



North Ayrshire  
Community Planning Partnership

## COVID-19 Update for Communities 26 March 2020

### NORTH AYRSHIRE WIDE

#### COMMUNITY ACTION RESPONSE: COVID-19

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

 <b>Think of others, consider your actions &amp; be kind</b> People in every community will face the challenges of Covid-19 in some way – from needing basic provisions to help while they are unwell.	 <b>Connect and reach out to your neighbours</b> 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.	 <b>Make the most of local online groups</b> Keep up to date, share information and be a positive part of your local community conversations.	 <b>Support vulnerable or isolated people</b> 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.	 <b>Share accurate information and advice</b> 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.
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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](mailto:communityplanning@north-ayrshire.gov.uk)

## Community Support Hubs

### New update

- If you want to apply to volunteer to support the work of the hubs please complete our [electronic application form](#).
- Please note we may not ask you to volunteer with us immediately. We are building a list of volunteers to draw from over coming weeks

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

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

### 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](mailto:communityplanning@north-ayrshire.gov.uk) now or call your local community support hub.

### Newest Updates

#### North Ayrshire Council Services

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

#### North Ayrshire Money Matters

- From Thursday 26th March 2020, Money Matters are temporarily introducing a new telephone number for any New Referral.
- The Money Matters New Referral Advice Line telephone number is **01294 310048** alternatively you can send an e-mail to [Money Matters@north-ayrshire.gov.uk](mailto:Money Matters@north-ayrshire.gov.uk)
- If Money Matters are already assisting you and you need to contact us please phone **01294 310456**.
- Due to the current situation with the Coronavirus, we are experiencing a high volume of calls and are attempting to work through these as quickly as possible. We understand that this is a very worrying time for everyone and therefore appreciate and thank you for your patience whilst we work through our enquiries.

#### Scots Gov Business Support

- Grant support is now available to help business deal with the impact of COVID-19.
- The purpose of these one off grants is to help protect jobs, prevent business closure and promote economic recovery
- Two types of grant are available to ratepayers: A £10,000 grant to ratepayers of businesses in receipt of the Small Business Bonus Scheme or Rural Relief. Business with a rateable value up to £18,000 are eligible. You can also get this grant if you applied for Nursery Relief or Disabled Relief but are eligible for the Small Business Bonus Scheme. Also, retail, hospitality and leisure business ratepayers with a rateable value between £18,001 - £50,999 can apply for a one-off grant of £25,000.
- This grant is being administered by local authorities on behalf of the Scottish Government. Eligible ratepayers should apply to North Ayrshire Council.

#### 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.

## ➤ 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>

## ➤ Hearing Aid Service

The Community Hearing Support Service is able to assist NHS hearing aid users with batteries and advice during this time.

Please contact [heartohelp.ayrshire@hearingloss.org.uk](mailto:heartohelp.ayrshire@hearingloss.org.uk) or 07391 017781

## ➤ 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**.

## ➤ 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:

<b>Irvine Office</b> – 01294 322707 <a href="mailto:keith.mason@ceisayrshire.co.uk">keith.mason@ceisayrshire.co.uk</a> <a href="mailto:lynne.templeton@ceisayrshire.co.uk">lynne.templeton@ceisayrshire.co.uk</a>	<b>Stevenston Office</b> – 01294 607002 <a href="mailto:elizabeth.mckay@ceisayrshire.co.uk">elizabeth.mckay@ceisayrshire.co.uk</a> <a href="mailto:jacqueline.stevens-gray@ceisayrshire.co.uk">jacqueline.stevens-gray@ceisayrshire.co.uk</a>
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[gillian.moore@ceisayrshire.co.uk](mailto:gillian.moore@ceisayrshire.co.uk)  
[jim@ceisayrshire.co.uk](mailto:jim@ceisayrshire.co.uk)

[allison.millar@ceisayrshire.co.uk](mailto:allison.millar@ceisayrshire.co.uk)  
[craig.jarvie@ceisayrshire.co.uk](mailto:craig.jarvie@ceisayrshire.co.uk)  
[ian.shaw@ceisayrshire.co.uk](mailto: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

<b>Helpful Tip</b> 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.	<b>Priority Shopping</b> Several food retailers are offering elderly and vulnerable priority shopping hours including <ul style="list-style-type: none"><li>• Sainsburys - Monday, Wednesday, Friday 8-9am</li><li>• Tesco (except Express stores) - Monday, Wednesday, Friday 9-10am</li></ul>
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## ➤ 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.

From today customers with pre-payment meters who may not be able to add credit can speak to their supplier about options to keep them supplied. This will benefit over 4 million customers.

This could include nominating a third party for credit top ups, having a discretionary fund added to their credit, or being sent a pre-loaded top up card so that their supply is not interrupted.

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.

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](#).