



TENANTS *and* RESIDENTS  
EAST AYRSHIRE

WORKING TOGETHER FOR BETTER COMMUNITIES



**ANNUAL  
REPORT**  
**2019/2020**

*EAF Supported by the Tenants  
Information Service and Funded &  
Registered by East Ayrshire Council*





# This year's highlights

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# Chairperson's Report

Well here we are again, another year older, though I don't know if I'm any wiser. I hope you are all managing to stay home and stay safe during this unprecedented time of the worldwide Covid – 19 Pandemic. All the instructions we now have to follow to stay safe reminds me of my childhood with my mum hanging over me making sure I washed my hands properly, a much simpler time then...

The Federation has had another hard but successful year, it was absolutely brilliant to see the team from CANI, Bellsbank winning at the Tenants Information Service (TIS) National Excellence Award Ceremony, for their fantastic commitment to improving homes and lives of people of all ages living in their community and the celebrations afterwards weren't bad either.

East Ayrshire style scrutiny is going well under the guise of the newly named "Service Improvement Groups". We are just crossing the "t's and dotting the i's" on our Kitchen, Bathroom and Electrical Upgrade Report and we hope our recommendations will be accepted in due course. I must thank all the tenants who took part in our survey and think most of you will see your suggestions put into practice in the not too distant future. We were absolutely delighted by the outstanding response to this survey, our most successful to date. Once again, a massive thank you to everyone who got involved. Your time and feed back are most appreciated.

The work we are carrying out on the Housing Revenue Account (tenants' rent money) is progressing well and after learning more about how this all works, we are now having quarterly scrutiny meetings with the Council to explore the rental income and expenditure figures in a more in depth way. This will ensure that we clearly understand how budgets are set and operated and allow us to check that our rent money is spent as effectively as possible. We tie this in with the quarterly performance figures so we have a more complete picture of how the Housing Service and Housing Asset Services operate.

Our Joint Annual Conference at St. Josephs Academy in October 2019 was another great success. A busy programme of presentations and workshops important to tenants filled the agenda and I would like to say thanks to the speakers, facilitators, staff, market place organisations and of course all the tenants and residents who came along on the day to get involved and made this an excellent event.



A first for conference was our version of Dragons Den where 4 East Ayrshire based community organisations successfully bid for a share of £20,000 of funding provided by Engie. See page 6 for more details.

As always, we continue to have tenant groups from other landlords come to visit to share good practice, views and ideas, but we sometimes go to places of interest of tenants and Council officers. This year we visited 2 housing projects belonging to Blackwood Housing Association where the complex needs of their tenants are looked after through the use of new technology in tenants' homes and some really innovative and exciting house design. A big thank you to Blackwood for hosting these excellent visits.

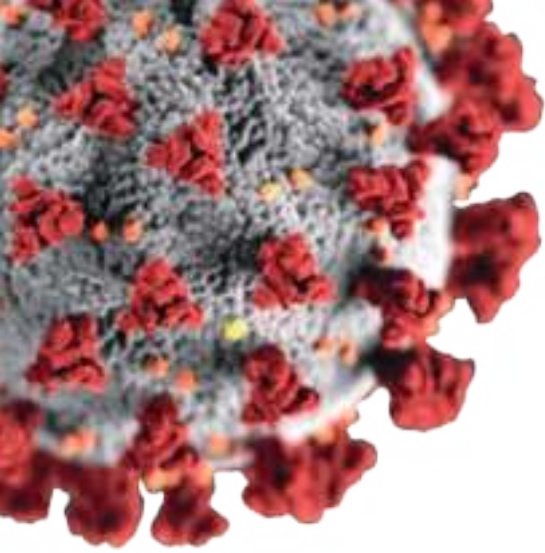
It just leaves me to thank the hard working members of our tenants and residents groups and the Federation and to thank East Ayrshire Council and their staff, in particular the officers of the Housing Service, the Customer Liaison Team, the Housing Asset Service, the Provost and Depute Provost, our Local Councillors and of course the Tenants Information Service Staff.

Breaking with tradition, this year we would like to highlight news from the Council regarding Covid – 19, provide some helpful information and contacts, give you a few fun things to do, as well as our usual round of Federation News....

Thank you. Stay Home, Be Safe and Take Care.

Yours sincerely

**Bruce Cuthbertson, Chairperson, EAF**



# COVID-19

## Important Message from your Landlord

We understand that this is a very unsettling time for all of us. We wanted to take the opportunity to reassure you that if your income suffers as a result of the Coronavirus situation, you have nothing to worry about when it comes to your home.

Although we don't know exactly what's ahead of us, we will make sure your home is the safest place to be and that no one will lose their home due to rent arrears as a result of Coronavirus.

We will support you whatever your financial circumstances. We have a range of ways to help you if you are experiencing financial hardship linked to Coronavirus, such as deferred payment of your rent or reduced payments until your income stabilises. Just call **01563 554400**.

If you need to make a claim for Universal Credit then go to **[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)**. If you are unsure whether you will qualify then contact our UC Support Team via **[UniversalCredit@east-ayrshire.gov.uk](mailto:UniversalCredit@east-ayrshire.gov.uk)** or call **01563 554400**.

We are doing everything we can to support our communities through these extraordinary times.

However, we are also having to provide a more restricted range of services following the latest government guidance on tackling the Coronavirus crisis.

Our main priority will continue to be ensuring that all tenants and their families remain **safe and secure** in their homes, whilst also safeguarding the welfare and wellbeing of our staff.

**As a result, our housing offices are now closed and our neighbourhood coaches are working from home.**

Our new working arrangements are focused on providing **essential services**, therefore we have:

- equipped staff to work from home - although home visits are suspended, your neighbourhood coach will remain **in contact** with you by telephone, email and text
- restricted repairs and maintenance to emergency and **essential services** only
- urged all tenants to let us know if, through being **ill or self-isolating**, they will find it difficult to pay their rent - we can then offer a full range of support to you
- ensured that all appointments with our Universal Credit Team and Financial Inclusion Team are fulfilled by phone

So far throughout East Ayrshire, over 80 community groups and projects have become involved with delivering shopping and prescriptions, making befriending phone calls and preparing meals for local residents. They have also been offering support to care homes and sheltered housing. This equates to over 600 registered key volunteers in our local communities. Volunteer drivers are also supporting the free school meals and foodbank services within East Ayrshire. More information on this can be found at **[east-ayrshire.gov.uk/coronavirus](http://east-ayrshire.gov.uk/coronavirus)**.



We are urging everyone to contact us through our dedicated phone number **01563 554400**, our website and by email at **east-ayrshire.gov.uk/housing** so that we can deal with emergencies and the most vulnerable people by phone.

Our message to all customers is that if you are worried about paying your rent, **get in touch**. The sooner you contact us, the faster we can help you. For the latest information on our service during this time, **east-ayrshire.gov.uk/housing** has all the details or call **01563 554400** for more information.

### Scottish Government Shielding Letters

We appreciate that some of our residents may receive a letter from the Scottish Government, requesting that they remain shielded for 12 weeks. We can advise that the aim of this approach is to protect those who are at very high risk of severe illness from Coronavirus (COVID-19) from coming into contact with the virus. Shielding does this by minimising all interaction between them and others.

The Scottish Government has committed that they would provide those shielding with support to self-isolate, this includes including helping them to access medicine and food supplies.

If you have been identified as someone who should be shielding, you should:

- not leave your home for the 12 week period advised, and
- minimise all non-essential contact with other members of your household

Within the Scottish Government issued letter, recipients will have been given a contact number to telephone to register for support. Additionally, there are a number of local resilience groups on our website's Community Support pages at **east-ayrshire.gov.uk/coronavirus** or alternatively please call our dedicated phone number **01563 554400**.

### Volunteering - how you can help

Whether it's practical or emotional support, there are lots of ways you can help. For some, that will be right now, for others there will be roles in the weeks to come. We are supporting the national Scotland Cares campaign to recruit volunteers and you can sign up now with **readyscotland.org**.

At the moment, we have three main roles for volunteers:

1. Community resilience volunteer - general help and support including pick-up and delivery of food, medicines and essentials. Regular calls and check-ins for people who are lonely or isolated.
2. Shielding volunteer - targeted help and support, including deliveries and check-ins, with those people in the community who are at very high risk of severe illness from Coronavirus (COVID-19). Shielding minimises all non-essential contact for those who have been advised to self-isolate for 12 weeks.
3. Support to local groups and charities - you will be directed to where you can help.

When you sign up to volunteer, you will be asked to confirm the role that suits you best and let us know the areas where you are able to volunteer. You will then be contacted by one of the three Community Resilience Hubs in Cumnock and Doon Valley, Kilmarnock and Stewarton and Irvine Valley. Your offer of support will then be matched with specific needs.

Please be assured that, as soon as you are needed, you will be contacted. Remember you can still help even if you need to stay at home by providing telephone support. This way you can help to keep in contact and provide reassurance to those in need.

All potential volunteers need to decide whether it is appropriate for them to volunteer based on the national guidance on **nhsinform.scot/coronavirus**.

**Please follow government advice and protect yourself, your family and your community.**





## Influencing Policy

Once again, Federation members worked with the Council to agree the **Annual Rent Consultation** information and methods, as well as encouraging our members and other tenants to respond.

The consultation was carried out, between 9th December 2019 and 10th January 2020, inclusive. The consultation leaflet was issued to every Council tenant along with every Registered (and non-Registered) Tenant Organisation affiliated to East Ayrshire Council

A total of **179** responses were received during the above period, which included both postal and online survey returns.

- **149 (86.2%)** chose option 1, which was to increase rents for 2020/21 by **1.5%**.
- **129 (72.9%)** thought that the rent they pay is good value.
- **146 (83.9%)** of consultees were happy with the level of consultation and information that the Council provided over proposed rent increases.

Feedback from the rent consultation demonstrated that tenant's priorities were for:

- Housing Improvements (**64.2%**) and
- New Council Housing (**38.6%**)

Putting tenants' views at the heart of decisions making, the Council plans to:

- Deliver its' new house build programme, with **166** new and acquired properties in the financial year 2020/21.
- Invest in Housing Improvements which will include **600** homes being re-rendered, **850** receiving an efficient heating system and **520** receiving upgrades to kitchens, bathrooms and rewiring.

Following approval, the average rent increase for 2020/21 is **£1.10 per week over 52 weeks or £1.19 over the 48 - week payment cycle, equivalent to a 1.5% increase.**

It has been approved also that Garage Site rentals be increased by **£0.63 (1.5%) per annum to £42.64**. For lockups the cost would increase by **£0.09 to £5.92 over 52 weeks or by £0.09 to £6.41 over the 48 week payment cycle**. This equates to an increase of **1.5%**.

If you want to find out more about how our rent money is spent, we would love to see you joining our Housing Revenue Scrutiny Group. Please contact chair. [eaf@yahoo.com](mailto:eaf@yahoo.com) or [karenhodgeeaf@yahoo.com](mailto:karenhodgeeaf@yahoo.com) to find out more.



# HOUSING to 2040 – Pan Ayrshire Consultation

In December 2019, the Scottish Government issued “Housing to 2040” a consultation paper that set out their key visions and principles for the future of housing in Scotland. Keen to build on the collective wisdom and expertise of communities across Scotland, the Scottish Government set out to hear people’s views on the draft vision and principles for 2040 and their ideas for how to make them a reality.

As always, East Ayrshire Federation was keen to develop a local contribution to the conversation and decided to organise a pan-Ayrshire event for tenants, residents and housing professionals.

On February 19th, over 30 delegates from North and East Ayrshire attended the event, facilitated by Susan Morris from TIS, in the Portmann Hotel in Kilmarnock, and we were delighted with the enthusiastic conversations and innovative ideas that resulted.

Delegates agreed that the visions and principles set out in the consultation document were ambitious and far reaching, but that they do not represent solutions – making these things work is where the challenges lie. We were especially keen to stress that tenant participation needs to be central to understanding community priorities and ensuring social rented tenants have a meaningful say in their landlords’ plans.

Delegates generated a range of interesting proposals that would:

- Increase the affordability of housing in the future,
- Increase the accessibility of existing and new housing (particularly for disabled or older people),
- Increase the energy efficiency and warmth (and lower the carbon emissions) of existing and new housing,
- Improve the quality standards and state of repair of existing and new homes,
- Improve the space around our homes and promote connected places and vibrant communities.



The conversations were captured and recorded throughout the morning and were used to prepare a formal response that was submitted to the Scottish Government. If you would like a full copy of the response or would like any more information about ‘Housing to 2040’ please get in touch with Susan Morris at [smorris@tis.org.uk](mailto:smorris@tis.org.uk) or 01563 524073.





# DRAGONS' DEN



New for 2019, the Federation hosted its very own "dragons' den" where local groups bid for a share of £20,000 kindly provided by Housing Asset Services and the Councils contractor, Engie.

We were overwhelmed by the efforts of local groups who bid for the funding to improve their local communities and provide exciting and fun opportunities for people of all ages. As well as getting the support of our very own "dragons" Brain Pettigrew, Engie, Councillor Elena Whittam, Alice McArdle, East Ayrshire Volunteer Centre and Brue Cuthbertson, Federation Chairperson, conference delegates used an electronic voting system to vote for their favourite projects too.

Congratulations to all worthy winners: CANI in the Community, Bellsbank, Campbell Area Tenants and Residents Association, Newmilns, Hurlford Community Association and Onthank Primary School Family & Community Group.



*"It was great fun being a Dragon for a day at our recent joint tenants Conference and seeing the sheer joy on the winners faces really brought home just how much this funding means to the groups involved. I really look forward to seeing the projects come to fruition as I know they will have measurable community wide impact. It isn't easy to get up on stage and pitch an idea and I want to say another big well done to all participants!"*

**Councillor Elena Whittam**



# JOINT FEDERATION AND COUNCIL CONFERENCE: Finding out new things, whilst having fun!

The 2019 East Ayrshire Tenants Federation and East Ayrshire Council Joint Tenants & Residents Event was an outstanding success, with over 80 tenants, residents, staff and Elected Members attending.

Other highlights included: a warm welcome from Provost Jim Todd, who officially opened the conference, an update on the Council's Housing Investment Programme from Gary Craig, Housing Asset Services, excellent workshops on "Getting Involved & Having Your Say", Health & Wellbeing and Finance & Budgeting" and an excellent Market Place providing an array of information and advice from Council Services alongside community and voluntary organisations.

The day concluded with "A year in the Life of EAF" and presentation of the Federation Awards, with Tenant Participation Champion Winner: Alan Fulton, runners up Stella Murphy and John McKenzie, along with Most Inspiring Tenants

and Residents Association: Winner: Longpark & Gladstone Tenants and Residents Association, Kilmarnock and Runners Up – Campbell Area Tenants and Residents Association, Newmilns, all picking up trophies, New group, Garven Court and Friends Tenants and Residents Association, our 1st group based in Supported Housing for Older People, received a Special Commendation in recognition of all its hard work over such a short period of time. A massive congratulations to all.

As always, a big thank you goes to everyone involved & who helped make the make the day a great success, especially the staff at St Joseph's, On – Site Catering, the market stall holders, Engie, East Ayrshire Council for Voluntary Organisations, Tenants Information Service and Council staff, and especially all the tenants and residents who came along and got involved and everyone who participated in our raffle, which raised £175 for our nominated Charity– Beautiful Inside and Out.





## EAF Vice Chair and Treasurer Go Back to School

Myself, and Federation Treasurer, Fran Milligan, took the rather wary step forward to attend **"Eat Well, Age Well: East Ayrshire"**, a Partnership Project involving students from St Joseph`s Academy, older people and the Volunteer Centre`s East Ayrshire: A Healthy Eating Project.

So, with a brave heart and best foot forward we ventured to St Joseph`s Academy on Thursday, 20th February wondering what lay in store for us and hoping we would have a fun time. We met up with Gail Caddis from the Volunteer Centre and 3 other guinea pigs John, Linda and Greta and Mrs Shearer, Assistant Head Teacher, who along with 2 pupils escorted the group to one of the Home Economics kitchens. It was surprising to me that a very evenly balanced class of smiling young ladies and pleasant young lads were waiting with as much apprehension as us "Mature Students".

We were treated to Mackerel Pate which the students had made earlier, served on toast which our hosts made and buttered for us and a strawberry milkshake was made to accompany our repast, so our first visit to Home Economics was very successful although only 1 hour.

The next hour sounded to me even more daunting when it was explained we were to join up with a class of drama students, and their teacher Mrs Ferguson soon made it seem even more daunting. We were then introduced to her class who like us weren`t sure what to expect from us "Oldies". It was soon apparent they were an outgoing lot and Josh, the

resident expert on "River City", informed us that their teacher was affectionately known to them as "Annie" due to her likeness to a character in the programme. They made us feel at home and the hour flew by with everyone joining in the kind of exercises the students do in their course work.

Over the next 3 weeks we attended St Joseph`s, where we were worked with the students to prepare some excellent meals such as Chilli and Rice, Macaroni Cheese and "Mince &Tatties". Us Oldies had to peel and mash the potatoes, whilst we all learned How to Eat Well.

We also had some interesting, entertaining and educational sessions with Annie and her students, bringing out some acting traits we probably didn`t realise we had and some us were more than willing to display our skills and fancy ourselves treading the boards, thinking we could be "Thespians".

Sadly COVID 19 decided to spoil the fun we were having and the Project had to be suspended. Both Fran and I, hope to return at a later date and complete the course.

I would like to give a massive thank you to all the students and staff who worked with us "mature volunteers". Intergenerational projects like this are great for everyone who gets involved and we hope to further develop links between the Federation and Schools in the near future.

**John (MAC) McKenzie, Vice Chair EAF:  
Affectionately known as "The Fed"**





“ I am working extensively with local Gypsy/Travellers communities to find out how the Council can better meet their needs and promote equal accessibility to services. This role also provides various opportunities to challenge negative stereotyping and prejudices that unfortunately still exist. ”

## Federation Welcome Margo McMillan, East Ayrshire Council's Gypsy / Traveller Integration and Engagement Officer

**F**ederation Welcomed Margo McMillan, East Ayrshire Council's Gypsy / Traveller Integration and Engagement Officer to our February 2020 Open Meeting, where our members were pleased to hear all about the Council's commitment to support the needs of Gypsy and Traveller communities, providing a single point of contact within the Council for all matters relating to Gypsy/Travellers across East Ayrshire.

Margo explained a bit more about her role. She said: "I am working extensively with local Gypsy/Travellers communities to find out how the Council can better meet their needs and promote equal accessibility to services. This role also provides various opportunities to challenge negative stereotyping and prejudices that unfortunately still exist."

The role further supports East Ayrshire Council as the **first local authority in Scotland** to test and trial 'Negotiated Stopping Places' - an initiative which offers an alternative to the traditional enforcement-based approaches to encampments. It involves open dialogue and negotiation between the Officer and Gypsy Travellers who pass through the area. The purpose is to enable Gypsy Travellers to stay for an agreed limited period of time, whilst adhering to a code of conduct specified by the Council. In return for adhering to the code of conduct, the encampment will be provided with basic facilities such as water, toilet facilities and

refuse uplift. This approach was first tried by Leeds City Council, who have since reported better community cohesion with lasting breakdown of negative stereotypes, reduced instances of antisocial behaviour and Gypsy Travellers having better access to services such as education and health. Although, too early to evaluate the initiative in East Ayrshire, it will progress in making every endeavour towards positive outcomes for not only EAC, but inclusion for ultimately, Gypsy Travellers. Margo added 'I believe that engagement rather than enforcement is the best way forward.'

Furthermore, Margo has developed Gypsy Traveller cultural awareness-raising training, including an e-learning module and live training sessions for staff, Community Planning Partners, Elected Members local community groups.

The Council and Federation look forward to celebrating Gypsy, Roma, and Traveller Month again in June, aiming to raise awareness of the culture, history and language of these diverse communities, helping to challenge myths, tackle prejudice and promote a better understanding in general.

**For more information please contact:**  
**margo.macmillan@east-ayrshire.gov.uk**  
**Telephone: 01563 554832**



# TENANTS AND RESIDENTS GROUP

## NEWS

**G**arven Court and Friends Tenants and Residents Association, the new kid on the block, is delighted to work with the Council, Federation and TIS to make our group a success. As well as working hard to keep everyone up to date whilst our new heating systems were installed and working with the Council to give our views on a variety of topics, we were most thrilled to have our communal garden area improved.

So, with a happy heart, I would like to give a sincere thanks to everyone involved. It has been the talking point of all our neighbours since finished. A real success. Already making a difference to us all. We are enjoying getting out and to admire the transformation and getting some exercise whilst our eyes and noses are treated to beautiful sights and smells from the flower beds. It has really brought our area and our neighbours to life.

*Margaret Pattison, Secretary*



**C**ampbell Area Tenants and Residents Association (CATRA), is a Newmilns community group founded 12 years ago. In this time, we have successfully managed to eradicate antisocial behaviour in our area, improve housing through working alongside East Ayrshire Council, East Ayrshire Federation and The Tenants Information Service. We have influenced housing legislation and improved the appearance of our area by securing funding to provide planters and hanging baskets which we annually fill with flowers. We also developed a memorial rose garden for Kathy Brown (MBE).

For the past two years, we have lit up our area at Christmas, we provided a Christmas tree and last year we added to this by lighting up our hanging baskets, this was very well received by the whole community. This year we are going to be working in conjunction with the Community Council and the Newmilns Regeneration Association to have a community lights switch on for the whole of Newmilns which we are extremely excited about.

Our most exciting project to date is to raise funds to provide an Interactive play area for the immediate and wider community at Ladeside park in Newmilns, this is progressing well and we are working hard to access the funding, we need £96,000 of this we have already raised £5,300, £5200 of this through presenting our innovative idea at the East Ayrshire Federation and East Ayrshire Council Joint Conference, in a Dragons Den style competition. Thank you to all involved.

CATRA have received an overwhelming support from the Newmilns community, Community groups, EAC, TIS and the EAF and we are all working hard together to make this project a reality.

Apart from our projects we still work hard on behalf of our Tenants and Residents on a vast range of housing issues. These include environmental issues, repairs, and at present we are working closely with the Council regarding the demolition of the top two blocks of flats on Campbell Street, keeping everyone informed of each step of the process.

I am pleased to say we have also increased our committee by four new members this year, encouraging younger people to become involved and getting a fresh new outlook on the important issues and projects we are working on.

I would like to take this opportunity to thank all our committee members for their continuous hard work and support and all the tenants and residents in the Campbell Area and wider community of Newmilns who also show support for our TARA.

*Lisa Fulton (Chairperson)*

*E-Mail: [lisafulton72@gmail.com](mailto:lisafulton72@gmail.com)*



**The Corporate Enforcement Unit within the Environmental Health Service**, hold the remit of enforcing the law on dog fouling, fly tipping and littering. The Unit also deal with abandoned and nuisance vehicles as well as the provisions in relation to the smoking ban. They work within our communities to ensure that they are kept safe, clean, green and vibrant for everyone to enjoy.

Since December 2019, the team, when present in the communities, were witnessing where the vast majority of people were seen to be championing good environmental practice such as removing their dog mess or binning their rubbish. Rather than only giving out fines to those witnessed breaching legislation, the team now also give out community environment champion rewards. The reward is a family match day ticket to a Kilmarnock FC home match for 2 adults and 2 children.



The launch of Green Spaces and Well-Being Places Initiative at the Kay Park, Kilmarnock with Corporate Enforcement Officers, Outdoor Services, Police Scotland and Councillor Whittham.



Corporate Enforcement Officers



The launch of Corporate Enforcement Reward Scheme at Rugby Park joined by Cathy Jamieson KFC Director, Kilmarnock player Mohamed El Makrini, Allen Kyle KFC Supporters Association, Grant Moore KFC Communities Officer, Gemma Milligan, KFC trust, John Hay Outdoor Services, Councillor Maitland along with other members of KFC Trust. KFC Director Allen Kyle KFC supporters' association Cllr Maitland, Cathy Jamieson KFC Director, Allen Kyle KFC supporters' association, Grant Moore, KFC Communities, Gemma Milligan, KFC trust, John Hay Outdoor Services, other KFC trust members.

## THE FEDERATION SALUTES OUR FRONTLINE HEROES

**E**AF members, along with everyone else in the country is proud to support our front line heroes and say a massive big thank you to everyone who is doing their best to keep us safe, well and fed & watered during this pandemic.

A weekly round of applause, though well deserved does not say enough about how much they mean to us all. But we hope this and our own thank you here, lets those working in the NHS, our local stores and supermarkets, delivery companies and the thousands of volunteers up and down the country know we are thinking of them and are most grateful for everything they are doing for us.

Of course, we are not forgetting everyone else doing their bit by staying home, washing their hands and keeping their social distance when they do need to go out.



So, thank you, as the Musketeers famously said:  
***"All for One and One for All..."***

# EAST AYRSHIRE HOUSING OPTIONS SERVICE

**East Ayrshire Housing Options Service** can provide **Private Sector tenants** with “A one stop shop for all housing advice and information needs”

## **We can:**

- Work with tenants and other services and agencies to resolve tenancy issues and address support issues
- Consider what can be done to enable tenants to sustain their tenancies
- Provide tenants with advice and information on a wide range of housing and related issues
- Provide information tenants on Housing Options including homelessness advice
- Provide information to tenants so that they are able to make informed decisions about their circumstances

## **Prevention of homelessness benefits landlords, tenants and communities:**

- Tenancy issues can impact on landlords financially in respect of rent loss and costs to re-let a property
- Homelessness can impact on people’s health and wellbeing and cause disruption to everyone experiencing homelessness including children
- Keeping people in their homes, addressing issues and providing support can also have a positive affect on communities.

If you know of any Private Rented Sector tenant experiencing difficulties, please encourage them to contact Housing Options at the earliest opportunity as the sooner we are aware of the issues the sooner we can provide assistance.

We aim to achieve positive outcomes for people and have a person - centred approach.

Tenants can contact Housing Options by telephoning us on 01563 554554, by email to [housing@east-ayrshire.gov.uk](mailto:housing@east-ayrshire.gov.uk) and we are located at Civic Centre North, John Dickie Street, Kilmarnock.

We are able to offer:

- **Trained Reception Staff and Housing Options Officers**
- **Private Interview Rooms**
- **Accompanied Interviews** (Tenants can bring along a friend, relative or advisor)
- **Male and Female Interviewers** (Tenants can request that their interview is with a male or female)
- **Interpreters** (If the tenants first language is not English, we can arrange for an interpreter to attend their interview)



Right: EAF Office Bearers and EAC Customer Liaison Team Supporting Scotland’s National Housing Day, 19th September 2019.



# Crossword

## CLUES ACROSS

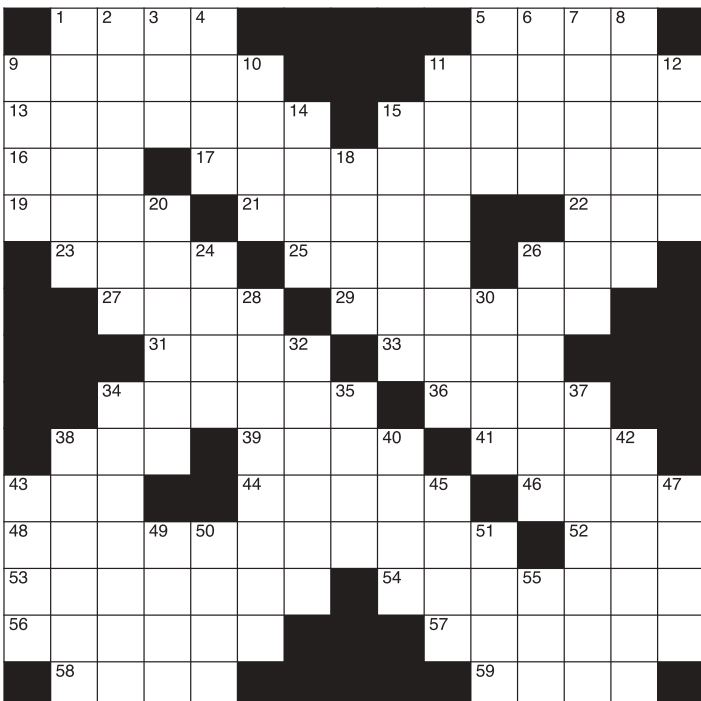
1. Canadian law enforcers
5. Actor Idris
9. Cut or bruise
11. Vegetables
13. Aircraft delivery
15. To make obsolete
16. Things similar to those already noted
17. Columbus is a famous one
19. Age group
21. Denotes nature of sound
22. Klutz
23. Uninteresting
25. Computer manufacturer
26. 2,000 lbs.
27. Genus of seabirds
29. Emerges
31. Baseball stat
33. Witnesses
34. Observed
36. Satisfy
38. Former OSS
39. Small Eurasian deer
41. Wife of Sparta's king
43. Ballplayer accessory
44. Temporary cessation of breathing
46. Where construction workers ply their trade
48. Arguments that justify a religious doctrine

52. Thick cloud of tiny water droplets
53. Widens
54. Detection
56. Period of inactivity
57. Tomato and vodka are two
58. Greek war god
59. Urinates

## CLUES DOWN

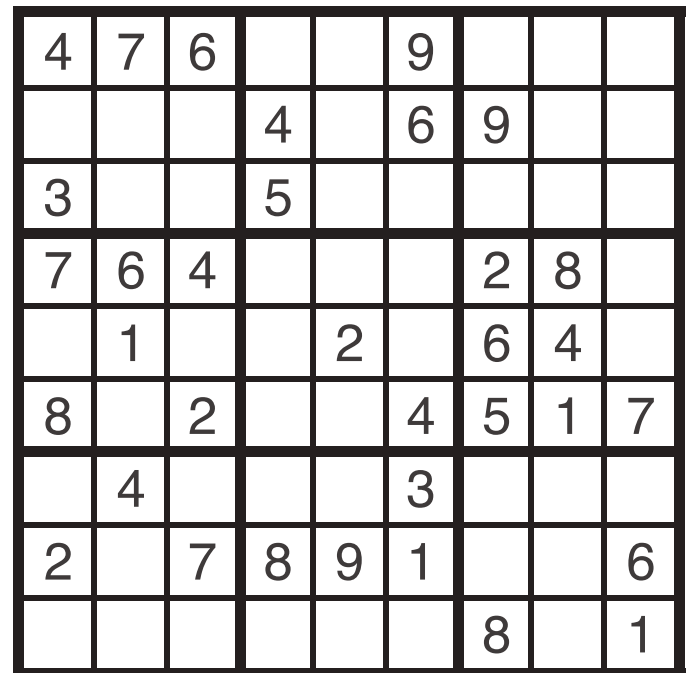
1. Churned
2. Seal bottles
3. Million barrels per day (abbr.)
4. Meat from a pig (French)
5. Within
6. Walk in a slow pace
7. Cries
8. About Andes
9. Fishermen use it
10. Expresses delight
11. Shouts
12. Feudal agricultural laborer
14. Sailboat
15. Small Eurasian willows
18. S. American native people
20. Extreme disgust
24. Nonsense (slang)
26. Produce male reproductive cells
28. Computes

30. Pop singer
32. Weds secretly
34. Having two poles
35. Yankee hero Bucky
37. Building
38. Per \_\_, each
40. Six (Spanish)
42. Makes amends
43. Scoundrels
45. Baseball's best pitchers
47. Some are scrambled
49. Emit coherent radiation
50. Singer Redding
51. Break
55. Institute legal proceedings against



# Sudoku

Sudoku puzzles are formatted as a 9x9 grid, broken down into nine 3x3 boxes. To solve a sudoku, the numbers 1 through 9 must fill each row, column and box. Each number can appear only once in each row, column and box. You can figure out the order in which the numbers will appear by using the numeric clues already provided in the boxes. The more numbers you name, the easier it gets to solve the puzzle!



Level: Beginner

<https://www.boatloadpuzzles.com/playcrossword>



## Easy Tuna & Sun-Dried Tomatoes Pasta Bake

### Ingredients

- 500g dried rigatoni (or any other short pasta)
- 2 x 400g cans chopped tomatoes
- 4 thyme sprigs, leaves only
- 300ml double cream
- 280g jar sundried tomatoes, drained and quartered
- 198g can no-added-salt sweetcorn, drained
- 3 x 120g cans tuna in spring water, drained
- 100g cheddar, grated
- 50g parmesan, grated



### Method

1. Heat the grill to its highest setting and put a large saucepan of salted water on to boil. Tip in the pasta and cook for 1 min less than the pack suggests.
2. Meanwhile, make the sauce by simmering the tomatoes in a pan with a little seasoning and the thyme for about 5 mins. Pour in the cream, stir and simmer for another 4-5 mins.
3. Drain the pasta, reserving a little of the cooking water, and tip back into the saucepan. Pour over the creamy tomato sauce, the sundried tomatoes, sweetcorn and tuna. Layer into a baking dish (ours was 22 x 29cm), scattering over the grated cheddar between layers. Sprinkle the Parmesan on top and put under the grill for 5 mins until bubbling and golden.

## Quick, Easy and Nutritious Lentil Soup

### Ingredients

- 1tbsp oil
- 2 medium onions, peeled and chopped
- 200g smoked lean bacon, chopped
- 300g red lentils
- 2 x 400g cans chopped tomatoes

#### For the croutons:

- 4 slices chunky bread, cut into small pieces
- 2tbsp olive oil
- 1tbsp snipped fresh rosemary



### Method

1. Heat the oil in a large pan then cook the onions until soft. Add the bacon and let it cook through. Add the lentils, tomatoes and 800ml water with plenty of seasoning. Bring to the boil then simmer until the lentils are tender, about 40 minutes. Whizz with a stick blender. Serve with the croutons.
2. For the croutons, toss the bread in the oil and rosemary then bake in a hot oven until browned or cook in a frying pan.





# COVID - 19: RESILIENT EAST AYRSHIRE



## How Organisations Across East Ayrshire are Helping and Supporting Local Communities

During this Pandemic, the Federation is delighted to see that many groups and organisations are really working hard to support people in our communities.

To find out more please see the Council's Website - <https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Coronavirus/Community-resilience-groups.aspx>

Telephone: 01563 554400, Email: [vcsupport@east-ayrshire.gov.uk](mailto:vcsupport@east-ayrshire.gov.uk)

Caring kinder connected insert promoting help sheet can be downloaded at:  
<https://www.east-ayrshire.gov.uk/Resources/PDF/C/Coronavirus-help-sheet.pdf>



## FREE IMPARTIAL MONEY & BENEFITS ADVICE



*Money worries in East Ayrshire?  
Making you lose sleep?  
Making you stressed?  
Debt advice in East Ayrshire  
Making you feel unhappy?  
Making you miss household bills?  
Nothing left at end of month?*

The Financial Inclusion team are still on hand to offer support, contact can be made for free impartial money & benefits advice in East Ayrshire at: Freephone: 0800 389 7750.

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



# KEEP CALM AND CARRY ON

Some things to do, some things to think about whilst we are at home for most of the day. During this challenging time, many of us may be feeling anxious or stressed as we all try to adapt to our new 'normal'. Here are some things you may want to try:

## BREATHE

Take a few deeper breaths than normal. A long slow in breath (from your stomach) and a long slow out breath; paying attention to your breathing. Feel a sense of letting go on the out-breath.

## GROUND YOURSELF

Feel your feet on the ground – notice any sensations like tingling or heat or cold. Paying attention to your feet takes your attention away from thoughts and difficult emotions.

## SMILE

You may not feel like smiling, but doing it will automatically relax tension in your body and may light up someone else's day if they see you.

## NOTICE

Take notice of one thing you can be grateful for, right now in this moment e.g. help from others; a comfy bed, the taste of tea or coffee; messages from friends; daffodils etc.

Being more mindful can help reduce feelings of anxiety or stress and can help improve self-compassion, the quality of sleep and improve relaxation.

If you need any further support, there are other organisations such as [www.headspace.com](http://www.headspace.com) or [www.calm.com](http://www.calm.com) who are offering a variety of online resources for free during this time.

Additionally, keep in touch with your neighbours, your colleagues, your family and your friends and talk about how you are feeling.

Remember although this may be a challenging time for us all, we are in this together and together we will get through this.

# PROTECTING PEOPLE IN EAST AYRSHIRE

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

We know that COVID-19 brings uncertain times but now, more than ever, our priority is to make sure we support and protect people from harm and abuse. Our services are open and continue to provide help and support. If you know, or think you know, someone who is at risk, or is being neglected or harmed, please tell us. We are here to provide help and support.

## Worried about an adult?

East Ayrshire Health & Social Care Partnership are here to help. Please contact:

**T: 01563 554200** East Ayrshire North  
**01290 427720** East Ayrshire South

**E: [HSCP@customerfirst@east-ayrshire.gov.uk](mailto:HSCP@customerfirst@east-ayrshire.gov.uk)**

This service operates Monday to Friday 9am – 5pm (4pm Friday)

## Worried about a child?

East Ayrshire Health & Social Care Partnership are here to help. Please contact:

**T: 01563 554200** East Ayrshire North  
**01290 427720** East Ayrshire South

**E: [social.work@east-ayrshire.gov.uk](mailto:social.work@east-ayrshire.gov.uk)**

This service operates Monday to Friday 9am – 5pm (4pm Friday)

## Worried about a problem with alcohol or substance use?

Our Alcohol and Drug Partnership understands these problems. These local services are here to listen and offer advice and support. Please contact:

**NHS Addiction Service East Ayrshire**

**T: 01563 574237**

**We are With You (formerly Addaction)**

**T: 01563 558777**

**Scottish Families affected by Alcohol & Drugs**

**T: 08080 101011**

**Ayrshire Council on Alcohol**

**T: 01292 281 238**

## Worried about suicide or self-harm?

Every life matters and there are many local and national organisations who are here to listen and offer help. For crisis help and support please contact:

**Emergencies**

**T: 999**

**Samaritans**

**T: 116 123**

**Breathing Space**

**T: 0800 83 85 87**

**NHS 24**

**T: 111**

[A full support directory is available by clicking here.](#)

## Worried about experiencing violence or abuse?

People may be more at risk of domestic violence or abuse during this time. Our Violence Against Women Partnership can provide help, advice and support. Please contact:

**East Ayrshire Women's Aid** **T: 01563 536001**

**Hemat Gryffe Women's Aid** **T: 0141 353 0859**

**Break the Silence** **T: 01563 559558**

**Turn to Us-The Star Centre** **T: 01563 544686**

**Victim Support** **T: 01563 540252**

**Abused Men in Scotland** **T: 0808 801 0327**

**Men's Advice Line** **T: 0808 801 0327**

**LGBT Helpline Scotland** **T: 0300 123 2523**

**Modern Slavery Helpline** **T: 0800 121 700**

**National Domestic Abuse Helpline 24(hr)** **T: 0800 027 1234**

**National Victim Support** **T: 0800 160 1985**

To visit our website for information including [where you can go for support in East Ayrshire](#), [click here](#).





# PROTECTING PEOPLE IN EAST AYRSHIRE

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

## Want to know what help is available in your local community?

Many people in our communities will be more vulnerable at this time. They may be feeling isolated or lonely, and others may require some support and assistance with practical things such as dealing with debt or money worries, shopping, access to food or medication over the coming weeks.

[You can find a full range of community hubs and local resilience groups by clicking here.](#)

Or contact **Vibrant Communities**

**T: 01563 576354**

**E: [vibrantcommunities@east-ayrshire.gov.uk](mailto:vibrantcommunities@east-ayrshire.gov.uk)**

Please also contact one of the services below:

<b>Befriending Service</b>	<b>T: 01563 576354</b>
<b>School meals or</b>	
<b>Community food provision</b>	<b>T: 01563 554400</b>
<b>Food Bank</b>	<b>T: 01563 574000</b>
<b>Citizens Advice Bureau</b>	<b>T: 01563 543379</b>
<b>Financial Inclusion Team</b>	<b>T: 0800 389 7750</b>
<b>EAC Universal Credit</b>	
<b>Support Team</b>	<b>T: 01563 503280</b>

## Worried about scams or fraud?

Fraudsters are using the COVID-19 pandemic to scam the public – don't become a victim.

The majority of scams that are being reported are online shopping scams where people have ordered protective face masks, hand sanitiser, and other products, which have never arrived.

Other frauds being reported include ticket fraud, romance fraud, charity fraud and lender loan fraud.

[For further information on spotting scams click here.](#)

Report scams to **Trading Standards**

**T: 01563 576790 (option 5)**

**E: [tradingstandards@east-ayrshire.gov.uk](mailto:tradingstandards@east-ayrshire.gov.uk)**

## Worried about someone out of hours or over the weekend?

For help available outwith daytime hours or at weekends please contact:

**Ayrshire Urgent Care Service**

**T: 0800 328 7758**

This service operates Monday to Friday 9am – 5pm (4pm Friday)

## Further Information

**Scotland's National BSL Interpreting Video Relay Service**

<https://contactscotland-bsl.org/>

**East Ayrshire Sensory Impairment Team** **T: 01563 554200 (Kilmarnock & surrounding areas)**

**T: 01290 427720 (Cumnock and surrounding areas)**

**E: [social.work@east-ayrshire.gov.uk](mailto:social.work@east-ayrshire.gov.uk)**

This service operates Monday to Friday 9am – 5pm (4pm Friday)

## Can't find what you need?

**Contact East Ayrshire Council**

**T: 01563 5544000**

<https://www.east-ayrshire.gov.uk/Home.aspx>





Citrus Energy is an energy advice and advocacy service.

Our Lemon Aid team can assist with energy debt, energy crisis, and advocacy with suppliers on your behalf.

We can help if you have not used your gas for a long time and have built up standing charge debt.

If you do not have a supply of gas or electricity for any reason or your gas supply has been capped please contact us for advice and assistance getting you back on supply

We have a unique switching service where we will compare the whole energy market for you and give you best advice as to what is best for You as there is not a “one size fits all” energy supplier.

Our services are free and available to anyone.

- Citrus Energy is a subsidiary company of Cunninghame Housing Association recently awarded the prestigious Chartered Institute of Housing “UK Landlord of the Year 2014” Award.
- Founded in 2013, Citrus Energy is a social enterprise that exists to help domestic and commercial energy consumers make genuine savings on gas and electricity costs through our truly impartial advice and recommendations. As a social enterprise, any profit we achieve is re-distributed into the community we work with to help reduce fuel poverty issues and create sustainable employment.
- Our success as a company is defined simply by the amount of savings we can make for our customers – through managing the switching of energy suppliers and sharing our knowledge and experience on energy efficiency, benefits and schemes.
- We work closely and maintain excellent relationships with other agencies to extend the levels of support available to our customers, acting as a signpost to additional services available from organisations such as Money Matters and The Energy Agency.
- Our thorough understanding of the commercial energy and property markets combined with our working partnerships allow Citrus Energy to offer a fully comprehensive range of switching options and advice to our customers.



**Interested? - call us on Freephone 0800 221 8089**  
and we will explain to you how we can help.

# EAST AYRSHIRE FOODBANK

## EMERGENCY FOOD PROVISION UPDATE



During the current situation here at **East Ayrshire Foodbank**, we will no longer be using the red voucher system and a new, emergency food provision service has been set up. As you would imagine, we are experiencing a very high demand on the service and while we try to adhere to the delivery dates detailed below this is not always possible. Referring agents and clients should be aware of this. Where possible, we will contact clients on the morning of their delivery.

Referral agents should continue to refer people through to us by completing all sections of the attached referral form. Any relevant information such as "entry system broken" or dietary requirements should be included on the form to allow us to accommodate delivery needs. Completed forms should be sent to: eastayrshirefoodbank@cvoea.co.uk

**Information for clients wishing to self-refer remain the same:**

Email: eastayrshirefoodbank@cvoea.co.uk, Telephone: 01563 574000

Facebook Private Message: Ayrshire East Foodbank

Anyone wishing to volunteer should also email:  
eastayrshirefoodbank@cvoea.co.uk

### PLEASE NOTE:

Messages or emails, coming through CVO East Ayrshire, might not be picked up. Any enquiries or requests for food provision **must** be directed through the Foodbank.

Questions asked during the registration process will reflect the information in the foodbank vouchers which will allow us to record the demand and level of service provided.

As with many other services, this is a new approach to delivery, and we will review and amend the model as the situation changes. We will continue to monitor demand on a weekly basis and if necessary, we may increase our opening hours in the areas where demand is highest.

**Please note, times and dates noted below, may change dependent on demand and driver availability**

## FOODBANK DATES & TIMES FOR DELIVERY

### KILMARNOCK AND FENWICK

Monday 10am – 1pm

Wednesday 10am – 1pm

Friday 10am – 3.30pm

### IRVINE VALLEY

Tuesday 10am – 1pm

Thursday 10am – 1pm

### CUMNOCK, NEW CUMNOCK, AUCHINLECK AND SURROUNDING AREA

Monday 2.30pm – 4.30pm

Wednesday 2.30pm – 4.30pm

Friday 2.30pm – 4.30pm

### STEWARTON, KILMAURS AND DUNLOP

Monday 2.30pm – 4.30pm

Thursday 2.30pm – 4.30pm

### DALMELLINGTON AND PATNA

Monday and Friday 9am – 4pm at THE ZONE, 10 High Main Street, Dalmellington, KA6 7QN

Additional deliveries will be supported as and when required dependant on driver availability.

Further information is available from Nicola Caldwell, Foodbank Partnership Manager, (Ayrshire East), Emergency Food Provision, CVO (EA) Ltd - M: 07918566429, T: 01563 594600, E: nicola.caldwell@cvoea.co.uk



# Foodbank Registration Form



Name:  Age:

Address:

Postcode:

Telephone Number:

This is required to call you prior to delivery of parcel

How many adults in the household:  Please provide details for each adult:

Name: _____	Age: _____
Name: _____	Age: _____
Name: _____	Age: _____
Name: _____	Age: _____

How many children in the household?  Age of children:

Referral Agent:

Reason for using the foodbank:

Have you accessed the foodbank before: Y / N

If yes when and was it at the same address?:

Have you accessed any other emergency food provision in the past two weeks? Y / N

If yes please give details:

Are you engaging with any other service: Y / N - If yes please provide details including service and named contact:

Any other supports needed: Y / N - If yes please provide details:

Do you agree that we may share your information with other services if you require additional supports? You understand that we are unable to give a specific date or time. By registering you are agreeing to be at home to accept the delivery. If you are not at home when we deliver it may affect your ability to access the foodbank in the future.

Any information you give may be verified and if found to be inaccurate it may affect your ability to access the foodbank in future. Please confirm the information given is accurate.

Date of registration  Staff name:

