

AYRSHIRE SERVICE DELIVERY INFORMATION – AS AT 10.06.2021

ABERLOUR FAMILY SERVICE (SOUTH AYRSHIRE)

We are continuing to support whole families across South Ayrshire where mum or dad has a learning need or learning disability. Whilst the Stay Home Stay Safe guidance is in place Child & Family workers and volunteers are supporting families through;

- Telephone support or via social media and video calls
- Making deliveries of essential items to families and financial assistance when needed.
- Providing families with personalised Parenting Support Packs and Family Wellbeing Packs and working through information with families over the phone/ online communication.
- Meeting with families face to face where needed for emotional support following a risk assessment and using social distancing.

You can contact the Aberlour Family Service – South Ayrshire on 07854 958138 or familyservicesouthayrshire@aberlour.org.uk or see this link for more information <https://www.aberlour.org.uk/services/family-service-south-ayrshire/>

ADDICTION SERVICES

We continue to offer an 'open' referral system and all recovery focussed interventions continue to be delivered (however they have often been delivered in different ways to minimise risk to both service users and staff).

Health care staff members support clients with their physical and mental health, together with significant addiction issues, including Opiate Replacement Therapy, detoxification and Injection Equipment Provision delivery. Social care staff members continue to provide psychosocial interventions, social care related support and statutory protection needs. Naloxone provision is a priority for the service.

In line with the Remobilisation Plans, the service will continue to increase face to face, in person interventions where possible (including group work programmes). The service continues to operate under the guidelines of the Scottish Government and has implemented all necessary risk assessments and adherence to all social distancing and hygiene practises.

Contact us:

East Ayrshire Service: 01563 574 237 or;

aa.clinicaladdictionservices-EastAyrshire@aapct.scot.nhs.uk

North Ayrshire Service (NADARS):01294 476 000 or;

aa.clinicaladdictionservices-NorthAyrshire@aapct.scot.nhs.uk

South Ayrshire Service: 01292 559 800

aa.clinicaladdictionservices-SouthAyrshire@aapct.scot.nhs.uk

Operating Hours:

Monday – Friday (0900 – 1700) - except Public Holidays.

Outside these times please contact your GP or contact NHS24 on 111.

Other useful contacts:

There is a new free local digital 'App' which can be downloaded and provides information on:

- Local services and support
- Helpful websites

- Drug Safety Alerts
- Who to contact in an emergency
- Events in your area including free training
- Self-help

To get the app:

- Download the NHS Ayrshire & Arran 'App' from your Apple or Android App store. Then search for Addictions.

ALCOHOLICS ANONYMOUS

Alcoholics Anonymous (AA) is concerned solely with the personal recovery and continued sobriety of individuals who turn to the fellowship for help. If you need help with a drinking problem phone the National Helpline on 0800 9177 650 or the AA Northern Service Office in Glasgow on 0141 226 2214 (Monday to Friday 9am to 5pm) or visit www.alcoholics-anonymous.org.uk

ALZHEIMER SCOTLAND

Alzheimer Scotland are continuing to offer support to people with dementia (PWD) and their carers across Ayrshire. Our Link Workers in the East will remain in telephone contact with their caseloads to offer post-diagnostic support to carers and families alike. Our Dementia Advisors in the South, North, and East are there to answer any queries people might have about memory issues folks are worried about and to offer practical guidance about benefits, Power of Attorney and how technological aids can assist in these difficult times. We will also flag up any serious issues that other agencies might be better placed to deal with.

We have a team of staff willing to provide conversational support for PWD on a variety of subjects, and soon our virtual activity lists will be online for our communities to enjoy. Don't be alone, call us if you have any issues at all

East Ayrshire Dementia Advisor – Helen Hollywood – hhollywood@alzscot.org - 07468 708821
 South Ayrshire Dementia Advisor – Louise Robertson - LRobertson@Alzscot.org - 07585 331946
 North Ayrshire Dementia Advisor – Linda Ross – lross@alzscot.org - 07879 996367

Locality Leader North – Susan Maxwell – smaxwell@alzscot.org - 07824 365493
 Locality Leader East & South – Jim Baird – jbaird@alzscot.org – 07584 327875

ASSIST

Our workers are continuing to support victims and children by working from home. They are responding to new referrals from Police Scotland and other agencies (including self referrals and MARAC referrals) where the victim has reported to the Police and there is a court process. Workers are also supporting existing clients to risk assess, safety plan and to provide information to partners and processes where appropriate.

We have suspended our face to face support for children and young people which includes court support on the day of trial but will continue to provide telephone support to children & young people and their carers wherever possible.

You can contact **ASSIST on 0141 2767710** and you will be asked to leave a message which will be relayed to the appropriate person **OR** you can email ASSIST on ASSIST@glasgow.gov.uk but please only do so from a secure server.

It is more important than ever that we continue to receive referrals for victims experiencing domestic abuse.

AYR HOUSING AID CENTRE *NO CHANGE*

We are still delivering services to Service Users although all staff will be now working offsite. We would prefer those seeking advice to email advice@ayrhousingaidcentre.com or phone, text or whataspp the 2 dedicated advice lines - 07549 603895 and 07760 750256.

Agencies can email and refer to us at info@ayrhousingaidcentre.com

We have formal information on our website www.ayrhousingaidcentre.com/news and our facebook page.

AYRSHIRE CANCER SUPPORT

We 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

AYRSHIRE COLLEGE

Full information - <https://www1.ayrshire.ac.uk/home/all-you-need-to-know-for-2020-21/>
<https://www1.ayrshire.ac.uk/>

AYRSHIRE COUNCIL ON ALCOHOL

Ayrshire Council on Alcohol remains open and continues to operate and accept new referrals. Face to face counselling is available within our Ayr premises as per COVID-19 guidelines.

Outreach counselling remains suspended and telephone or online counselling is offered as an alternative. Daytime & evening appointments are available.

Please feel free to contact us on Tel: 01292 281238 or email: info@acaayr.org

Our Facebook page (<https://www.facebook.com/acaayr/>) and website (www.acayr.org) are regularly updated to reflect any operational changes as per Scottish Government guidelines.

BARNARDO'S – AYRSHIRE SERVICES

Barnardo's Services will endeavour to operate in a responsive way to enable operational service delivery which ensures the safety and wellbeing of staff (and others) and fits the changing circumstances. Unless you have specific staff members E-mail and mobile number, locally this means the first point of contact should be by E-mail: southwestscotlandservices@barnardos.org.uk

Barnardo's staff who can work at home are continuing to do so; journeys are essential ones only and direct face to face contact is being risk assessed and reviewed on a regular basis.

Current service users will be advised of support arrangements by their allocated Barnardo's worker (or manager) and this will be shared with referrer/key people

- Staff and Managers have online access and mobile phones and so are available for calls/E-mails and updates. Where this is not the case, for example, due to sickness absence, out of office alerts should be in place and direct to an available contact point
- Support and supervision arrangements for staff remain in place as do contract compliance measures, policies and procedures etc.

- Where service users have urgent presenting practical needs we will link with local supports, sign post to other services or respond to these as required
- This plan will be reviewed in relation to change in circumstances, Barnardo's organisational and Government guidance

See Hear Respond Service

This service is available to any child or young person aged 0-25years or any family with children, who has been directly impacted by Covid 19. The service can be accessed by phoning 0800 157 7015 or via the See Hear Respond Website <https://www.barnardos.org.uk/see-hear-respond-scotland>

BETTER HEALTH HUB *UPDATED*

The Better Health Hubs based at University Hospital Crosshouse, Biggart and Woodland View are currently closed. However, we are still able to offer health and wellbeing support using [NHS Near Me](#) or by telephone.

This service can provide support and information on a range of matters that can impact on health and wellbeing including:

- Managing stress, anxiety, and wellbeing
- Money worries
- Lifestyle issues such as weight management, stopping smoking and becoming more active

For more information or to book a NHS Near Me appointment, please call 01563 825611, **Monday to Friday 9am-4pm** or email aa-uhb.betterhealthhub@aapct.scot.nhs.uk.

NHS Staff can also drop into the Staff Wellbeing Hub, University Hospital Crosshouse **every Tuesday or Friday from 9.00am to 3.00pm** to speak to BHH staff.

Alternatively, information about keeping well during COVID-19 can be found [here](#). The latest coronavirus (COVID-19) guidance from NHS Scotland and the Scottish Government, including physical distancing measures and advice for infected households can be found on www.nhsinform.scot.

BREAK THE SILENCE **UPDATED**

Break the Silence are continuing to work within Government and public health guidelines in order to provide our services whilst keeping our clients and our team safe, working within BACP and professional guidelines.

- Staff are working remotely from home and services have been tailored to suit.
- We are now able to offer a range of support including: telephone counselling; asynchronous counselling through email; and video counselling using the NHS approved, secure and confidential Attend Anywhere. Through this platform we are also able to continue to offer EMDR therapy.
- We are continuing to accept referrals – these can be made by self-referral, by family member/friend or by organisation. Referrals can be made by telephone on 01563 559558; by email to info@breakthesilence.org.uk or online through the Refer for Support button on our website at www.breakthesilence.org.uk
- All staff have online access and communication methods and any general enquiries should continue to be made via email to info@breakthesilence.org.uk or via telephone to 01563 559558 (a diversion system will be in place so calls can still be answered during normal working hours with an answer machine service operational out-with office hours).

CENTRESTAGE *UPDATED*

We have continued to support families via the Family and Friends Hub at HMP Kilmarnock during this difficult time. Lindsey Scott has set up a Family Forum, which is delivered via zoom. We would like as many families as possible to take part.

Our wellbeing model - we offer support to those who are socially isolated and lonely through our on-line activities and telephone conversations, helping to promote positive mental wellbeing. In line with Covid-19 restrictions we host small groups in Centrestage to alleviate social isolation.'

Give us a call on 01563 5515505 or email enquiries@centrestagemt.org.uk

CHILDREN 1ST

Speak to Parentline for: calm, practical, advice, emotional support, space to talk.

<https://www.children1st.org.uk/parentline>

Telephone: 0800 28 22 33

COCAINE ANONYMOUS SCOTLAND

Cocaine Anonymous Scotland (CA) provides help for addicts of cocaine and all other mind altering substances and information about local CA meetings across Scotland. Contact Scottish Helpline on 0141 959 6363 (24 hours, seven days a week) or visit www.cascotland.org.uk

COMMUNITY JUSTICE SCOTLAND

This will be a fast moving situation for community justice. We will update our website regularly to keep you informed, so that we can continue to provide as much help and support for local areas as we can. <https://communityjustice.scot/news/covid-19/>

CROWN OFFICE AND PROCURATOR FISCAL SERVICE (COPFS)

New arrangements are in place for those attending Court during the Coronavirus outbreak. Make sure you are properly informed; all the information can be found on the website -

<https://www.copfs.gov.uk/media-site-news-from-copfs/1875-coronavirus-covid-19-information-for-those-due-to-attend-court>

CVO EAST AYRSHIRE LTD

As of Monday 23 March CVO staff will relocate to WG13, 13-15 west George Street, Kilmarnock. This is a temporary measure in response to the Coronavirus outbreak. Unfortunately, we have had to close down our Feet First foot care service for the duration of the outbreak. If any of our Feet First clients need our support during this very difficult time, we would be happy to hear from you and will offer whatever help we can. Our contact number is unchanged and if you need to contact us please call – 01563 574000. <https://www.facebook.com/CVOEA/>

Connect Call

Connect Call is a telephone befriending service that has been delivered and managed by CVO East Ayrshire since 2015. Connect Call provides a free, confidential service offering friendship and support to East Ayrshire residents whom may live alone and experience isolation.

CVO East Ayrshire are setting up new methods of communications. We have deployed staff so we can increase the phone calls as we expect a significant increase in referrals and the need for communications since COVID-19 (Coronavirus).For more information please contact Catherine Findlay, email Catherine.findlay@cvoea.co.uk or call 07425517678

DWP *UPDATED*

The main approach we have is to direct people to the <https://www.understandinguniversalcredit.gov.uk/coronavirus/> - these are being updated daily so shouldn't be printed.

Existing Universal Credit customers are asked to report any changes or submit any questions via their journal, and these will be picked up.

We are bringing Work Coaches back into Jobcentres and increasing the amount of pre booked customer Face to Face appointments. The main focus will be with 18-24 year olds to support them into work and fill available Kickstart Placements. We have recently introduced a video interview facility as well. We still have Work Coaches working from home at present conducting telephone interviews and encourage customers to answer these calls.

Our offices have remained open to essential cases throughout the pandemic - vulnerable customers unable to contact by phone/journal messages.

Customers are also urged to respond to journal messages sent to them or answer their phone when DWP have messaged that they will be calling.

Claimant Commitments have been reviewed and will continue to be reviewed to detail steps individuals need to take to continue to receive their benefits.

EACHa (EAST AYRSHIRE)

We have had to suspend our drop-ins for the time being. We continue to distribute food parcels, without referral, each Wednesday, 12noon till 2.00pm, at the New Laigh Kirk (the church, not the hall) in John Dickie Street Kilmarnock.

We have begun Friendly Fresh Start, a project by which support staff from any organisation - statutory or voluntary - can obtain essential household supplies as well as hygiene and cleaning packs for their clients. Further details from Dorothy Craig, dorothycraig01@outlook.com

EAST AYRSHIRE CARERS CENTRE

The Corra project aim is to support young carers (primary school aged) living with parental substance misuse in East Ayrshire. The outcomes are to build peer support and develop friendships, to improve resilience, building confidence and coping mechanisms, to ensure young carers can pursue a life alongside their caring responsibilities, to improve the health and wellbeing of young carers. The core activities were to deliver weekly age-related groups sessions for 50 primary school aged young carers; to provide one to one support to same; provide respite opportunities; provide age related activities and information sessions. Core activities will be delivered remotely during this time until we are able to resume face to face activities.

Our wider support is open to anyone from age 5 to 105 in East Ayrshire who considers they have an unpaid caring role for a family member or friend. They can be providing practical or emotional support of any description. The support we offer ranges from benefit maximisation, peer support, friendship, reducing social isolation, completing Adult Carers Support plans as per Carers Act, highlighting carers rights and the rights of choice for their cared for with regards to Self Directed Support, getting a break, employability options, training – and pretty much whatever carers tell us they need in order to live a life alongside caring.

Telephone (Kilmarnock): 01563 571533, (Cumnock) 01290 426404 and (Dalmellington) 01292 550696

<https://www.eastayrshirecarers.org.uk/>

EAST AYRSHIRE CITIZENS ADVICE BUREAU

CAB are operating differently, we are still here for you and you can reach us in the following ways:
Telephone: 01563 543379 (please leave your name, a working number and a short message about your issue, we will arrange a call back.

Email Us: advice@eastayrshirecab.casonline.org.uk (Please give us your name and a note of your issue and we will arrange for an adviser to email you back)

Facebook: East Ayrshire Citizens Advice Bureau (You can send us a short private message)

EAST AYRSHIRE COUNCIL *UPDATED*

The latest updates from East Ayrshire are available online <https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Coronavirus/Coronavirus-COVID-19.aspx>

Vibrant Communities Community resilience groups https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Coronavirus/Community-resilience-groups.aspx?fbclid=IwAR1XEwm_dqZuojpYDJYAOZ7qrkp7IcwXbFRzTVDsuzYQK6iuc0FGUSXdgII

EAST AYRSHIRE HEALTH AND HOMELESSNESS SERVICE

East Ayrshire Health and Homelessness Team are continuing to accept referrals for those who are currently homeless or at risk of homelessness. Initially telephone support will be offered but where there is deemed a clinical need face to face assessment will be undertaken using appropriate PPE and social distancing. The Health and Homelessness Team also offer Naloxone Training and supply.

Charge Nurse Lorna Costley can be contacted on 01563 578592 at East Ayrshire Community Mental Health Team base or contacted by email on aa-uhb.clinicalhomelesshealthteam-east@nhs.net

EAST AYRSHIRE - JUSTICE SERVICES

Community Team (Kilmarnock) – 01563 539888

Community Team (Cumnock) – 01290 428372

EAST AYRSHIRE RECOVERY SERVICES

Whilst recovery groups are cancelled in East Ayrshire for the time being opportunities to stay connected are being offered via the East Ayrshire Recovery Network Facebook group - <https://www.facebook.com/groups/3159799704246178/>

EAST AYRSHIRE WOMEN'S AID

<https://www.eastayrshirewomensaid.org.uk/>

Telephone: 01563 536001

Email: info@eastayrshirewomensaid.org.uk

FAMILIES OUTSIDE *UPDATED*

At Families Outside, we have made the needs of families affected by imprisonment in Scotland our sole priority for 30 years. At this incredibly difficult time for all of us, we will continue to support all of those affected by a loved one in prison in the most effective ways we can whilst keeping our own staff safe and closely following Scottish Government guidance.

This means we are now in a position to offer some face to face support (Level 2) as well as be on the end of the phone, email, text, WhatsApp, FaceTime, Skype, Facebook, and Twitter.

We have staff members covering every local authority area in Scotland and every Scottish prison. Please be assured that they will be keeping in close communication with prisons, visitor centres, and key services in your area so that we can continue to share relevant and up to date information as soon as we have it.

We know that some of you will be worried about loved ones currently in prison but may also be concerned about children and families living in your community, especially in light of school closures and financial pressures. We are here to listen to your concerns and help as best we can. If we can't help, we will almost certainly be able to put you in touch with someone who can.

In the first instance, we ask that you contact our Helpline by phone on **0800 254 0088**, or email at support@familiesoutside.org.uk, and if need be, they will then get someone covering your local area to call you back.

We will get through this together, so reach out and get in touch, and don't worry alone.

FOODBANKS

South Ayrshire - If you are experiencing emergency food crisis, you need to contact South Ayrshire Council on 0300 123 0900 or contact your support worker and let them know you wish to be referred.

<https://www.facebook.com/southayrshirefoodbank/>

North Ayrshire - will continue it's day to day operations at the Ardrossan Church of the Nazarene for as long as health or government decrees allow. The Foodbank will be open between 10.00am and 2.00pm Monday to Friday and 6.00pm until 8.00pm on Friday evening. The Fareshare session will also continue on a Thursday evening between the hours of 4.00pm and 6.00pm.

<https://www.facebook.com/NorthAyrshireFoodbank/>

East Ayrshire - During the current situation we will no longer be using the red voucher system and a new, emergency food provision service has been set up. We would like to make you aware of some of the changes that have made. Referral agents should continue to refer people through to us by completing a referral form. Any relevant information such as any dietary requirements should be included on the form to allow us to accommodate delivery needs. Completed forms should be sent to eastayrshirefoodbank@cvoea.co.uk

Information for clients wishing to self-refer remain the same:

Email: eastayrshirefoodbank@cvoea.co.uk

Telephone: 01563 574000

Facebook Private Message: Ayrshire East Foodbank

We have been experiencing a very high demand in the service and while we try to adhere to the usual delivery dates this is not always possible. Referring agents and clients should be aware of this. We will contact clients on the morning of their delivery.

Questions asked during the registration process will reflect the information in the foodbank vouchers which will allow us to record the demand and level of service provided.

As with many other services, this is a new approach to delivery, and we will review and amend the model as the situation changes. We will continue to monitor demand on a weekly basis and if necessary we may increase our opening hours in the areas where demand is highest.

HOME ENERGY SCOTLAND

If you're worried about your energy bills or struggling to stay warm at home during this difficult time, call Home Energy Scotland free on 0808 808 2282. Home Energy Scotland's free and impartial advice is funded by the Scottish Government, and they're committed to keeping you warm.

KILMARNOCK STATION COMMUNITY VILLAGE

During normal times we deliver acupuncture, Qi Gong, the 'Moving On' eight week programme, a health and well being programme (which includes mindful activities, art therapies, workshops on specific topics such as anxiety).

We also have a pool of student counsellors who are currently offering free 1:1 support over the telephone or online during this time.

Office: 01563 573966

www.ksrht.org

MOVING ON AYRSHIRE

Moving On Ayrshire continues to offer our counselling service for anyone who has been affected by rape and sexual abuse within South Ayrshire. We continue to offer survivors (aged 14 years and up) free one-to-one person-centred counselling. Understandably, given the current coronavirus situation, all counsellors are working from home and continue to deliver counselling sessions to clients remotely.

Moving On Ayrshire is open for referrals. If you wish to self-refer or refer someone to the service, please phone (01292 290546) and leave a message alternatively you can email us at : enquiries@movingonayrshire.com

You can contact our office by phone on 01292 290546 or by email: enquiries@movingonayrshire.com

We are very aware of how difficult this time is for many people and are doing our utmost to ensure the flow of service for existing and new clients.

mPOWER

mPower are still continuing to provide a Single Point of Contact self-management service to over 65s. For the foreseeable future they will be providing telephone support to over 65s rather than usual home visits. During this current, unsettling climate, our elderly population will require support more, now than ever. <https://ayrshire-arran.mpowerhealth.eu/>

Open to all 65 and over, people can self-refer by calling 01292 660444 or referrals can be made by emailing to request a referral form: Clinical_mPower_BiggartHospital@aapct.scot.nhs.uk

NALOXONE IN AYRSHIRE AND ARRAN

Naloxone can temporarily reverse the effects of opioid overdose. Opioids are a group of drugs including heroin, morphine and methadone. If you, or someone in your household is at risk of overdose make sure you have a naloxone kit available. Call for Naloxone as soon as possible:

East Ayrshire

East Ayrshire Addiction Services: 01563 574237

We are With You: 01563 558777

North Ayrshire

North Ayrshire Drug and Alcohol Recovery Service: 01294 476000
Turning Point Scotland: 01294 447 407

South Ayrshire

South Ayrshire Addiction Services: 01292 559800
We Are With You: 01292 430529

For virtual overdose and naloxone awareness training courses:

Prevention and Service Support Team: 01294 3223339

NARCOTICS ANONYMOUS

Narcotics Anonymous (NA) is a non-profit fellowship or society of men and women for whom drugs had become a major problem. If you need help or want to find out if there is meeting near you, call the Helpline on 0300 999 1212 (10am to midnight) or visit www.ukna.org

NEW ROUTES MENTORING

New Routes Mentoring provides the largest national throughcare services for males serving short term prison sentences. In spite of Covid-19, we're open for business. Although we've paused our face-to-face to contact, we've adapted our service – meaning we'll continue delivering a high quality service in these exceptional times.

Here are a few things we've done to support the people who need us most at this difficult time.

- Freephone number – We've put in place a Freephone number and dedicated hotline so our customers can get in touch.
- Email a prisoner – We are communicating regularly with customers in prison
- Liberation packs - We're preparing bespoke liberation packs for each customer leaving custody – giving them emergency supplies for day of release.
- Remote support in the community via phone, text and email.

For support or information, please call us free on **0800 731 5678**

NORTH AYRSHIRE COMMUNITY PLANNING PARTNERSHIP

The Community Planning website is being updated regularly and collates a range of information about local support <http://northayrshire.community/covid-19-updates-for-communities/35201/>

NOTH AYRSHIRE COUNCIL

The latest updates from North Ayrshire are available online <https://www.north-ayrshire.gov.uk/coronavirus/Coronavirus.aspx>

NORTH AYRSHIRE HOUSING AND HOMELESSNESS SERVICE *UPDATED*

Opening Hours:

Offices are closed at present, telephone enquiries only. Monday to Thursday – 9.00am to 4.45pm and Friday – 9.00am - 4.30pm

Housing Office Contact details:

Irvine Housing Office - Telephone: 01294 310150, Email: irvinehousing@north-ayrshire.gov.uk

Kilwinning Housing Office - Telephone: 01294 552261, Email: kilwinninghousing@north-ayrshire.gov.uk

Three Towns Housing Office - Telephone: 01294 310005, Email: 3TownsHousing@north-ayrshire.gov.uk

Largs Housing Office - Telephone: 01475 687590, Email: largshousing@north-ayrshire.gov.uk

Dalry/Beith Housing Office - Telephone: 01294 836710, Email: dalryhousing@north-ayrshire.gov.uk

Kilbirnie Housing Office- Telephone: 01505 685177, Email: kilbirniehousing@north-ayrshire.gov.uk

Housing Advice & Homeless Assistance:

Housing Advice Team (inc Homeless assistance) - 01294 324600, Email: Housing-info-advice@north-ayrshire.gov.uk

Other useful numbers:

Repairs for North Ayrshire Council tenants - 01294 310000 (24 hrs)

Emergency homeless presentations (nowhere to stay) - 0800 015 600 (out with Office hours)

NORTH AYRSHIRE JUSTICE SERVICES *UPDATED*

Community and Court Team – 01294 463924

Community Payback Team – 01294 608900

Partnership Delivery Team – 01294 322640

The Employability Service is still operational for people in North Ayrshire who are currently involved in the justice system. Telephone and web-based services are available. Staff can be contacted on 01294 608900 and can be reached via email on emprogramme@north-ayrshire.gov.uk

NORTH AYRSHIRE PREVENTION, EARLY INTERVENTION AND RECOVERY (P.E.A.R) SERVICE

Prevention and Early intervention (PEAR) North Ayrshire: Turning Point Scotland's North Ayrshire PEAR Service is a drug and alcohol support service based in Stevenston in North Ayrshire.

We have been continuing to offer support to all of our service users throughout COVID 19. We are taking calls Monday to Friday 9.00am – 5.00pm. We are continuing to accept new referrals and we have been carrying out assessments face to face or over the telephone.

New referrals will be allocated a key worker after the assessment and support for them will take place as quickly as possible. **Below are our Services that have re-opened:** Please note that we are adhering to strict Government Guidelines in regard to COVID19.

Monday Mornings – Zoom recovery Group – 11.30am – 12.30pm

Monday Evenings Zoom Family Group 6.00pm- 7.00pm every fortnight

Tuesday Afternoon - Saltcoats Walking Group – 12.30pm – 1.30pm meeting at Green Street bus station

Tuesday Evening – Kilwinning Recovery Group Bridge Church 6.15pm – 7.45pm

Wednesday Morning – Irvine Walking Group 10.00am – 11.00am meeting outside Rivergate shopping mall (high street entrance)

Thursday Afternoon – Irvine drop in/ recovery group – 12.30pm – 4.00pm

Thursday Evening- Zoom recovery quiz – 6.30pm – 7.00pm

Friday Morning - Beith Walking Group 11.00am – 12noon, meet at Beith Community Centre

Saturday Morning – Eglinton Gardens – 9.30am – 12.30pm

Saturday Afternoon – Recovery Activity Eglinton Gardens 1.00pm – 4.00pm

We also have our Facebook pages available. We would like to express our thanks to all of our partners and service users who have been supportive and understanding throughout this difficult time.

Turning Point Scotland

Northayrshireinfo@turningpointscotland.com

Telephone: 01294 447 407

Facebook: North Ayrshire – Recovery from Addiction

Facebook: Faba North Ayrshire

NORTH AYRSHIRE RECOVERY SERVICES

In North Ayrshire the recovery groups and activities listed below will be closed until further notice:

- Kilbirnie Café
- Irvine Café
- Eglinton Roots
- Teen Challenge Groups
- Grub and Gospel
- Changes Group

NORTH AYRSHIRE WOMEN'S AID

North Ayrshire Women's Aid:

- Continue to receive referrals and complete assessments
- Continue to provide support on one to one basis – this has increased level of telephone contact but still accompanying women to key appointments were necessary

The group work programme is at a natural pause and probably won't be resumed but we do need to find creative ways of address the isolation woman will experience.

Telephone: 01292 602424 or <https://nawomensaid.com/>

RECOVERYAYR / PING – PEER LED RECOVERY ACTIVITIES

All face to face recovery groups and activities (including Café Hope) in South Ayrshire are currently postponed due to Covid-19.

The RecoveryAyr / PING / ADP Peer Workers are all working together to run daily online recovery group / activities are running 7 days a week via Zoom. Support can be provided to access the online groups. Daily emails are sent out with the activities and links to meetings. Email recoverayr@gmail.com to receive the daily emails.

All of the Peer Group Facilitators continue to be available during this time for telephone based support. Contact your group facilitator to discuss further.

If you do not have the Facilitators number, please call 07923 400384 or email recoverayr@gmail.com in the first instance.

See www.facebook.com/recoveryayr for other regular updates.

RECOVERY ENTERPRISES SCOTLAND *UPDATED*

We are an innovative community interest company with a social conscience, aiming to work with individuals, families, and communities tackling social issues such as poverty, isolation, and equitable access to support. Our vision is providing support, offering volunteering opportunities to those furthest from the labour market with multiple barriers. Volunteers demonstrate change is possible,

offering hope and inspiration to others where they too can positively turn their lives around. We have a strong desire in forging partnerships with those sharing the same values and ethos.

Foundations Hub

We are currently offering a restricted service within our premises, The Foundations Hub, over 4 days per week (Monday, Tuesday, Thursday, and Friday from 10.30am till 2.30pm) where this arrangement will be in place till 30th June, with further review.

The team is delivering food hampers in the community, people are welcome dropping in to collect a food hamper, for a cuppa and chat, with the team offering support to liaise with services, and a weekly peer support group each Thursday between 11.00am and 1.00pm. The team maintain regular contact through phone calls to tenants.

When permitted we will introduce a range of thematic and activity-based groups in response to volunteer and customer feedback, and increasing opening times including evenings and weekends.

We want people knowing they have somewhere to turn where they will be provided with a non-judgemental, and compassionate service, offering immediate assistance and support around basic needs, linking in with agencies.

The Foundations Hub, 4 St Marnock Place, Kilmarnock, KA1 1DU.

Telephone: 07793241895.

Email: recoveryenterprises@outlook.com

Facebook: Recovery Enterprises Scotland Twitter: @RecoveryEnterp1

SACRO

Sacro has asked all staff to carefully consider the necessity of interventions and activities that would mean making direct contact with others. This includes asking staff to work from home where possible and use technological alternatives to direct personal contact. Sacro are taking these steps to minimise disruption to services.

- Throughout our organisation, we are updating our business continuity plans with a view to minimising potential disruption of services. Services such as residential support, intensive support and those services providing support to statutory orders (CPOs, Bail Supervision) will receive priority.
- Our already robust risk management procedures are being continually assessed to ensure priority is given to those services that present a heightened risk profile.
- As an essential provider of support to vulnerable and challenging individuals, much of our engagement is – and must remain – face-to-face. We are therefore tailoring our responses and continuity planning to ensure this feature is maintained where deemed necessary and if possible.
- We have set up a Coronavirus Response Group comprising representation from every critical function within Sacro. The group meets at least once daily and communicates emerging issues and responses throughout the organisation.
- We have set up discrete communications channels – including a dedicated intranet site – to coordinate an organisation-wide response and promote communications to our stakeholders, staff and the people who use our services.
- We are actively promoting and adhering to health and infection control guidance from government and health service sources to our staff and service users.

Sacro's "point of contact" in South West Scotland is Shirley Findlay (Tel: 07793837180).

Should there be a need to further escalate, please do not hesitate to contact Sacro's Executive Leadership Group on 07772 653 440.

SCOTTISH FAMILIES AFFECTED BY ALCOHOL AND DRUGS

Scottish Families affected by Alcohol and Drugs (SFAD) provides support to family members and friends who have been affected by the substance misuse of a relative or loved one. They provide information and help and support through a wide variety of resources. Call the helpline on 08080 101011 Monday to Friday from 9am to 11pm, and as a callback service at weekends, or visit www.sfad.org.uk

SCOTTISH WELFARE FUND

The Scottish Welfare Fund is a discretionary scheme that provides two types of grant: Community Care Grants and Crisis Grants.

East Ayrshire Council

www.east-ayrshire.gov.uk/welfarefund

Tel: 01563 554400

North Ayrshire Council

www.north-ayrshire.gov.uk/welfarefund

Tel: 01294 310001

South Ayrshire Council

www.south-ayrshire.gov.uk/welfarefund

Tel: 0300 123 0900

SEASCAPE

- HUB at SeAscape Office, Boswell House, Arthur Street, Ayr. Open Monday – Friday 9.00am – 4.00pm, running on an by appointment basis.
- Support continues to be delivered remotely where possible but essential face to face services are being delivered where required, including face to face support on day of liberation.
- Freephone number available for service users: 0808 196 33 85 (

Email: enquiries@seascapeayr.co.uk

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

SHINE WOMEN'S MENTORING SERVICE

Shine service delivery is continuing to be reviewed in line with the changing picture and government guidance throughout the partnership. Most partner offices across the country have been closed and the use of digital technology has been employed to keep the business going to professional standards. While each partner organisation has responsibility for managing staff and services, the following direction from Shine is intended to assist our partners with the day to day operations of Shine.

1. All non-essential travel is suspended and working from home is standard practice in order to avoid unnecessary contact with others with a view to minimising the chance of spreading the infection.
2. No face to face meetings are to be carried out unless assessed as being essential/critical- this will also help to reduce the risk of transmission of the virus as well as the potential to overwhelm Healthcare provision.

3. Where face to face contact is deemed essential, this must be risk assessed and the well-being of both staff and service users at the centre of the decision-making, involving line managers. A letter supporting the “Key Worker” status will be issued by the mentors’ manager for this purpose only.
4. Contact with women will be mainly by phone and use other technology in order to mentor and support as appropriate. Mentoring plans will continue to be formulated, reflecting the needs and risks relating to individuals.
5. Prison-based Champion role in the prison has been reinstated following previous suspension by SPS. We will continue to work closely with SPS to both promote the service in prisons and ensure referrals are dealt with appropriately
6. Gate Pick-ups- These have been temporarily suspended until further notice. Mentors will endeavour to be in contact with the women, prior to release, using Email a Prisoner, and by phone, following their release
7. Liberation packs – this are being prepared for women leaving custody and will contain essential items, including mobile phone if required, emergency contacts and a “mentoring plan”
8. Community Referrals - Shine is asking local managers to be in contact with the local CJSW SPOC in order to discuss any changes to arrangements and changes in patterns of referrals so that we can respond appropriately. We want to minimise any disruption to women and continue to deliver supportive services.
9. School closures- individual managers have been providing advice to staff as issues arise.
10. Child Protection/Adult Support and Protection/Domestic Abuse - it is understood that we may have less information on family circumstances where there might be concerns if home visits and/or Face to face meetings are curtailed. We continue to be vigilant and report concerns in the normal way
11. The Shine business continuity plan is being reviewed
12. All of the above is being kept under review in the light of the changing picture across the country.

Shine national Freephone (0800 587 7263) will be monitored from 29/12 – 31/12 with information being passed to local services as required. All Shine women leaving prison are provided with the Freephone number.

SKILLS DEVELOPMENT SCOTLAND

Our school careers advisers resumed face to face delivery in schools from August 2020.

Our public access centres in Ardrossan, Ayr and Kilmarnock are now open for appointments only.

Please contact:

Ardrossan- Tel: 01294 272 412

Ayr- Tel: 01292 281 421

Kilmarnock- Tel: 01563 527 165

Alternatively, we have our national helpline number:

“If your employment, education or future career choices have been impacted recently, we can help.

Speak to an expert adviser on 0800 917 8000 or visit www.mworldofwork.co.uk”

SMART RECOVERY

Online virtual meetings are available <https://smartrecovery.org.uk/online-meetings>

SOUTH AYRSHIRE COUNCIL

The latest updates from South Ayrshire are available online - <https://beta.south-ayrshire.gov.uk/coronavirus>

SOUTH AYRSHIRE COUNCIL – ADULT SOCIAL WORK **UPDATED******

Contact details: If you have a concern about an adult's care needs or welfare, contact South Ayrshire Customer Service on **0300 123 0900**. You can also contact the Social Work Team that covers the area where the person lives and speak with the Duty Social Worker – details can be provided by the Customer Service Team at the above number.

Opening Hours: 8.45 a.m. – 4.45 p.m., Monday to Thursday and 8.45 a.m. - 4.00 p.m. on Fridays.

If you are reporting a concern out with the days/times above, please contact the Out of Hours Response Service on **0800 328 7758**.

If you are concerned that an adult is at risk of harm, please use the contact details above or e-mail asp@south-ayrshire.gov.uk. In an emergency, phone 999.

SOUTH AYRSHIRE – CHILDREN AND FAMILIES SOCIAL WORK

For any concerns for a child's welfare.

Email: InitialResponseTeam@south-ayrshire.gov.uk Tel: 01292 267675, Option 1 – for Initial Response Team for all new referrals

If the child has an allocated social worker and you know which team this is, please follow the other Options available to be directed to the appropriate team.

Opening Hours: 9am – 5pm on all normal working days (4pm on 24th December and 31st December)

Contact details: Ayrshire Out of Hours Service

Email: AyrshireOutOfHours@east-ayrshire.gov.uk Tel: 01563 576875

SOUTH AYRSHIRE - EMPLOYABILITY AND SKILLS ADULT TEAM *UPDATED*****

The latest updates are available online – <https://beta.south-ayrshire.gov.uk/coronavirus>

During Covid-19 our offices are closed, however our Employability & Skills Officers are continuing to support young people and adults that require employability support. If you are facing redundancy, we are part of the local PACE team and can also provide support.

If you require any employability advice or guidance please contact 01292 612301 or email Employability.skills@south-ayrshire.gov.uk.

For more information on our programmes please visit <https://www.south-ayrshire.gov.uk/employability/>

SOUTH AYRSHIRE – HOUSING AND HOMELESSNESS SERVICE

Opening Hours: Offices are closed at present, telephone enquiries only on 0300 123 0900 from 8.45 a.m. – 4.45 p.m. Monday to Thursday and 8.45 a.m. - 4.00 p.m. on Fridays.

Festive Support available: Sheltered Housing Wardens, Hostel Support Workers and Housing First Support Workers will be working normal hours during the festive period to support their tenants.

Festive Contact details: Emergency repairs for SAC permanent and temporary homeless tenants 0300 123 0900. Emergency homeless presentations (nowhere to stay) 0808 100 3151.

SOUTH AYRSHIRE – JUSTICE SERVICES *NO CHANGE*

South Ayrshire H&SCP Justice Services office (Macadam House) remains largely closed. However, the team can be contacted during working hours on Tel: 01292 289749.

Out of Hours Social Work Services can be contacted on Tel: 0800 3287758 outwith normal working hours for urgent care issues.

SOUTH AYRSHIRE LIFELINE

The dedicated helpline can help with food package deliveries, prescriptions, telephone befriending, hearing aid batteries and signposting. Open Monday-Sunday 9.00am-5.00pm

Telephone: 0800 432 0510

Website: www.southayrshirelifeline.org

Email: enquiries@southayrshirelifeline.scot

For people with a sensory impairment:

Text: 07936 073557

Email: sensory@salifeline.scot

This service is coordinated in conjunction with our Third Sector and South Ayrshire Health and Social Care Partnership.

Now distributing PPE for unpaid carers.

SOUTH AYRSHIRE - RIVERSIDE COMMUNITY TRUST

Support available: Care and Share is open every Wednesday at 2pm. Peer workers are providing outreach support on Ayr High Street every Monday, Wednesday and Friday mornings offering a packed lunch and access to various support services.

Opening Hours: Every Wednesday 2pm.

Contact details: brucebunten@riversidecommunitytrust.org.uk

lizzieadrain@riversidecommunitytrust.org.uk

SOUTH AYRSHIRE WOMEN'S AID

<http://southayrshirewomensaid.org.uk/>

Telephone: 01292 266482

Email: support@sawamail.org.uk

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

THE AYRSHIRE COMMUNITY TRUST (TACT) **UPDATED**

TACT's priority is ensuring the health, safety, and wellbeing of the people we support, and our staff and volunteers. We continue to put contingency plans in place to ensure that we are able to deliver a reduced level of service as safely and flexibly as possible when you need it most.

You can telephone the office on 01294 443044 or email: info@tact.scot All requests will be considered and supported where applicable. 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:

- 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@tact.scot – staff will be manning this and will ensure your request is dealt with.
- 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 TACT Facebook page which we will be updating regularly with information and guidance.

THE STAR CENTRE *UPDATED*

Due to Covid The STAR Centre has closed its premises until further notice.

The STAR Centre (previously the Rape Counselling and Resource Centre) offers free and confidential support to anyone, of any ethnicity, aged 13+ who has experienced sexual violence (women, girls, men, boys and those who identify as transgender or non-binary). The advocacy service is for anyone considering or who have already reported to police and supporting with the criminal justice system.

We take self-referrals or referrals from other agencies on behalf of a survivor. We are currently moving towards a hybrid service of face to face and online support. Please get in touch with us by email: admin@starcentreatyrshire.org or call us and leave a voicemail: 01563 544 686.

[STAR Centre Ayrshire | Rape & Sexual Abuse Counselling](#)

VICTIM SUPPORT SCOTLAND

To minimise the spread of COVID-19, our offices are unfortunately closed to the public for the moment. our website: www.victimsupport.scot

We are keen to continue supporting you as we realise this is a difficult time. You can still contact us through our: free **helpline: 0800 160 1985**, **webchat service**, which can be accessed through our website: www.victimsupport.scot

Both are open **8.00am-8.00pm, Mon-Fri**.

Victim Support Scotland are no longer able to provide face to face support due to the Coronavirus pandemic, however, VSS are still able to provide telephone support to victims and witnesses attending court. We have a dedicated phone number **07872 620888** which will be available 9.00am-5.00pm Monday-Friday that will receive referrals for victims and witnesses to receive information and emotional support. The contact phone number is on our new website www.victimsupport.scot this number can also be given directly to victims and witnesses themselves.

VOLUNTARY ACTION SOUTH AYRSHIRE

<https://en-gb.facebook.com/vasaayr/>

Telephone: 01292 432661

Email: enquiries@vasa.scot

WE ARE WITH YOU *UPDATED*

Kilmarnock Office – 01563 558777

<https://www.facebook.com/addaction.kilmarnock/>

We continue to take referrals over the phone and our lines are transferred to staff working from home. We are offering 121 telephone or online appointments and have 2 MAP (Mutual Aid Partnership) groups weekly. We have a number of small whatsapp groups also to help people connect and can be contacted via our facebook page - <https://www.facebook.com/addaction.kilmarnock/>

Our online webchat can be found on our website Wearewithyou.org.uk

This is operational 7 days, 9.00am -9.00pm Monday to Friday and 11.00am-4.00pm on weekends. We have increased staffing on our webchat to meet increased demand.

Ayr Office – 01292 430529

We continue to take referrals over the phone or via email. We are offering 121 telephone, online and face to face appointments.