

DID YOU KNOW?

Services available within Harris

Travel Services

Option 1:

The NHS have the Patient Transport Service. The hours they work are limited.

Patient Travel Service can be contacted via phone: 01851 708021

Option 2:

Harris Community Wheels. The wheelchair accessible vehicle based at Leverburgh Care Home is for community use. There are volunteer drivers available if the person using the vehicle doesn't drive. They don't charge for the service, but users can make a donation.

To book the vehicle, telephone Leverburgh Care Home: 01859 520296

Exemptions of Council Tax

Extract from the Council Tax Leaflet 2025-26:

"Occupied Property Reductions

- *Some occupied properties may be exempt (for example, where all the occupants are aged under 18).*
- *A discount of 25% may be awarded if you are the sole adult resident (aged 18 or over) in the property.*
- *A reduction may be possible if a resident is disabled, and the property has certain features or facilities provided to meet their needs. The reduction takes the form of a drop in the valuation band (for example, from Band C to Band B).*
- *A Council Tax Reduction may be available if you are on a low income. The amount awarded will depend on your household income, capital, personal circumstances and the amount of Council Tax payable.*
- *Some discounts and reductions cannot be awarded on the water and sewerage element of your bill."*

https://www.cne-siar.gov.uk/sites/default/files/2025-04/Council_Tax_Leaflet_2025-26.pdf

Exemptions and discounts can differ per accounts and are looked at case by case.

People who suffer from Dementia or Parkinson for example can be exempt from the Council Tax.

Contact the Council for more guidance on that matter.

Phone: 01851 600502

Email: counciltax@cne-siar.gov.uk

Address: Revenues and Benefits Section, Comhairle nan Eilean Siar, Sandwich Road, Stornoway, Isle of Lewis, HS1 2BW

Bin collection at home for people who aren't able to put the bins out themselves

There is a service provided by the council. If you require help, complete and return the "Back Door Collection" form submit it via email or mail and the Cleansing foreman will assess the request for an assisted bin collection.

Contact: Cleansing Section, Marybank Depot, Stornoway, HS1 2QP

Email: cleansing@cne-siar.gov.uk

Care at Home / Day Services

The Home Care service is operational 365 days a year with staff working various shift patterns from early morning to late at night. The service is committed to provide flexible, responsive, and good quality care, which reflects individual need and preferences and also encourages service users to live as independently as possible in their own home as well as supporting carers in their caring role.

The service can be provided to anyone aged 18 years or over who has had an assessment of their needs completed and requires assistance with daily living within their home.

Contact: 01851 822711 between the hours of 9am and 5pm.

Faire can be contacted as normal out with these hours, by telephoning 01851 701702.

For further information:

Community Day Care Services Manager, Muriel Macleod, Grianan, Westview Terrace,
Stornoway, HS1 2LD
Telephone: 07970262732

<https://www.cne-siar.gov.uk/health-and-social-care/adult-health-and-social-care/care-home-day-services>

NHS WESTERN ISLES Community South Team

Joyce King, Senior Charge Nurse
Mobile 07974856465

Phone: Base 01859502126

Email: joyce.king@nhs.scot

Faire Telecare Alarm

If you or a family member feel the service would be of benefit, please contact the Faire office

Contact: Faire Careline Service, Seaforth House, Sinclair Avenue, Stornoway, HS1 AQ

Phone: 01851 701702

Email: faire@cne-siar.gov.uk

<https://www.cne-siar.gov.uk/gd/node/744>

Community Use Wheelchairs

You can borrow a community wheelchair to attend an event, to attend hospital appointments, funerals, go on holidays or whilst awaiting repairs to your own.

Harris Area Contact: Leverburgh Care Home,

Phone: 01859 520296

Email: leverburghhome@gmail.com

Beach Wheelchairs: At Talla na Mara, West Harris, Tel: 01859 503900

Crossroads

Crossroads care Harris provides respite care in the home to ill, elderly and people with disabilities. It also provides support for vulnerable people living alone, by providing company and taking them to appointments or events. It also provides an emergency overnight service to avoid unnecessary admission to hospital.

Phone: 07305078815

Email: manager@crossroadsisleofharris.co.uk

Address: The Old Primary School, West Tarbert, Isle of Harris, HS3 3BG.

<https://www.crossroadsisleofharris.co.uk/>

Western Isles Citizens Advice Service (Harris CAB)

Free advice service for your money situation, want to make a complaint about faulty goods, or would like to talk to someone about tax credits.

Phone: 01859 502431

Email: bureau@harriscab.casonline.org.uk

<https://www.citizensadvice.org.uk/scotland/>

Following documents are available online or by contacting the various groups directly:

Travel Services:

- Harris Community Wheel leaflet
- NHS Patient Travel Claim Form

Related to Council Tax:

- Council_Tax_Leaflet_2025-26
- Care - providing or receiving elsewhere - (exemption or disregard)
- Carer in property (disregard)
- Disabled person's property banding reduction
- Severely mentally impaired (exemption or disregard) (v1.1)

Related to bin collection:

- Back Door Collection MASTER

Related to Faire Telecare Alarm:

- Faire leaflet

Related to general directory:

- WICCF-Directory-2025, please refer to their website for the most updated version.