



North Ayrshire
Community Planning Partnership

COVID-19 Update for Communities

22nd March 2020

COMMUNITY ACTION RESPONSE: COVID-19

5 things you can do to make a positive difference in your community

 <p>Think of others, consider your actions & be kind</p> <p>People in every community will face the challenges of Covid-19 in some way - from needing basic provisions to help while they are unwell.</p>	 <p>Connect and reach out to your neighbours</p> <p>As self-isolation increases, we need to find new ways to stay connected and check in on one another for our physical and mental wellbeing. Share phone numbers and stay in touch.</p>	 <p>Make the most of local online groups</p> <p>Keep up to date, share information and be a positive part of your local community conversations.</p>	 <p>Support vulnerable or isolated people</p> <p>Different groups in our communities are at increased risk and social isolation and loneliness are key concerns for all ages. There are things you can do like volunteering for local support services or donating to food banks to help.</p>	 <p>Share accurate information and advice</p> <p>Support anyone who may be anxious about Covid-19. Sign post them to the correct advice from Public Health England and encourage people to follow the correct hygiene practices.</p>
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Please contact the North Ayrshire Community Planning Team for sharing good ideas for community support during this time. The Team can be contacted by emailing: communityplanning@north-ayrshire.gov.uk

Useful telephone numbers:

Locality Leads

Cllr Louise McPhater, Tel: 01294 317156 Email: louisemcphater@north-ayrshire.gov.uk
Donna Fitzpatrick, Tel: 01294 278207 Email: fullarton.secretary@gmail.com

Dr's Surgeries

Townhead Surgery

Tel: 01294 441441

Eglinton Medical Practice

Tel: 01294 279178

Frew Terrace

Tel: 01294 272326

Lanfine Way Surgery

Tel: 01294 216433

Bourtrees Hill Medical Practice

Tel: 01294 211993

Dundonald Medical Practice

Tel: 01294 211844

Out of Hours Services

Out of Hours GP

Tel: 111

Out of Hours Social Services

Tel: 0800 328 7758

J&A Quinn Butchers are offering a delivery service for the elderly who are currently unable to leave their homes. Orders can be placed by calling: **01294 211307**.

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

Irvine Locality Facebook Page - <https://www.facebook.com/IrvineLocalityPartnership/>

North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

North Ayrshire Coronavirus Support Facebook support page has been setup to keep residents up to date with local news - <https://www.facebook.com/NACoronaCommunity/>

Kidron House Hotel, Dreghorn are providing children with a free breakfast Monday to Friday from 23rd March 2020. They are also offering parent/guardians tea and coffee at a cost of 50p and £1.

Springside Community Association have volunteers who are willing to set up a food package delivery system to those who are vulnerable and unable to get to the shops or need help feeding the family. <https://en-gb.facebook.com/springsideCC/>

Premier Paterson Stores in Irvine are launching online orders and delivery - use Snappyshopper app

Kilwinning

Useful telephone numbers:

Locality Lead – Pam Crosthwaite, Capacity & Empowerment Officer. Tel: 01294 324749 or 01294 554699 Email: pcrosthwaite@north-ayrshire.gov.uk

Dr's Surgeries

Kilwinning Medical Practice
Tel: 01294 554591

Oxenward Surgery
Tel: 01294 551555

Out of Hours Services

Out of Hours GP
Tel: 111

Out of Hours Social Services
Tel: 0800 328 7758

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

Kilwinning Locality Facebook Page - www.facebook.com/KilwinningLocalityPartnership/
North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

ACES Woodwynd are offering support to those self-isolating. They can help with picking up shopping, posting mail or even just someone to you can call and check in with you. The service is free and available to all anyone who needs it. Should you require assistance call **Ashley on 07719 480 807** or leave a text message with your address and they will do their very best to get what you need. They will text you when they are a few minutes away from your home. Your payment or order should be left on the doorstep and they will swap it over. All deliveries will be carried out using strict hygiene.

Kilwinning Home Delivery Information. A list of local business providing deliveries to the local area click [here](#) for more information.

Blacklands and Kilwinning Toon Corona Help – The local community have set up a Facebook page to help those who have been told to stay at home due to cold symptoms or are feeling unwell and unable to pick up shopping or prescriptions etc. To join this group please click the link below:
www.facebook.com/groups/2531501490458154

Foghorn Kilwinning – this Facebook group is being utilised by the community to share updates:
<https://www.facebook.com/groups/foghorkilwinning/>

Cranberrymoss will serve the community daily between 10.00 am - 2.00 pm with foodbank provisions. They are also selling pre-made meals from the Church of Nazarene for only 50p per meal. They are also making soup (or other items) for people that come to the centre on a Monday and Thursday.

Kilwinning Community Sports Club are reaching out to people who need them most at this time. If you are self-isolating and need support please contact **01294 556444** or message them on Facebook - www.facebook.com/pages/category/Sports-Club/Kilwinning-Community-Sports-Club-188856074466064/ They are able to help with; picking up essentials, dog walking, collecting prescriptions, daily phone call check in's and lend a listening ear.

Townhead Pharmacy are offering a free prescription delivery service for those self-isolating in Kilwinning. Please call the Pharmacy on 01294 559898 should you require this service.

Cranberry Moss are providing meals for any school children that want them on a Monday and Thursday 10am-2pm. They can either collect or they will be delivered. They are hoping to extend this to more days.

Three Towns

Useful telephone numbers:

Locality Lead – Shirley Morgan, Locality Officer, Tel: 01294 475900 Mobile: 07907878861

Email smorgan@north-ayrshire.gov.uk

Dr's Surgeries

Three Towns Medical Practice

Tel: 01294 464141

Stevenston Group Practice

Tel: 01294 464413

Saltcoats Group Practice

Tel: 01294 605141

South Beach Medical Centre

Tel: 01294 463011

Central Avenue Surgery

Tel: 01294 463838

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

Three Towns Locality Facebook Page - www.facebook.com/threetownslocalitypartnership/

North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

IMC Project, Saltcoats are delivering food for those in need and self isolating. They can also assist with taking local people to Dr/Hospital appointments and for shopping. **Please call 07384 806467** should you require any assistance at all.

Saltcoats Ardrossan and Stevenston Branch of the Royal British Legion Scotland has in place an action response network for branch members and also including the Three Towns Veteran Community in general, tracking those in self isolation, social isolation or just plain loneliness in this time of crisis and giving appropriate assistance and support to those in need. Contact details are as follows:

- Charles Nicol, Welfare Officer - 07764 792128
- Paul Swainson, Chairperson - 07854 092062

Some Three Towns food retailers now providing home delivery are **Stevenston Post Office** 01294 464534, **B&B Cafe** in Saltcoats. Call 01294 466725 or 07751305465. **Day To Day**, Hamilton Street, Saltcoats. Call 01294 473131. **Cali Stores**, Saltcoats Call 01294 606481.

Garnock Valley

Useful telephone numbers:

Locality Lead – Christina Pieraccini, Locality Officer Tel: 07966 680 203
Email: cpieraccini@north-ayrshire.gov.uk

Dr's Surgeries

Beith Health Centre
Tel: 01505 502888

Dalry Health Centre
Tel: 01294 832523

Kilbirnie Medical Practice
Tel: 01505 683591

Mistylaw Medical Practice
Tel: 01505 502344

Out of Hours Services

Out of Hours GP
Tel: 111

Out of Hours Social Services
Tel: 0800 328 7758

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

Garnock Valley Locality Facebook Page - www.facebook.com/GarnockValleyLocalityPartnership
North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

Garnock Rugby Club are offering to assist local residents who are self-isolating or cant get out of the house just now with collecting shopping, prescriptions, run local errand or walk your dog. This service is available on Saturday's from 10.00am -1.00 pm. Please email garnockrugbyclub@gmail.com or contact them via their Facebook page - <https://www.facebook.com/Garnock-Rugby-Club-23284546324/>

Tesco Kilbirnie are having an elderly/ vulnerable hour between 9.00 am – 10.00 am Monday, Wednesday and Friday from now until further notice

McQueen's Dairies offering doorstep deliveries of milk, eggs and juice on a Monday and Thursday. Visit www.mcqueensdairies.co.uk for more information or to place your order.

East Lugtonfield Farm offer a fruit and veg delivery service. Delivery cost is £1.50. For more information please visit their Facebook Page - <https://www.facebook.com/Fresh-Fruit-And-Vegetables-527272111059189/>

Beith Trust are offering a telephone befriending service for anyone who feels scared or overwhelmed. Call 01505 227440 Email help@beithtrust.org

North Coast

Useful telephone numbers:

Locality Lead – Anne-Marie Hunter, Engagement Officer Tel: 01294 324706
Email: Anne-MarieHunter@north-ayrshire.gov.uk

Dr's Surgeries

Largs Medical Group

Tel: 01475 674545

Skelmorlie Surgery

Tel: 01475 520248

West Kilbride Medical Practice

Tel: 01294 823607

Cumbrae Medical Practice

Tel: 01475 531 400

Out of Hours Services

Out of Hours GP

Tel: 111

Out of Hours Social Services

Tel: 0800 328 7758

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

North Coast Locality Facebook Page - www.facebook.com/NorthCoastLocalityPartnership/

North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

Help at Hand Largs - Representatives from Largs Community Resilience Team, Largs First Responder Unit, the Living Room and North Ayrshire Council are coordinating a community approach to tie up individual need with volunteer provision. This is being finalised and will be launched soon. Follow their Facebook Page for more information:

www.facebook.com/groups/helpathandlargs/?ref=share

Millport – co-ordination of community support provision is underway to match up individual needs with volunteers via the Health and Social Care Partnership, North Ayrshire Council and Cumbrae Parish Church. Volunteer application forms will be available at the Garrison on Monday from 10am - please bring photographic ID. You can also apply via this form.

There are also a number of local groups on Facebook posting helpful information for the community:

Being West Kilbride – <https://en-gb.facebook.com/groups/WestKilbride/?ref=direct>

West Kilbride People - <https://en-gb.facebook.com/groups/563648587155921/>

Largs People - <https://www.facebook.com/groups/1439440952936838/>

We know Skelmorlie Well - <https://www.facebook.com/groups/Skelmorlie/>

Fairlie Ayrshire - <https://www.facebook.com/groups/576946825650066/>

Bosun's Table are offering delivery service for their takeaway menu. Cost for deliver is £1 and full menu details are available on their Facebook Page <https://en-gb.facebook.com/BosunsLargs/>

Safer Fairlie Facebook page has been set up by local residents. They are in the process of posting leaflets through doors with details of a neighbour who has volunteered to be a point of contact to assist with collecting shopping etc for those self-isolating. For more information visit their Facebook Page <https://m.facebook.com/Safer-Fairlie-106472864317984/>

West Kilbride Coronavirus Community Support Group – If you need to self-isolate and you do not have your own support network or need someone to take to please call **Karen on 07792 116 375**. Those interesting in volunteering to help should also call this number.

W&J Brown provides breakfast provisions and newspaper deliveries in Largs, Fairlie and Millport. Call 01475 673392.

Haylie Stores in Largs can home deliver 01475 673826.

AD Patons butchers in Largs are offering help with delivery - Call 01475 672225

Haco Convenience Store will help with delivery 01475 673826

In West Kilbride, **Climie's Butchers** carry out deliveries- phone 01294 823112

Village Inn in Fairlie is providing takeaway services with home delivery available soon 01475 560 059

Room restaurant in Largs are offering their menu for home delivery. Call 01475 675767

In **Millport** home delivery is available at Premier Store (530404), Caldwell's Newsagents (530344), Hamilton's Newsagents (530324) and Crocodeli delicatessen (531314)

Useful telephone numbers

Locality Lead – Ian Staples, Manager, Arran Outdoor Centre Tel: 01770 600532
Email: ianstaples@north-ayrshire.gov.uk

Dr's Surgeries

Arran Medical Group
Tel: 01770 600516

Out of Hours Services

Out of Hours GP **Out of Hours Social Services**
Tel: 111 Tel: 0800 328 7758

Useful information will also be shared on the Locality Facebook Page and North Ayrshire Council's Twitter accounts:

Arran Locality Facebook Page - www.facebook.com/ArranLocalityPartnership/
North Ayrshire Council Twitter - https://twitter.com/North_Ayrshire

LOCHRANZA CENTRE CIC

From Monday 23 March 2020 they are happy to take orders for a hot meal to be delivered to your door between the hours of 5.00pm & 7.00pm. These will be delivered in a 'disposable' takeaway form. Our kitchen is fully compliant with Food Safety regulations & we have sufficient stocks of sanitizer etc.

You can order food from Pirnmill Shop which will be delivered direct to you. Please phone the shop on 01770 850 235 to place orders.

GENERAL ASSISTANCE

Their office phone will initially be covered from 9.00am until 5.00pm but this may change to 24/7 as the situation develops. If you need shopping to be picked up, pets walked etc please let them know. We have other local volunteers who have offered to assist with things, but more are always welcome.

COMMUNICATION ASSISTANCE

You may wish to communicate with family in other places. You may require to communicate with a Doctor perhaps. This can be done through Skype & other forms of 'technology based' face to face communication. We have set up our Geopark Room at Lochranza Centre for this purpose. It will be open during office hours from 9.00 am to 5.00 pm. There will be simple instructions for operating the equipment. You can contact us if assistance is required.

You may have a lap top, ipad or a phone which you feel you might want to use more to communicate with other people. If you don't know how to use it or set things up on it let them know & they will pick it up & set it up for you. If you have WIFI in your house but no laptop, they have a supply of basic laptops which can be borrowed & used for such things as SKYPE communication.

ACCOMMODATION

You may have family who wish to come & stay but you do not want them to stay in your own home at this moment in time they have rooms available.

There may be family members in your home who are fit & well but other family members who are not. If you require additional accommodation in this situation let them know.

FOR ALL COMMUNICATIONS

Lochranza Centre CIC: 01770 830 637

Outside Office Hours 01770 830 615

Ecco Savvy food share scheme will no longer be running from Lochranza Hall. The food that was part of this scheme will be made available direct from the COOP. Please contact Ecco Savvy on 01770 303 016 or 01770 700 417 for more details.

Arran CVS

From 20 March their offices will be closed for any face to face contact but will be operational by telephone 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 **01770 600909**, or email: info@arrancvs.org.uk All requests will be considered and supported where applicable. Office services may be limited and reviewed on a case by case basis.

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:

- The phone service will be manned from 9am to 3pm, Monday to Friday as previous opening hours. 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@arrancvs.org.uk – staff will be manning this and will ensure your request is sent to appropriate personnel.
- 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 Arran CVS Facebook page which we will be updating regularly with information and guidance.
- There may be skeleton staff in the office but the door will be locked.
- Hearing aid batteries can be posted to anyone requiring them.

Also please note that the lunch clubs in both Brodick and Lamlash as well as the Umbrella Group have all been cancelled until further notice.

Updates on the Covid-19 situation from Scottish Council for Voluntary Organisations (SCVO) can be found here: <https://scvo.org.uk/support/covid-19>

Community Support Hubs

These hubs will be launched from 24 March 2020 and will be located in each of our six localities. Their purpose is to be a local point of contact for need arising from COVID-19, responding with advice, signposting, referral or coordinating volunteers. The hubs will not be open to the public but will work alongside what's underway in local areas. Please get in touch to tell us what you are already doing and what your volunteer skills are if you want to volunteer. Please complete and submit the application form [here](#) and we will be in touch. If you have problems accessing the form please email communityplanning@north-ayrshire.gov.uk or call the hub. Our volunteers will be issued with identification badges and if you have any concerns about someone's identity please get in touch with the local hub. Please get in touch if you need some help.

Contact details for hubs (live from 24 March 2020)

Irvine - Fullarton 07934163884 07398108924 01294 278207	Irvine - Vineburgh 07864718921 07398108915 01294 317156
Irvine 07936033039 01294 313593 Redburn Centre – 01294 313593	Three Towns 07907878861 01294 475900
North Coast 07907876444 01475 673309	Garnock Valley 07395941571 01505 684512
Kilwinning 07395941792 01294 554699	Arran 07496658760 01770 600532

Our communities and individuals are already working hard to support their neighbours and communities. The Council wants to help to join things up, provide support and help with gaps.

We ask that you:

1. Consider our [guide](#) for groups and volunteers which has suggestions on how you can minimise risks
2. Let us know what you are doing to help others; and
3. Tell us what support your group needs from the Council or any local issues you identify but can't tackle.

You can email communityplanning@north-ayrshire.gov.uk now or call your local community support hub (from 24 March 2020).

School Meal Provisions

Following the Government's announcement regarding school closures, North Ayrshire Council is pleased to confirm that young people eligible for free school meals and/or in receipt of a school clothing grant will soon receive a weekly food package for both them and their families in the weeks ahead.

This package will be delivered to your home and will include lunch recipes and related ingredients.

To take part in the scheme, eligible families must opt-in by contacting us.

Parents must contact the Council's Facilities Management team on **01294 324699 and 324759** or email us on FacilitiesManagementTeam@north-ayrshire.gov.uk and provide your name, address and a contact telephone number. Please let us know if your child has any specific dietary requirements.

Once you are matched with the free school meals/clothing grant database, you will be added for a home delivery service.

In addition, all secondary schools will be open from Monday for S4-S6 pupils to allow completion of course work and free food will be provided for these pupils during morning break and lunch.

North Ayrshire Council would like to thank parents and pupils for their support during this time.

COVID-19 NHS Inform

The NHS continue to keep citizens updated – for the latest updates check out the NHS Inform website: <https://www.nhsinform.scot/coronavirus>

Helpful Tips

If you or someone in your family don't have the essential digital skills and are unable to place an online food order then it may be useful to handwrite a shopping list, take a photograph using a mobile phone and send to friend or relative who can then place the order online for you.

Priority Shopping

A number of food retailers are offering elderly and vulnerable priority shopping hours including

Sainsburys - Monday, Wednesday, Friday 8-9am

Tesco (except Express stores) - Monday, Wednesday, Friday 9-10am