

## AYRSHIRE SERVICE DELIVERY INFORMATION – AS AT 23.03.2020

### ALCOHOLICS ANONYMOUS

For those unable to attend meetings in person, online virtual meetings are available. <https://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting/online>

### AYR HOUSING AID

We are still operating as normal although from today most staff will be working from home. We would prefer email contact to:- [info@ayrhousingaidcentre.com](mailto:info@ayrhousingaidcentre.com) or for those needing advice to [advice@ayrhousingaidcentre.com](mailto:advice@ayrhousingaidcentre.com)

You can still phone 01292 288111 or 07549 603895. We have formal information on our website <http://ayrhousingaidcentre.com/news> and facebook page.

### AYRSHIRE COLLEGE

Face to face teaching has been suspended from 4.00pm on Wednesday 18 March. College staff are working hard to continue to support learning where possible. If you have any queries you can contact your lecturer via phone or email. <https://www1.ayrshire.ac.uk/>

### AYRSHIRE COUNCIL ON ALCOHOL

Our premises are closed to the public with immediate effect. We will however continue to offer telephone support and counselling at your appointment time as an alternative. New referrals will still be accepted via telephone, facebook messenger and email. Please feel free to contact us on – 01292 281238, email: [info@acaayr.org](mailto:info@acaayr.org) or <https://www.facebook.com/acaayr/>

### AYRSHIRE WOMEN'S HUB

The Hub is closed; however, staff are still available to support anyone who needs it via telephone and video calls. Anyone needing emotional and practical support contact us via email or facebook messenger with your contact number – [ayrshirewomenshub@gmail.com](mailto:ayrshirewomenshub@gmail.com) or <https://www.facebook.com/ayrshirewomenshub/>

### BARNARDO'S – AYRSHIRE SERVICES

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

As of 18<sup>th</sup> March, staff who can work at home are doing so; journeys are essential ones only and direct face to face contact is being risk assessed and reviewed on a regular basis.

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

- Staff and Managers have online access and mobile phones and so are available for calls/E-mails and updates. Where this is not the case, for example, due to sickness absence, out of office alerts should be in place and direct to an available contact point
- Support and supervision arrangements for staff remain in place as do contract compliance measures, policies and procedures etc.
- Where service users have urgent presenting practical needs we will link with local supports, sign post to other services or respond to these as required

- This plan will be reviewed in relation to change in circumstances, Barnardo's organisational and Government guidance

#### **BREAK THE SILENCE**

Break the Silence will endeavour to operate in a responsive way to enable operational service delivery which ensures the safety and wellbeing of staff and clients and fits the ever-changing circumstances. With this in mind, we are putting the following steps in place to minimise any disruption to services: <https://www.facebook.com/breakthesilence.org/>

- As of 23<sup>rd</sup> March, staff will be working remotely from home and services will be tailored to suit. Current clients will be advised of arrangements for support by a member of the Break the Silence team.
- Partner organisations can still refer clients to the service, and we will endeavour to provide information sessions via telephone to these clients, however they will not be offered a counselling appointment until face-to-face counselling resumes.
- All staff have online access and communication methods and any general enquiries should continue to be made via email to [info@breakthesilence.org.uk](mailto:info@breakthesilence.org.uk) or via telephone to 01563 559558 (a diversion system will be in place so calls can still be answered during normal working hours with an answer machine service operational out-with office hours). Where contact is made to a specific staff members e-mail address, staff should be able to access these remotely. Where this is not the case, for example due to sickness absence or other leave, out of office alerts should be in place to inform and direct to an available contact point.

#### **COCAINE ANONYMOUS SCOTLAND**

Helpline: 0141 959 6363

#### **CVO EAST AYRSHIRE LTD**

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

#### **EACHa (EAST AYRSHIRE)**

Community Friends is sadly having to discontinue the drop-ins for the time being, due to restrictions on social interaction. However, we will continue to provide food parcels, toiletries and snacks to take away at the normal opening times – Mondays and Fridays 1.00pm – 3.00pm, Wednesday 2.00pm – 4.00pm.

#### **EAST AYRSHIRE COUNCIL**

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

#### **EAST AYRSHIRE - JUSTICE SERVICES**

Community Team (Kilmarnock) – 01563 539888  
Community Team (Cumnock) – 01290 428372

**EAST AYRSHIRE RECOVERY SERVICES**

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

**EAST AYRSHIRE WOMEN'S AID**

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

Telephone: 01563 536001

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

**FAMILIES OUTSIDE**

Offices are now closed, and staff can be contacted via the helpline: 08002540088, Text FAMOUT to 60777 or email [support@familiesoutside.org.uk](mailto:support@familiesoutside.org.uk)

**NARCOTICS ANONYMOUS**

For those unable to attend meetings in person, online virtual meetings are available. <https://online.ukna.org/>

**NORTH AYRSHIRE DRUG AND ALCOHOL RECOVERY SERVICE**

Telephone – 01294 476000

**NORTH AYRSHIRE COMMUNITIES PLANNING PARTNERSHIP**

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

**NOTH AYRSHIRE COUNCIL**

The latest updates from North Ayrshire are available online <https://www.north-ayrshire.gov.uk/health-and-social-care/coronavirus-covid-19.aspx>

**NORTH AYRSHIRE JUSTICE SERVICES**

Community and Court Team – 01294 463924

Community Payback Team – 01294 608900

Partnership Delivery Team – 01294 322640

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

Telephone - 01294 447 407

Email: [NorthAyrshireInfo@turningpointscotland.com](mailto:NorthAyrshireInfo@turningpointscotland.com)

**NORTH AYRSHIRE RECOVERY SERVICES**

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

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

**NORTH AYRSHIRE WOMEN'S AID**

North Ayrshire Women's Aid:

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

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

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

### **SACRO**

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

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

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

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

### **SCOTTISH FAMILIES AFFECTED BY ALCOHOL AND DRUGS**

Phone: 08080 10 10 11

Email: [HELPLINE@SFAD.ORG.UK](mailto:HELPLINE@SFAD.ORG.UK)

Webchat: [WWW.SFAD.ORG.UK](http://WWW.SFAD.ORG.UK)

General: [INFO@SFAD.ORG.UK](mailto:INFO@SFAD.ORG.UK)

### **SEASCAPE**

The majority of our team are working remotely with only a minimal staffing remaining within the office in order to minimise contact with each other.

*If required, for service users who have no other support network (i.e. family and friends) we will, where possible, attempt to fulfil requests to deliver essential groceries to the door-step.*

**Housing and Homelessness Support**

- All HUBS have been closed with immediate effect and the SeAscape Office closed to the public.
- Our support team will remain in contact with ALL service users, the level of contact being dependent on the outcome of additional risk assessment now in place to ensure the safety of both staff and service users – where possible support will be provided via the telephone but essential outreach support visits will continue.
- If we are unable to reach service users via telephone, we will visit their properties, carrying out risk assessments prior to entering the property.
- Our street outreach work will continue to carry out normal activities in order to reach the most vulnerable, while following additional risk assessment protocol.

**Rent Deposit Guarantee Scheme**

- No new referrals will be accepted to the scheme for the time being unless deemed an urgent homeless case.
- Those currently accepted onto the scheme and looking for properties will be contacted to discuss their current circumstances and assess whether they are at risk of becoming roofless.
- All landlords / letting agents and current tenants will be contacted with relevant information and details of how to contact us.

**Pass It On**

- Deliveries arranged for this week will be fulfilled providing risk assessment criteria is met.
- All other referrals will be put on hold and only URGENT referrals will be fulfilled providing they meet risk assessment criteria (i.e. if someone has nothing to sleep on or nothing to cook on).

**Befriending**

- All befriending services (group and 1:1) will be postponed until further notice, telephone befriending service will be provided with immediate effect and we are working on the possibility of using Skype etc.

**HOPE**

- Will remain in contact and provide support to ALL service users via telephone.

**Social Work**

- Individual risk assessments have taken place for each individual, staff have been briefed and we will continue to liaise with social work as the situation develops.

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

**SKILLS DEVELOPMENT SCOTLAND**

All offices closed to visitors. Career service can now be accessed via telephone to your local centre or visit <https://www.myworldofwork.co.uk/>

**SOUTH AYRSHIRE COUNCIL**

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

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

Telephone - 01292 612301

#### **SOUTH AYRSHIRE – JUSTICE SERVICES**

Telephone - 01292 289749

#### **SOUTH AYRSHIRE RECOVERY ACTIVITIES (SARA)**

**All recovery groups and activities** (including Café Hope) in South Ayrshire are cancelled with immediate effect and until further notice.

All of the Peer Group Facilitators will continue to be available during this time for telephone support and will be in touch with you (where we have a current number).

We are also exploring setting up regular online recovery meetings. See [www.facebook.com/recoveryayr](http://www.facebook.com/recoveryayr) for regular updates.

You can also contact your Group Facilitator for further information. If you do not have the Facilitators number, please call 07851 269202 or email [recoveryayr@gmail.com](mailto:recoveryayr@gmail.com)

#### **SOUTH AYRSHIRE WOMEN'S AID**

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

Telephone: 01292 266482

Email: [support@sawamail.org.uk](mailto:support@sawamail.org.uk)

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

TACT's priority is ensuring the health, safety and wellbeing of the people we support, and our staff and volunteers. ***Following the Government advice, the TACT Team are now in the process of implementing home working for all staff.***

From today our offices will be closed for any face to face contact but will be operational by telephone, text and email as normal. We have been putting contingency plans in place to ensure that we can continue to deliver a reduced level of service as safely and flexibly as possible when you need it most. Therefore, ***you can telephone the office on 01294 443044, text either 07716 483597 or 07716 485597 or email: [info@tact.scot](mailto:info@tact.scot)*** All requests will be considered and supported where applicable.

This measure is to protect both our customers and our staff and volunteers, by minimising travel and potential crowded places. You will notice some changes, the main changes are:

- All calls will initially be diverted to a member of our Team or Voicemail. Our team will check our Voicemail inbox regularly, so you should hear back from us within a few hours of your call.
- We also encourage you to use the generic email address to communicate – [info@tact.scot](mailto:info@tact.scot) – staff will be manning this and will ensure your request is sent to
- We will conduct support where necessary via telephone, text or email.
- We are following all official government advice and we will continue to update you accordingly.
- Keep an eye on our TACT Facebook page which we will be updating regularly with information and guidance.

#### **VICTIM SUPPORT SCOTLAND**

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

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

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

**VOLUNTARY ACTION SOUTH AYRSHIRE**

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

Telephone: 01292 432661

Email: [enquiries@vasa.scot](mailto:enquiries@vasa.scot)

**WE ARE WITH YOU ( Formerly Addaction)**

Kilmarnock Office – 01563 558777

Ayr Office – 01292 430529