






North Ayrshire  
Community Planning Partnership

## COVID-19 Update for Communities 6 April 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)

## New updates

- An update on **communication from the Council during Covid19** is on pg 3.
- An update from the Foodbank is on pg 3.
- Information on **support for those facing redundancy** due to Covid19 is on pg 3.
- Information on **pension payments** while self-isolating is on pg 3.
- An overview of **support available from CHAP** is on pg 3.
- Information about **support for blind and partially sighted people** can be found on pg 4.

## Community Support Hubs

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. The hubs are not open for the public to visit but are a base for a small coordination team of volunteers, North Ayrshire Council and Health and Social Care Partnership staff to operate from. They are working alongside the specific community initiatives underway.

The **minimum** opening hours for phonelines are **10am to 1pm Monday to Friday**. Local arrangements out with these times will vary. Please leave a message and we will get back to you.

<b>Irvine - Fullarton</b> 07934163884 07398108924 01294 278207	<b>Irvine - Vineburgh</b> 07864718921 07398108915 01294 317156	<b>Irvine - Redburn</b> 07936033039 01294 313593
<b>Three Towns</b> 07907878861 01294 475900	<b>Arran</b> 07496658760 01770 600532	<b>Garnock Valley</b> 07395941571 07907876260
<b>Kilwinning</b> 07395941792 01294 554699	<b>North Coast</b> 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](mailto:communityplanning@north-ayrshire.gov.uk) now or call your local community support hub.

### ➤ **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.

### ➤ **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](http://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!

### ➤ **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. We are also able to offer help to those homeowners across Ayrshire who are facing mortgage repossession.

We can be contacted on **01294 475633** or adviceandinformation,[chap@gail.com](mailto:chap@gail.com) during normal office **hours**.

### ➤ **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](https://www.facebook.com/pg/WorkingNorthAyrshire/about/?ref=page_internal)

### ➤ **Support for the blind and partially sighted**

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.

We 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.**

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

#### **Shielding**

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](http://www.nhsinform.scot) Information on other local support: [northayrshire.community/covid-19-updates-for-communities/](http://northayrshire.community/covid-19-updates-for-communities/)

### ➤ **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.

### ➤ **Keeping well during COVID19**

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/>

## ➤ Accessing HSCP Services

### 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, brajlem (tylko w wersji angielskiej), na taśmie dźwiękowej lub w innym formacie Twojego wyboru.

我們所有的印刷品均有不同語言版本、大字體版本、盲文（僅有英文）、錄音帶版本或你想要的另外形式供選擇。

Tha gach sgrìobhainn againn rim faotainn ann an diofar chànanan, clò nas motha, Braille (Beurla a-mhàin), teip clàistinn no riochd eile a tha sibh airson a thaghadh.

हमारे सब प्रकाशन अनेक भाषाओं, बड़े अक्षरों की छायाई, वेब (केवल अंग्रेजी), सुनने वाली कसेट या आपकी परामर्शकार किसी अन्य फॉर्मेट (आवृत्त) में भी उपलब्ध हैं।

我們所有的印刷品均有不同語言版本、大字體版本、盲文（僅有英文）、錄音帶版本或你想要的另外形式供選擇。

ہماری سبھی شے مختلف زبانوں، بڑے حرف کی چھپائی، ویب (صرف انگریزی)، سونے والی کاسٹ یا آپ کی کسی دیگر صورت (فونمٹ) میں بھی دستیاب ہیں۔

ਸਾਡੇ ਸਾਰੇ ਪ੍ਰਕਾਸ਼ ਅਤੇ ਵਿਤਰਣ ਵੇਰਵੇ ਚੰਗੇ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਧੁੰਦ (ਸਿਰਫ਼ ਅੰਗਰੇਜ਼ੀ) ਵਿਚ, ਆਡੀਓ ਟੇਪ 'ਤੇ ਜਾਂ ਤੁਹਾਡੀ ਮਨਜ਼ੂਰੀ ਅਨੁਸਾਰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੇ ਹਨ।

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)**

Visit our website  
**www.NAHSCP.org**

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



Delivering care together #NAHSCP

**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**

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➤ **Supermarket Priority Shopping Hours**

Supermarket	Priority Shopping for Some Workers	Priority Shopping for Elderly & Vulnerable People
<b>Tesco (except Express)</b>	NHS workers 9-10am Tues and Thurs plus browsing hour on Sunday before tills open	Monday, Wednesday and Friday 9-10am
<b>ASDA</b>	Prioritising NHS workers in larger stores every Monday, Wednesday and Friday from 8am to 9am.	
<b>Sainsburys</b>	Monday to Saturday 7:30-8am for NHS workers	Monday, Wednesday, Friday 8-9am
<b>Iceland</b>	Exclusive hour for NHS staff final hour of shop trading	
<b>Iceland – Food Warehouse</b>	Exclusive hour for NHS staff 7-8am	Daily from 8-9am
<b>Aldi</b>	NHS, Police and Fire Service will take priority ahead of queues and early access on a Sunday, where they can enter stores 30 minutes prior to opening.	

➤ **Emergency Childcare Provision for Children of Key Workers**

Our emergency childcare provision for children of critical key workers commenced on Monday  
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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/>

### ➤ **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](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. Further advice can still be sought via the usual channels – via

[www.firescotland.gov.uk](http://www.firescotland.gov.uk), by telephoning your nearest wholetime fire station, or by emailing [w.ensa.communityactionteam@firescotland.gov.uk](mailto:w.ensa.communityactionteam@firescotland.gov.uk).

### ➤ **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

### ➤ **Scams**

For a useful infographic on protecting yourself from scams related to Coronavirus, please visit

<https://www.friendsagainstscams.org.uk/shopimages/coronavirus.png>

### ➤ **Scottish Government 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.

### ➤ **North Ayrshire Council Services**

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

### ➤ **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.

### ➤ **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:

**Irvine Office** – 01294 322707

[keith.mason@ceisayrshire.co.uk](mailto:keith.mason@ceisayrshire.co.uk)  
[lynne.templeton@ceisayrshire.co.uk](mailto:lynne.templeton@ceisayrshire.co.uk)  
[gillian.moore@ceisayrshire.co.uk](mailto:gillian.moore@ceisayrshire.co.uk)  
[jim@ceisayrshire.co.uk](mailto:jim@ceisayrshire.co.uk)

**Stevenston Office** – 01294 607002

[elizabeth.mckay@ceisayrshire.co.uk](mailto:elizabeth.mckay@ceisayrshire.co.uk)  
[jacqueline.stevens-gray@ceisayrshire.co.uk](mailto:jacqueline.stevens-gray@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.

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!

## ➤ 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](#).