



North Ayrshire
Community Planning Partnership

COVID-19 Update for Communities 24 March 2020

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

Community Support Hubs

The hubs were launched on 24 March 2020 and are in each of our six localities. Their purpose is to be a local point of contact for need arising from COVID-19 including health & well-being, money, and food.

They are staffed by a small team of North Ayrshire Council and Health and Social Care Partnership staff and respond with advice, signposting, referral or coordinating volunteers.

The hubs will not be open to the public but will work alongside what's underway in local areas.

- **Most hubs can be contacted by telephone from Monday to Friday between 10am and 1pm.**
- **Arran will operate from 9am to 7pm.**
- **Irvine Fullarton and Irvine Vineburgh will operate longer hours.**

The answer machine will be on out with these times and all messages will be picked up the following day.

Contact details for hubs

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

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 (from 24 March 2020).

Irvine

Locality Leads

Cllr Louise McPhater, Tel: 01294 317156 Email: louisemcphater@north-ayrshire.gov.uk

Donna Fitzpatrick, Tel: 01294 278207 Email: fullarton.secretary@gmail.com

Doctor's Surgeries & Out of Hours

Townhead Surgery Tel: 01294 441441	Eglinton Medical Practice Tel: 01294 279178	Frew Terrace Tel: 01294 272326
Lanfine Way Surgery Tel: 01294 216433	Bourtreehill Medical Practice Tel: 01294 211993	Dundonald Medical Practice Tel: 01294 211844
Out of Hours GP Tel: 111	Out of Hours Social Services Tel: 0800 328 7758	

- **J&A Quinn Butchers** are offering a delivery service for the elderly who are currently unable to leave their homes. Orders can be placed by calling **01294 211307**.
- **North Ayrshire Coronavirus Support** Facebook support page has been setup to keep residents up to date with local news - <https://www.facebook.com/NACoronaCommunity/>
- **Kidron House Hotel, Dreghorn** are providing children with a free breakfast Monday to Friday from 23 March 2020. They are also offering parent/guardians tea and coffee at a cost of 50p and £1.
- **Springside Community Association** have volunteers who are willing to set up a food package delivery system to those who are vulnerable and unable to get to the shops or need help feeding the family. <https://en-gb.facebook.com/springsideCC/>
- **Premier Paterson Stores** in Irvine are launching online orders and delivery - use Snappyshopper app

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

- Irvine Locality Facebook Page - <https://www.facebook.com/IrvineLocalityPartnership/>
- North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

Kilwinning

Locality Lead

Pam Crosthwaite, Capacity & Empowerment Officer. Tel: 07395941792/ 01294 554699
Email: pcrosthwaite@north-ayrshire.gov.uk

Doctor's Surgeries & Out of Hours

Kilwinning Medical Practice Tel: 01294 554591	Oxenward Surgery Tel: 01294 551555
Out of Hours GP Tel: 111	Out of Hours Social Services Tel: 0800 328 7758

Social Media Groups

Blacklands & Kilwinning Toon Corona Help

The local community have set up a Facebook page to help those who have been told to stay at home and unable to pick up shopping or prescriptions etc:

www.facebook.com/groups/2531501490458154

Foghorn Kilwinning

This Facebook group is being utilised by the community to share updates:

<https://www.facebook.com/groups/foghornkilwinning/>

- **ACES Woodwynd** are offering support to those self-isolating. They can help with picking up shopping, posting mail or even just someone to you can call and check in with you. The service is free and available to all anyone who needs it. Should you require assistance call **Ashley on 07719 480 807** or leave a text message with your address and they will do their very best to get what you need. They will text you when they are a few minutes away from your home. Your payment or order should be left on the doorstep and they will swap it over. All deliveries will be carried out using strict hygiene.
- **Kilwinning Home Delivery Information:** A list of local business providing deliveries to the local area click [here](#) for more information.
- **Cranberry Moss** will serve the community daily between 10am - 2pm with foodbank provisions. They are also selling pre-made meals from the Church of Nazarene for 50p per meal and making soup (or other items) for people that come to the centre on a Monday and Thursday.
- **Cranberry Moss** are also providing meals for any school children that want them on a Monday and Thursday 10am-2pm. They can either collect or they will be delivered. They are hoping to extend this to more days.
- **Kilwinning Community Sports Club** are reaching out to people who need them the most. If you are self-isolating and need support please contact **01294 556444** or message them on Facebook - www.facebook.com/pages/category/Sports-Club/Kilwinning-Community-Sports-Club-188856074466064/ They are able to help with picking up essentials, dog walking, collecting prescriptions, daily phone call check

in's and lending a listening ear.

- **Townhead Pharmacy** are offering a free prescription delivery service for those self-isolating in Kilwinning. Please call the Pharmacy on **01294 559898** should you require this service.

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

- Kilwinning Locality Facebook Page - www.facebook.com/KilwinningLocalityPartnership
- North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

Three Towns

Locality Lead

Shirley Morgan, Locality Officer, Tel: 07907878861/ 01294 475900

Email smorgan@north-ayrshire.gov.uk

Doctor's Surgeries & Out of Hours

Three Towns Medical Practice Tel 01294 464141	Stevenston Group Practice Tel: 01294 464413	Saltcoats Group Practice Tel: 01294 605141
South Beach Medical Centre Tel: 01294 463011	Central Avenue Surgery Tel: 01294 463838	Out of Hours GP Tel: 111
Out of Hours Social Services Tel: 0800 328 7758		

- **IMC Project, Saltcoats** are delivering food for those in need and self-isolating. They can also assist with taking local people to Dr/Hospital appointments and for shopping. **Please call 07384 806467** should you require any assistance at all.
- **Saltcoats Ardrossan & Stevenston Branch of the Royal British Legion Scotland** has in place an action response network for branch members and also including the Three Towns Veteran Community in general, tracking those in self isolation, social isolation or just plain loneliness in this time of crisis and giving appropriate assistance and support to those in need. Contact details are as follows:
 - Charles Nicol, Welfare Officer - **07764 792128**
 - Paul Swainson, Chairperson - **07854 092062#**
- Some Three Towns food retailers now providing home delivery are:

Company	Contact Details	What They Can Do
Stevenston Post office & Convenience Store	01294 464534	Free delivery, Phone or message on FB Page with order and contact details.
B&B Cafe in Saltcoats	01294 466725 or 07751305465	Delivery Service available.
Cali Stores, Saltcoats	01294 606481	Delivery Service available.
South Beach Stores, Ardrossan	01294 466616	Delivery Service, phone and order. Opening Hours 8 am to 3 pm, 7days a week. Hot Food order through Food Hub.
Barclays Butchers, Stevenston	01294 464107	Can take orders over the phone, would require volunteers/family member to deliver.
Day To Day, Saltcoats	01294 473131	Delivery Service available.
Alberts Ardrossan (Chip	01294 462842	Delivery Services, happy to collect

Shop)		prescriptions and groceries in with their delivery.
Lothian Butchers, Ardrossan	01294 463852	Open, if volunteer driver can help with deliveries.
Beth Brownings, Stevenston	01294 552342	Open, if volunteer driver can help with deliveries.
Bickets Butchers, Saltcoats	01294 462699	Open, if volunteer driver can help with deliveries.
Thomas Baillie & Son Butchers	01294 462305	Open, if volunteer driver can help with deliveries.

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

- Three Towns Locality Facebook Page - www.facebook.com/threetownslocalitypartnership/
- North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

Garnock Valley

Locality Lead

Christina Pieraccini, Locality Officer Tel: 07395941571

Email: cpieraccini@north-ayrshire.gov.uk

Doctor's Surgeries & Out of Hours

Beith Health Centre Tel: 01505 502888	Dalry Health Centre Tel: 01294 832523	Kilbirnie Medical Practice Tel: 01505 683591
Mistylaw Medical Practice Tel: 01505 502344	Out of Hours Social Services Tel: 0800 328 7758	Out of Hours GP Tel: 111

- **Garnock Rugby Club** are offering to assist residents who are self-isolating or can't get out of the house just now with collecting shopping, prescriptions, run local errands or walk your dog. This service is available on Saturday's from 10am -1pm. Please email garnockrugbyclub@gmail.com or contact them via their Facebook page - <https://www.facebook.com/Garnock-Rugby-Club-23284546324/>
- **Tesco Kilbirnie** are having an elderly/ vulnerable hour between 9am – 10am on Monday, Wednesday and Friday from now until further notice.
- **McQueen's Dairies** offering doorstep deliveries of milk, eggs and juice on a Monday and Thursday. Visit www.mcqueensdairies.co.uk for more information or to place your order.
- **East Lugtonfield Farm** offer a fruit and veg delivery service. Delivery cost is £1.50. For more information please visit their Facebook Page - <https://www.facebook.com/Fresh-Fruit-And-Vegetables-527272111059189/>
- **Beith Trust** are offering a telephone befriending service for anyone who feels scared or overwhelmed. Call **01505 227440** or email help@beithtrust.org

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

- Garnock Valley Locality Facebook Page - www.facebook.com/GarnockValleyLocalityPartnership
- North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

North Coast

Locality Lead

Anne-Marie Hunter, Engagement Officer Tel: 07907876444/ 01475 673309

Email: Anne-MarieHunter@north-ayrshire.gov.uk

Doctor's Surgeries & Out of Hours

Largs Medical Group Tel: 01475 674545	Skelmorlie Surgery Tel: 01475 520248	West Kilbride Medical Practice Tel: 01294 823607
Cumbræ Medical Practice Tel: 01475 531 400	Out of Hours Social Services Tel: 0800 328 7758	Out of Hours GP Tel: 111

Social Media Groups

Being West Kilbride https://en-gb.facebook.com/groups/WestKilbride/?ref=direct	West Kilbride People https://en-gb.facebook.com/groups/63648587155921/	Largs People https://www.facebook.com/groups/1439440952936838/
We know Skelmorlie Well https://www.facebook.com/groups/Skelmorlie/	Fairlie Ayrshire https://www.facebook.com/groups/576946825650066/	Safer Fairlie https://m.facebook.com/Safer-Fairlie-106472864317984/
West Kilbride Villagers https://www.facebook.com/groups/1303048669843759		

- **Help at Hand Largs** - Representatives from Largs Community Resilience Team, Largs First Responder Unit, the Living Room and North Ayrshire Council are coordinating a community approach to tie up individual need with volunteer provision. This is being finalised and will be launched soon. Follow their Facebook Page for more information:
www.facebook.com/groups/helpathandlargs/?ref=share
- **Millport** – co-ordination of community support provision is underway to match up individual needs with volunteers via the Health and Social Care Partnership, North Ayrshire Council and Cumbræ Parish Church. Volunteer application forms will be available at the Garrison on Monday from 10am - Please bring photographic ID.
- **West Kilbride Coronavirus Community Support Group** – If you need to self-isolate and you do not have your own support network or need someone to take to please call **Karen on 07792 116 375**. Those interesting in volunteering to help should also call this number.
- Some North Coast groups that can home deliver are:
 - **W&J Brown** provides breakfast provisions and newspaper deliveries in Largs,

Fairlie and Millport. Call **01475 673392**.

- **Bosun's Table** are offering delivery service for their takeaway menu. Cost for deliver is £1 and full menu details are available on their Facebook Page [https://en-gb.facebook.com/ BosunsLargs/](https://en-gb.facebook.com/BosunsLargs/)
- **Haylie Stores** in Largs: **01475 673826**
- **AD Patons** butchers in Largs: **01475 672225**
- **Haco Convenience Store: 01475 673826**
- In West Kilbride, **Climie's Butchers: 01294 823112**
- **Village Inn** in Fairlie is providing takeaway services with home delivery available soon: **01475 560 059**
- **Room** restaurant in Largs are offering their menu for home delivery: **01475 675767**
- In **Millport** home delivery is available at **Premier Store (530404)**, **Caldwells Newsagents (530344)**, **Hamiltons Newsagents (530324)** and **Crocodeli delicatessen (531314)**

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

- North Coast Locality Facebook Page - www.facebook.com/NorthCoastLocalityPartnership/
- North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

Arran

Locality Lead

Ian Staples, Manager, Arran Outdoor Centre Tel: 07496658760/ 01770 600532

Email: ianstaples@north-ayrshire.gov.uk

Doctor's Surgeries & Out of Hours

Arran Medical Group	Out of Hours Social Services	Out of Hours GP
Tel: 01770 600516	Tel: 0800 328 7758	Tel: 111

LOCHRANZA CENTRE CIC

From Monday 23 March 2020 they are happy to take orders for a hot meal to be delivered to your door between the hours of 5pm & 7pm. These will be delivered in a 'disposable' takeaway form. Our kitchen is fully compliant with Food Safety regulations & we have sufficient stocks of sanitizer etc. You can order food from Pirmill Shop which will be delivered direct to you. Please phone the shop on **01770 850 235** to place orders.

GENERAL ASSISTANCE

The office phone will initially be covered from 9am until 5pm but this may change to 24/7 as the situation develops. If you need shopping to be picked up, pets walked etc please let them know. We have other local volunteers who have offered to assist with things, but more are always welcome.

COMMUNICATION ASSISTANCE

You may wish to communicate with family in other places. You may require to communicate with a Doctor perhaps. This can be done through Skype & other forms of 'technology based' face to face communication. We have set up our Geopark Room at Lochranza Centre for this purpose. It will be open during office hours from 9am to 5pm. There will be simple instructions for operating the equipment. You can contact us if assistance is required.

You may have a laptop, iPad or a phone which you feel you might want to use more to communicate with other people. If you don't know how to use it or set things up on it let them know & they will pick it up & set it up for you. If you have WIFI in your house but no laptop, they have a supply of basic laptops which can be borrowed & used for such things as SKYPE communication.

FOR ALL COMMUNICATIONS

Lochranza Centre CIC: 01770 830 637

Outside Office Hours: 01770 830 615

Arran CVS

From 20 March their offices will be closed for any face to face contact but will be operational by telephone and email as normal. We have been putting contingency plans in place to ensure that we can continue to deliver a reduced level of service as safely and flexibly as possible when you need it most. Therefore you can telephone the office on **01770 600909**, or email: info@arrancvs.org.uk. All requests will be considered and supported where applicable. Office

services may be limited and reviewed on a case by case basis.

This measure is to protect both our customers and our staff and volunteers, by minimising travel and potential crowded places. You will notice some changes. The main changes are:

- The phone service will be manned from 9am to 3pm, Monday to Friday as previous opening hours. All calls will initially be diverted to a member of our Team or Voicemail. Our team will check our Voicemail inbox regularly, so you should hear back from us within a few hours of your call.
- We also encourage you to use the generic email address to communicate – info@arrancvs.org.uk – staff will be manning this and will ensure your request is sent to appropriate personnel.
- We will conduct support where necessary via telephone, text or email.
- We are following all official government advice and we will continue to update you accordingly.
- Keep an eye on our Arran CVS Facebook page which we will be updating regularly with information and guidance.
 - There may be skeleton staff in the office but the door will be locked.
 - Hearing aid batteries can be posted to anyone requiring them.

Also please note that the lunch clubs in both Brodick and Lamlash as well as the Umbrella Group have all been cancelled until further notice.

Updates on the Covid-19 situation from Scottish Council for Voluntary Organisations (SCVO) can be found here: <https://scvo.org.uk/support/covid-19>

Other initiatives

- **The Heather Lodge** is providing emotional support to those who are feeling lonely or neglected. They are currently discussing what other support they could provide, so their offer may expand. The contact is Chris Attkins on **01770 302 546** and he is open to night-time calls.
- **The Blackwaterfoot Post Office** is continuing their daily delivery of groceries. They are also liaising with the Harbour Shop to deliver to their customers (mainly newspapers). They would be happy to pick up and deliver prescriptions for those who are self-isolating. They can extend their service to Lochranza, Kilmory and Kildonan on specific days:
 - Kildonan – Mondays and Thursdays
 - Kilmory – Wednesdays
 - Lochranza – Tuesdays and Fridays
 - Please contact them on **01770 860 220**
- **Arran Churches Together** will co-ordinate a church response in each community. The Foodbank in Brodick will be the hub for distribution.
- **Arran Eco Savvy's** Food Share is now taking place at the big Brodick Co-op only. There is a dedicated food share space where anyone is welcome to collect food from 8.15pm onwards.

****CALL FOR HELP****

We are making every effort to prepare for COVID 19 on Arran and want to ask for help from our community.

We very much hope all the efforts made by people on Arran to follow the government advice will slow the spread of the virus and pressures on our services. However, predictions around the numbers affected and the care they may need are worrying - we want to make sure that we are doing all we can to ensure we maintain all the usual essential services on Arran.

We want to rapidly build a bank of people, across a wide range of skills, who could help keep our services running to the most vulnerable in our community. We may need their help if we are using the expanded capacity, we are now putting in place, if usual staff cannot come to work and we have exhausted all efforts to reallocate staff across the island. There are processes being put in place to rapidly employ people and to quickly re-employ those who have retired in the last 3 years or who need professional registration to work. We know everyone has different circumstances and many may not be able to help.

If you have been previously employed in the following areas please get in touch:

- Health Care Assistant
- Care at Home
- Residential Care
- Administration
- Catering
- Cleaning
- Porterage
- Nursing
- Doctor

Please contact us with your CV and send to
Clinical_ArranWarMemorialHospital_AA@aapct.nhs.uk

We will then be in touch about recruitment into our Arran Bank/Relief register. If you do not have an email account, please call on **01770 601033**. This number will not always be answered but please leave your contact details and we will be in touch as soon as we can.

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

- Arran Locality Facebook Page - www.facebook.com/ArranLocalityPartnership/
- North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

Ayrshire Wide Updates

➤ COVID-19 NHS Inform

The NHS continue to keep citizens updated – for the latest updates check out the NHS Inform website: <https://www.nhsinform.scot/coronavirus>

➤ School Meal Provisions

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. Parents must contact the Council's Facilities Management team on **01294 324699 and 324759** or email us on FacilitiesManagementTeam@north-ayrshire.gov.uk and provide their name, address and a contact telephone number. Please let us know if your child has any specific dietary requirements.

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

In addition, all secondary schools will be open from Monday for S4-S6 pupils to allow completion of course work and free food will be provided for these pupils during morning break and lunch.

North Ayrshire Council would like to thank parents and pupils for their support during this time.

➤ Digital Resource for available for carers

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**.

That's all for now...Take care everyone and let us know if you have any updates you would like

the team to share in News In Brief next week by emailing: NewsinBrief@north-ayrshire.gov.uk

➤ **Coronavirus Job Retention Scheme**

On Friday 20th March 2020 the Chancellor announced a range of further measures in response to coronavirus to attempt to protect people's jobs and incomes. These measures include:

- A new Coronavirus Job Retention Scheme will be set up to help pay people's wages. Employers will be able to contact HMRC for a grant to cover most of the wages of their workforce who remain on payroll but are temporarily not working during the coronavirus outbreak. Any employer in the country- small or large, charitable or non-profit will be eligible for the scheme.
- UK workers of any employer who are placed on the Coronavirus Job Retention Scheme can keep their job, with the government paying up to 80% of a worker's wages, up to a total of £2,500 per worker each month. These will be backdated to 1st March, will be initially open for 3 months and may extended if necessary.
- Employees eligible for the scheme are known as "Furloughed workers". The government has produced guidance for employees regarding the scheme and other benefits advice at: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees#furloughed-workers>

Government guidance for employers has also been produced at:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19supportforbusinesses#support-for-businesses-through-the-coronavirus-job-retention-scheme>

Other measures the government has set up include:

- The standard rate of Universal credit and Tax Credits will be increased by £20 a week for one year from April 6th 2020.
- Suspending the minimum income floor for everyone affected by the economic impacts of coronavirus; and
- Increasing housing benefit and universal credit, so that the local housing allowance will cover at least 30 per cent of market rents in an area.

Online isolation notes launched - providing proof of coronavirus absence from work

Isolation notes will provide employees with evidence for their employers that they have been advised to self-isolate due to coronavirus, either because they have symptoms or they live with someone who has symptoms, and so cannot work.

- For the first seven days off work, employees can self-certify so they don't need any evidence for their employer. After that, employers may ask for evidence of sickness absence. Where this is related to having symptoms of coronavirus or living with someone

who has symptoms, the isolation note can be used to provide evidence of the advice to self-isolate.

- People who need to claim Universal Credit or Employment and Support Allowance because of coronavirus will not be required to produce a fit note or an isolation note.

Isolation notes can be accessed through the NHS website and NHS 111 online and can be obtained without contacting a doctor.

Money Matters can provide Welfare Benefits advice to any North Ayrshire resident. We can be contacted on our Money Matters Advice Line call 01294 310456 or HSCP staff can refer service users via Carefirst.

Twitter: [@NA_MoneyMatters](https://twitter.com/NA_MoneyMatters)

➤ **DWP announces no requirement to attend jobcentre appointments for three months**

However, jobcentres will remain open and will continue to support people who cannot go online or use the phone to make claims or get support

The DWP has announced that there will be no requirement to attend jobcentre appointments for three months starting from Thursday 19 March 2020.

In a tweet today, the DWP has announced that -

- people receiving benefits do not have to attend jobcentre appointments for three months, starting from Thursday 19 March 2020.
- people will continue to receive their benefits as normal, but all requirements to attend the jobcentre in person are suspended.
- jobcentres remain open, and will continue to support people who are not able to use phones and online, including homeless people; and
- people can still make applications for benefits online if they are eligible.

For more information see the [tweet from the DWP Press Office](#)

➤ **Employability: CEIS Ayrshire**

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:

Irvine Office – 01294 322707

keith.mason@ceisayrshire.co.uk
lynne.templeton@ceisayrshire.co.uk
gillian.moore@ceisayrshire.co.uk
jim@ceisayrshire.co.uk

Stevenston Office – 01294 607002

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

➤ 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.

...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?

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?

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!

➤ Shopping

Helpful Tip

If you or someone in your family don't have the essential digital skills and are unable to place an online food order then it may be useful to handwrite a shopping list, take a photograph using a mobile phone and send to friend or relative who can then place the order online for you.

Priority Shopping

Several food retailers are offering elderly and vulnerable priority shopping hours including

- Sainsburys - Monday, Wednesday, Friday 8-9am
- Tesco (except Express stores) - Monday, Wednesday, Friday 9-10am