



TENANTS *and* RESIDENTS

EAST AYRSHIRE

ANNUAL REPORT 2021/22

Working Together for Better Communities



INSIDE: Chairperson's Report, Federation News, Tenants & Residents Group News, East Ayrshire Council Updates

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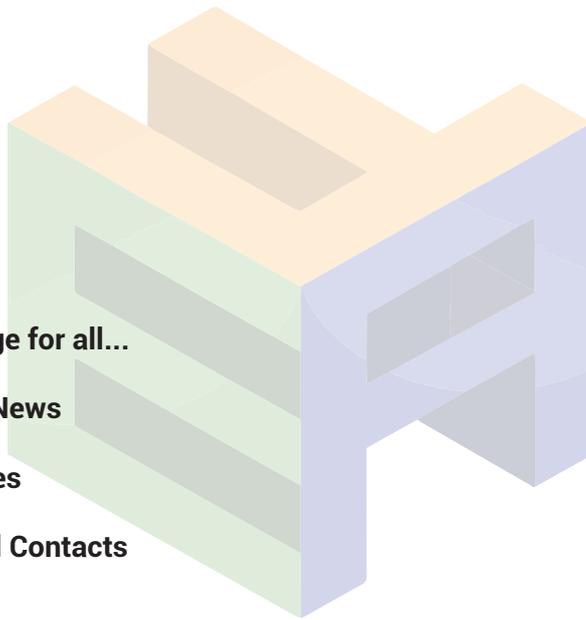
East Ayrshire Council
Comhairle Siorrachd Àir an Ear



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Local Tenants and Residents Associations Fantastic Activities..



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A few words from the Federation Chairperson...

Hello and welcome to the much-awaited publication of the East Ayrshire Federation of Tenants and Residents Annual Report. I hope it shows the hard work that groups and individuals have done and are continuing to do throughout the trials and tribulations of the last year.

The Federation as a group have participated in many meetings, reviews, and consultations all in the interest of making housing and communities better in East Ayrshire for tenants and residents. We are involved in the path to Zero Emissions in the aim to tackle the Climate Challenge, discussing where and when our new houses are built as well as where demolitions may have to take place, we want you to join us and will signpost you on how to do just that, later in the publication.



This is the part of my "job" that excites me and makes me carry on, quite simply the work and commitment the groups put in for their communities, but we cannot ignore East Ayrshire Council and in particular the officers on the ground who in many cases go that extra step to help achieve the aims of the community. Now where do I begin, well Newton is closest to our brilliant new office in Centrestage, their campaign to clean the area up is progressing well, although still a work in progress, is not just making the area brighter and cleaner but in tackling antisocial behaviour too.

The group in Hurlford has restarted with some really committed people on board, you can see their hopes and plans later in this publication. Well, what can I say about those wonderful people in Gilfoot, what they have achieved in such a short period of time is unbelievable! The events the group have organised and almost as important, the amount of funding they applied for and brought into the area to spend is phenomenal. Everyone is looking forward to "G in the park" a day of fun and frolics and I am delighted that I will be there this year. Other groups like the Campbell Area group and the East Gauchalland group are also working hard for their communities and what they achieve in a month is more than other groups in Scotland achieve in a year. If you want to restart your group or start a new group, simply phone us on 01563 524073 and we will provide all the support and advice that we can.

The Federation could not do what it does and achieve what it has achieved without the help and co-operation of East Ayrshire Council and its officers, our local councillors, our provost, and deputy provost and my particular thanks go to Kevin and Karen from our Customer Liaison team and of course Sharon from the Tenants Information Service and most importantly you the hard-working group members and individuals, without you we could achieve nothing.

Many thanks,

Bruce Cuthbertson

Bruce Cuthbertson, Chairperson, EAF

Who are TIS?

The Tenants Information Service (TIS) are experts in housing, community development and engagement. A National Membership Organisation, with over 200 tenants, community and housing organisation Members, they are committed to influencing change and strive for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

TIS has worked with East Ayrshire Council for over 15 years, shaping and growing tenant engagement activities, and has provided development support to the Federation since it was created in 2007. This partnership between EAC, TIS and the Federation has been effective in ensuring that tenants are at the heart of consultation and participation approaches and have a meaningful role in scrutinising and shaping housing services.

To find out more about TIS visit www.tis.org.uk or talk to one of the team by calling 0141 248 1242.



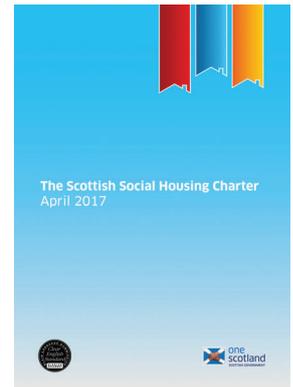
Even although the Covid 19 Pandemic has kept most of us at home, the Federation has continued to meet our members, Council Officers and Elected Members, the Scottish Government, the Scottish Housing Regulator, Tenants Information Service as well as tenants and residents from East Ayrshire and beyond. Online meetings on Zoom or Teams, although a bit weird at first, have kept us connected, busy and able to continue to influence local and national housing decisions and policies. Here a quick tour of what we have been up to...

Review of the Scottish Social Housing Charter

In 2010, the first Scottish Social Housing Charter (The Charter) was introduced in the Scottish Parliament. The right to adequate housing is recognised as human right in international law. The Charter supports this right by setting the standards and outcomes that social landlords should achieve for their tenants and other customers by delivering good quality homes and services.

The Federation joined tenants and residents from across Scotland and TIS, to give our views and ideas for the 2022 – 2027 Charter and look forward to its publication this summer.

<https://www.gov.scot/publications/scottish-social-housing-charter-april-2017/>



A New Deal for Tenants: Draft Rented Sector Strategy

The Scottish Government has an ambitious vision that by 2040 everyone living in Scotland would have access to a safe, warm, affordable, high quality and energy efficient home that meets their needs in the place they want to be, in a community they feel part of, and proud of, no matter their circumstances or where they live.



Achieving these goals should see improvements to accessibility, affordability, and standards across the rented sector. The draft Rented Sector Strategy details how the Scottish Government considers this could be achieved for tenants living in Council and Housing Association homes as well as people living in Private Lets.

The Federation is supportive of the ambitions in the Strategy, and we would love to see everyone in Scotland living in high quality homes that have affordable rents and heating and are in thriving communities. However, we know that as prices soar on everything we pay for, that achieving some of the improvements needed to existing homes and building enough new homes, will come at a cost. Over the coming months the Federation will be meeting with the Council to chat about Housing Service plans for investing in our homes, how we can deal with the Climate Change Challenge and increasing

Government Standards and expectations for our homes and how this all may affect our rents. If you would like to get involved in discussions about future housing investment, rents, and budgets, please get in touch with the Federation on tel. 01563 524073.

<https://www.gov.scot/publications/new-deal-tenants-draft-strategy-consultation-paper/documents/>

The Council's Annual Rent Consultation

Federation members worked with the Housing Service Customer Liaison Team to draft the 2022 / 23 Annual Rent Consultation information and survey form. We are delighted to see the number of people responding increased this year by 46% from the year before.

So, what did you have to say?

- 311 replies
- 281 (90.35%) chose option 1: a 1.5% increase
- 281 (90.35%) of consultees were happy with the level of consultation and information the Council provided about the proposed rent increases
- Tenant Priorities
 - o Housing Improvements (75.24%) and
 - o New Council Housing (56.27%)



The Council plans to commence / deliver **101 new homes** during 2022 / 23 and Housing Improvements will include **450 homes being re-rendered, 800 receiving an efficient heating system and 450 receiving upgrades to kitchens, bathrooms, and rewiring.**

Going forward knowing that finances are tight for everyone just now, the Federation knows how important it is to ensure value for money and improving our homes to help reduce heating costs. Having a good quality, affordable home is crucial to our very existence, so we encourage you make sure paying your rent is a priority. If you are struggling to pay your rent, please get in touch with your local Neighbourhood Coach for information, advice, and support!

'NO PENS REQUIRED' Working with EAC on new ONLINE Housing Application Form

Following an invitation to test out the prototype of the above Housing Application Form, I was delighted to get involved in this. Myself and the other Tenant 'Testers' were asked at the end of the session to provide any comments on this newest format (positive or negative), those comments to be considered by COUNCIL prior to their final version of this ONLINE document being released. This long awaited new improved ONLINE form should therefore offer a streamlined easy to use - one size fits all - ONLINE HOUSING APPLICATION FORM. Not being of the hands-on digital age and more so no lover of it, I am more sceptical than most of this new concept! HOWEVER I will look forward to trying out this new and improved - no pens required one size fits all version soon and PERHAPS find this new ONLINE age is the way to go! If so, I will no longer be kicking and screaming into the 21st Century digital age



Margaret, Senior member of EAF



Housing Allocation Policy Review

The Council, along with all other local authority and housing association landlords must have a policy that shows how its houses are allocated to people who apply. Allocating homes needs to be fair and consistent and meet the needs of the individuals and families who apply. This can be people wanting to be tenants for the first time, people who need to move to a smaller or larger home, those who need specialist housing due to age or medical condition, people who are homeless, along with other more specific reasons or needs.

Federation members recently met the Council to discuss the proposed review of the current allocation policy. A consultation on the proposed changes will take place later this year, and the Federation will provide more details on this and how you can get involved and give your views in our next publication.

Through **SEARCH**, the Council works in partnership with Atrium Homes, Cunninghame Housing Association, Riverside Scotland, and Shire Housing Association within a Common Housing Register (CHR) for East Ayrshire. The Single East Ayrshire Register for Community Housing - or SEARCH, as it is known - uses a single application form to make it easier for applicants to apply for social rented housing within East Ayrshire and to extend greater choice for people seeking housing.

Allocating homes in East Ayrshire must adhere to Scottish Housing Legislation and the specific outcomes of the Charter mentioned earlier:



Housing Options:

Social landlords work together to ensure that:

- people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them
- tenants and people on housing lists can review their housing options.

Social landlords ensure that:

- people at risk of losing their homes get advice on preventing homelessness.

These outcomes cover landlords' duties to provide information to people looking for housing and advice for those at risk of becoming homeless. This could include providing housing 'health checks' for tenants and people on housing lists to help them review their options to move within the social housing sector or to another sector.

Access to social housing:

Social landlords ensure that:

- people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

This outcome covers what social landlords can do to make it easy for people to apply for the widest choice of social housing that is available and suitable and that meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers or mutual exchange schemes, or through local information and advice schemes.

Climate Change – A challenge for all...

Did you know, in Scotland, we live our lives based on the consumption of three planets worth of our resources, when we only have one? This is having a devastating impact on the world we live in and depend on.

Damaging carbon emissions are impacting and irreversibly changing our environment. This is our climate crisis, and we're running out of time to fix it. At the Federation we know that many of us are doing our best to help with the climate crisis. Zero Waste Scotland gives the following tips...

CARBON FOOTPRINT: Look at your current carbon footprint to discover where your highest impacts are.

REDUCE YOUR CONSUMPTION: Think about whether you really need something, borrow rather than buy or purchase second hand

TRAVEL SUSTAINABLY: If you can, take the bus rather than the car, or train rather than plane.

<https://wasteless.zerowastescotland.org.uk/topics/climate-crisis>



The Council's Housing Service

The Council's Housing Service, along with all other local authority and housing association landlords have been challenged by the Scottish Government to address the climate challenge too. Highlighted in Housing to 2040, which sets out the Government's vision for housing over the next 20 years, reducing carbon emissions from all our homes is a key element on challenging climate change. So, what does this really mean?

- It's about well insulated homes
- It's about a move away from gas heating to more energy efficient systems such as solar panels and heat pumps

Why does this matter to the Federation, to you and to the Council?

- Reducing carbon emissions from housing is a big task
- Councils and Housing Associations will need invest lots of money
- Managing the improvements required to our homes will take a lot of time and effort
- Paying for these improvements will be crucial for tenants as it could increase our rents

Look out for more details coming soon on the Council's plans, what improvements are needed to our homes, how much it will cost and what this could mean for our rents. Make sure you take any opportunities to find out more and have your say!



Tenants & Residents Group News >>

Newton Tenants and Residents Association

is going from strength to strength with several new proactive members on board. We have undertaken a litter pick of the local area with help from pupils from Loanhead Primary School, and many of our senior residents came out for a chat and said that **"it fair brightened up their day to see and hear the weans out!"**.

We have also had another successful walkabout the area with council officers. The Walkabouts are really useful, giving the group a chance to ask any questions and be updated on plans for future work in the Newton area.

We are delighted to say that we had a 'planting day' in June and are planning a community day at the end of July as well as all sorts of other events which will be published in our forthcoming newsletter.

We are fully supported by East Ayrshire Council, the Federation, Police Scotland, Vibrant Communities and Elected Members. Anyone wishing to join the group can come along to a meeting at the Federation Office in the Centrestage Village at 6pm on the third Thursday of every month. For more information, please email NewtonTara@hotmail.com



Children, adults and even dogs get involved in the Newton Community Clean Up!

TOWNHEAD Tenants and Residents Association (formally known as CATRA)

We are pleased to announce we are expanding our wee group. After 15 years Campbell Area Tenants and Residents group have bridged over to incorporate Mill Crescent within our remit in and have plans to include other areas within Townhead. This allows us to make a difference to a larger area within the Newmilns community such as tackling anti-social issues, assisting with housing issues and improving the environment by working together with East Ayrshire Council East Ayrshire Federation of Tenants and Residents, The Tenants Information Service and other community groups.

We have new energetic members and are hoping to encourage more new members to help us to achieve our targets for improving the wider community.

We are currently working in conjunction with the Council to plant flowers in the raised beds at bottom of Campbell St. And will be filling our planters soon.

We are pleased to say that we already have already started to address issues in Mill Crescent so watch this space for an update on these.

Our annual Christmas light up was a great success! A huge thank you to Councillor Sally Cogley who very kindly donated our Christmas tree. We got lots of positive feedback and it really did brighten our area up. We also provided all children in our area with selection boxes kindly donated by Rab of the Premier shop in Newmilns. We would like to give a big thank you to Premier Newmilns for their continuous support. The park project has gone to consultation through the Council's Vibrant Communities Service, and we are positive the work should be starting soon.

We are really excited as this new era unfolds for us and we are looking to build on the foundations we have already put down with CATRA over the years.

I would like to take this opportunity to thank all our committee members old and new for their continuous hard work and support and all the tenants and residents in the Campbell area and wider community of Newmilns who also show support for our TARA. Also, to all organisations including, East Ayrshire Council, East Ayrshire Federation and The Tenants Information Service who are a great support network for all we set out to achieve.

Lisa Fulton (Chairperson) Heather Wilson (Secretary) E-Mail: catrataral@gmail.com

Hurlford Tenants & Residents Association

Hurlford Tenants & Residents Association meets every second Wednesday of the month in the local Community Centre, where we try to discuss the local issues of the day happening in the village. We are being supported by our local councillors in achieving effective solutions to these problems.

Our big project is to develop a tool library which will be the only one in Ayrshire, and if all goes well will be situated in the old changing rooms at the football park at Barnweil Road which is currently going through the Community Asset Transfer process.



At the next open meeting in August, we hope to have the Police in attendance and a representative from the Council who will answer some questions on Housing repairs and upgrades so if you inform us on our Facebook page prior to the meeting we may have some relevant answers.

We are also trying to have some estate walkabouts with the Neighbourhood Coaches who will take note of our concerns about our housing estates and work toward resolving them.

We hope to see you on the 9th of August at 6.30pm in the Community Centre.

Bruce Cuthbertson.

Libraries. They have that reassuring smell of well-read pages, are peaceful, have free internet and, of course, books galore. But there's a new kid on the block! Tool Libraries, just as cool, but in all sorts of different ways...

It's often said that the average electric drill is only used for 11 minutes in its entire lifetime. *11 minutes!!!*

Granted, it doesn't take that long to drill a hole, but still – that's crazy. Yet most households have one. Even though DIY is an infrequent activity for most people.

What if you could just borrow tools when you need them, and drop them back so that they can be used by someone else all the time you're not DIY ing?

That's what we are aiming for in Hurlford!

Membership based, they work just like a normal library but instead of books, you can borrow a massive range of tools and equipment when you need them, then drop them back when you're done.

Save money, save space, save the environment - that's the beauty of a tool library. Borrow a tool, use it for one afternoon at a fraction of the cost of buying it and instead of it cluttering up your house gathering dust, it's back off to a busy life of chiselling all across town, week in week out!



Hurlford Tool Library Needs Your Help

- Do you have you any old tools cluttering up your house?
- Do you have you any electrical tools you don't use?

You could help save the planet by recycling them and giving them a new lease of life by donating them to Hurlford Tool Library

Contact 07872 0732987
for more details



Housing and Dampness: the risks, the causes, and what we can do about it...



We are all acutely aware that the cost of energy has risen substantially this year, with further predicted increases in the cost of heating and powering our homes. Energy price rises are likely to hit lower income households disproportionately, as they spend a higher proportion of their income on utility bills and are more likely to be in fuel poverty.

With this increase in energy costs, it is predicted that many residents within the country will have to make difficult decisions next winter in respect of heating their homes. Given these price rises, it could be expected that the Council will face a large increase in reports of dampness issues.

By far, the largest dampness problem we have within East Ayrshire is condensation dampness. Condensation dampness is due to inadequate heating and ventilation patterns, and when combined with certain properties that have areas of lower thermal insulation can result in damp and mould growth.

Modern lifestyles combined with the need to conserve energy has resulted in our homes being "sealed", meaning all the moisture produced by us daily is being trapped in the house which in turn condenses on cold areas. Fuel poverty also plays a major role in this problem.

The majority of East Ayrshire Council housing stock is in a good condition, there is no evidence that our properties suffer from any major dampness issues. There are various properties which due to their design and age and if combined with modern lifestyle may lead to condensation dampness problems. In these properties it has been noted that even small changes of the occupier's lifestyle can have a significant reduction on the dampness issues.

What is Condensation

Condensation forms when the moisture in the air condenses on cold areas and is a result of several factors:

- Too much moisture in the air.
- Not enough ventilation and heating
- Cold surfaces
- Household heating and ventilation patterns

Condensation symptoms can range from simple mould growth to severe deterioration of plasterwork, decoration, and wood rot. It is often assumed that the dampness is coming through the walls when its most likely that it is the moisture from other areas of the property filtering through to colder areas such as the bedrooms and condensing on the lower colder sections of the walls.

It is important that everyone is aware that to control condensation they must provide adequate heating and ventilation. The Council can assist where possible by providing adequate heating and ventilation equipment, but it is essential that we all ensure where possible that properties are heated and ventilated as much as possible during the winter periods.

Some things to try to prevent condensation in your home...

1. Keep your home's temperature consistent
2. Increase ventilation
3. Carefully place furniture
4. Try not to dry your clothes indoors
5. Close kitchen doors when cooking or running water and bathroom doors when running showers or baths
6. Make sure tumble dryers are managed properly
7. Make sure extractor fans are switched on

Dog Fouling: Grab It, Bag It, Bin It

Did you know?

- 69% of people rate dog faeces as the item on our streets, parks and beaches that bothered them most?
- 52% of people in Scotland say that dog fouling is the waste item on our streets and public spaces that offends them most?
- Dog fouling can lead to an increased risk in the disease *Toxocara canis*?
The disease can pass from dog poo to humans as *Toxocariasis* through contaminated sand or soil, or by playing with dogs which have licked eggs from their bodies or faeces.
- The Dog Fouling (Scotland) Act 2003 aims to protect residents from the risks and dangers of abandoned dog faeces?
The Act states that it is an offence for the person in charge of a dog to leave its mess without removing it.
- The police and authorised local council staff can issue a fixed penalty notice to those they suspect of committing an offence under the Act.



Between 18th and 25th May 2022 East Ayrshire Council's Environmental Health Corporate Enforcement Unit (CEU) conducted a programmed initiative on Dog Fouling in public places, patrolling our open green space areas and taking enforcement action where appropriate.

Car and foot patrols were carried out at various times of the day in Auchinleck, Bellsbank, Burnton, Crosshouse, Cumnock, Dalmellington, Dronagan, Dalrymple, Darvel, Dunlop, Fenwick, Galston, Hurlford, Kilmaurs, Kilmarnock, Lugton, Logan, Lugar, Muirkirk, Mauchline, Moscow, New Cumnock, Newmilns, Rankinston, Stewarton and Waterside.

The initiative resulted in:

- o 6 offences being detected, and fixed penalty notices and warnings issued:
- o 1 Fixed Penalty Notice in Patna and 2 in Kilmarnock
- o 1 Written Warning in Fenwick
- o 1 Verbal Warning in Hurlford
- o 1 Individual however, refused to give details (Made off) in Kilmarnock

The initiative highlighted the continued effort from the CEU to patrol pro-actively, responding to the general comments that "dog fouling happens at all times day and night around East Ayrshire". This type of initiative is important, and we hope to run a similar initiative in less areas and spend longer in each community, especially in the lighter summer evenings.

Fly Tipping: Don't Do It!

Council Enforcement Officers continue to tackle issues surrounding fly tipping daily. Since January 2022, we have received 633 complaints of fly tipping across East Ayrshire with several fixed penalty notices and warnings being issued. Officers have also been involved in issuing an Antisocial Behaviour Order (ASBO) to an individual who was repeatedly found to be fly tipping in Kilmarnock.

Our reward scheme in partnership with Kilmarnock Football Club is also up and running again with the latest rewards being given to pupils at Hillhead Primary School for creating a video for our litter in schools campaign and to Hillbank Nursery to the UNICEF environment ambassadors who created no dog fouling posters.

Our focus over the summer months is littering with particular focus on tourist hot spots to ensure that these are being left clean and tidy by all who visit. Our weekend patrols of Loch Doon will also resume during this time again to ensure that visitor and campers are leaving the area clean and tidy.



Social Security Scotland

At **Social Security Scotland**, we want to ensure that everyone gets the payments they are entitled to. We do that by offering a variety of ways people can apply for benefits – including online, by phone or face-to-face and have colleagues available to help in all local authority areas across Scotland. We currently deliver twelve benefits for people on low incomes, carers, families, and disabled people.



Social Security Scotland
Tèarainteachd Shòisealta Alba

Our newest benefit is Adult Disability Payment – which has been introduced as a pilot in Dundee, Perth & Kinross, the Western Isles, Angus, North and South Lanarkshire. The payment will be delivered in East Ayrshire from 25 July ahead of national rollout on 29 August. Adult Disability Payment replaces Personal Independence Payment in Scotland, previously delivered by the Department for Work and Pensions.

We also support families on low incomes with a series of family payments. Scottish Child Payment provides financial support to families with children under six. The payment is £20 per week per child and will be extended by the end of 2022 to all eligible children under the age of 16 and then will also increase to £25 per child per week.

More information on our benefits including eligibility can be found on mygov.scot. You can also contact our advisers on 0800 182 2222 or via web chat on mygov.scot. If you need further assistance, you can request a local delivery appointment which will allow you to speak to an adviser based in East Ayrshire, either at home, in a local venue or by phone or video call. To arrange an appointment, please contact us on **0800 182 2222**.

Social Security Scotland currently administers twelve benefits:

- Carer's Allowance Supplement
- Pregnancy and Baby Payment
- Early Learning Payment
- School Age Payment
- Best Start Foods
- Funeral Support Payment
- Young Carer Grant
- Job Start Payment
- Scottish Child Payment
- Adult Disability Payment
- Child Disability Payment
- Child Winter Heating Assistance



GP practices are working differently to support increased demand



The knock on effect of the pandemic, and reduction in other services, means people are turning more to their GP practices. In some instances this has gone from 150 calls a day before the pandemic to sometimes in excess of 500 a day.



Practice staff are doing their very best to answer all these calls but on occasions this isn't possible. We know this is very frustrating for patients as well as our GP practice staff. Staff are working under difficult circumstances so please be kind.



Practice staff are prioritising those in most urgent need for in-person appointments. If during a video or telephone consultation the clinician feels an in-person examination is needed, this will be offered.



During high periods of demand, patients phoning their GP practice may now have their call re-directed to a central call handling service at the Ayrshire Urgent Care Service for advice and support. Patients should be assured that if they require the assistance of their own GP Practice this will be arranged.



If you need to contact your GP Practice, please continue to call the number you would normally use.

East Ayrshire Council's Housing Services Wants to Hear from You: Introducing a New Way to Get Involved and Have Your Say!

East Ayrshire Housing Services is looking at new ways to engage tenants and residents and get your views on how the service is managed and delivered.

A range of opportunities have been developed to encourage more people to get involved, have their say and influence decisions that affect you and your local community.

The Housing Service has established a new forum for tenants and residents who are interested in housing matters and are willing to give up a bit of time to complete regular consultations, which will be either issued by post or held online.

Anyone that uses East Ayrshire Housing Services can become a member; if you are interested, you just need to fill out a short survey providing some information about you and housing topics that you are interested in. We will then invite you to give your views on our consultations, you can pick and choose the once you take part in. Being a Forum member does not oblige you to take part it any but signing up, will give you an opportunity to find out more about your housing service and how you can influence our future plans. We will also invite you to join events and discussions and it's up to you whether you get involved or not.

East Ayrshire Housing Services is committed to tenant participation. We understand that listening to what people have to say helps improve the service that we deliver. The Council has been working in partnership with East Ayrshire Federation of Tenants and Residents for over 10 years and almost all of our tenant participation and scrutiny activities are led by the Federation. This work will continue, and the Federation will work closely with forum members.

Tenant participation benefits everyone and we really appreciate any time or support that you are willing to give. It will make a difference!

You can find more information online: <https://www.east-ayrshire.gov.uk/Housing/CouncilHousing/Tenant-Participation/Tenant-participation.aspx>

To become a part of the journey please complete the online survey: <https://www.smartsurvey.co.uk/s/6P1812/>



wellbeing
in east ayrshire

During these challenging times, it's never been more important to look after your physical and mental health.

So, to help those in our communities, the Council's website has helpful hints and tips on a variety of subjects such as wellbeing, mental health, financial advice, how to support children and young people as well as a host of fun activities for all ages!

And, if you need some extra help, we have details of all the amazing supports that are available within East Ayrshire together with a variety of additional support organisations.

Find out more at Wellbeing · East Ayrshire Council

<https://www.east-ayrshire.gov.uk/SocialCareAnd-Health/Wellbeing/Wellbeing.aspx>

If online is not your thing, then please get touch by phone.

Telephone: [01563 554400](tel:01563554400)

Council Helpline: [0345 724 0000](tel:03457240000)

Textphone: [01563 576167](tel:01563576167)

SAMARITANS

Every life lost to suicide is a tragedy, and Samaritans' vision is that fewer people die by suicide. We believe that suicide is preventable.

Samaritans is here for anyone struggling to cope – day or night, 365 days a year. We take action to prevent people reaching crisis point, helping people find ways to cope and learn the skills to be there for others. We campaign to make suicide prevention a priority. Your local branch in Kilmarnock relies entirely on public donations to keep providing this service to Ayrshire and beyond. To gift £5, text TALK to 70470 - THANK YOU

Gareth Mathews





Food in Our Community...

In this difficult economic climate, there may be times people living in East Ayrshire might be worried about food and although this is a blight on our nation, we are pleased to see that support is available through the Government, the Council and Community Partners.



Community Food Larders are a membership scheme open to anyone, aimed at providing an affordable way to access healthy staple food, reduce food waste and improve the wellbeing of residents in the local area.

Most larders operate on a membership basis, to help manage stock levels. For a small fee (usually £1) members can purchase essential items for a much-reduced price. For example, four items for £1, maximum spend £10. Each Larder will have its own arrangements for membership and payment.



Products will vary from Larder to Larder, but will generally include fresh, dry, and tinned food items, sanitary products, toiletries, and household cleaning items.

Run by groups of local volunteers, with the help of donations from Fareshare, local supermarkets and the public. The number of community larders continues to grow across East Ayrshire including:

- Auchinleck
- Crosshouse
- Cumnock Juniors
- Dalrymple
- Drongan
- Kilmarnock
 - o Council of Voluntary Organisations (CVO)
 - o Corner Cupboard, London Road
 - o Onthank NWKLEUS
- Logan Day
- Muirkirk
- Netherthird
- New Cumnock
- Newmilns
- Rankinston
- Shortlees
- Stewarton

To find out about the locations and opening times, call 01563 554400:

Food in our communities · East Ayrshire Council

<https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Coronavirus/Food-provision.aspx>

East Ayrshire Foodbanks

Crosshouse

Church Hall
25 Kilmarnock Road, KA2 0EZ

Tuesday & Friday
12noon – 3pm

Cumnock and Doon Valley

Community Routes, Unit 5, 46
Townhead Street, KA18 1LD

Monday, Wednesday, and Friday
10.30am to 12 noon.

Kilmarnock

Open Doors, 11–15 Old Irvine
Road, Kilmarnock, KA1 2BD

Monday to Friday
9am to 4.30pm

Kilmarnock

Our Wee Place in Shortlees,
15 Shortlees Crescent
Kilmarnock, KA1 4PR

Tuesday and Thursday
10am to 12 noon

Stewarton

St Columba's Church, Lainshaw
Street, Stewarton, KA3 5BU

Tuesday and Friday
4pm to 6pm

Doon Valley

The Zone Initiative in
Dalmellington continues to
support the Doon Valley area.

Befriending

IN EAST AYRSHIRE

Could you spare 2 hours of your time per week or fortnight to support a child, young person, or older adult in our community?

EVERYONE has something to offer.

Friendship, Life skills, Individual Experiences, Knowledge,

Understanding, Fun, and the ability to turn small steps into Bright Futures!

- ✓ **Adults 65+:** Supporting Adults who may be experiencing loneliness and isolation
- ✓ **ADP:** Supporting Children & young people aged 5–18 years affected by alcohol or drug misuse
- ✓ **General Befriending:** Supporting children and young people aged 5-18 years to build confidence & integrate into community / recreational activities

If you are interested or want to know more, please contact
Caroline.brown@east-ayrshire.gov.uk
 or Gillian.cree@east-ayrshire.gov.uk



PROTECTING PEOPLE IN EAST AYRSHIRE

COVID-19 brings uncertain times but now, more than ever, our priority is to make sure we support and protect people from harm and abuse.

If you think someone is in immediate danger call the Police on 999

Our services are open and continue to provide help and support. If you know, or think you know, someone who is at risk, or is being neglected or harmed, please tell us. We are here to provide help and support

WORRIED ABOUT AN ADULT OR CHILD

East Ayrshire North
01563 554 200

East Ayrshire South
01290 427 720

Out of Hours Social
Work 0800 328 7758

www.east-ayrshire.gov.uk/SocialCareAndHealth/Protecting-people/Adult-protection/Public-protection-partners.aspx

E-mail: HSCPCustomerFirst@east-ayrshire.gov.uk

Service operates: Mon to Thurs 9am - 5pm,
Fri 9am - 4pm

EXPERIENCING VIOLENCE OR ABUSE

<i>East Ayrshire Women's Aid</i>	01563 536 001
<i>Hemat Gryffe Women's Aid</i>	01413 530 859
<i>Break the Silence</i>	01563 559 558
<i>Turn to Us-The Star Centre</i>	01563 544 686
<i>Victim Support</i>	01563 540 252
<i>Abused Men in Scotland</i>	08088 000 024
<i>Men's Advice Line</i>	08088 010 327
<i>LGBT Helpline Scotland</i>	03001 232 523
<i>Modern Slavery Helpline</i>	08000 121 700
<i>National Victim Support</i>	08001 601 985
<i>National Domestic Abuse Helpline (24hr)</i>	08000 271 234

NHS 24 Phone 111 if you:

- * think you need to go to A&E but it's not life threatening
- * are you too ill to wait for your GP practice to open
- * aren't sure of the best place to get care for your condition

NHS 24 will help you get the right care in the right place.

Emergency Department (A&E)

turn to 999 or your hospital's Emergency Department only for serious illness or accidents such as suspected stroke, heart attack, head injuries, fracture or wounds requiring stitches.





Federation Members on Tour



Federation Members at site visit

Come and Join us!

The Federation is committed to working in partnership with East Ayrshire Council to improve the services provided to tenants and residents across East Ayrshire. We are always on the lookout for new members, and are able to provide all the help and support you need to set up a local group in your area.

Setting up a Tenants & Residents Group in your Area

New Tenants and Residents groups are able to apply for start-up funding from East Ayrshire Council, and can apply for annual funding as long as the group remains active. The funds are available to cover venue hire, printing, catering costs etc.

For more information about becoming a group and applying for funding contact the East Ayrshire Council Customer Liaison Team on 01563 554400 or email customerliaison@east-ayrshire.gov.uk. Once your group is up and running you can apply for membership of the federation where you will get access to advice, information and practical support for you and your group; you will get the opportunity to attend training and events locally and across Scotland; and you will be able to get involved in our scrutiny programme and service review activities, working in partnership with East Ayrshire Council to review performance and identify areas for improvement.

Individual Membership

The Federation also welcomes individual members, so if there isn't a group in your area but you would still like to get involved with the work of the Federation you will be made very welcome.

To find out more about the work of the Federation drop us an email Karen.Hodge@east-ayrshire.gov.uk, call us on 01563 524073, check out our Facebook Page or visit our website www.eafederation.com

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