range of shops and public services - many of them in pedestrian areas. The main part of the town centre is fairly level though there are some areas around Vicars Street, which slopes quite steeply. This could be difficult for manual wheelchair users.



SHOPPING INFORMATION

Howgate Centre Tel: 01324 631985

- Access by scenic lift from multi-storey car park (28 accessible spaces), from High Street (automatic doors), Marks and Spencer (automatic doors) and from Pleasance entrance (automatic doors)
- Lifts in Marks and Spencer and Boots
- 3 accessible toilets - located in the Food Court, In-Shops and at the Pleasance entrance

Callendar Square Centre Tel: 01324 612725, Fax: 01324 636549

- Access by ramp from the High Street (automatic doors) and Manor Street (automatic doors); by lift from the car park (14 accessible spaces) and pedestrian bridge (automatic doors) and from Callendar Riggs (automatic doors) - internal scenic lift
- 4 accessible toilets located next to the Food Court (includes moveable changing bench), Market Square and the car park (levels 4 and 6 next to Shopmobility)

Boots, High Street Tel: 01324 620535

- Level access
- Automatic doors
- Lift
- One to one assistance (ask a member of staff)

Marks and Spencer, High Street Tel: 01324 611161

- Level access
- Automatic doors
- Lift
- One to one assistance (ask a member of staff)
- Accessible Toilet



Both the Howgate and Callendar Square Shopping Centres have been designed to maximise accessibility. The comprehensive closed circuit TV system also aims to provide a safer environment for residents and visitors to the town.



**Asda, Newmarket Street
Tel: 01324 636191**

- Level access
- Automatic doors
- One to one assistance (ask at information desk)
- Lift access from car park
- Trolleys suitable for wheelchair users
- Accessible parking

**Morrisons, off Hope Street
Tel: 01324 639321**

- Lots of designated disabled parking
- Accessible toilets
- Staff assistance if required
- Power assisted trolleys available

Central Retail Park, Grahams Road

- A variety of stores, all level access
- One to one assistance at all shops. Ask at customer service.

**Main Post Office, Garrison Place
Helpline 0345 223344**

- Level Access
- Writing desk at wheelchair level

**PUBLIC OFFICES AND COUNCIL
BUILDINGS**

**Falkirk Council (Municipal Buildings)
(Tel: 01324 506070)**

- 3 accessible parking spaces at front, ramp access at main entrance, automatic doors on all levels, talking lift. Wheelchair lift access to Municipal Suite (Committee rooms)
- 4 accessible toilets (ground floor, 1st floor, 2nd floor and Municipal Suite)

- Induction loops at main reception and in Municipal Chambers
- Portable induction loop for use at meetings

**Social Work Services Headquarters,
Brockville, Meeks Road
Tel: 01324 506400, Fax: 01324 506401,
Minicom: 01324 613607**

- Ramp access and automatic doors at main entrance
- Low level reception desk with induction loop
- Portable induction loop available for use at meetings

**ARC Housing office, 21 - 25 High Street
Tel: 01324 503600**

- Level access
- Induction loop at reception
- Automatic doors

**Falkirk Council, Development Services
Abbotsford House - David's Loan,
Tel: 01324 504950, Fax: 01324 504747**

- 6 accessible parking spaces
- Ramp access
- Lift
- Accessible toilet on each floor
- Induction loop at reception

**One Stop Shop - Ground Floor, Callendar
Square Centre
Tel: 01324 506868, Fax: 01324 506860,
Minicom: 01324 506920**

- Level access
- Automatic doors
- Induction loop at reception



Callendar House - Callendar Park
Tel: 01324 503770, Fax: 01324 503771

- Accessible parking
- Ramp access at side entrance (press bell for assistance)
- Lift
- Accessible toilet
- Audio-visual computer guide to the House

Public Library - Hope Street
Tel: 01324 503605, Fax: 01324 503606

- Level access and automatic doors (all levels)
- Lift
- Accessible toilets on ground floor (RADAR key available from 1st floor reception) and in reference section (ask a member of staff)
- Induction loops at 1st and 2nd floor receptions
- Print enlarger in reference section
- Wide selection of large print and audio books
- Access to the internet

Falkirk Town Hall - incorporating FTH Cinema
Tel: 01324 506192

- 5 accessible parking spaces
- Ramp access and automatic doors at main entrance
- Lift to Balcony and Lesser Hall
- Accessible toilets on both floors
- Induction loop and infrared transmission for people who are hard of hearing
- Wheelchair lift to dressing rooms at back of stage

District Court
Tel: 01324 506072, Fax: 01324 506122

- Ramp access
- Induction loop at reception and in the Court

Police Station - West Bridge Street
Tel: 01324 634212, Fax: 01324 611504

- Ramp access from West Bridge Street

Citizen's Advice Bureau (charity) - Old Sheriff Court, Hope Street
Tel: 01324 692070, Fax: 01324 692071

- Accessible parking
- Ramp access

Princess Trust Carer's Centre - Newmarket Street
(provides information and support to carers)
Tel: 01324 611510, Fax: 01324 622022

- Level access
- Accessible toilet

Falkirk and District Women's Aid, 4 Wellside Place
Tel: 01324 635661, Fax: 01324 632802

- Level access

Disability Information and Advice Line (DIAL), 2 Bean Row
Tel: 01324 611567, Fax: 01324 632271

- Level access
- Accessible toilet

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TOURIST AND LEISURE INFORMATION

Tourist Information Centre, Glebe Street
Tel: 01324 620244

- Level access
- Stock at wheelchair level

Falkirk Wheel, Lime Road
Tel: 01324 619888

- Two main car parks (one next to park and ride)
- Disabled spaces next to visitor centre
- Visitor centre has level access
- Accessible toilets
- Accessible boats

Mariner Leisure Centre - Glasgow Road, Camelon
Tel: 01324 503750, Fax: 01324 503751

- 3 accessible parking spaces
- Ramp access
- Lift
- Induction loop at reception
- 2 accessible changing rooms at swimming pool and 1 on dry side
- 'Beach' style pool for easy access
- Wheelchair available for use at poolside

Gala Bingo, Kerse Lane
Tel: 01324 639444

- Level access
- Ramp access inside
- Accessible toilet

Ten Pin Bowling, Glasgow Road, Camelon

- Level access
- Accessible toilet

Cineworld Cinema, Retail Park

- Lots of parking spaces
- Level access
- Automatic doors
- Low level counters
- Spaces in all screens

EATING OUT

There are several eating places in and around Falkirk, which are accessible. Below is an example of some that have level or ramp access and accessible toilet(s)

- McDonalds, 144 High Street
- Burger King, 124 High Street
- Pizza Hut, 37 High Street
- Brewsters (off Junction 5 of motorway – adjacent to Travel Inn with adapted rooms)
- Outside Inn, Larbert (adjacent to Quality Inn with adapted rooms)

OTHER GENERAL INFORMATION

Public Toilets - Glebe Street

- Accessible toilets with Radar Lock

Many banks and shops in the high street have level access and/or automatic doors. Many also operate an open door policy.

Examples are Halifax Building Society (signer available - contact in advance), Abbey Building Society, Shoefayre, Birthdays Card Shop, Paperchase and Mothercare.

Contact Central Shopmobility if you require information about a specific type of service.

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FALKIRK – SURROUNDING AREAS

Denny

Denny town centre has a number of shops which are accessible. Car parking is provided through the centre and the centre levels can be accessed by ramps.

The Library at Denny is accessible on one level; staff will assist if items are required from the second floor.

The supermarket provision in Denny is separate from the town centre and is along the road to Dennyhead. Disabled parking spaces and a low-level cash machine are available.

Bonnybridge

The Bonnybridge area is served with shops and has an accessible library and community centre.

There are a number of shops including the Co-op which are accessible and the town centre, though sloping, is reasonably easy to negotiate.

There is also an accessible public toilet situated next to the Co-op.

There are links to the Forth and Clyde Canal giving a level path all the way to the Falkirk Wheel.

LARBERT AND STENHOUSEMUIR

Larbert

The main street has a number of specialist shops, some of which have level access, although there are also a number with steps.

Stenhousemuir

The town centre is level and has a number of disabled parking spaces very close to the shops.

The Library in Stenhousemuir is accessible up a ramp and has automatic doors. There is also a loop system installed at the Library counter.

The Housing & Social Work Office in Stenhousemuir is also accessible.

The shops in general are of reasonable size (one supermarket serving this area) and many of the shops are accessible. The town centre is due for a major redevelopment in the next few years.

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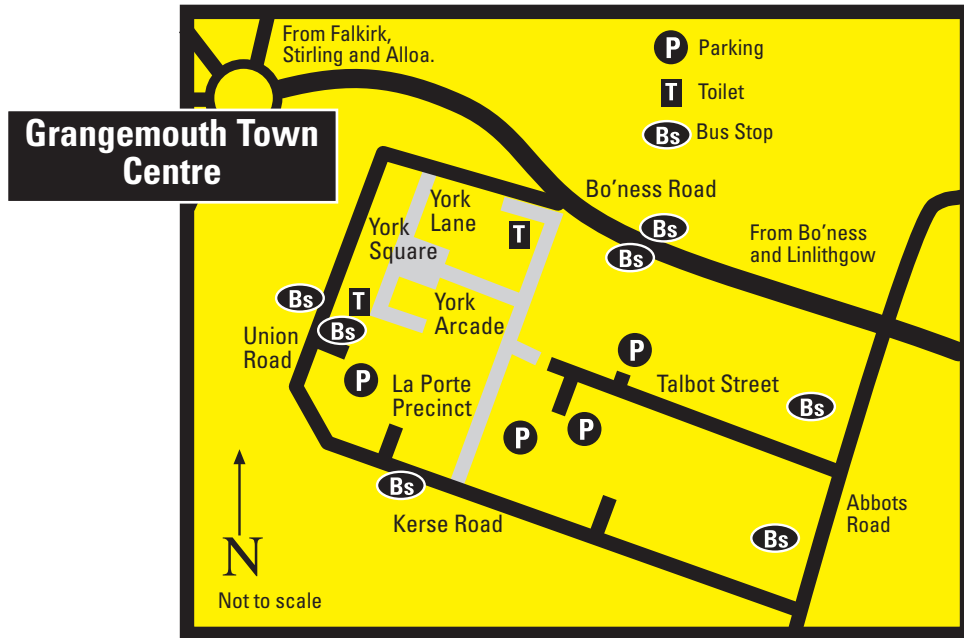


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GRANGEMOUTH AREA – TOWN CENTRE

The town centre area is completely pedestrian and on one level making most outlets accessible.



SHOPPING INFORMATION

Tesco, Talbot Street
Tel: 01324 483212

- Automatic doors
- Trolleys for wheelchair users
- Carry to car service

Iceland - Laporte Precinct

- Automatic doors
- Accessible toilet

Post Office - York Square

- Writing table at wheelchair height



PUBLIC OFFICES AND COUNCIL BUILDINGS

Municipal Chambers - Bo'ness Road
(Environmental Health, Building Control and Registrar)

Tel: 01324 504450, Fax: 01324 504451,
Minicom: 01324 504455

- Accessible parking space (1)
- Ramp access to main entrance
- Lift to marriage suite
- Automatic doors throughout
- Induction loops at reception and in marriage suite
- Accessible toilets on both floors

Town Hall - Bo'ness Road
Tel: 01324 504339

- Accessible parking
- Ramp access to ground floor

Public Library - Bo'ness Road
Tel: 01324 504690, Fax: 01324 504691

- Level access and automatic doors at main entrance, all on one floor.
- Wide range of large print and audio books.
- Induction loop at reception.

One Stop Shop - York Lane
Tel: 01324 504550, Fax: 01324 504551,
Minicom: 01324 666502

- Level access.
- Induction loop at enquiry and reception desks.



Dundas Resource Centre - Oxbang Road
Tel: 01324 504311, Fax: 01324 50 4312
(Including Disability Information Service
Tel/Minicom : 01324 504304)

- *Accessible parking*
- *Level access*
- *Automatic doors throughout*
- *Induction loop at reception*
- *Accessible toilets*

TOURIST AND LEISURE INFORMATION

Grangemouth Stadium, Kersiebank Avenue
Tel: 01324 504590, Fax: 01324 504591

- *Accessible changing facilities*

Grangemouth Sports Complex, Abbots Road
Tel: 01324 504560, Fax: 01324 504561

- *Level access*
- *Accessible parking*
- *Induction loop at reception*
- *Accessible changing rooms and toilets*
- *Hoist at poolside*

OTHER

Public Toilets, York Lane

- *Accessible toilet (RADAR)*

BO'NESS – TOWN CENTRE AND SURROUNDING AREAS

There are two major supermarkets in the town which have accessible parking and trolleys adapted for use by wheelchair users. The customer service desk at Tesco has a loop service installed.

There are also a number of specialist shops in the town centre many have level access but being small shops they can be difficult to access with a wheelchair.

The Public Library is accessible with automatic doors and there is also a Tourist Information Centre in the car park adjacent to the town centre.

The Bo'ness area has a number of tourist attractions including Kinneil Estate with connections to both the Antonine Wall and James Watt and the development of the steam engine. There is a small museum at Kinneil with parking adjacent to the entrance; there is an accessible path network within the estate.

The Scottish Railway Preservation Society has a large area on the fore shore including the reconstructed station and steam locomotives and diesel are run on a regular basis to the visitor attraction of Birkhill Clay Mine. Whilst Bo'ness station and the station at Birkhill are accessible, the clay mines themselves are not.

Bo'ness foreshore with its views across the Forth to the Ochil Hills is accessible at a number of points across the railway line and car parking is available at the end of Pier Street. The path network is level although there are some slopes at the western end.

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Falkirk Council

If you would like a copy in community languages, braille, large print,
or audio-tape, call: 01324 506011 or 506009 (text).