

# South Ayrshire's **LIFELINE**

**Help for  
families**

**Where to go  
for money  
advice**

**Your free  
guide to help  
and support  
services in  
South Ayrshire**

**Fire safety  
and energy  
saving tips**

# USEFUL NUMBERS at a glance...

## **South Ayrshire Lifeline**

Freephone 0800 432 0510

## **Addiction Services**

### **(South Ayrshire)**

01292 559800 (day) NHS 24 on  
freephone 111 (out of hours)

## **Adult Support and Protection**

01292 616102 (out of hours,  
freephone 0800 328 7758)

## **Age Scotland Helpline**

Freephone 0800 12 44 222

## **Alzheimer Scotland 24 Hour Helpline**

Freephone 0808 808 3000

## **Breathing Space**

Freephone 0800 83 85 87

## **Chest Heart & Stroke Scotland**

Freephone 0808 801 0899

## **Childline**

Freephone 0800 11 11  
(24 hours)

## **Child Protection**

01292 267675 (out of hours,  
freephone 0800 328 7758)

## **Dental Helpline**

01292 616990 (Mon-Fri 8am-  
6pm) NHS 24 on freephone 111  
(out of hours)

## **Disability Information Scotland**

0300 323 9961

## **Home Fire Safety Visit**

Freephone 0800 0731 999

## **Homeless Services**

0300 123 0900 (out of hours,  
freephone 0808 100 3151)

## **Rape Crisis Scotland**

Freephone 08088 01 03 02

## **South Ayrshire Women's Aid**

01292 266482

## **NHS 24**

111

## **Police Scotland**

Freephone 101 (non-  
emergency), freephone 999  
(emergency)

## **Power Cut? National Power Cut Helpline**

Freephone 105 (24 hours)

## **Samaritans**

Freephone 116 123

## **Scottish Welfare Fund**

0300 123 0900

## **Scottish Water**

Freephone 0800 0778 778

## **Silverline**

Freephone 0800 4 70 80 90

## **Smell Gas? National Gas Helpline**

0800 111 999 (24 hours)

## **South Ayrshire Carers Centre**

01292 236000

## **South Ayrshire Council**

0300 123 0900

## **South Ayrshire Information & Advice Hub**

0300 123 0900

## **SSPCA Animal Helpline**

03000 999 999

## **Victim Support Scotland**

Freephone 0800 160 1985

This magazine is sponsored by



**SCOTTISH**  
FIRE AND RESCUE SERVICE  
Working together for a safer Scotland



ASSEL VALLEY  
COMMUNITY RENEWABLES SOCIETY



south ayrshire  
health & social care  
partnership



Skills  
Development  
Scotland



**POLICE**  
SCOTLAND  
Keeping people safe  
POILEAS ALBA



south  
**AYRSHIRE**  
COUNCIL  
Comhairle Siorrachd Air a Deas



**Welcome to South Ayrshire's LIFELINE – your handy guide to local help and support services.**

As we are all too aware, many people are facing a real struggle this winter as the cost of living crisis continues to bite.

That's why the team at Voluntary Action South Ayrshire (VASA) – endorsed by the South Ayrshire Community Planning Partnership – have put together this special magazine.

It has been delivered to you and to every home in South Ayrshire because we want to reassure local people that there is help out there if it's needed.

The organisations featured in this magazine offer a wide range of different services but they all share a common ethos – they care about people and they want to help.

Information highlighted on these pages may offer a lifeline to some over the coming months.

But all these vital services are not just to see us through one tough winter. They are here to help all year round, so we hope this magazine will be a useful directory for you to keep.

We have included details of as many services and charities as space allows, but across South Ayrshire we know there are even more community groups lending a helping hand where they can.

If you would like to find out more about what's available in your local community, please contact the South Ayrshire Lifeline helpline on 0800 432 0510.

The Lifeline team can also point you to community spaces and activities to help you keep warm and active.

Stay safe and well this winter and, above all, please don't be afraid to reach out and ask for a bit of help if you need it.

**Marie Oliver**  
**CEO, Voluntary Action South Ayrshire (VASA)**



**SOUTH AYRSHIRE LIFELINE**

*Get Connected*

**If you need a helping hand and don't know where to turn, South Ayrshire Lifeline is here for you.**

Our free helpline is open Monday to Friday, 9am to 5pm, and our friendly team can signpost you to the best people to speak to if you need a bit of advice or support on a whole range of issues - from mental health to money.

**If you're looking to take up a new activity or just want to get out and meet people, South Ayrshire Lifeline is here for you too.**

We'd love to help you connect with your community – whether that's through joining a group or perhaps volunteering.

The South Ayrshire Lifeline community information service also has a website where all this information is at your fingertips. Please visit **[southayrshirelifeline.org](http://southayrshirelifeline.org)**

We are offering some additional services this winter and they are just a free phone call away: Call South Ayrshire Lifeline on **0800 432 0510** for:

Priority Services Register support – energy companies have registers of vulnerable customers who they cannot disconnect during the winter months. We can help check if you are eligible and assist you to register.

Attendance Allowance assistance - we can support you to apply for this benefit which you might be able to claim if you are an older person who needs help with care or has an illness or disability.

You can also ring **0800 432 0510** to access our free Digital Support Helpline if you need some help to connect online with your phone, laptop or tablet.

If you have an NHS hearing aid, we can post out replacement batteries to your home too.

For up to date information, please follow us on Facebook **@SouthAyrshireLifelineSupport**

Whatever you are looking for in South Ayrshire, South Ayrshire Lifeline can point you in the right direction!

We look forward to hearing from you.

**0800 432 0510**

# Money Support

Skills  
Development  
Scotland

## Help from your local career service

Skills Development Scotland (SDS) is Scotland's career service. Unsure about your future? We can help you plan your next steps.

Our career service helps people of all ages and at all stages of their career.

Come in and talk to us at our SDS centre at **37 Carrick Street Ayr KA7 1NS** about:

- career choices and changes
- job search, CVs and applications
- apprenticeships
- funding information
- redundancy advice

Or you can phone for an appointment on **01292 281421**. We are open Monday – Friday (9am -12noon and 1-5pm)

SDS also have a freephone helpline available Monday to Friday, 9am to 5pm – **0800 917 8000**, and you can go online anytime to visit our careers website, [myworldofwork.co.uk](http://myworldofwork.co.uk)

## Talk to Scotland's money charity about your money and debt worries.

We're here to help if you are struggling to pay bills or debt repayments, are being pursued by companies you owe money to, or need help to find ways to increase your income through benefits and other financial support.

Our friendly team is available Monday to Thursday 8:30am to 8pm and Friday 8:30am to 5pm (closed on public/bank holidays).

Email us [digital@moneyadvicescotland.org.uk](mailto:digital@moneyadvicescotland.org.uk)  
Send us a message on WhatsApp 07401074879  
Chat to us on Facebook Messenger @moneyadvicescot21

Visit [www.moneyadvicescotland.org.uk/help-for-people-with-money-worries](http://www.moneyadvicescotland.org.uk/help-for-people-with-money-worries)

**moneyadvice**scotland  
Scotland's Money Charity



**QUIT YOUR WAY**  
with our support

## Want to stop smoking to save for Christmas?



Quit Your Way offer support to help you quit smoking. We are currently supporting clients by telephone, text or our new Near Me service and also provide FREE NRT (Nicotine Replacement Therapy).

Call Quit Your Way on freephone **0800 783 9132**.

Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran

Follow us on Twitter @NHSaaa

Find us on Facebook at [www.facebook.com/nhsaaa](http://www.facebook.com/nhsaaa)

All our publications are available in other formats.

Visit our website: [www.nhsaaa.net](http://www.nhsaaa.net)



## Money Matters...

For more information on organisations who can support with money issues, please visit [southayrshirelifeline.org](http://southayrshirelifeline.org) or call the helpline on **0800 432 0510**.

Lines are open Monday to Friday, 9am to 5pm.



**POLICE SCOTLAND**  
Keeping people safe  
**POILEAS ALBA**

## BE SCAM AWARE

In difficult and challenging times protecting your money has never been more important. Nobody wants to be a victim of a scam and suffer the financial loss, frustration and worry it causes. As the Divisional Commander for Ayrshire Police, I'm committed to doing everything I can to protect you from becoming a victim of this type of criminality. I believe that prevention advice is a key to this and we hope the information contained in these links will provide you with enough knowledge to have the confidence in going about your daily business without the fear of falling foul of a scam.

The fraudsters behind these incidents do not discriminate, they will prey on anyone and have a complete disregard for the impact or consequences of their actions. New scams and new versions of scams are constantly emerging.

**Faroque Hussain**  
Chief Superintendent  
Divisional Commander - Ayrshire

Visit Police Scotland Scams & Fraud:

[www.scotland.police.uk/advice-and-information/scams-and-frauds/](http://www.scotland.police.uk/advice-and-information/scams-and-frauds/) or scan the QR Code



Or view the Little Book of Big Scams by scanning the QR Code



**Low-Cost Benefits Loan**

What we need from you to qualify for the above loan -

- Membership backed by two forms of ID
- Proof of Income and Expenditure
- Permission to run a credit check
- Agreement to have at least one benefit paid into your Ayrshire Credit Union Account

This **£300** loan is available when first benefit payment is received. Your first loan payment will be made, a small deposit taken for your savings account and the balance in your bank account same day.

**Example**

Fortnightly Universal Credit Award of £270

**Loan:** 26 payments over 1 year.

2.5% Monthly 30% Annual 34.70% APR

Interest total (calculated daily on reducing balance) of £40.29

Repayment amount £13 - Savings Account £2 - Christmas Club £5

Total to Your Credit Union Account - £20

Total to your Bank Account - £250

End of the year – Savings Balance £52 – Christmas Club - £130

Contact details: **phone** - 01563 555858

**Email** - loans@ayrshirecreditunion.co.uk

**Postal** - Ayrshire Credit Union Ltd, 105 King Street,  
Kilmarnock, KA1 1QD

**Product Quote Ref Code – SALL**

**Support for Students**

**Breakfast and Lunch Initiative**

At Ayrshire College students can now enjoy free porridge and soup in a bid to support good nutrition.

**Additional Financial Support**

Students who are eligible to apply for student support funds are encouraged to do so. The College has Discretionary funds available that can be used to offer additional financial support.

Further information is available on our college website <https://www.ayrshire.ac.uk/students/funding-and-fees/funding/> or by phoning **01563 495033**

**Student Services Team**

The Team can provide individual support for students such as lunch vouchers, food bank referrals, emergency financial help and support to apply for the Under 22s Free Bus Pass.

**Mental Health and Wellbeing Support**

There are a range of services available to support student wellbeing including a Counselling service, Mental Health Liaison Officer and an online Wellbeing Hub.

**Digital Support**

The College has a supply of laptops and Chromebooks which students can borrow to support them with their learning.

**Students can email [studentservices@ayrshire.ac.uk](mailto:studentservices@ayrshire.ac.uk) or phone 01294 555333 for more information.**

**Free Sanitary Products**

Sanitary products are freely available throughout the campuses.

Charity No: SC021177



**Department  
for Work &  
Pensions**

**Find out what support you might be able to get to help with your living costs.**

You can get benefits and other financial support if you're eligible. Check benefits and financial support you can get - [www.gov.uk/guidance/cost-of-living-payment](http://www.gov.uk/guidance/cost-of-living-payment)

**Other financial support**

At the moment, this tool does not include all the ways you can get help with living costs. It will be updated with more types of support including:

- free school meals
- extra help for housing costs
- travel costs

Find out more information about other ways to get help with the cost of living at [www.gov.uk/check-benefits-financial-support](http://www.gov.uk/check-benefits-financial-support)

You can use an **independent, free and anonymous benefits calculator** to check what you could be entitled to. This will give you an estimate of:

- the benefits you could get
- how much your benefit payments could be
- how your benefits will be affected if you start work or increase your hours
- how your benefits will be affected if your circumstances change - for example, if you have a child or move in with your partner

Benefits calculators - [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

**IS YOUR GAMBLING  
NEGATIVELY AFFECTING  
YOU AND THOSE CLOSEST  
TO YOU?**

You're not alone. Combining practical tools with support, we can help you stop gambling:

- ▶ **Talk:** By speaking to one of GamCare's trained Advisers on the National Gambling Helpline (over the phone or via live chat) to access expert information, advice and support.
- ▶ **Ban:** Gamban's software blocks access to thousands of global gambling sites and apps. It can be installed on up to 15 devices - including those in the household.
- ▶ **Stop:** GAMSTOP's self-exclusion prevents you from accessing current gambling accounts or creating new ones with all the online gambling operators across the UK.

We are here to help: from moral support through to expert advice. GamCare, GAMSTOP, and Gamban working together can be the start of your recovery journey.

**Kick-start your recovery journey today,  
head to [www.TalkBanStop.com](http://www.TalkBanStop.com)**

**TALK  
BAN  
STOP.**



[TalkBanStop.com](http://TalkBanStop.com)

**NATIONAL GAMBLING HELPLINE  
0808 8020 133**

# Information and Advice Hub



**The Information and Advice Hub is a free, impartial, and confidential service for residents of South Ayrshire.**


**Our team is fully trained to deal with issues relating to welfare rights, money advice and debt.**

We can help you to:

- Find out what DWP and Social Security Scotland benefits you are entitled to and help to apply
- Appeal any DWP and Social Security Scotland benefit decisions you think are wrong
- Set up a household budget and provide you with Money Advice
- Help you manage any debts including contacting the people you owe money to and making a personalised plan for you to help you get out of debt
- Manage increased fuel costs and if applicable apply for grants to help with the cost of gas, electricity, and oil
- Access Food Banks
- Access partner agencies – we can refer you to a partner agency to ensure you receive all of the support you need tailored to your individual circumstances.

A full list of our services can be found on our website which also provides various ways you can get in touch with us. <https://www.south-ayrshire.gov.uk/information-and-advice-hub>

If you do not have access to the internet, you can call **0300 123 0900** and ask for the Information and Advice Hub.



**INFORMATION &  
ADVICE HUB**

**Information and  
Advice Hub  
1/3 Mainholm Road  
AYR  
KA8 0QF**

# Food Support



At the heart of the community The Carrick Centre in Maybole offers a warm and welcoming place for people to come together. Regular activities are available to support individuals in the months ahead.

## AVAILABLE SERVICES

### WEEKLY

Foodbank: Monday & Friday 10am to 12 noon  
Food Pantry: Tuesday 10.30am to 1pm  
Thursday 12noon to 4pm

### MONTHLY

Carrick Seniors Lunch: 1st Friday of the Month - 12noon to 1.30pm

Our groups offer support with a bite to eat, chat & activity in a warm and welcoming hub

### CARRICK CENTRE TRAINING KITCHEN

can help you to learn to cook & eat well, develop the way you buy, prepare food and create tasty food on a budget.



Tel: 01655 883222  
Email:  
info@carrickcentre.co.uk  
www.carrickcentre.co.uk



**Annbank and Tarbolton Parish Churches** are working in partnership with the **South Ayrshire Food Bank** and have now become a Distribution Hub.

The Food Bank Hub for the villages of Annbank, Mossblown and Tarbolton will be distributed from Annbank Parish Church and will be open every Monday from 11am to 1pm, where food parcels can be uplifted and where other support throughout the winter can be accessed.

Food Parcels can be accessed through the referral scheme in place via South Ayrshire Council by **telephoning: 0300 123 0900** or by **messaging either Annbank or Tarbolton Church's Facebook pages**. If you do not have access to Facebook you can call **Rev Mandy Ralph on 01292 541452**

Please note: we are unable to deliver next day, but appreciate some people within the 3 villages may not be able to access Annbank Church. Where required and where possible, arrangements can be made to accommodate this.

Scottish Charity No:013225

Scottish Charity No:014767

## Community Food Network

Some of the places in South Ayrshire where you can access food support

ORGANISATION	ADDRESS/CONTACT DETAILS
Community Gift Exchange:	High Street, Ayr 07399 552390
Christ in Action Food Bank	07402 455561
Green Gym (Horticultural conservation activities, hot beverages, and access to a heated greenhouse during sessions)	To <b>book</b> please contact: Robert.walsh@tcv.org.uk or telephone 07483 050748
Riverside Community Trust	01292 262686 help@riversidecommunitytrust.org.uk John Street, Ayr
Salvation Army	Church Number: 01292269286 or Foodbank Number 07398015858 59 John Street, Ayr
South Ayrshire Foodbank Branches Lochside Church	Lochside Community Centre Lochside Road, Ayr
South Ayrshire Foodbank Branches Milestone Church, Girvan	Milestone Church 01465 778010 35A Bridge Street, Girvan
South Ayrshire Foodbank Branches Prestwick New Life Church	07599071114 info@southayrshire.foodbank.org.uk
South Ayrshire Foodbank Branches Carrick Centre Maybole	07599071114 info@southayrshire.foodbank.org.uk
South Ayrshire Foodbank Branches Southside Charity Shop	07599071114 info@southayrshire.foodbank.org.uk
South Ayrshire Foodbank Branches Castlehill, Ayr	07599071114 info@southayrshire.foodbank.org.uk
South Ayrshire Foodbank Branches, Dundonald	07599071114 info@southayrshire.foodbank.org.uk
South Ayrshire Foodbank Branches Troon Old Parish Church	07599071114 info@southayrshire.foodbank.org.uk
South Ayrshire Foodbank Branches Annbank Parish Church	07599071114 info@southayrshire.foodbank.org.uk
The Food Pantry @ Girvan	Girvan Primary School 7 Wesley Road, Girvan
The Food Pantry @ Maybole	Carrick Centre Culzean Road, Maybole



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland

## Cost of Living, Keeping You Safe

This winter it is expected that many members of our local communities will suffer from food and fuel poverty. This could lead to changes in methods of trying to keep warm, cooking, and lighting your home that may be unsafe or even dangerous.

Below is a list of dangerous practices that crews may come across with more regularity due to communities struggling to heat their homes.

**Do not interfere with your gas or electrical supplies such as bypassing meters as this puts you, your family and your neighbours at risk.**

### Cooking

Never use a camping stove, portable barbecue, lit charcoal or generator in an enclosed space as they are designed for outdoor use only. These devices require adequate ventilation and can produce

poisonous carbon monoxide.

If you are using a camping stove outdoors, take extra care and never change camping gas cartridges indoors or near ignition sources.

### Heating

Accidents involving gas and paraffin portable heaters most frequently occur because of gas leaking when people are assembling appliances or changing cylinders or cartridges. A small leak can produce a large volume of highly flammable gas. If escaping gas is ignited in a room or other space there may be a fire and an explosion.



Never use a camping heater indoors as poisonous carbon monoxide can be produced.

Only use gas or paraffin heaters in well-ventilated areas. Heaters consume oxygen and in enclosed spaces can produce harmful gases and/or cause carbon monoxide poisoning.

- Keep heaters away from curtains and furniture and never use them for drying clothes.
- Switch off portable heaters when you go out, are not in the room, or go to bed.
- If possible, secure portable heaters in position to avoid the risk of them being knocked over.
- Carbon monoxide detectors should be used in all rooms containing gas or paraffin heaters.
- Never use portable gas cylinder heaters in high rise flats.



- Always change gas cylinders in the open air. Never change gas cylinders in an enclosed space.
- Think before opening up old fireplaces. Chimney fires in Scotland traditionally account for around 1,000 incidents every year.
- Never move a bottled gas or oil heater when it is lit.
- Paraffin lamps are normally found in greenhouses, but people may be desperate to not use their gas or electricity and bring them into the home. This should be discouraged.



## Lighting

During a power cut or cost saving use battery-operated lights or torches as an alternative light source. Other options include a wind-up torch, glow sticks or a shake light. If you must use candles, make sure you follow these safety guidelines:

- Make sure lit candles are kept in candle holders and can't be knocked over.
- Do not use candles as a light source when you are moving from room to room.
- Keep candles well away from anything that could catch fire, like curtains, cards, cushions, TVs or even shelves.
- Never leave a lit candle alone – even for a few seconds. During a power cut it may be tempting to leave candles lit around the house. But candles can spark or fall over, causing a fire.
- Only light candles in a room you are using and if going out, or going to sleep, make sure ALL candles are properly put out first.
- Only put candles on a heat resistant surface or holders. Be especially careful with night lights and tea lights, which can get hot enough to melt plastic or ignite combustible materials.

## Disposable Barbecues

Using portable or disposable barbecues in the home is potentially fatal.

Many people in the UK are unaware of the dangers that carbon monoxide can present. If crews discover barbecues being used indoors, they must immediately remove them, check for any fire damage and assess any individuals for signs of carbon monoxide poisoning.

A primary danger is that a disposable barbecue can produce carbon monoxide long after its flames are extinguished, only stopping once the fuel source is entirely cold, which can be several hours after use. The symptoms caused by carbon monoxide poisoning are easily identifiable and can include:

- Tiredness
- Confusion
- Nausea
- Dizziness
- Stomach pain
- Shortness of breath
- Difficulty breathing

Additional Safety Information



# Family Support



At the heart of the community The Carrick Centre in Maybole offers a warm and welcoming place for people to come together. Regular activities are available to support individuals in the months ahead.

## AVAILABLE SERVICES

### WEEKLY

Carrick Tots: Tuesday 10am to 11.30am  
CAN Group: Monday & Friday 12.30pm to 2pm

### MONTHLY

Carrick Family Sensory: 1st Sunday of the month 2.30pm to 4pm  
Our groups offer support with a bite to eat, chat and activity in a warm and welcoming hub

Tel: 01655 883222  
Email: [info@carrickcentre.co.uk](mailto:info@carrickcentre.co.uk)  
[www.carrickcentre.co.uk](http://www.carrickcentre.co.uk)



## Support For Carers

South Ayrshire Carers Centre offer specialist information, support advocacy and advice as well as respite away from the role in the form of day trips, health and wellbeing services, social activities and peer support from fellow carers.

If you are an unpaid or family carer of almost any age you can access support from our Carers Centre in South Ayrshire.

The person receiving care can be a relative, friend or neighbour. Care can be provided in more simplistic ways such as helping with the weekly shop to cooking meals. Support is not restricted to physical care but can be also emotional support ranging from just giving a listening ear or taking care of their financial affairs or their own health.

South Ayrshire Carers Centre 43 Sandgate,  
Ayr, KA7 1DA  
01292 263000

Registered Charity SCO20039  
[facebook.com/southayrshirecarerscentre/](https://facebook.com/southayrshirecarerscentre/)  
[southayrshire.carers@unity-enterprise.com](mailto:southayrshire.carers@unity-enterprise.com)

## Food for thought...

Don't forget to check your local supermarket café for family-friendly meal deals.

Some of the big stores are running 'Kids Eat Free' or 'Kids Eat for £1' offers which can mean a big saving.



Many children in Scotland experience abuse on a daily basis. Child abuse can take the form of physical, sexual or emotional abuse – or a combination of all three.

If you are concerned about a child or young person contact us for advice:

01292 267675



[InitialResponseTeam@south-ayrshire.gov.uk](mailto:InitialResponseTeam@south-ayrshire.gov.uk)

For out of hours support call: 0800 3287758

For more information visit:

<https://www.childprotection.scot/>

If you think a child might be in immediate danger you should contact the police right away by dialling 999.



We believe everyone has the right to be able to access good quality toys and clothes for their children. At Baby to Teen we are the only Children's charity shop in South Ayrshire and we provide baby items, toys and clothes at affordable prices.

All profits from the shop go directly to supporting children and young people in the West Coast of Scotland at Christmas. Proud to be part of Night Before Christmas Campaign.

4 Arthur Street, Ayr, KA7 1QJ

Opening hours Tuesday - Saturday 10am - 2pm

Keep up to date on Facebook  
[www.facebook.com/babytoteencharity](https://www.facebook.com/babytoteencharity)



HELPING CHILDREN IN POVERTY  
ACROSS SOUTH WEST SCOTLAND  
Night Before Christmas Campaign

*May you never be too old to search the skies on Christmas Eve.*

Night Before Christmas charity provides Christmas Eve bags to families who have been referred by their child's school, support workers, social worker or health professional across the west coast of Scotland.

To find out more go to [www.nightbeforechristmas.co.uk](http://www.nightbeforechristmas.co.uk) or find us on facebook at [www.facebook.com/nightbeforechristmascampaign](https://www.facebook.com/nightbeforechristmascampaign)

Charity No. SC047995



The Family Resource Service seeks to help and reach out to children and young people aged 0-12 years and their parents/carers.

Offering flexible support to enable them to build on the skills and resources to deal with the challenges of everyday family life. The service covers Ayr, Prestwick, Troon and outlying villages.

Referral pathways include Health, Education, Social Work, voluntary organisations, and self-referrals via the Request for Assistance Form.

Charity No. SC037605

# Housing Support



SeAscape  
Tackling homelessness, poverty and isolation.

**Who are we?**

SeAscape are a local South Ayrshire based charity, and our Vision is that 'everyone is given the opportunity to have a home and a place in the community of Ayrshire'

**What do we do?**

 Housing and Homelessness support	 Rent Deposit Guarantee Scheme
 Pass it On Project	 Befriending Project
 I'M IN! Project	 H.O.P.E Project

If you would like information on our services, advice, or support to access, sustain and maintain accommodation independently get in touch with us today .

**Opening Autumn 2022!**

SeAscape HUB - providing advice, support and digital/phone access.  
2 Alloway Street, Ayr KA7 1SH (opposite old Hourstons store)

 <a href="http://www.seascapeayr.org.uk">www.seascapeayr.org.uk</a>	 <a href="mailto:enquiries@seascapeayr.co.uk">enquiries@seascapeayr.co.uk</a>
 /HelpingPeopleInHousingNeed	 01292 285424 0808 1963385 (Emergency Freephone)

Charity No: SC028570 Company No: SC242218



Ayr Housing Aid Centre scio  
Established 1986

Our primary aims and objectives are to provide free accredited, independent information, advice, advocacy, representation and engagement services to those who are homeless, threatened with homelessness and/or are in housing need.

We are here to help anyone in housing need - especially at this difficult time with the cost-of-living crisis and many facing increased poverty. We can help advise on a range of issues to help support our local community, and can obtain sim cards, fuel payments and various grants.



OSCR  
Scottish Charity Regulator  
[www.oscr.org.uk](http://www.oscr.org.uk)  
Registered SCIO  
SC049609

**Get in touch now and let us help empower you to make things better.**

		
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7 York Street  
Ayr, KA8 8AN  
Tel: 01292 288 111  
Text/Whatsapp: 07549603895

[www.ayrhousingaidcentre.com](http://www.ayrhousingaidcentre.com)  
Email: [info@ayrhousingaidcentre.com](mailto:info@ayrhousingaidcentre.com)  
Facebook: @ayrhac

# Older People's Support

**We know that most things are online these days...**

So at **Age Concern** Ayr we offer **free HELP & ASSISTANCE & ADVICE** for our elderly communities with:

- Digital Access to help apply for:
  - Housing Benefit
  - Blue Badge Applications
  - Crisis Grants
  - Discretionary Council Grants
  - National Entitlement Card (bus pass)
  - PIP (Personal Independence Payment)
  - DLA (Disability Living Allowance)
  - Over 70's Driving Licence
  - Contacting your Energy provider

*And support with the most frequently asked questions by our elderly communities during this Cost of Living crisis:*

- Contacting the DWP about your State Pension
- Am I eligible for Pension Credit?
- What is Attendance Allowance?

We will always offer advice on **EVERYTHING!**

It's a bold statement but... we know if **Age Concern** can't help you, then we will get you someone that **CAN!** And we will always make sure it is someone you can **TRUST!**

Call us on 01292 265304 email: [ageconcernayr@gmail.com](mailto:ageconcernayr@gmail.com)

Scottish Charity Number: SC051523



AGE  
Concern  
SCIO Ayr  
A Scottish Charitable  
Incorporated Organisation



TRUSTED



Everything  
will  
BE OK

# CAN WE HELP YOU REDUCE YOUR ENERGY BILLS?

**We're Home Energy Scotland, the Scottish Government's free energy advice service. We provide impartial advice and support to help people stay warm, make the best use of energy and save money on their bills. We can also help you find out if you're eligible for the Warmer Homes Scotland programme.**



- The Scottish Government is offering assistance to eligible households who are struggling to heat their homes. This programme is called Warmer Homes Scotland.
- It's designed to help people make their homes warmer and more comfortable by installing a range of energy saving improvements like heating, insulation and draught-proofing.
- Eligible households could get around **£5,000** of support through the Warmer Homes Scotland programme, and reduce their energy bills in the process.
- Since its launch in September 2015, over 29,000 households have benefitted from heating and insulation measures installed.
- Warmer Homes Scotland has a number of central heating systems available including renewable systems that may be suitable for your property.

**To find out if you are eligible for Warmer Homes Scotland, call us free on 0808 808 2282. Our friendly advisors are here to help with advice on grants and funding that may be available to you. You can also learn more at [homeenergyscotland.org/warmer-home](http://homeenergyscotland.org/warmer-home)**

# SMART WAYS TO SAVE ENERGY

Here are some quick and easy ways you can waste less energy at home, reduce your bills and lower your carbon footprint too:

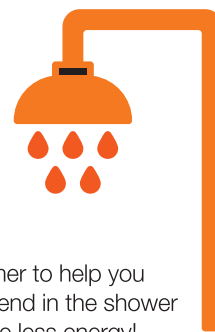
## Kitchen

- Always use the right sized pan for the job, and use the correct hob ring for each pan.
- Washing clothes at 30 degrees rather than higher temperatures will save around 57% of the energy used each year.
- Wait until you have a full load before putting on a wash and spin your clothes on the washing machine's highest spin cycle.



## Around your house

- Draw the curtains or close blinds at dusk to keep the heat in.
- Don't leave things switched on or on standby when not in use – switch them off at the socket.
- Replacing all bulbs in a typical home with LED equivalents would cut the lighting bill by around 50%.



## Bathroom

- Invest in a shower timer to help you see how long you spend in the shower – shorter showers use less energy!
- Power showers can easily use as much water as taking a bath – consider fitting an aerated or low-flow showerhead to cut down water use.
- Check that your fan is only set for the time needed to clear condensation and smells from the bathroom.



## Hallway

- Fit draught excluders around the front door, and over the letter box and key hole.
- Putting a curtain over the front door helps keep the draughts out.
- Get into the habit of closing all the doors to keep the heat in each room.

There are lots of ways we can help you with your energy bills. Call us free on **0808 808 2282** to get personalised advice or find out more at [homeenergyscotland.org](http://homeenergyscotland.org)

WOULD YOU LIKE TO WIN £750?

We have five first prizes of **£750** and five second prizes of **£500** to share with householders across Scotland. Boost your energy-saving knowledge in our quick quiz, each question shares a great money and energy saving tip. To be in with a chance of winning make sure you leave your full contact details. Enter at [homeenergyscotland.org/win](http://homeenergyscotland.org/win) or scan this code to take part – good luck!

Terms and conditions apply, see online for more details.



# Health and Wellbeing Support

## Ayrshire Council on Alcohol



Ayrshire Council on Alcohol offers free, confidential one-to-one advice, information and support from counsellors trained to professional standards, for individuals aged 16 years plus living in South or East Ayrshire who are concerned about their drinking, whether they wish to stop drinking or cut down.

Support is also available to those who are concerned about a loved one's drinking. Daytime or evening appointments are available in a variety of accessible locations.

For further information or to make an appointment please **telephone 01292 281238**, **e-mail: [info@acaayr.org](mailto:info@acaayr.org)** or call into the office at **24 Fullarton Street, Ayr, KA7 1UB**.

Information about the services that we provide can be found on our **Facebook page 'Ayrshire Council on Alcohol'** or the **website: [www.acaayr.org](http://www.acaayr.org)**.

## Alzheimer Scotland - South Ayrshire

Alzheimer Scotland is Scotland's national dementia charity. Our aim is to make sure nobody faces dementia alone.

### What we offer

Our team within South Ayrshire aims to support people with dementia, their carers and families at any stage of the illness. We work at the heart of local communities. The following support is on offer:

- Information and advice from your local Dementia Advisor Louise Robertson
- Peer support groups
- Community activities for people with dementia and carers
- 24 hour Freephone Dementia Helpline for information, signposting and emotional support (0808 808 3000)

Contact us on **07585 331946** or email [lrobertson@alzscot.org](mailto:lrobertson@alzscot.org)



**AYRSHIRE  
CANCER  
SUPPORT**  
We're here for you.

We provide a range of services for children, young people and adults affected by cancer in Ayrshire. All our services are free and include:

- Hospital transport service
- Cancer Nurse appointments
- Counselling
- Specialist cancer information
- Complementary therapies
- Drop-in Centre
- Support groups and workshops
- Transport to ACS Centres

With fuel costs increasing and the cost of living crisis, we do not want you to worry about how you will get to your cancer treatment or cancer related appointments. Our volunteer drivers can take you from your home in Ayrshire to hospital and back again. We also provide transport to our own centres for support.

Our drop-in centre in Kilmarnock is open Monday - Friday 9am - 5pm and provides a warm and welcoming space to find out more about our services or to have a cup of tea and chat with our friendly volunteers, no appointment required. To find out more contact **01563 538008**

Ayrshire Cancer Support, 5 Dundonald Road, Kilmarnock, KA1 1EZ 01563 538008 [admin@ayrshiresc.org](mailto:admin@ayrshiresc.org)  
Registered in Scotland No. 110196 Charity Reg No. SC016098



**BritishRedCross**

### Connecting with You

Our Connecting with You service is available to people 18+ in Scotland experiencing issues associated with loneliness.

Whether you're feeling lonely and don't know where to turn for a friendly chat, or you're socially isolated and struggling to cope with the demands of life, the British Red Cross can help.

For more information visit - **Get help with loneliness | British Red Cross**

To arrange a phone conversation about what kind of support would be most helpful to you, contact the British Red Cross -

- Freephone on **0300 303 6077** (Monday - Friday, 10am - 4pm)
- Or email at [connecting-withyou@redcross.org.uk](mailto:connecting-withyou@redcross.org.uk)

Support will depend on your needs and what is available in your area. It could include things like:

- weekly phone calls to check in with you
- online support
- in-person meetings, if you're comfortable with these
- support getting into new or old hobbies and interests
- help meeting new people, or getting back in touch with people you already know

The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220949) and Scotland (SC037738)



At the heart of the community The Carrick Centre in Maybole offers a warm and welcoming place for people to come together. Regular activities are available to support individuals in the months ahead.

### AVAILABLE SERVICES WEEKLY

Man Cave: 6pm to 8pm

CAN Group: Monday & Friday 12.30pm to 2pm

Our groups offer support with a bite to eat, chat and activity in a warm and welcoming hub.

Tel: 01655 883222

Email: [info@carrickcentre.co.uk](mailto:info@carrickcentre.co.uk)

[www.carrickcentre.co.uk](http://www.carrickcentre.co.uk)

## Whatever you're facing We're here to listen

If you're going through a tough time, you don't have to face it alone.

Contact Samaritans free - day or night, 365 days a year  
Call free on

**116 123**

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

**SAMARITANS**

[samaritans.org/ayrshire](http://samaritans.org/ayrshire)

A registered charity



the brain injury association

## Headway Ayrshire

Headway Ayrshire is an adult charity that provides information, advice and support services to people who have an acquired brain injury, or who have had a traumatic head injury.

The Charity's trained staff and volunteers work together to improve knowledge and understanding of brain/head injury, and raise awareness and actively campaign for better services for brain/head injured people.

The service is free of charge. There are an array of services available, e.g. Outreach Clinics, Community Rehabilitation Groups, Numeracy & Literacy Tuition, Cognitive Education Course, Carers Meetings and Carers Education Course.

If you would like to make a referral to the Charity, or would like to chat with a member of the team about our services, please call the office on

**Tel: 01292 618090** or contact us via our website

**[www.headway-ayrshire.org.uk](http://www.headway-ayrshire.org.uk)**

Scottish Charity Number: SCO13340



Circles Advocacy provides free, confidential and independent advocacy to individuals living in South Ayrshire who are over the age of 16. This includes those affected by mental health issues, learning disabilities, chronic illness, physical disabilities, alcohol and addiction, brain injuries, dementia, autistic spectrum disorders and adults at risk of harm.

We provide information to assist individuals in making informed decisions, supporting them to express their own needs and have as much control as possible over their own lives. We provide support at a range of formal and informal proceedings including; Mental Health Tribunals, Care Programme Approach meetings, Social Work engagements/reviews, Children's Hearings, Looked After Child meetings, DWP health assessments among many others. An Advocate will help you to know, understand and exercise your rights and help you to become involved in decisions that affect your life.

Our Recovery Advocate is here to help individuals and their families to have a voice. The role covers assisting when people are unable or unwilling to tackle issues because of their addiction to alcohol and or substance misuse. This can involve representing them at meetings, welfare issues, DWP, housing, social services and health and wellbeing. In addition, our advocate can help "signpost" to other organisations that can assist in a variety of matters as well as having a detailed knowledge of recovery organisations operating within South Ayrshire who can help maintain and secure long-term recovery from addiction.

**Office Landline: 01292 264 396 Office mobile: 07557 150035**

**Email: [info.southayrshire@circlesnetwork.org.uk](mailto:info.southayrshire@circlesnetwork.org.uk)**

**Website: [www.circlesnetwork.org.uk](http://www.circlesnetwork.org.uk)**



## Cost of Living Crisis

At **Three Sixty** we understand how worrying can impact on all our mental health at times. Worries about how the bills will be paid can pile on the pressure, especially when it is all you hear about when you switch on the TV, radio or look at social media.

These worries can become overwhelming, making us feel trapped with no one to turn to.

We provide a range of activities and support that can help to release some of the pressure.

We have a timetable of current activities and we will extend this to different times including evenings and weekends across South Ayrshire so as many people can link in as want to.

For more information about these activities, please check us out on **Facebook -Three Sixty**, email us at **[support@thethreesixty.org.uk](mailto:support@thethreesixty.org.uk)** or call **01292 619600**

Connecting as a community will help us all.

Charity No: SCO18398



## HOPE

Wellbeing Centre

SC049898

254 High Street AYR, KA7 1RL

Tel: 07547697510

### 'Bringing hope to the heart of our community'

HOPE Wellbeing (SCIO) is a non-profit Christian charity based in Ayr. We support those in our community who are struggling emotionally as a result of bereavement, grief or loss, loneliness or other emotional difficulties. HOPE Wellbeing is available for all regardless of gender, ethnicity, financial status, faith, religious beliefs or none. The HOPE Wellbeing Centre is a safe place for you to access emotional or social support in a relaxed and friendly atmosphere...a place where it is ok not to be ok.

From Saturday 24th September we are launching our new community wellbeing space at the centre called 'Compassion Café' – come along between 11am to 2pm on Saturdays to a welcoming, warm space, grab some lunch and enjoy a chat with our volunteers. This is free for those who need a warm space and a bite to eat (donations welcome but not required). All ages welcome.

Please check out the sessions that we run free of charge and follow us on Facebook for regular updates.

Monday: 10am to 12noon – Bereavement Café, Monday 1pm to 2.30pm Wellbeing group for Refugee women. Wednesday: 10am to 12noon – Creative Wellbeing Session. Friday: 10am to 12noon – Renew Wellbeing Space. Saturday 11am to 2pm – Compassion Café (all ages welcome).



Call:  
0800 838587

**Breathing Space** is a free confidential phone line for anyone over the age of 16 feeling low, anxious or depressed.

**Monday to Thursday 6pm – 2am.**

**Friday 6pm – Monday 6am.**

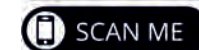
[www.breathingspace.scot/](http://www.breathingspace.scot/)



Call free on  
0800 1111

**Childline** is a free private and confidential service for anyone under 19 in the UK. Childline trained counsellors believe no problem is too big or too small.

[www.childline.org.uk/](http://www.childline.org.uk/)



Call:  
0800 068 4141

**Papyrus** Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.

[www.papyrus-uk.org](http://www.papyrus-uk.org)



Phone:  
0344 800 0550

**SAMH** provides information and support for people across Scotland with mental health problems. They have an information and support service open from Monday to Friday 9am – 6pm.

Email: [info@samh.org.uk](mailto:info@samh.org.uk)

[www.samh.org.uk](http://www.samh.org.uk)

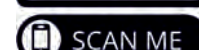


Call free on  
116 123

**Samaritans** is a confidential, non-judgemental support service. Available 24 hours a day, 365 days a year.

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

[www.samaritans.org](http://www.samaritans.org)



Phone: 111

Offering support is one of the best things you can do if you think someone may be feeling suicidal, encourage them to talk about their feelings and to listen to what they say.

[www.nhsinform.scot/surviving-suicidal-thoughts/offering-support-to-someone-youre-worried-is-suicidal/](http://www.nhsinform.scot/surviving-suicidal-thoughts/offering-support-to-someone-youre-worried-is-suicidal/)

