

EACHa

East Ayrshire Churches Homelessness Action

Each Person Matters



Community
& Friends



EACH

Each person matters

Scottish Charity no: SC 036849

A PLAN WITHIN A PLAN

Kilmarnock experiences frequent incidents of anti-social behaviour, with many a discussion had about what to do about the problem. Retailers are impacted by it, shoppers are affected by it, those in authority get the blame for it. What we see in Kilmarnock town is affluence and poverty existing in parallel with a large majority of people looking the other way.

Our experience at East Ayrshire Churches Homeless (EACHa) affirms that among our most vulnerable people in our community there is very little self-worth. Lives are lived with no purpose and no hope of life improving. There is a need to interrupt the continuing cycle and the sense of low aspiration and achievement which is the fate of so many born into disadvantage. Grinding poverty is tangible.

Transforming communities begins with the vision of a few people and others catching that vision to make things better. This requires good support around basic physical and mental health. People need the basics – a home, a source of income and something to do. The needs of our most vulnerable in our community are no different from the needs of the rest of the population. And yet services struggle to deliver. There are multiple configurations of services and resourcing and there is a stigma associated with the most vulnerable homeless and those with serious addictions. This impacts on services, the resources allocated to them and how they work with other mainstream services including housing, employment, education and training.

EACHa's Community Friends 3 day drop-in attracts up to 40 people with varying degrees of vulnerability and addictions. Most of our friends frequent the town centre and are more often than not described as anti-social or undesirable, 'junkie' and that unfortunately is where lines get drawn - them and us. Senior Police Officers in Kilmarnock acknowledge there is a correlation between the times when EACHa meet with the service provided in New Laigh Kirk's Halls John Finnie Street, and the absence of disruption in the Foregate and King Street. We understand the issues raised by many regarding people who 'hang about' our town and the impact and concerns of our retailers and shoppers. If anti-social behaviour is reduced when EACHa and other groups provide a safe place to go, then we must grow this service, with input from all interested parties including retailers affected around the Foregate. The people who come along to EACHa are human beings, entitled to use the town just as we are.

This survey of our Community Friends is eye opening. What is astounding is the lack of aspiration recorded, a real lack of hope and feeling of worthlessness. The Church's purpose in this town is to demonstrate God's love through ministry beyond our church family. This involves reaching out to the poor and marginalised but also the wealthy and the decision-makers and together finding workable solutions to the multiple deprivation situation around our town. We can no longer ignore what happens around us. We are connected with the poor, the sick, the anti-social and the oppressed. We use our love and compassion to improve things so that the most vulnerable people are no longer abused by "thieves and robbers" but are cared for and provided for by people who truly seek their best, and who seek a better world in which all are secure, all are provided for and all are included in the community of humanity.

We'll find in time that to know truly, and be bound to one another is to be open to and share what hurts the other. That includes those who are called undesirable, anti-social and 'junkie'. We should all be uncomfortable about the entire situation. Our perceptions of what grinding poverty is are being challenged today. The poor will always be with us but the status quo for tackling poverty and homelessness is no longer an option.

A PLAN WITHIN A PLAN

Local authority and health partners often use Transformation Strategy to describe the vision of delivery of services. Which begs a question – How many lives have been transformed by strategies adopted to date? How many lives have been transformed by reconnecting with a sense of belonging to a community that has provided a roof over their head, a source of income to pay the bills and something to do that socially integrates people into the community in a sustainable way?

The Celebrate Kilmarnock Town Centre Action Plan has been a welcome approach to retailers, volunteer organisations and local authority working collaboratively to realise and effect change from key actions points determined. It provides a framework to address the important issues raised by community representatives in a town which is recognised as:

1. **A great place to shop and be in business**
2. **A great place to live and learn**
3. **An accessible town centre with good movement and communication**
4. **An animated and creative place**
5. **A green town with a rich heritage to enjoy**
6. **A safe, clean and attractive place**

The Community Action Plan links to quality housing, support of young and vulnerable people, development of community, integrating learning and education and enabling this within a safe environment.

Our town is for all, those with disposable income, those in positions of authority, and those with no income, the very poor and vulnerable. If Kilmarnock is to experience a breakthrough to transformation this report is a wakeup call for organisations developing services to listen to and include the experiences of vulnerable people living without dignity and in poverty. How does their experience inform our services?

Conversely those who use our services must listen to the experiences of those they encounter on a daily basis in the provision of services, help and assistance, because their behaviour can be threatening. This is a challenge for us all to reflect on our values and approaches, to challenge negative culture and promote dignity.

The stories shared here powerfully challenge perspectives giving an insight into what life is like for those who attend Community Friends. These are not anecdotes. Truth can and does make us feel uncomfortable and truth can and does create change. If the Town Centre Action Plan is for all who live and work locally, then these 'problems' – not 'problems', people, cannot be swept aside in a sanitised way. Each person matters – relationships really matter. Those in authority must confront and experience the humanity of those whose lives their decisions affect. Those living vulnerable and chaotic lives must do the same. Thereby listening and learning from each other, believing in, and effecting the change required to transform lives.

The issues raised in this report will only be truly addressed when those who experience first-hand the struggle to live, are at the heart of the process that brings what they need – the basics – a roof over their head, a source of income and something to do – but above all hope, that will be the breakthrough to transformation.

Rev David S Cameron
New Laigh Kirk Kilmarnock
March 2018

BACKGROUND

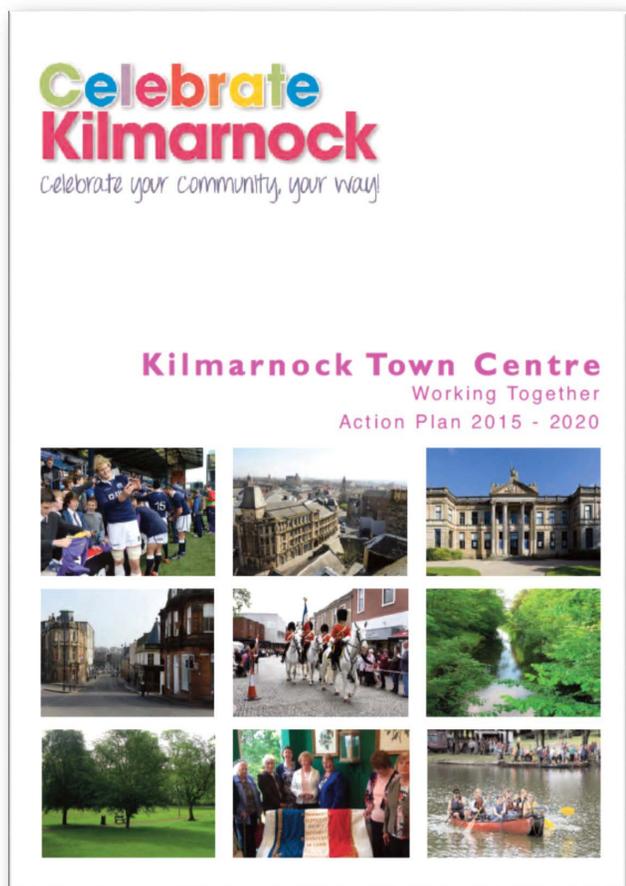
In 2015, the Kilmarnock Town Centre Action Plan was produced following engagement with over 500 people. The Plan set out the community's vision for the next 5 years and developed a framework which was to build on the town assets and positive aspects such as parks, river, heritage and culture, whilst addressing the issues and concerns of town centre stakeholders.

The vision of those was to establish Kilmarnock as a destination town, enlivening the town centre with activities and events for all ages, during the day and into the evening and doing so will attract families from near and far. Delivering on the vision will see Kilmarnock established as:

"A great place to shop and be in business - a great place to live and learn - an accessible town centre with good movement and communication - an animated and creative place - a green town with a rich heritage to enjoy - a safe, clean and attractive place."

In 2015, the Kilmarnock Town Centre Partnership was formed, and stakeholders have been active in working together to progress the priorities in the Action Plan and put Kilmarnock on the map through such as Celebrate Kilmarnock, K Fest and the Halloween Experience. They have also explored ways in which to further develop ideas and improve the lives of all who live and engage in Kilmarnock Town Centre.

The development of 'this plan within a plan' is an indication of the commitment by the Partnership and Stakeholders to identify and explore priorities further and identify new ways to work together for the benefit of all our community.



**John Cairns, Chief Inspector, Area Commander,
East Ayrshire, Police Scotland.**

"This survey and resultant "plan within a plan" is a good example of individuals, the Third Sector and statutory partners working collaboratively to improve the lives of individuals and our community. The survey results and individual stories give an important insight into people's experiences and aspirations. As well as this there are some practical suggestions on how to make improvements to produce better outcomes for the Community Friends and the wider community. Police officers will continue working with partners and others to improve community safety. This plan, together with the Celebrate Kilmarnock Town Centre Action Plan, offers a great opportunity to make a difference for those who live, work and visit Kilmarnock Town Centre."

INTRODUCTION

This plan has been developed to highlight the issues and challenges of a community within Kilmarnock who lead what can be described as a 'chaotic lifestyle'. Some members are currently homeless and are staying at the homeless hostel and some are within supported accommodation, many have come through the process and now have tenancies of their own. A high percentage of them currently have some sort of addiction whether that be drugs or alcohol.

However, all of them have hopes, dreams and aspirations for themselves and that is the main reason for this plan being developed.



Over a number of weeks Officers from East Ayrshire Council's Vibrant Community Service engaged with the service users of EACHa's Community Friends project (East Ayrshire Churches Homelessness Action). Community Friends meet every Wednesday from 2.00 pm to 4.00 pm in the New Laigh Kirk Church Halls on John Finnie Street and on Monday and Fridays from 1.00 pm to 3.00 pm.

During this time trust was built developing relationships with many of the service users who opened up about some of the key challenges that they face in their lives. They discussed the stigma that is attached to being either homeless or an addict and how this impacts on their lives as a whole. We learned what they think about living in Kilmarnock – what they liked and didn't like, and what their opinions were about the service that Community Friends provides. We also captured a few life 'stories' from some of the service users that captured some of their past experiences and more importantly what they would like for the future.

The final few sessions were to try and establish what people's hopes and aspirations were for the future. Once these were established we held 'voting' sessions over two weeks where they could vote for their top 'priorities'. It is from this that we can prioritise what is most important to them and provide an idea of what services and partners can be involved to better support the group's needs and to help them achieve their aspirations.



WHAT IS Eacha?

East Ayrshire Churches Homelessness Action (EACHa) is a charity that was set up to help relieve hardship or distress experienced by people who are homeless or at risk of becoming homeless within East Ayrshire.

Some of the tasks carried out by EACHa staff and volunteers

- Provide hygiene or "wellbeing" packs for everyone who becomes homeless
- Toy packs for each homeless child
- Christmas gift scheme for under privileged children
- Community Friends, our befriending project to support those experiencing homelessness
- Food for Christmas dinners for homeless hostel residents
- Thrice weekly drop-in for the homeless and those at risk of homelessness
- Arrange cooking sessions and other social and recreational group activities at drop-ins



is a befriending service for people at risk of becoming homeless, or who have been homeless and are trying to rebuild their lives.

HOW IT WORKS

The service aims to match people with volunteer befrienders who will be there to listen to their worries, encourage them to become part of their community by taking part in new activities and help build positive relationships where there may have been few or none. The befrienders will never criticise or judge. They won't have all the answers but will promise to be there when needed.

The drop-in service offers food, friendship, advice and social activities. It is facilitated by staff and volunteers, with professional advice being offered by statutory agencies such as Housing Options, Health and Social Care Partnership and Addiction Services. The aim is that those who attend will gain confidence, be assisted in setting goals for the future and will engage with relevant support services in a neutral environment.

EACH PERSON MATTERS

The Scottish Index of Multiple Deprivation (SIMD) 2016 report highlighted the problems facing many of the most vulnerable and marginalised members of our community – people with addictions or poor mental or physical health, are unemployed, homeless or experience social isolation. Many live in severe poverty and have experienced hardship as a result of Welfare Reform changes.

Our three day a week drop-in provides a “one stop shop” where service users have a place to call their own, be treated at all times with dignity and respect, and receive advice from professional agencies on matters of health, debt and housing. Trust has been built over the last few years, and relationships between clients, professionals and our committed volunteers have resulted in a successful three day drop-in offering hospitality, friendship, fun and advice.

We aim to provide a non-judgemental approach to support our many friends to achieve their individual goals to improve health and lifestyle. Most of all, we want to give hope to each and every individual for the future. Our motto is 'Each Person Matters'.

We see the Plan as an opportunity for fruitful dialogue between Community Friends service users, and key decision makers so that we can all work together to provide achievable and exciting possibilities for our Friends, thus benefiting the whole community. After all, our town belongs to all of us, and each individual should have the opportunity and the means to thrive within it.

David Quinn (Project Co-ordinator) & Janice Grant (Secretary)



EACHa Volunteers

WHAT WE LIKE

The first session covered what the group members liked the most about Community Friends, what they didn't like and what they would like to see happening.

- 'I appreciate having friendly people who could point me in the right direction for help i.e. with housing issues etc'.
- 'Get company, get everything in here that you can't get anywhere else'.
- 'Everyone has an issue of some sort – compare experiences and learn from each other'.
- 'Great here coz we get help or we get directed to where we want to go'.
- 'Appreciate that the volunteers are giving up their time to come'.
- 'Talk to people about civilised stuff'.



- 'This place gives you a wee boost'.
- 'Once you go away you feel a lot better'.
- 'It gives you a wee incentive'.
- 'Meeting new people'.
- 'Like getting my hair cut'.
- 'The food and the eatables and getting fed'.
- 'Getting a cup of coffee'.
- 'Catching up with people you don't get to see otherwise'.
- 'Like the food, the company and the hairdresser'.

WHAT WE DON'T LIKE

- *'I didn't come for year and a half as people are coming in, out of their faces and I cannot be near people like that's as I am a recovering addict myself'.*
- *'People coming to us and bothering us'.*
- *'Some people are taking clothes they don't need and going straight to 'Cash for Clothes'.*
- *'People under the influence of drugs/drinks can have a negative effect'.*

ANYTHING ELSE YOU WOULD LIKE



KILMARNOCK - LIKES/DISLIKES

One of the sessions looked at the likes and dislikes of living in Kilmarnock. The following are some of the comments made over the sessions:

LIKES

What's good:

- 'The bookies'
- 'Things like Community Friends happening'
- 'The Salvation Army'
- 'The lunch club on a Monday & Friday'
- 'The Dean Park'
- 'The road out of it'
- 'The pubs'
- 'The football club'
- 'Nature walks'
- 'The buses are handy to get into town'



DISLIKES

What's not so good:

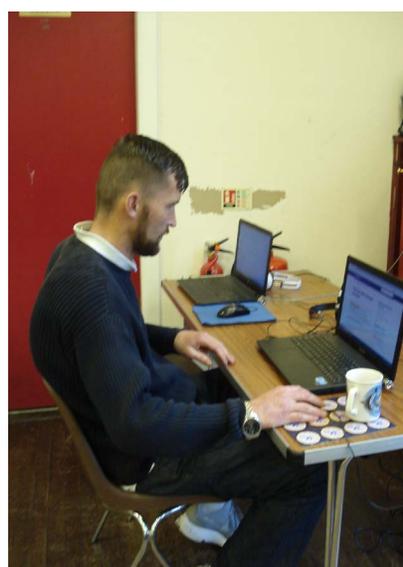
- 'Nothing for kids to do'
- 'Too many addicts'
- 'Too much begging'
- 'Old women are feart to go down the town'
- 'Not a lot of things for people with children to do – got to have money to do stuff with the kids'
- 'Some of the people who live here'
- 'The council don't do anything to repair pot holes'
- 'The factories are all shutting'
- 'The Mall: People only go there to deal drugs, too many drugs going on – dealing outside of it, the Police or security guards don't do anything about it'
- 'Need to clear people from the mall and if they don't like it then lift them'



PEOPLE SKILLS

One of the sessions focussed on the group identifying their skills and talents. There was a range of different answers, but as you can see there is a diverse range of skills and talents among group members. Some of the members stated they had learned these skills whilst in prison.

- Fixing cars
- Gardening
- Wallpapering & decorating
- Tarmac/driveways
- Baker to trade
- Painting
- I.T
- Playing football
- Hip hop dancing
- Drums
- Singing
- Hairdressing



OTHER GROUPS AND SERVICES

As well as attending the Community Friends on a Wednesday there are a number of different places that the service users are attending and making use of services - the groups discussed included:

Baptist Church basement (Fowlds Street) Friday 7.00 pm - 9.30 pm and Saturday 1.30 pm - 4.00 pm
Kilmarnock Churches Youth Project low cost food/drink, games for young people from 12 to 17 years.

Broken Chains, every Sunday at the Howard Centre, 4.00 pm - 5.30 pm
A free 3 course meal is provided with a worship service as well.

Centrestage Catalyst Communities, Monday to Friday on John Finnie Street, Kilmarnock - 11am - 3pm
provides advice & practical support, with opportunities to take part in art & recreational activities.

Howard Centre, Portland Road, Tuesday from 11.00 am - 3.00 pm
Well Community Cafe, low cost food (free with voucher from St Joseph's).

Howard Centre, Portland Road, Thursday from 11.00 am - 3.00 pm
Well Community Cafe.

New Laigh Kirk Halls John Finnie Street, Kilmarnock, Monday and Fridays from 1.00 pm - 3.00 pm
Community Friends drop in free food, chat and advice. (Sandwiches, fruit, hot & cold drinks)

New Laigh Kirk Halls John Finnie Street, Kilmarnock, Wednesday from 2.00 pm - 4.00 pm
Community Friends drop in free food, chat and advice. (Sandwiches, fruit, hot & cold drinks)

Our Lady of Mount Carmel RC Church, (St Vincent De Paul) Monday from 7.30 pm - 9.00 pm
Food parcels available.

Salvation Army Soup and Sandwich Lunch Club, Monday from 11.30 am - 12.30 pm
Low cost soup and sandwich available with company.

Salvation Army every Thursday from 11.00 am - 12.30 pm
Free lunch and emergency food parcels.

St Matthew's RC Church, first Sunday each month 1.00 pm
A free meal is provided.

St Josephs Church, every Wednesday at 10.30 am - 11.00 am
Provides food parcels and something to eat.

Teen Challenge Bus, St Andrews Hostel, every Wednesday night from 7.30 pm - 9.30 pm
The bus is on site and service users can get a cup of tea and something to eat.

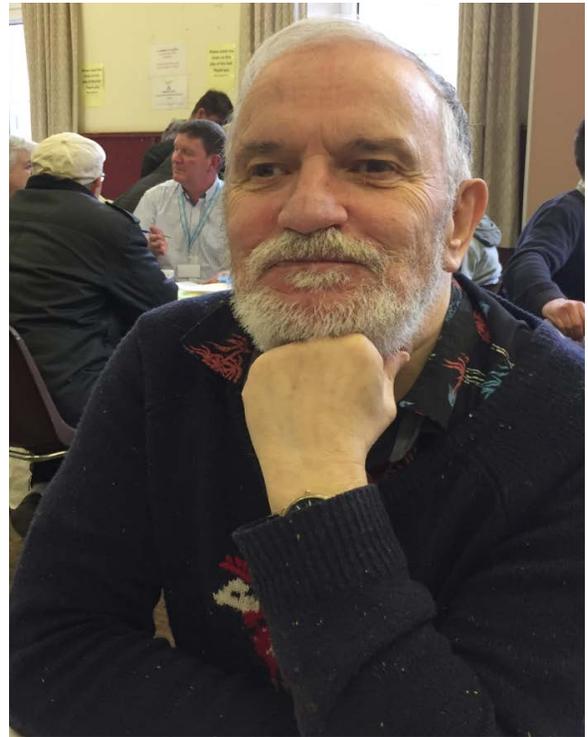
DEREK'S STORY

Derek has had a fascinating life. He originally comes from Kilmarnock and grew up in Bellfield. Derek went to both Bellfield Primary School and Kirkstyle Primary School before attending James Hamilton Academy. He left school at 14 years of age and worked in a range of different jobs before settling into his role at a soft drinks firm, something he had a passion for so stayed for 10 years.

Derek has also attended college and undertaken various courses and managed to attain a City and Guilds qualification in English. Derek loves English and History. He loves to read – especially Scottish History and his favourite subject is the Jacobite Rebellion. He has visited Culloden as well as Fort George at the Caledonian Canal. He also loves to travel and has used his bus pass to travel all over Scotland visiting places such as Dundee, Aberdeen, Stirling, Edinburgh And Glasgow – he has even been on the Gold bus to Inverness. As well as being an avid reader, Derek also loves jigsaws.

Derek is an only child and with both parents now gone he feels like he is on his own. He is currently getting support from Lorna (Homeless nurse) and from the staff at the hostel where he has been staying recently. They make sure that he is ok, help to remind him to keep his room clean and tidy and ensure that he is just generally ok.

Before the hostel Derek had previously stayed on his own in a flat but he became very ill and his health had deteriorated so badly that he was no longer able to maintain his home. Due to his health condition he finds it hard to climb stairs as this really affects his breathing so he is hoping that his next home will be on the ground floor. Derek was originally devastated when he lost his home and knew that he had to go to the hostel. He was in a very low place and had low self esteem but now he is finding it ok – as he doesn't have to worry about losing his keys or anything.



He attends the drop in sessions on a Monday and Friday at the Church Hall as well as Community Friends on a Wednesday. He also goes to the Salvation Army on a Thursday and Broken Chains on a Sunday. He likes coming to Community Friends to get his hair cut, get something to eat and to make friendships.

Derek says that when he gets his new house there will be changes this time as more people will be coming in to support him – to help manage his money, bills and food.

Derek's hopes for the future are:

- Getting his own home and settling down – somewhere that is a good area and with good neighbours.
- Having peace and quiet to continue to let him read, do his jigsaws and listen to his music.
- Being better off with his money.

JOHN'S STORY

John found out about Community Friends through word of mouth and has now been coming for the past few months. His initial thoughts about the group were that it was only for alcoholics and drug users. He says that at that time he now realises he was judging people - but everyone attending is just the same. John initially came along with friends for support but he now feels confident enough to come on his own. He says that it is good to come here and chat to the volunteers as it makes you feel better.

John is currently working on reducing his alcohol intake. In the past when John has been under the influence of alcohol it has made him aggressive. This has caused a breakdown in his friendships and family life, due to John often becoming violent – something that John recognises. John was released from prison in December and during this time his girlfriend had passed away and he retreated back into his shell.

John has had issues with housing in the past and feels let down by his experience. He took an overdose as a result of the way he was feeling and the fact that he ended up in accommodation in Bellsbank – where he knew no one. It was a two hour journey back to Kilmarnock, which resulted in him feeling lonely and isolated. He feels that, as part of the process each individual person's circumstances should be taken into account, especially their mental health. John has now made progress with his situation through 'Letts Agree' and now has a home.

He has been receiving support from the Bentinck Centre and is due to start a pre-induction for Detox very soon. John has made this choice himself and he feels that this is very important and will contribute to his successful recovery. John has started to write past experiences down and look at the choices he has made. He has started a reflection process so he can learn from these past situations and not make the same mistakes again. He says that he has always known what his trigger points are but has never admitted to them until now. He is ready to move onto the next stage in his life.

He is currently doing well & stated that he is controlling his addiction to alcohol, this has been assisted by support from Addaction and rehab through Turning Point. John has been regularly attending the Gym at the Northwest Area Centre through a referral from the Vibrant Communities CHIP Team. John reflected on his journey and recognizes the damage that has been done as a result of his drinking and how selfish he once was,

however he now realizes not to dwell on the past and to focus on the future. John also stated that he now realises that how you treat other people results in how they treat you.

John stated that he is now in a good mood about life, he feels confident and able to balance things. He reflected on his previous goals and stated that he now has a house through the Council in an area of HIS choice, he has got himself a wee car and is building his relationship with his daughter and grandson, seeing them both on a regular basis. John realises anything is possible by taking small steps and he also said that he is beginning to like himself again and enjoying his own company without alcohol. John still enjoys popping into Community Friends when he has time and would love to give something back to others through volunteering.

John's next steps/future goals:

- To keep using the Gym to keep fit and healthy
- Continue to enjoy his own company without alcohol
- Volunteering to support others like him
- Continue to build on his relationship with his daughter and grandson



WULLIE'S STORY

Wullie has been going along to Community Friends now for some time and says that he enjoys meeting up with people and enjoys talking to the volunteers.

Wullie shared his experiences of his drug addiction and the services of his local addiction centre. He says that health professionals that have not been through the experience do not understand the physical pain that people like himself are in. Wullie reflected on his recent issues and shared that he had a great life working as a plasterer and managing his addiction by being on a methadone programme. He was able to hold down a job and was meeting a new positive circle of friends as a result. Wullie was able to do this as his methadone was issued weekly, however that all changed after a visit to the Centre one day. Wullie stated that he had been out for lunch and had drunk one pint of lager prior to his appointment, as soon as his worker saw him in the centre he was judged on how he looked, at that point Wullie admits he became angry. The worker then undertook the relevant tests which came back negative and within the limits allowed, however Wullie said that the worker made their own judgement and not the test results and changed how his prescription would be issued. As a result Wullie had then to pick up his methadone on a daily basis rather than weekly which meant it cost him his job.

Wullie couldn't pick up his prescription daily prior to pick up for his work as the chemists weren't open at that time in the morning. Wullie stated that he became depressed due to having no work, although prescribed tablets he didn't take them as he stated they weren't working.

Wullie reflected on the methadone programme and stated that people should not be put on such high doses and should be given better aftercare to help manage their doses down as he feels it becomes a real psychological issue for individuals and very addictive. He feels the programmes are too long and people should be given support to come off methadone completely with the support

of Suboxone tablets.

Wullie stated that from his experiences he wishes now that he never asked for help, he also feels it would benefit people better if their support workers had real life experience of addiction.



Wullie's goals for the future include:

- Initially getting his methadone prescription changed back to weekly from daily
- Getting a place in rehab
- To be completely off methadone
- To be back working again

ROBIN'S STORY

Robin had recently started to come along and use Community Friends with one of his friends who had been going for a while. Robin shared that he had not been out of prison long and suffers with very poor health. He had Deep Vein Thrombosis (DVT) and had been in and out of hospital, however he felt that the health staff have no time for him and judge him because of his addiction issues. He had a quadruple by-pass and stated that he was lucky to be alive, although due to the constant pain he actually wishes that he had died.

Robin stated that he has family, but they are not close. He was homeless sleeping in close entries, however now due to a very good friend he gets to sleep on his couch. Robin stated that "Wullie has been really good to him, I regularly take fits and Wullie is on hand to call an ambulance". In terms of supports, Robin reflected on these and states that his brother phones him everyday to check on him. He stays down south and is a Director of Social

Work, he doesn't get time to physically see him. Robin said that Lorna the nurse that comes into Community Friends is brilliant, she listens, doesn't judge and really cares.

He also reflected on the Bentinck Centre and stated that they had very little time for him and always felt judged.

Robin's goal's for the future: When asked about this Robin couldn't identify anything other than not being in pain anymore, he said he wanted to die.

Sadly Robin passed away whilst this report was still in progress. Robin will be missed by the many friends that he had made at the group.



CRAIG'S STORY

Craig is 42 years old and he did not try heroin until he was 35. Craig says that he is a well-known face in the area due to him running the nightclub doors in Kilmarnock for 15 years.

For most of his adult life Craig had kept fit and trained 6 days per week. He started amateur boxing when he was 17 before finally turning professional at 21. Unfortunately Craig's career ended soon after due to him receiving an injury. However he kept the training up to help him keep fit. He also helped young people to train and for 19 years he kept the sparring up.

Craig is also passionate about helping out local charities. He helped to organise charity boxing events & 3 of these took place for Ayrshire Cancer Support, which helped to raise just under £12,000. He has also helped with another cause close to his heart – 'Break the Silence'.

Craig explained that his addiction started off after he had become hooked on painkillers for the injury to his arm. At this point in his life he had

been using cocaine too much and that had led to him becoming depressed. He was not in a good place due to this as well as the pain from his arm. One of his friends offered him some heroin to help him with the pain and he unfortunately took it a decision that he truly regrets.

Once his addiction had taken hold, Craig says that he has started to get cut off from his family. He has also taken the decision not to progress any relationship, as he feels that it would not be fair on any partner to expect them to go through his addiction with him. Craig feels really lonely and stated that he has certainly found out who his true friends are now. He has also not been keeping the best and has sustained a few head injuries lately due to him falling over.

Craig's hopes for the future are: To manage to come off his methadone, to work with teenagers who have behavioural problems and to work with people who have suffered hardship or addiction.

MORAG'S STORY (Name changed to protect identity)

Morag has had a difficult journey through life with many ups and downs. She states however that this makes her more determined to help others who are facing similar circumstances. Although recognising she can't change the underlying social issues, Morag genuinely cares and wants to do all she can to help people struggling with addiction as she completely understands them due to her own experiences.

Morag spoke of a lifetime of trauma, including losing her dad to heroin addiction and a period of time in the care system which led to her becoming addicted to Heroin herself for almost 20 years. There were many periods of stability and many relapses during this time, however she has now been completely drug free for six years. Morag stated that the turning point in her life came when she managed to get a place in college, as well as a part time job. This she said gave her "purpose" and something other than her addiction to focus on. The result of this was that she finally managed to stop using heroin and come off methadone.

Morag developed a friendship base at college, although this was extremely difficult at times as no one was aware of her addiction issues. Because of the stigma surrounding addiction, she felt too ashamed to tell anyone and was terrified that anyone would find out. While sharing her experiences of stigma Morag spoke of the 'blame and shame' she felt when she had to listen to friends and also some lecturers using derogatory language and making judgements about people like herself. This she said caused chronic anxiety, panic attacks and on a few occasions during such discussions she had to leave the classroom to try and stop herself from crying. Morag also spoke of her experiences of the 'hierarchy of drug taking' where people who use drugs judge each other, "particularly those who use what could be considered as more socially acceptable drugs."

Over the years Morag has really struggled with the stigma and discrimination she has faced, but with real grit and determination she has continued to progress in her studies and recently successfully achieved an Honors Degree. During her time at University, knowing the impact that it had on her own wellbeing, Morag chose to carry out in-depth research into the stigma associated with heroin addiction. Morag admitted that this was a very challenging time for her as it brought up many of her own issues and memories of the discriminating attitudes that she herself had faced. Again, she felt the blame and shame that accompanies heroin addiction which resulted in her suffering a breakdown during the writing of her dissertation. With

support and counselling, Morag came through this and feels strongly about tackling the "soul-destroying stigma" that comes with addiction, stating that "words can never really describe how it feels to be made a social outcast in this way... the addiction itself is bad enough but it could be argued that the stigma is the worst part of it". This she goes on to say is increasingly enhanced by social media which allows people to publicly share hateful opinions about people who are addicted to heroin while at the same time giving their families direct access to the stigmatising attitudes and beliefs held about them.

Morag states that people need to have a better understanding of heroin addiction and recognise that "people who are addicted to drugs are not having a good time." Rather than it simply being a matter of choice as is often implied, there is always a back story that includes structural and cultural factors causing people to end up in such circumstances. She goes on to say that people suffering from addiction have many skills and talents, and are often very resilient, proactive, resourceful and extremely determined individuals. She states that "the sad reality is that we do not recognise this, and instead internalise the labels ascribed to us, with the outcome being that we believe we are useless, worthless and there is no hope for us." However, with the right support and opportunities she believes that everybody has the potential to positively progress. These are some of the reasons why Morag has become passionate about helping others and challenging stigma. Stigma she concludes only causes more suffering and creates barriers where there needs to be hope, encouragement, belief and opportunity. Morag now feels she is in a much better place and continues to enjoy her volunteering roles and really understands the struggle faced by those still caught up the cycle of addiction.

Morag's current and future goals:

- Continue to build her life on the positives she has achieved
- Continue to volunteer to support others to recognise their own skills
- Continue to build her relationships with her daughter and sister
- Return to university at some point to do a Master's Degree in Contemporary Drug and Alcohol Studies
- Have a job that is linked to influencing drug policy

EACHa VOLUNTEER STATEMENTS

Drew

Drew has been a volunteer with Community Friends for roughly 9 months now. He had been looking for a volunteering opportunity and the DWP made the recommendation for him to come along. He had never heard of the service so thought that he would come along and find out some more. He has really enjoyed his time volunteering here and he hates it when he has to miss a week if he's not feeling well enough to come in. It gives Drew a purpose and sense of worth. Drew sees the benefit of the service, as it is helping people who sometimes are at their lowest ebb. He says that having a cheery face to come into and some words of encouragement can often help point people in the right direction. This helps to give people a wee lift for that day and, hopefully will make them feel much better. He think the companionship provided at Community Friends is great – especially as it is non judgemental. He would like to see other activities happen out-with the normal days such as trips away.

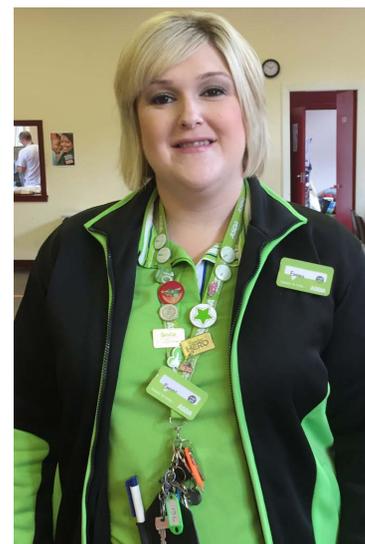


Stuart

Stuart has been volunteering for 2-3 years now. He found out about Community Friends through the Church as he is an elder and so wanted to come along to help out. He feels that he is good at communicating and can use his stable life experiences to give people good advice. He can provide a listening ear and just a friendly face to talk to. He says that he purposely plays the joker and uses humour to break down barriers. He wants to see people leaving with some sort of plan about what they can do with their lives. He also would like to see some of the group members becoming volunteers as they have so much to give and experiences to share. He wants more appropriate and better sign posting to take place for the members when they attend so the service can continue to meet people's needs.

Emma

Emma has been coming along now for 2 years. She works for ASDA and is the Community Champion. As part of her role Emma gets to volunteer within the local community for one day a week. Emmas volunteers at Onthank Primary School breakfast club, and a full day with Community Friends. Emma loves coming here, in fact she comes along even when she is on annual leave as she really looks forward to speaking to everyone and catching up with how they have got on over the weekend. Emma really sees the benefit of Community Friends as people can come along and get some help and information in relation to housing, or to speak to the homeless nurse who is here every week. She can see the difference that it is making and she feels that she has built up a good relationship with some of the group members. Emma's future hopes would be to see some progression being made by the people who attend. She really feels that more support is required for the group members who are trying to go through detox.



MARION'S STORY VOLUNTEER

Around 18 years ago Marion had to spend some time in the Women's Aid Hostel as she was in a violent relationship and had two young children to think about. She approached Women's Aid and was offered a room that same day. She could not continue to live in her house as it was in the same street as her partner's parents so she feared for her safety and accepted the room at Women's Aid. At this time she was told by the then EAC Housing department that she had made herself intentionally homeless – this made it difficult to get a house at first. Marion says that she had to scrape money together so that she could get a deposit together for a private let. This was in 1999 and it wasn't until 2001 that she eventually got offered her first Council property. During these two years she spent time at Women's Aid, at a private let and then at St Andrews Hostel as her ex-partner had found out the address of the private let. She was then moved into temporary accommodation within Kilmaurs. All in all Marion has counted up the time she spent between the hostels, temporary accommodation and Women's Aid and it totalled twenty one months.

She has vivid memories of moving her two young children around with black bin bags at this point in her life, and sadly she says that this was the lowest point of her life. She thinks that this experience has mentally scarred her and states that she was at rock bottom during these months – both physically and mentally due to the stress of not having a home for her and her children. She has never been the same person since this happened.

She says at the time she didn't get much support from her Housing Officer and if it wasn't for her Support Worker from Woman's Aid who helped her fight to get on the Housing list then she doesn't know where she would be today. It caused total upset, panic and disrupted her whole life.

After the period spent in Kilmaurs, she was offered her first Council flat above the Dean Street shops – and she hated it, as she had to look out for discarded needles every day before her children could go out. She then moved to Crosshouse but that ended up being too small due to a new addition to the family. Marion was eventually housed in a 3 bedroom house that she could call home and is very settled now.

Marion had been signposted by the Job Centre to go along to the Volunteers Centre as she had expressed an interest in working with people who were either, homeless, had addictions or who were suffering from domestic abuse. She was linked in with a worker called Maureen who suggested that Marion attend Community Friends to volunteer. This was last year and Marion has now been volunteering within Community Friends since October 2015. She wanted to volunteer as she has been working with elderly people since she was 15 years old and thoroughly enjoys it but feels that due to her own experiences she has a lot to offer people who are at their most vulnerable. Marion feels that by giving her time at Community Friends, and just giving someone the opportunity to have a wee chat and one to one really helps people. The group members have been really opening up to Marion and she has been able to give people advice about their problems. She has also helped people to fill in forms when requested to do so. Marion feels strongly that she would want to help anyone to avoid what she experienced

Marion would like to see more activities happening at Community Friends and people being signposted and supported properly – more compassion is needed for the people who are attending.

Marion is now proud of herself, as she has overcome so many challenges in her life and feels that she is now doing ok, and more importantly so are her children.

Marion still has many goals for herself in life and these include: to work in the homeless hostel and specifically to help people with addictions. To achieve her SVQ3 in Health and Social Care.



HOPES AND ASPIRATIONS

A significant part of the development of this plan was to try and get the group to identify what their hopes and aspirations are for the future – basically what would they change to help them to make life better for themselves and what support do they need to make this happen. These hopes and aspirations would then be collated and presented on a chart and would be available for everyone to 'vote' on so that we could see clearly what people were wanting for their future.

This should have been a rather straightforward process and taken only a few sessions. It has to be noted however that it took far longer to establish some actions that could actually be used to facilitate a voting session.

It was a real challenge to get the members to think of the future as many of them could only think about what was actually going to impact on them in the next few days, such as having a place to sleep, having money to buy something to eat or pay their bus fare into the town so that they could attend the group. This wasn't what we could write up as hopes and aspirations – just basic needs! One of the members even commented that her hope was 'to not be alive by the time I'm 60' as she just did not see a positive future for herself, or another hope was to be 'not in pain anymore' such comments show the true reality that some of the members face.

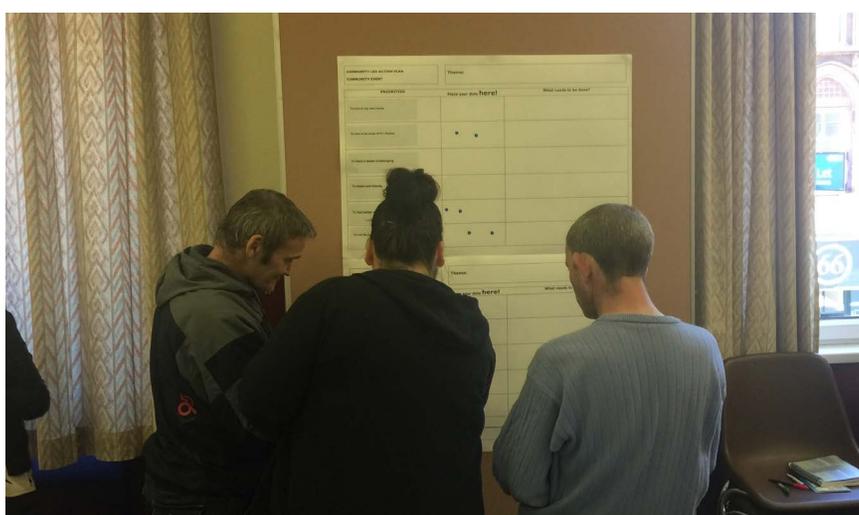
After the initial discussions, staff and volunteers worked together to try and tease out some of the longer term hopes and aspirations from group members. These were then collated and used to pull together a chart that enabled us to host a few sessions where the members could vote for what would be their top wishes.

The Voting Sessions....

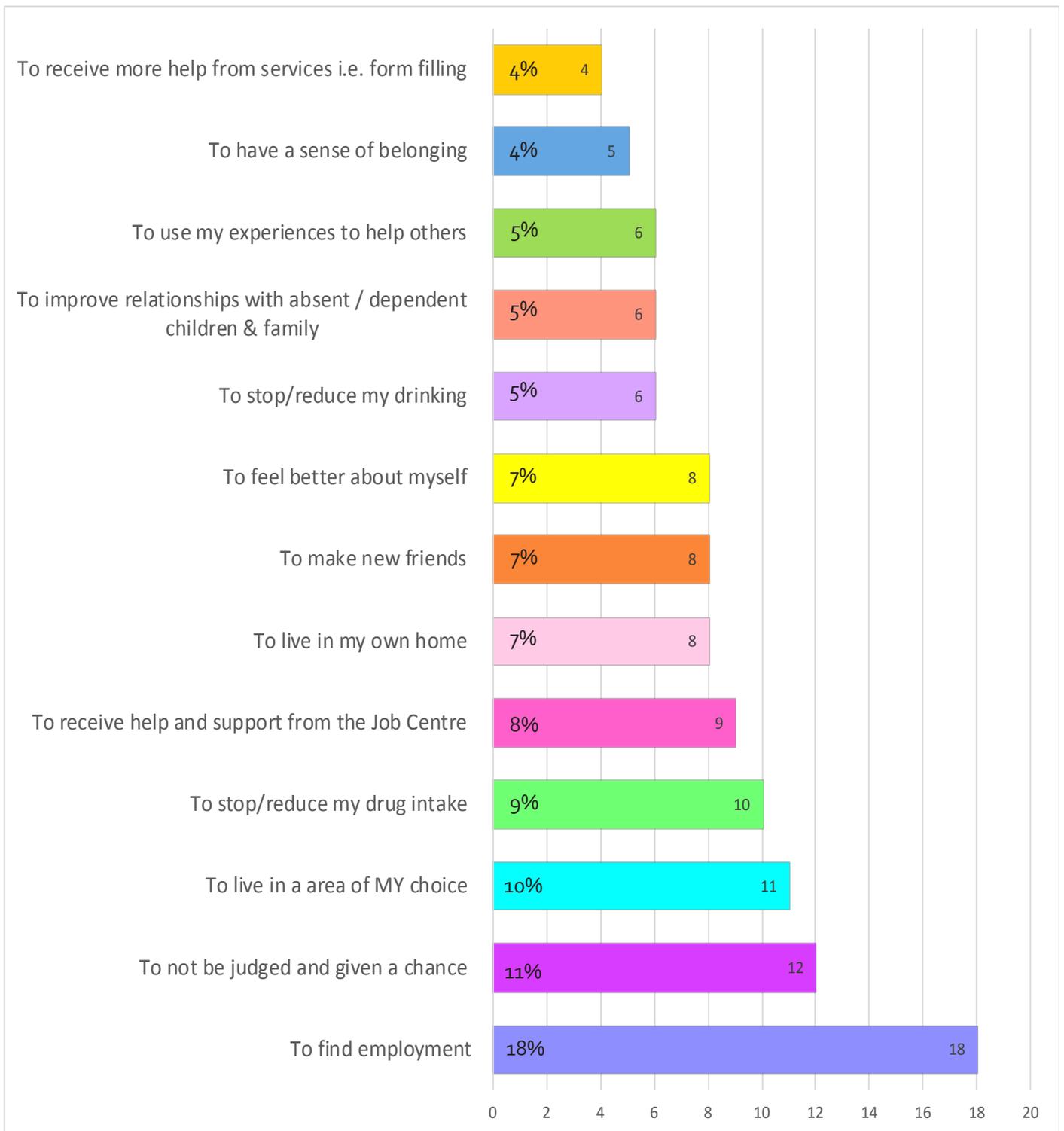
After all of the sessions had been held, discussions taken place and hopes and aspirations identified with the group, a 'voting' session was held over the space of two Wednesdays to provide everyone with the opportunity to vote on what would be their top priorities and hopes. A total of 16 people voted in the 1st session and 7 people voted in the 2nd session (one person decided only to use 2 of his votes).

The priorities identified are quite specific and relate to the people accessing the service.

The following is a chart that indicates how they placed their votes and the top 5 ranking priorities:

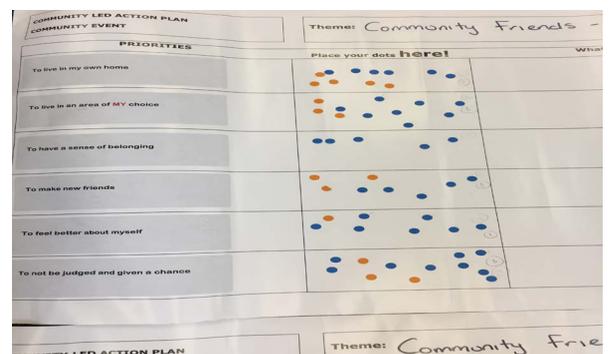


HOPES AND ASPIRATIONS



Top 5

1. To find employment
2. To not be judged and given a chance
3. To live in an area of MY choice
4. To stop/reduce my drug intake
5. To receive help and support from the Job centre

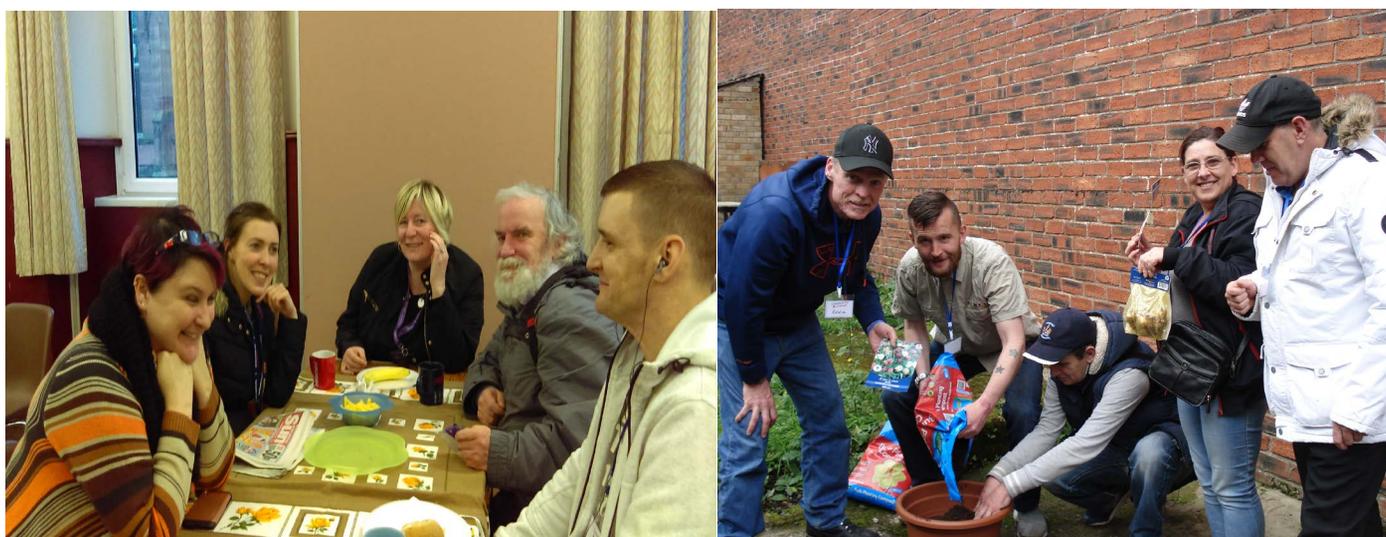


KEY FINDINGS

Housing

The main issues identified with regards to housing were that some of the service users commented that they had been finding it difficult to budget appropriately. This had resulted in some of them falling behind in their rent, and subsequently falling into arrears. They have stated that they are needing more support to manage their finances, to enable them to stay in their own homes.

For those who had lost their tenancy and who were being re-housed, some felt that they were not given the choice of the area that they would like to live within. Some of them citing that they are being offered houses in Bellsbank and elsewhere, where they do not wish to go, as they have no family or friends there for support, with a greater chance of isolation being felt. Also discussed here was the high cost of transport that they had to pay when trying to get back to Kilmarnock, which again impacts on their finances.



Health And Wellbeing:

A number of the service users have real problems with their addiction to both alcohol and drugs. They would like more support from their GP's and addiction services to try and overcome this. Some of them commented that it was hard to try and get a place in rehab. During a discussion one person disclosed that they felt that they had to commit an actual crime so that they could access a residential rehab through the criminal justice system.

A number of the group members have expressed their desire to participate in sporting and gym type activities. They would like to regain their fitness levels and be provided with support to enable them to attend classes and local gyms within Kilmarnock.

The Homelessness nurse was always in demand during the drop in sessions. Many of the group members would wait in turn to see her and there would often be a queue of people. She was also discussed frequently during the chats that were held and the group members were really appreciative of the help that they received from her – especially as they found that she goes above and beyond and really does try to make a difference for them or to go that extra mile. One of the quotes recorded was “she is trying to do everything – that lady is trying to do her best”

KEY FINDINGS

Jobs And Employment

The Department for Work and Pensions (Job Centre) was mentioned frequently during discussions and it was felt that the service users are requiring further support when attending their appointments, specifically with helping them to complete forms as well as giving them all of the correct information about the entitlements that they are able to receive.

Some members commented that they did not feel that the service being provided by the DWP was consistent in relation to the allocation of food vouchers and information provided.

They would also like more support when it comes to applying for jobs and conducting job searches, as well as preparation for actual interviews as many had either never been for an interview or had not had one for many years.

Activities And Events

There were a number of service users who expressed their wishes to take part in extra activities out with those provided at Community Friends.

They would like the chance to participate in recreational activities including football, walking, pool and cooking. If activities of this sort were planned and organised then it would perhaps help to create the more 'structured' day that some of the participants commented that they desire.

Indeed a few of the members have expressed their desire to volunteer themselves and to give something back.



It is important to note as well that it was brought up several times that regardless of what has happened in the past, they feel that they should not be stigmatised or 'labelled' by services and staff, as they feel that they often are and so are not given the chance to change or to move forward. Some of the members were really disappointed when dealing with professional people and services who were meant to be non judgemental and provide a caring service, but in some cases that was not their experience.

POINTS FOR ACTION - GROUP MEMBERS

The following are actions that have been identified by the group members to help them achieve each of the hopes and aspirations that they had previously voted on.

To find employment

- To take the chip off our shoulders and prove we are trying hard
- To take some courses such as IT or basic computing
- To stay motivated

To not be judged and given a chance and to have a sense of belonging

- To take more care of ourselves
- Treat people with respect and then this will be passed back to us
- Change our attitudes and lifestyle choices
- Try and make new friends and new connections
- To volunteer more
- To give something back to our community

To live in my own home and to live in an area of my choice

- To be realistic about our options
- To keep my home drug free and safe
- To maintain responsibility for my own home
- To keep in touch with the housing options team and keep any scheduled appointments
- To try and save up

To stop/reduce my drug and alcohol intake

- To try and reduce my methadone intake
- To start looking after myself – to start exercising
- To be prepared for the hard work ahead
- To work on changing my mind set
- To seek professional help



POINTS FOR ACTION - GROUP MEMBERS

To receive help and support from the Job Centre/other services

- To always follow the guidance that they provide
- To take more responsibility for my actions
- To speak to people and request help
- To keep attending organisations like Community Friends
- To do some research and get the right help

To improve relationships with absent/dependent children and family

- To keep trying and not to give up
- To meet up somewhere neutral so that the relationship can start to be worked on

To make new friends

- To join in with activities and other groups
- To try and meet new people to build new social circles so that it creates a good support network
- To make an effort to try new things

To feel better about myself

- To try to exercise more, such as walking
- To keep myself busy and occupied
- To do positive things such as using my skills
- To try out volunteering

To use my experiences to help others

- To use my skills and experiences to support others
- To share my experiences and speak to young people
- To attend open days & groups and chat to people



SUMMARY

The issues highlighted in this report are many and complex. If these were easy to fix, Community Friends would not exist, service provision budgets would not be required and multi service approaches to eradicating homelessness would not need to revise five year strategic plans.

Celebrate Kilmarnock Community Action Plan and this 'Plan within a Plan' must become a vehicle for an alternative solution to tackling issues of poverty, homelessness and anti-social behaviour in Kilmarnock. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.

Kilmarnock people live, work and interact together in their community. It is only together – in the community – that health and wellbeing and quality of life can be known and enjoyed. It is impossible to do anything to another person or group that does not have some impact on us. Whether we think so or not we are connected with the poor, the sick, the anti-social and the oppressed. The poor will always be with us.

So what now?

We must provide the best services possible for local people. There must be effective cooperation among service providers as well as working with the knowledge of the local community in order to shape new approaches to solving the problem of inequality, homelessness and anti-social behaviour where everyone can realise their potential, enjoy their environment, work meaningfully and contribute to their community. When it comes to social engagement, Community Friends tries to accompany our friends while they find their own methods, answers, approaches – and celebrate and enjoy their identity that's not wrapped up in what others often judge to be their problem. Working with our friends, being with our friends, sees them as assets not as deficits. We seek never to do for them what they can perfectly well, with encouragement and support, do for themselves. Strong community based partnerships are key to achieving the breakthrough to transformation that we all desire. The proof will be in the ability to deliver a range of solutions that make a tangible impact.

What will you or your organisation do to help make this a reality?



WORKSHOP EVENT 18 MAY 2018

The draft Action Plan was launched to an invited audience on 18th May, in the New Laigh Kirk halls, Kilmarnock. The aim of this workshop event was 'building co-operation for tackling issues in homelessness, health and wellbeing and anti-social behaviour'. 100 people attended, representing organisations such as: East Ayrshire Council, Health and Social Care Partnership and Vibrant Communities; local MSP and councillors; Addiction services; police; retailers; volunteer service; church and community groups; EACHa staff and volunteers.

The Plan was circulated in advance, and those attending were invited to bring a postcard with their reaction to the report. The postcard comments were without exception positive, showing a willingness to work together to tackle the issues under discussion.

On the day, participants worked in groups, with a good mix of backgrounds at each table. People were asked to discuss the following:

- **What are the barriers to engagement with services, and what can be done to break them down?**
- **How your own organisation benefits from the service provided by EACHa?**
- **How we can work together to help: provide a roof over someone's head; provide something to do; provide a source of income; improve health and well-being?**

Developing the Action Points

Before leaving, everyone was asked to commit to an action that they personally, or their organisation, could deliver on to help bring about transformational change. From the discussions around the tables, and the individual statements made by the participants, the main issues raised can be grouped into four themes.



WORKSHOP EVENT 18 MAY 2018

Theme 1 – Raising Public Awareness

Steps need to be taken to break down the stigma of homelessness, and the issues surrounding homelessness, such as addiction and 'anti-social behaviour'. Someone said that people steer clear of him, as if he is catching. We hear about 'these people' who hang around the town centre, as if the town centre is not for everyone. People tell us they just want to do 'normal' things.

Actions discussed to address this included:

- Developing a positive relationship with the local press
- Holding high profile events
- Giving talks or presentations ie of lived experiences on addiction & recovery
- Improved publicity for services, both statutory and voluntary

“Fill in the ‘middle space’ between chaotic and recovery.”

Theme 2 – Access to Services

This theme recurred the most and was the most critical of statutory services in several aspects. These include: the wish that opening hours should be extended; the attitude of professional staff; the lack of appropriate follow-up or aftercare (this was mentioned most often with regard to addiction services).

The points made most often were:

- Job title 'addiction worker' is off-putting
- Professionals don't have lived experience – lack empathy and understanding
- First experience of a service can be discouraging, eg pharmacy, Jobcentre
- Rehab doesn't work if people come back to the same environment
- Three month waiting list for Addiction Services
- Pressure on professional staff, too little time to spend with people
- People not being helped to reduce methadone
- 'Blame game' between services

“Services need to look beyond people's health and social challenges and see the whole person with skills, experience, ambition.”

There were many suggestions for improvement. Actions included:

- A space, available every day, where people could meet for mutual support
- A recovery café in East Ayrshire
- A robust peer mentoring system
- Extended opening hours for services
- Funds for frontline staff to provide coffee, snacks, when dealing with clients
- Services to understand and support survivors of trauma and ACE (Adverse Childhood Events)
- Improved links with Community Connectors
- A night shelter
- Greatly improved aftercare, in particular for people trying to stop substance abuse
- Greater access to rehabilitation
- A rehab centre in East Ayrshire
- 24/7 support
- Pop up police/advice/risk management centre at Kilmarnock Cross
- A discreet, dedicated phone number for help and information

WORKSHOP EVENT 18 MAY 2018

Theme 3 - Availability of Employment, Training, Volunteering

Many EACHa service users have very low aspiration, believing that they will not be considered for volunteering opportunities, far less employment. However several former service users have obtained employment, and have settled into their tenancies. Many report that if they only had something to do, something to fill each day, they would have a purpose, and feel wanted.

Several people who attended on the day indicated that they would be willing to offer employment or a volunteering opportunity.

Actions identified were:

- Identify and work on people's life skills
- Tap into the skills and talents that people have
- Work with Volunteer Centre to identify opportunities
- Involvement of Occupational Therapists
- Incentives for volunteering/work, for example vouchers
- Business start –up at Ingram Centre
- A pilot project on 'supported employment'
- Volunteers to be trained as 'peer mentors'



“We have most of what is needed, but there has to be a joined up approach.”

Theme 4 - Key Transitions

Difficult transitions include leaving prison, young people leaving care and moving from temporary to permanent accommodation. Often there seems to be a revolving door, where people repeat the cycle of offending and return to prison, or have difficulty sustaining tenancies and find themselves once more homeless.

Points which recurred:

- Long wait for Community Care grant – kitchen essentials not included in this payment
- Prison as a lifestyle choice
- Too many prisoners released on Friday when support services are either closing or closed
- Benefits sanctions and six week wait for Universal Credit
- Transition from DLA to PIP.

Suggested actions included:

- Change the negative narrative surrounding the homeless and those caught in the cycle of repeat homelessness
- Ensure that the recommendations of HARSAG (the Homelessness and Rough Sleeping Group) are implemented
- Prioritise Housing First and rapid rehousing – but a need for robust wraparound support
- Buy vacant houses to provide more housing options (but NIMBY factor)
- Review Universal Credit
- Develop a 'test of change' for pre-liberation from HMP Kilmarnock
- Speed up benefit system for prison leavers (compare the procedure for people leaving hospital)
- Mental health issues to be better recognised
- Replacement for the Graft Project for furniture and white goods
- Investigate the possibility of offering household items to new tenants when tenancy vacated
- Information pack for people who are or may become homeless
- Improved tenancy support
- Support for young people moving from care to tenancy
- Obtain evidence for healthcare support/peer support within the Health and Homelessness team

CONCLUSION

No-one participating disagreed the issues highlighted in this report exist and there was full consensus that a future plan should be developed and implemented.

Several of the suggestions made by participants at the workshop day are already in place. However it is abundantly clear that there needs to be greater communication between the services, and a greater recognition of the skills and abilities of those in our community who find themselves marginalised, and often victims of stigma. Together – professional bodies, agencies, churches, volunteers, partners and staff – we must work harder and honour a commitment to transform lives now and inspire lasting hope for the future.

Since meeting on 18th May 2018 - Six more 'Friends' have died.

There are weaknesses in the infrastructure of service provision. Whilst acknowledging the problems and chaotic lifestyles lived by our friends is often self-perpetuated and exacerbates the crisis, nevertheless there are weaknesses in a system and structure that is at the present time unable to eradicate the sense of hopelessness that exists among those who need our help.

'Do for others what you would want them to do for you'

The philosophy of 'doing for' is only part of a solution to our existing problems today. It is the default position of many groups dealing with people with chaotic lifestyles.

When we are 'professionally' responsible for those for whom life is tough all of the time such as the people included in this report, we want to do something 'for' them. It is a natural default position, but does not get to the heart of the problem. What is required today is not 'doing for' but 'being with'.

You can do 'for' without a conversation, without a real relationship. There is a collective understanding of social engagement that shifts from primarily 'working for' our most vulnerable people in our town towards finding ways to 'being with' them, demonstrating effective cooperation among service providers as well as working with the knowledge of the local community. This will help to shape new approaches to solving the problem of inequality, homelessness and anti-social behaviour where everyone can realise their potential, enjoy their environment, work meaningfully and contribute to their community. Strong community based partnerships, integration of services and initiatives to help overcome potential barriers and drive change are key to achieving the breakthrough to transformation that we all desire, even embarking on initiatives that we've never done before.

This is a call to action that will support a forward plan through networking and shared good practice.

RECOMMENDATIONS

1. Develop positive narratives to dispel the myths that exist and stigmatise those experiencing homelessness and addictions.
2. Develop an infrastructure that provides 24/7 access to services and support.
3. Provide a local one stop shop for people experiencing homelessness, addiction, poverty and injustice.
4. Establish a local addiction rehabilitation centre.
5. Improve the standards in relation to values and attitudes of those engaging with vulnerable people, especially concerning empathy, dignity and respect.
6. Create a coordinated approach to provide work experience, volunteering and employment.
7. Raise the profile and influence of peer mentors to help develop policy, practice and positive outcomes.
8. Develop on existing work to improve support and integration during key transitions which would include those being released from prison, care and hospital.
9. Establish a centre for refurbishment and distribution of furniture, white goods and household items.
10. Create a coordinated strategy of support for vulnerable people through all stages of rehabilitation to minimise the risk of relapse.
11. Review the impact of Universal Credit with a view to minimising its detrimental effects.
12. All agencies should commit to reviewing their on-going plans whilst keeping in mind the information contained in this report.
13. Identify suitable funding and resources to implement the recommendations in this report.
14. Identify a suitable individual or agency to drive these recommendations forward.

EACH PERSON MATTERS

Is about what happens when ordinary people throw away long-accepted management practices and start operating from their deepest sense of right, with a sense of profound responsibility for the lives entrusted to them.

Together – professional bodies, agencies, churches, volunteers, partners and staff – we must work harder and honour a commitment to transform lives now and inspire lasting hope for the future.

CONTACT DETAILS



EACH
Each person matters

Scottish Charity no: SC 036849

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[East Ayrshire Churches Homelessness Action](#)

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