

SERVICES AND LOCAL SUPPORT**[1. SOUTH AYRSHIRE FOODBANK](#)****[2. SOUTH AYRSHIRE LIFELINE](#)****[3. SOUTH AYRSHIRE COUNCIL AND COMMUNITY SUPPORT INFORMATION](#)****[4. ENERGY PROVIDERS AND HOME ENERGY SCOTLAND](#)****[5. CITRUS ENERGY ADVICE](#)****1. SOUTH AYRSHIRE FOODBANK**

The foodbank is continuing to operate as normally as possible and this is being reviewed on a daily basis.

People experiencing emergency food crisis should contact South Ayrshire Council on Freephone 0300 123 0900 to request a referral to the foodbank.

The foodbank will contact individuals referred and provide a reference number and instructions on which hub to go to and when.

No-one should turn up a hub without being referred first by the above process.

The foodbank can't guarantee which hubs will be open or closed on certain days and have to consider numbers to ensure health and safety of volunteers.

2. SOUTH AYRSHIRE LIFELINE

VASA, working with partners in the Third Sector and Health & Social Care are providing a HELPLINE service to people in South Ayrshire during the current COVID-19 crisis.

The freephone telephone service is available Monday-Friday 9am-5pm on 0800 432 0510 offering:

- Hearing Aid Battery Supply - these can be ordered and posted free of charge between the above times.

- Telephone Befriending for those who may be feeling lonely or isolated. The customer will be matched with a suitable volunteer and will receive a regular call from their volunteer
- Signposting - the team will be able to signpost customers to the most appropriate service.
- Supply of PPE for unpaid carers where people being cared for are displaying Covid symptoms.

South Ayrshire Lifeline's website offers information on local essential resources currently available, including support lines, and businesses that can deliver.

Web: www.southayrshirelifeline.org

Email: enquiries@salifeline.scot

People with sensory impairments can contact by:

Text: 07936 073557

or **Email:** sensory@salifeline.scot

Information is also currently being updated on their facebook page. <https://www.facebook.com/South-Ayrshire-Lifeline-Support-101367154841970>

3. SOUTH AYRSHIRE COUNCIL COMMUNITY SUPPORT INFORMATION

Due to restrictions to slow the spread of coronavirus (COVID-19), the Council has asked for help from communities to reach out to the most vulnerable residents across South Ayrshire. This could include providing shopping essentials, a hot meal, or maintaining some form of contact each day.

There are lots of local organisations able to support vulnerable residents and families in the local area, and the Council have offered support with additional resources to enhance provisions already in place.

For anyone who may require additional support or is interested in offering support, please get in touch with the team via C19.CommunitySupport@south-ayrshire.gov.uk or call 01292 616101 providing your organisation's name, contact details, telephone number and email address, and someone from the team will be in touch.

For Ayrshire service delivery information, please see the document below.

https://beta.south-ayrshire.gov.uk/media/547/Ayrshire-Service-Delivery-Information-Updated-1-May-2020/pdf/Service_Delivery_Updates_01_05_20_.pdf?m=637243589595470000

See Bulletin 1 for more information on South Ayrshire Council or visit <https://beta.south-ayrshire.gov.uk/coronavirus>

4. ENERGY PROVIDERS AND STATEMENT FROM HOME ENERGY SCOTLAND

Gas and electricity suppliers have agreed an emergency package of measures to ensure vulnerable people do not get cut off amid a virus outbreak.

More than four million people who are on prepayment meters will receive help if they cannot get out to top up.

This may include credit being sent in the post or funds automatically added to their meter.

Those struggling to pay bills will receive support and no credit meter disconnections will take place.

Debt repayments and bill payments could be reassessed, paused or reduced where needed, if energy customers are finding it difficult.

Many providers have sent information by email to customers on how to access support if needed. For those who are not able to access email or their provider's website, they can call for assistance but are advised that phone lines are extremely busy.

"While friends and family will play a role in helping people impacted by the coronavirus, we recognise there will be many customers who will need additional support and reassurance, particularly those who are financially impacted or in vulnerable circumstances," said Business and Energy Secretary Alok Sharma.

The following statement was made by Home Energy Scotland on 20th March.

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

4. CITRUS ENERGY ADVICE

Citrus Energy which is an advice arm of social landlord Cunninghame Housing Association provides energy advice across Ayrshire and have confirmed that they are still fully operational with staff working from home.

Ayr Housing Aid Centre can refer Service Users at risk of going off supply or needing urgent advice.

Margaret Corrigan – Deputy Operations Manager said "Energy providers have given voluntary agreement to OFGEM that nobody in self-isolation should be struggling with their energy. They have given an undertaking that if someone on prepayment meters is self-isolating and has nobody to pick up a code for them, then they will send a key and card loaded with credit. It is important that it is not left until people are so low on emergency credit that they risk being off supply awaiting the credit arriving in the post.

There will be no warrant action for debt during this period either.

We are happy to advocate on behalf of anyone struggling either with getting out to top up or having no funds to top up their meters”

Contact Freephone 0800 221 8089 email info@citrusenergy.org.uk or text/call Margaret directly on 07973847981

**If you have any further questions about any of the above topics,
or if you require Housing Advice or Information**

**Email advice@ayrhousingaidcentre.com or call, text or whatsapp us on 07549 603895 /
07760750256 or contact us via facebook at <https://www.facebook.com/ayrhac>**