



North Ayrshire
Community Planning Partnership

COVID-19 Update for Communities

19 June 2020

NORTH AYRSHIRE WIDE

COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community

 <p>Think of others, consider your actions & be kind</p> <p>People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.</p>	 <p>Connect and reach out to your neighbours</p> <p>As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.</p>	 <p>Make the most of local online groups</p> <p>Keep up to date, share information and be a positive part of your local community conversations.</p>	 <p>Support vulnerable or isolated people</p> <p>Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.</p>	 <p>Share accurate information and advice</p> <p>Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.</p>
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Please contact the North Ayrshire Community Planning Team for sharing good ideas for community support during this time. The Team can be contacted by emailing: communityplanning@north-ayrshire.gov.uk

New updates

- **Summer Childcare Provision information can be found on pg 19**
- **This weeks Active School highlights can be found on pg 16**
- Updated information regarding the Better Health Hub can be found on pg 7
- All Hubs in North Ayrshire have a stock of sanitary products. Please contact your local Hub should you require any supplies.

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Community Support Hubs

Our contact centre number is **01294 310000** (Monday to Friday during office hours). They can offer you advice and make referrals to other services.

If you want to get in touch with your local Community Support Hub please use the numbers below.

This might be for help with accessing food, prescription delivery or for local community groups. The minimum opening hours for the hub phonedlines are 10am to 1pm Monday to Friday.

Irvine - Fullarton 07934163884 07398108924 01294 278207	Irvine - Vineburgh 07864718921 07398108915 01294 317156	Irvine - Redburn 07936033039 01294 313593
Three Towns 07907878861 01294 475900	Arran 07496658760 01770 600532	Garnock Valley 07395941571 07907876260
Kilwinning 07395941792 01294 554699	North Coast 07907876444 01475 673309	

Volunteering

Our communities and individuals are already working hard to support their neighbours and communities. The Council wants to help to join things up, provide support and help with gaps. **We ask that you:**

1. Consider our [guide](#) for groups and volunteers which has suggestions on how you can minimise risks
2. Let us know what you are doing to help others; and
3. Tell us what support your group needs from the Council or any local issues you identify but can't tackle.

You can email communityplanning@north-ayrshire.gov.uk now or call your local community support hub.

➤ Support for Food Businesses

Our local food businesses are a key part of sustaining our communities just now. Information on licensing arrangements and financial support is available here: www.north-ayrshire.gov.uk/coronavirus/Business-licensing-Coronavirus-COVID-19-updates.aspx

Support and guidance on how they should be operating safely is available from North Ayrshire Council Environmental Health and in these guides:

- <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>
- <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#shops-running-a-pick-up-or-delivery-service>

➤ My World of Work Job Hub

In partnership with industry and in rapid response to the COVID-19 pandemic Skills Development Scotland have developed a new feature on My World of Work to support those seeking employment at this critical time.

The My World of Work Job Hub brings together immediate job opportunities from employers across Scotland in line with [Scottish Government advice on Coronavirus](#).

Visit myworldofwork.co.uk/jobhub to find immediate job opportunities in your area.

➤ Redundancy Support

There is a support line available for anyone facing redundancy because of Covid19. Please call 08009178000 on Mon-Fri between 9am-5pm. Alternatively you can find information on www.redundancyscotland.co.uk.

➤ Pension payments

If you or a relative have concerns about collecting your pension while self-isolating, there is useful guidance from the post office website at <https://www.postoffice.co.uk/post-office-card-account> that could help. Social work can also assist. Please remember that volunteers should never ask for your bank card and pin number!

➤ Business Support

Scottish Government Coronavirus Business Support Fund

Grant support is now available to help business deal with the impact of COVID-19. The purpose of these grants is to help protect jobs, prevent business closure and promote economic recovery. This includes:

- **Small Business Support Grant**

- **Retail, Hospitality, Leisure Support Grant**
- **Multiple retail, hospitality or leisure properties**

Newly Self Employed Hardship Fund

The Newly Self Employed Hardship Fund is a new support mechanism, funded by the Scottish Government, designed and administered by Scottish Local Authorities, to support the newly self employed who are not covered by already announced support packages.

In order to qualify for support (£2,000 Grant) you need to have become self-employed since 6th April, 2019 and not yet recorded a full years Tax Self Assessment submission.

Find out more at <https://www.north-ayrshire.gov.uk/coronavirus/Business-licensing-Coronavirus-COVID-19-updates.aspx>

➤ **Employability**

Employability Hubs: Your Next Move

North Ayrshire Employability Hubs have launched their "Your Next Move" Facebook page, in the hope that they can continue to support the community with advice and guidance, useful tips and links to all the North Ayrshire programmes, recruitment and video clips. To check out the Facebook page click below:

https://www.facebook.com/pg/WorkingNorthAyrshire/about/?ref=page_internal

CEIS Ayrshire Employability

CEIS Employability advisors are still available to support anyone (registered or not) through these uncertain times.

They can support with information, advice or guidance relating to employability and job losses and can assist where possible with new claims for benefit etc. They may also be able to share some new vacancies becoming available.

They can be reached on the following email addresses & phone numbers:

<p>Irvine Office – 01294 322707</p> <p>keith.mason@ceisayrshire.co.uk lynne.templeton@ceisayrshire.co.uk gillian.moore@ceisayrshire.co.uk jim@ceisayrshire.co.uk</p>	<p>Stevenston Office – 01294 607002</p> <p>elizabeth.mckay@ceisayrshire.co.uk jacqueline.stevens-gray@ceisayrshire.co.uk allison.millar@ceisayrshire.co.uk craig.jarvie@ceisayrshire.co.uk ian.shaw@ceisayrshire.co.uk</p>
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Healthier

➤ **Ayrshire Cancer Support**

Ayrshire Cancer Support provide free cancer patient transport, as does Irvine (& Troon) Cancer Care, for those still having treatment, and we provide free telephone counselling and wellbeing checks to help with anxieties. To arrange either service please just call **01563 538008**.

➤ **Support for the sensory impaired**

Please find a link to support for those with sensory impairments below:

<https://www.north-ayrshire.gov.uk/Documents/CorporateServices/ChiefExecutive/sensory-impairment-community-support.pdf>

RNIB Scotland works on behalf of over 170,000 blind and partially sighted people in Scotland. During the Coronavirus pandemic many people with a vision impairment will face additional challenges accessing food and essentials and may need additional support.

They are providing support to blind and partially sighted people in this time to tackle social isolation and to help access everything from eye care to information, welfare and employment advice and entertainment. Support can be accessed through our helpline which is open 8am-8pm weekdays and 9am-1pm Saturdays and can advise on issues people with sight loss face, both related and unrelated to Coronavirus. **The helpline number is 0303 123 9999**.

The Community Hearing Support Service can assist NHS hearing aid users with batteries and advice during this time. Please contact heartohelp.ayrshire@hearingloss.org.uk or **07391 017781**

➤ **Support for People in North Ayrshire Shielding in Relation to the Coronavirus**

Shielding is a range of measures that can be taken to protect extremely vulnerable people from coming into contact with coronavirus, by minimising all interaction between them and others. You should have had a letter from the Chief Medical Officer if this applies to you.

Support

We understand that this means the practical aspects of daily life may become very difficult for you and you might feel worried and isolated. If you need help with things like getting food, making sure you have enough money, getting your prescription or your wellbeing you can get in touch with us.

Support for People in North Ayrshire Shielding in Relation to the Coronavirus
Telephone North Ayrshire Council on: **(01294) 310000**. Helpful Links Advice on
shielding www.nhsinform.scot Information on other local support:
northayrshire.community/covid-19-updates-for-communities/

➤ Health & Wellbeing: Keeping well during COVID19



Are you frightened and anxious right now? Our workers are trained to support you and look after your wellbeing. We know the issues you are facing regularly will still be there and we want to help

Helplines

Wellbeing Scotland recognise what a difficult time it is for all with the Covid-19 outbreak. As it is currently not safe to offer face to face appointments, we will be offering support by telephone, text, email and groups. We are planning to post resources and work towards virtual groups. Our contact numbers are:

01324 630100 all calls

0800 121 6027 for people who have experienced abuse

07912 759 655 children and young people and people with mental health concerns

Email: info@wellbeingscotland.org

Websites: <http://www.wellbeingscotland.org>

<http://www.incaresurvivors.org.uk>

Facebook: <https://www.facebook.com/WellbeingScotland>

Twitter: <https://www.twitter.com/wellbeingscot>



Please find new information on general health and wellbeing during the Covid 19 outbreak on the NHS Ayrshire & Arran website below:
<https://www.nhsaaa.net/better-health/keeping-well-during-covid19/>

The Health Improvement Team have information which will be of use to individuals, and to communities and partners who are supporting people to keep well during this time. Please consider those who are not digitally connected and share the information if you think it would be useful.

The Health Information and Resources Service (HIRS) can provide a free print and post service for information. Please phone us **01292 885924** on Mon, Wed, Fri from 1.30pm-4.30pm to request this service, or alternatively email Jennifer.McKenzie@aapct.scot.nhs.uk.

Please see link below for new information about **The Better Health Hub support** that is currently available:

- [Near Me Information](#)
- [How the Better Health Hub are delivering Services during Covid-19](#)

➤ Using Green Health Activities to keep well

KA Leisure have published some helpful ideas on their website to help everyone look after their physical, mental and social wellbeing. To find out more please visit: <https://kaleisure.com/green-health-activities/>

➤ Chest Heart and Stroke Scotland

The new nurse-led Hospital to Home Telephone Support Service has been designed to assist people returning home following a cardiac or respiratory admission by following simple steps to recovery, adjustment and self-management. If you have patients who are isolated or need practical support, from regular chats over the phone, to dog-walking or collecting shopping or medications the kindness volunteers at the Kindness Support Service can ensure people stay safe and well at home. Call **0808 801 0899**, Monday to Friday 9.30am-4pm. The free confidential telephone, e-mail and text service provides support and information for people living with respiratory conditions, heart disease and stroke. In addition, we offer advice to families, carers, and health and social care professionals across Scotland. Stroke Nurses and rehabilitation staff: Experienced staff support people, following discharge from hospital with a stroke. Health information: Publications and leaflets provide up to date information including our new coronavirus resources <https://www.chss.org.uk/coronavirus/coronavirus-advice/coronavirus-resource-hub>

➤ Accessing HSCP Services (cont'd overleaf)

Services in North Ayrshire

Health and social care services and people in North Ayrshire communities are facing some significant challenges.

- More people than ever need health and social care services
- This demand for health and social care is likely to keep increasing
- There is less money available to meet this growing demand
- We provide support to children and adults based on priority of need

We target our services to those who are most in need

We consider your needs by applying criteria. We can also advise on other forms of help, including community based support.

Accessibility

All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

Wszystkie nasze publikacje są dostępne w różnych językach, dużym drukiem, braillem (tylko w wersji angielskiej), na taśmie dźwiękowej lub w innym formacie Twojego wyboru.

جميع النسخة متاحة في مختلف اللغات، والطباعة الكبيرة، وبرايل (باللغة الإنجليزية فقط)، أو على شريط صوتي أو في شكل آخر يختار.

Our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

Tha gach sgrìobhadh againn rim faicinn ann an diofar chànanan, clò rus motha, Braille (Beurla a-mhàin), taip claisinn no riochd eile a tha sibh airson a thoghadh.

सबसे अधिक मात्रा में सेवाएं, बड़े अक्षरों की छाप, ब्रैल (केवल अंग्रेजी), ऑडियो टेप या अन्य किसी भी विकल्प में उपलब्ध हैं।

جميع النسخة متاحة في مختلف اللغات، والطباعة الكبيرة، وبرايل (باللغة الإنجليزية فقط)، أو على شريط صوتي أو في شكل آخر يختار.

We're on Twitter @NAHSCP

Non-emergency calls
Mon-Thurs 9am-4.45pm,
Fri 9am-4.30pm

01294 310005 (Three Towns)

01294 310300 (Irvine & Kilwinning)

01505 684551 (Gamock Valley)

01475 687592 (Largs)

Out of hours, call
0800 328 7758

Delivering care together #NAHSCP

Accessing services



Help and support from our Service Access team

Monday–Thursday 9am–4.45pm
Friday 9am–4.30pm

01294 310005 (Three Towns)

01294 310300 (Irvine & Kilwinning)

01505 684551 (Gamock Valley)

01475 687592 (Largs)

Out of hours 0800 328 7758

Delivering care together



Our service access team is the first response to anyone who needs help

- We are first responders for all concerns about the welfare of children and adults
- Concerns are received from health and social care colleagues, Police Scotland, education and members of the public
- We visit people and take action to ensure children and adults are safe and protected
- We screen all referrals to health and social care services in North Ayrshire Health and Social Care Partnership
- We signpost to other services and supports in the local community
- We work with all age groups



Making a referral

- When you share concerns about someone's wellbeing you are making a referral.
- When you ask for an assessment for services you are making a referral.

North Ayrshire Health and Social Care Partnership works to ensure people receive the right service at the right time.

- You can refer yourself (self-referral)
- Other people can ask for a referral on your behalf, e.g. relatives, health and social care professionals, teachers, voluntary organisations

What happens next?

Our team will:

- Make sure the person is safe. This may include visiting the person at home.
- Assess the person's circumstances and needs by applying eligibility criteria.
- Listen to the person's thoughts and feelings as well as their family / carers opinion.
- Link to an extensive range of services and agencies in North Ayrshire.
- Help you to get the right help at the right time.

Our service access team

We are a team of health and social care professionals, including social workers, social work assistants, service access assistants and occupational therapists.



We are the gateway to services and we work in partnership with other health and social care professionals in North Ayrshire – in communities and in local hospitals.

We work to reduce health inequalities and focus on prevention and early intervention.

We link in with colleagues in local third sector organisations, in other sectors such as housing, education and with partners such as Scottish Ambulance Service, Police Scotland, and Scottish Fire & Rescue Service.



We target our services to those who are most in need

➤ Support for Carers

Unity Carer Centre offers specialist information, support, advocacy and advice. If you are an unpaid or family carer of almost any age you can access support. All Centre staff are now home based until further notice. They are still available for phone appointments through the normal number and hours: 01924 311333

Digital Carer Resource

Did you know if you are an unpaid carer you could tap into support, information and e-learning through the Digital Resource for Carers?

With more individuals self-isolating and social distancing, the carer's role can become stressful and it can be difficult to communicate with others who may also be caring for the same person.

The Jointly app allows you to create a circle of care for the person you are looking after. Once you have set up your Jointly circle, you can start using Jointly to organise care.

Normally there is a charge for this app, but if you sign up to <https://carersdigital.org/> using the free code DGTL4110 you can access Jointly for free.

For more information on other support available contact North Ayrshire Carers Centre **01294 311333**.

➤ Unpaid Carers

If you are an unpaid carer in North Ayrshire and need advice and support, including access to

personal protective equipment please contact

North Ayrshire Carers Centre
174 High Street
Irvine
KA12 8AN
Tel: 01294 311333

<https://www.unity-enterprise.com/carers-centers/>

➤ Bus provision to hospitals

For the most up to date service information, always check www.travelinescotland.com.

Hospital	Service	Operator	Covid19 updated timetables
Crosshouse Hospital Kilmarnock	11	Western	Enhanced Sunday timetable from Mon-sat and normal Sun
	110	Western	Normal Service
	337	McGills	Normal service
	21	Shuttle Buses	Normal service
Inverclyde Royal Hospital	545	McGill's Buses	Hourly
	545H	McGill's Buses	Hourly
	540	McGill's Buses	90 mins
	906	McGill's Buses	2 hours
	30	C + M coaches	Saturday reduction
	585	Western Coaches	Normal Service
	331	McGill's Buses	Normal Service
	517	McGill's Buses	40 mins
	578	McGill's Buses	Normal Service
	576	McGill's Buses	Normal Service

➤ Clear Your Head: Looking after your mental health

The Scottish Government's 'Clear Your Head' campaign highlights the practical things people can do to help them feel better whilst continuing to stay at home, acknowledging these are worrying and uncertain times for many.

Simple steps to taking better care of our mental health and wellbeing over the coming weeks include:

- **Keeping to a routine** – trying to sleep and wake at the same time and eating at regular times.
- **Moving more** – staying active, within the current guidance, to boost your mood.
- **Taking a break** – limiting exposure to the news on social media if you feel things are getting on top of you, instead using fun games, quizzes and apps online to pass the time.
- **Making time for yourself** – simply taking a breather or doing something you enjoy.
- **Keeping in touch** – phoning family and friends to ease worry and feel connected.

Along with a range of tips on how to stay positive, the campaign website clearyourhead.scot will signpost sources of help and advice including NHS Inform, and helplines including NHS24, Breathing Space, SAMH and the Samaritans. For information and advice visit clearyourhead.scot

Safer

➤ National Covid19 Helpline

<https://www.gov.scot/news/support-for-those-at-high-covid-19-risk/>

Local people may have seen information about a new national helpline. Please note that the national helpline will direct North Ayrshire residents back to the local number central number for support - **01294 310000**

The national helpline will offer help to those who do not have family or existing community support and cannot get online and who are over 70, disabled, require the support of mental health services, are pregnant or receive a flu jab for health reasons. This service is in addition to localised support already available for people who have received letters advising them to shield themselves. However, any of those in the shielding category who are not yet receiving assistance, who do not have family and cannot get online can access support via this new helpline.

Anyone not in these categories but still looking for support should visit www.readyscotland.org

The helpline – **0800 111 4000** – will initially operate during core working hours of 09:00 to 17:00 while plans are developed and implemented to extend it to operate for a longer period each day. Callers will be automatically connected to their local authority who will support them to access the service they need.

➤ Co-op gift card

The Co-op have launched a Co-op gift card scheme for those self-isolating and reliant on others doing their shopping. **Call 0800 0294592** to purchase a Co-op gift card which you can share with volunteers/neighbours/friends to pay for your shopping in your local Co-op.

➤ Supermarket Opening and Priority Shopping Hours

For the most up to date opening hours for each supermarket, please use the store locators linked in the table below.

Shop	Opening Hours: Store Locator	Priority Shopping for Some Workers	Priority Shopping for Elderly & Vulnerable
Tesco (except Express)	https://www.tesco.com/store-locator/uk/	NHS workers 9-10am Tues and Thurs	Monday, Wednesday and Friday 9-10am
ASDA	https://storelocator.asda.com/	Prioritising NHS workers in larger stores every Monday, Wednesday and Friday from 8 to	

		9am	
Sainsburys	https://stores.sainsburys.co.uk/	Monday to Saturday 7:30-8am for NHS and care workers	Monday, Wednesday, Friday 8-9am
Iceland	https://www.iceland.co.uk/store-finder	Exclusive hour for NHS staff final hour of shop trading	
Iceland – Food Warehouse	https://www.thefoodwarehouse.com/store-locator/	Exclusive hour for NHS staff 7-8am from Mon to Sat	Mon to Sat from 8-9am
Aldi	https://www.aldi.co.uk/store-finder	All groups with a Blue Light card take priority ahead of queues and have early access on a Sunday, where they can enter stores 30 minutes prior to opening	Opening 30 minutes early Mon - Sat for elderly (over 70) and vulnerable customers
Morrisons	https://groceries.morrisons.com/webshop/startWebshop.do	NHS Workers 6am – 7am Monday – Saturday and 7am – 8am on Sunday's	

➤ Food Delivery

Company	Produce Available	Contact Details
Mills Milk	Deliver twice a week. Milk, eggs, juice, bread and more.	01475 672 474 https://www.millsmilkscotland.co.uk
Wiseman Dairies	Milk	01355 270629
Fruits & Roots	Delivery of fruit/veg boxes to Irvine, Kilwinning, Three Towns, Garnock Valley and North Coast. Minimum order £15, order only via Facebook messenger. Cash or PayPal payments accepted. Delivery £2	https://www.facebook.com/fruitandroots
Oakhouse Foods	Delivers frozen ready meals. Free delivery for orders over £30.	https://www.oakhousefoods.co.uk/
Reids Food Service	No minimum order. Delivery costs incurred if order under £30. Have agreed temporarily to deliver to individual customers throughout Ayrshire.	http://www.reidsfoodservice.com/
Homefresh Foods	Free delivery of fruit, veg, milk and eggs. No telephone orders accepted.	www.homefresh.online
Snappy Shopper	Convenience items available for delivery	https://www.snappyshopper.co.uk/
Morrisons	Doorstep deliver	Morrisons Doorstep delivery service is available to vulnerable and elderly members of the community, unable to go shopping in-store.

		<p>Call 0345 611 6111 and select option 5 to place your order. In order to use this service you must live within 10 miles of a Morrisons store. You can choose from a limited list of essential items:</p> <p>https://my.morrisons.com/doorstep-deliveries/</p>
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➤ **Communication from North Ayrshire Council**

It is important to be vigilant just now and be aware of scam callers. North Ayrshire Council want you to have confidence when you contact them or when they contact you, so they have put together a handy guide about when they might call and what they would and wouldn't ask: <https://www.north-ayrshire.gov.uk/coronavirus/Call-information.pdf>

➤ **North Ayrshire Foodbank in Ardrossan**

If anyone in our communities has a red Foodbank referral voucher, they are still able to claim their 3 day food parcel at the North Ayrshire Foodbank at the Church of Nazarene in Ardrossan. Referring agencies should direct people to call the Community Support Hubs for emergency food provision in the first instance.

➤ **Support from CHAP (Community Housing Advocacy Project)**

CHAP are operating a telephone/email service for assistance with housing, benefits and debt issues in North Ayrshire. They are also able to offer help to those homeowners across Ayrshire who are facing mortgage repossession.

They can be contacted on **01294 475633** or adviceandinfo.chap@gmail.com during normal office **hours**.

➤ **Scam Advice**

Nobody involved in the North Ayrshire Community Support Hubs will ask members of the public to pay them money upfront before getting groceries or helping with other tasks. If you have concerns about the legitimacy of a caller you can get in touch with the Community Planning Team to check their details and contact Police Scotland on 101. For a useful infographic on protecting yourself from scams related to Coronavirus, please visit <https://www.friendsagainstscams.org.uk/shopimages/coronavirus.png>

➤ **Home Fire Safety Advice**

With more people spending more time at home it's especially important that our homes are safe. You can find the Scottish Fire and Rescue Service guide https://www.firescotland.gov.uk/media/332178/Your_Guide_to_Fire_Safety.pdf

While they are not offering home fire safety visits, they are, however, ensuring that any faulty smoke detectors are replaced and will continue to fit alarms in properties that have no detection to those who are at very high risk. Further advice can still be sought via the usual channels – via www.firescotland.gov.uk, by telephoning your nearest wholtime fire station, or by emailing w.ensa.communityactionteam@firescotland.gov.uk.

➤ North Ayrshire Council Services

The latest information about Council services is available here - <https://www.north-ayrshire.gov.uk/coronavirus/Coronavirus.aspx>

➤ Volunteering: Be Inspired

In these unprecedented and troubled times now more than ever there is the opportunity to make a difference in someone's life, a chance to do something that could make a difference in your local neighbourhood.

Over the coming weeks we'll be giving you ideas and hopefully inspiration on how you can do that. Support is available through the Be Inspired project via the two Community Coaches. How, might you ask, can we access that support?

...Are you fit and well?

...Has your day-to-day routine been turned on its head and you're not sure what to do with yourself?

...Have you thought of ways that you could help vulnerable family members, neighbours and friends?

Even though we can't have face-to-face meetings with you we can support you through phone calls, emails, social media and video calls.

Watch this space for ideas over the coming weeks!



➤ Virtual Community Centres

Since the beginning of the Covid-19 crisis, North Ayrshire Council and local communities have been working flat out to create ways to keep people safe, supported and connected. There are now various Virtual Community Centres online to represent all the North Ayrshire localities.

Join in, get the latest updates on your locality, and stay safe:

- Three Towns Virtual Community Centre - <https://www.facebook.com/groups/ThreeTownsCommunity/>
- Garnock Valley Virtual Community Centre - <https://www.facebook.com/groups/GarnockValleyCommunity/>
- Irvine Virtual Community Centre - <https://www.facebook.com/groups/IrvineCommunity/>
- Kilwinning Virtual Community Centre - <https://www.facebook.com/groups/KilwinningCommunity/>
- Arran Virtual Community Centre - <https://www.facebook.com/groups/ArranCommunity/>
- North Coast Virtual Community Centre - <https://www.facebook.com/groups/NorthCoastCommunity/>
- Funding - <https://www.facebook.com/groups/NorthAyrshireCommunityFunding/>

- Adult Learning - <https://www.facebook.com/groups/NorthAyrshireAdultLearning/>
- Community Groups and organisations - <https://www.facebook.com/groups/NorthAyrshireCommunityGroups/>
- DofE - <https://www.facebook.com/groups/NorthAyrshireDofE/>
- Active Schools - <https://www.facebook.com/groups/912433859203299/>

➤ Energy

Ofgem have published advice and answers to questions you may have on managing your energy supply during the outbreak. For further details click [here](#).

New emergency measures with the energy industry have been agreed by the government to protect the domestic energy supply of those most in need during the disruption caused by COVID-19.

Customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to keep them supplied.

More broadly, any energy customer in financial distress will also be supported by their supplier, which could include debt repayments and bill payments being reassessed, reduced or paused where necessary, while disconnection of credit meters will be completely suspended.

Home Emergencies

If you have a home emergency, for example if your boiler or electricity stop working, you can still access help via your supplier, insurance company or a private tradesman. However, only essential home repairs are currently being carried out. [FAQs are available via British Gas.](#)

Suppliers numbers are listed below for contact:

- British Gas – **0333 202 9802**
- EDF – **0333 200 5100**
- EON – **0345 052 000**
- N Power – **0800 073 3000**
- Scottish Power – **0800 027 0072**
- SSE – **0345 0262 658**

➤ Third Sector Resilience Fund

Third Sector Resilience Fund is now open and support organisations across the third sector who are at risk of closure due to a sharp decrease in income or that are unable to deliver their services directly as a result of the Coronavirus pandemic. The fund's primary intention is to help these organisations to stabilise and manage cashflows over this difficult period. For more information of apply please click [here](#).

➤ Consultation: Public confidence in Police

Police Scotland want to understand the views and priorities of Scotland's diverse communities. This is especially important during the ongoing Coronavirus (COVID-19) pandemic. The survey will take no longer than 10 minutes to complete:

<https://consult.scotland.police.uk/surveys/your-police-2020-2021/>

Please note that this platform is not about reporting crime or providing information about an incident. To find out ways to contact Police Scotland, please visit: <https://www.scotland.police.uk/contact-us/>

Active Schools and Youth Services

Active Schools would like to help the pupils/ staff and families of North Ayrshire stay active during these challenging times. There are so many great opportunities out there, please click the below link to see an overview of some of their favourites.

- Week 12 (15 – 19 June)
<https://twitter.com/NAActiveSchools/status/1272491608320151552/photo/1>
- Week 11 (8 June – 12 June)
https://twitter.com/nhsaaa_cyp_pt/status/1270250110023335936?s=21
- Week 10 (1 June – 5 June)
<https://twitter.com/NAActiveSchools/status/1267418219033309184>
- Week 8 (18 May – 22 May)
<https://twitter.com/NAActiveSchools/status/1262307074324738049/photo/1>
- Week 7 (11 May – 15 May)
<https://twitter.com/NAActiveSchools/status/1259808020403564544>
- Week 6 (4 May – 8 May)
<https://twitter.com/NAActiveSchools/status/1257248720699240448>
- Week 5 (27 April – 3 May)
<https://twitter.com/NAActiveSchools/status/1254735303987912704/photo/1>
- Week 4 (20-27 April):
<https://twitter.com/NAActiveSchools/status/1252194967205941249/photo/1>
- Week 3 (13-19 April):
<https://twitter.com/NAActiveSchools/status/1249666034661052416/photo/1>
- Week 2 (6-12 April):
<https://twitter.com/NAActiveSchools/status/1247258159166771202/photo/1>



KA Leisure have been working with North Ayrshire Council to encourage families and young people to get moving. Activity can mean something different for us all but the benefits remain the same both physically and mentally.

Please see the below link for an overview of what's on across North Ayrshire

<https://www.facebook.com/KALeisure/photos/a.305788236142506/2800449743342997/?type=3&theater>

#digiDrEAM Join North Ayrshire Youth Services Social Media Channels and get involved in activities.

➤ Emergency Childcare Provision for Children of Key Workers

Our emergency childcare provision for children of critical key workers commenced on Monday 23 March across all nine secondary schools. This moved to six locality hub school buildings on Wednesday, 25 March. This provision is staffed by volunteers from across the service. To date, 550 staff have volunteered to support this provision.

The education hubs are: Largs Campus / Garnock Campus / Arran High School / Stanley PS & Early Years / Abbey PS & Early Years / Castlepark PS & Early Years. The service currently runs from 9am-3pm.

This provision is only available to support critical key frontline workers in NHS, Health and Social Care, emergency services and the armed forces at this stage, and only if the families absolutely require the provision because they have no alternative means of childcare. A total of 690 eligible families have successfully registered for this service so far.

What is a Key Worker?

Like the rest of the country, lots of people across North Ayrshire have important jobs which support various aspects of normal daily life. In the current circumstances, key workers are identified as those who are helping to support us through the challenges presented by the coronavirus. The Scottish Government defines key workers in three categories:

Category 1:

Health and care workers directly supporting the coronavirus response or life-threatening emergency work, and associated staff, as well as critical primary and community care provision. Energy suppliers and staff providing childcare or learning for other category one staff are also included.

Category 2:

All other health and care workers, and wider public sector workers providing critical and emergency welfare services. This includes workers in the fire, police and prison services as well as those supporting our critical national infrastructure, without whom serious damage to the people of Scotland could be caused.

Category 3:

All workers without whom there could be a significant impact on Scotland but where the response to coronavirus, or the ability to perform essential tasks to keep the country running, would not be severely compromised.

At present in North Ayrshire, our emergency childcare provision serves mainly category 1 key workers with some category 2 key workers. Specifically, this service is available to:

- NHS staff
- Frontline Health and Social Care Staff
- Emergency Services personnel
- The armed forces

The provision is reviewed on a weekly basis. Any future changes will be communicated on this website and through the Council's normal communication channels.

If you are a key worker, as described above, you can apply for a place in our emergency

critical key worker childcare provision if you have no other means of childcare, through accessing the following link:

<https://www.smartsurvey.co.uk/s/ParentalKeyWorkerQuestionnaire/>

➤ **School Meal Provision**

Following the Government's announcement regarding school closures, North Ayrshire Council is pleased to confirm that young people eligible for free school meals and/or in receipt of a school clothing grant will soon receive a weekly food package for both them and their families in the weeks ahead.

This package will be delivered to your home and will include lunch recipes and related ingredients.

To take part in the scheme, eligible families must opt-in by contacting us. The service is aimed at those who have a child or children eligible for free school meals and/or in receipt of a school clothing grant. If you are eligible and have not yet registered, please fill in this form at: <https://forms.gle/14Z1dpbcissPL3qt8>

Once you are matched with the free school meals/clothing grant database, you will be added for a home delivery service.

➤ **Supporting Children and Young People**

North Ayrshire Psychological Service and their Mental Health and Wellbeing team are committed to supporting children and young people and their families during this potentially stressful time. They have pulled together information and useful links [here](#).

Penumbra have issued a wellbeing resource for young people. This can be viewed [here](#)

➤ **Special Uplifts**

As a result of the national closures of Household Waste Recycling Centres (HWRC) across Scotland due to Covid-19 restrictions, we are providing a free special uplift service for a temporary period for those who are struggling to store items safely.

Once all HWRCs reopen, the usual charges for special uplifts will be reinstated. These are: For **up to 5 items - £25.20**, extra items **£5.04 each**.

Items that are not on the order will not be collected.

Where do I put items for collection?

Once you have booked your uplift, you should place your items to the front of your property (without blocking the pavement) before 7am on the day of your collection.

The crew won't return for missing items or collect anything in a hazardous condition.

Staff are not required to enter residents' homes to remove items booked for collection.

We will collect

- furniture
- carpets, rugs, lino
- bags (you must tell us what is in the bags)
- packaging and boxes
- keep fit equipment
- bath screens
- electrical good/white goods
- garden tools and lawnmowers
- toys (bike, trampoline, swing, climbing frame)

We won't collect

- builders waste, garden waste, domestic waste
- fixtures and fittings (doors, skirting and windows etc)
- house clearances
- engine oil, car batteries, car parts
- liquids, hazardous waste, gas cylinders
- wood, laminate flooring, fencing
- huts/sheds
- pianos

You can book a special uplift by calling 01294 310000

➤ **Summer childcare provision**

North Ayrshire Council is pleased to confirm that the current COVID-19 related childcare provision that is offered to the children of key workers and vulnerable families, will continue over the school summer holiday period.

We hope that this will provide reassurance and support for families during this challenging time.

Due to the ongoing work to prepare schools and early years centres for the return of children and young people on August 11, the childcare provision will need to be relocated into community-based venues and early years establishments.

More information on the location of these venues will be released in the week commencing June 22. We are keen to make sure that the new locations will be accessible and located as close as possible to the existing provisions.

In addition, the Council is working closely with colleagues and partner agencies to get the venues ready for use. This includes carrying out the relevant safety checks and ensuring adherence to current public health guidance.

There will be an online booking system to enable key worker families to pre-book the times that they require their children to attend. Information on this process will also be issued next week commencing June 22. It will be a simple, easy-to-use electronic system that will make a big difference to the operation of these new hubs and we thank you in advance for your support in using it.