



PROTECTING PEOPLE
in East Ayrshire

STILL HERE TO HELP

STAYING
SAFE & WELL
THIS WINTER

This is a special festive booklet filled with advice and tips on how to stay safe and well over the winter months.

It is full of useful contacts and information just in case you or someone you know needs help or support.

IT'S GOOD TO TALK

During these tough times there are many services in place to help those who are vulnerable, elderly or isolated. Here are some of the services available...

Within East Ayrshire, **Vibrant Communities** offer guidance and help to those who live in our communities together with a Befriending Service. Telephone them on **01563 576 354** or email vibrantcommunities@east-ayrshire.gov.uk

Kilmarnock Station Community Village are providing a variety of free online classes such as Qi Gong Meditation, Anxiety Management or Mindfulness. Call **01563 573 966** or email caroline@ksrht.org for details.

Time for Me can provide a range of therapies including counselling, hypnotherapy and mindfulness to support your mental well-being, for details. Email timeformeangela@gmail.com

Centrestage are providing a 'checking in' service to those who are lonely, isolated or struggling with their mental well-being. Contact them at www.centrestagemf.org.uk or phone **01563 551 505**.

NHS Ayrshire & Arran have launched a dedicated volunteer listening and support service which will operate 7 days a week from 9am to 10pm and can be accessed on **01563 826 430**.

Bee Busy Be Friend offer a befriending service for all ages who are experiencing feelings of loneliness and isolation. Email anniebrown@eav.org.uk or telephone **07880 035 471**.

Home but Not Alone offers a befriending service for people who are experiencing increased feelings of loneliness and isolation during lock-down and beyond. Email anniebrown@eav.org.uk or telephone **07880 035 471**.

Awakening Auras offer guided meditation classes every Wednesday to help support your well-being. Call Margaret on 07368 878564 or send a message through their Facebook page.

Yipworld provide a wide range of support services primarily for children and young people. Email info@yipworld.org or call **01290 422364**.



United to Prevent Suicide. Join the movement at unitedtopreventsuicide.org.uk as together we can save lives. If you or a loved one are struggling with thoughts of suicide go to www.east-ayrshire.gov.uk/suicideprevention

[@NSPLG_Scot](https://twitter.com/NSPLG_Scot) [@PublicHealthAAA](https://twitter.com/PublicHealthAAA) [@EAHSCP](https://twitter.com/EAHSCP)
[@EastAyrshire](https://twitter.com/EastAyrshire) [@TalkToSaveLives](https://twitter.com/TalkToSaveLives)

Suicide is one of the main causes of death among people in Scotland today, with two people dying by suicide each day. Every life lost to suicide is a tragedy. Most people contemplating suicide may not want to die; they want to stop the pain and difficulties they are suffering at the time.

How you can help

The best way to find out if someone is thinking about suicide is to ask directly. Open talk and genuine concern about someone's thoughts of suicide are a source of relief and are key elements in preventing immediate danger of suicide. Suicide prevention is often made difficult by the stigma attached - people find it difficult to speak freely about it. This stigma leads to misunderstanding and intolerance. East Ayrshire's Here to Listen suicide prevention strategy aims to change these attitudes by increasing awareness and understanding in our communities.

There are many local and national organisations that can help with this, such as Breathing Space and the Samaritans.

- **Breathing Space 0800 83 85 87 (lines open Monday-Thursday 6pm-2am, Friday-Sunday 6pm-6am)**
- **Samaritans 116 123 (Free) (Lines open 24 hours)**

Suicide Bereavement Support Service, please email: suicidebereavementsupport@nhs.scot **Or call: 0800 471 4768**

Please note our telephone line is not manned 7 days per week so you may be asked to leave a message.

Connect



At CONNECT CALL they provide a free, confidential service offering friendship and support to people in East Ayrshire who may live alone and experience isolation or just in need of a friendly chat.

They will be offering normal service over the festive period and our volunteers will still be calling our clients on Tuesday, Wednesday and Thursday.

Connect Call aims to improve socialisation within the community, connecting people for a chat. They aim to signpost people to services and groups which would have a positive impact.

They try to turn their conversations away from their loneliness, isolation, bereavement or illness so they are focussing on happier times and what's happening in the community, world or past events.

In operation for **6 and a half years**, 180 plus calls per week, covering the whole of East Ayrshire, 156 days a year.

The Connect call service is now operational in the local communities of Cumnock (YIP WORLD) and Dalmelington (ZONE PROJECT) due to increased demand at this time due to the Covid19 pandemic.

Currently a small team of dedicated volunteers field these calls, if you would be interested joining them, please contact: Jo Oliver, Connect Call Co-ordinator, CVO (EA) Ltd
Mob : **07425517678**
Email: jo.oliver@cvoea.co.uk

Alongside Connect Calls a virtual meeting of **Brew and a Blether** takes place weekly. Details on how to access this can be found on the WG13 Facebook page – everyone is welcome.

COMMUNITY CONNECTORS (East Ayrshire)

COMMUNITY CONNECTORS are aligned to GP practices across East Ayrshire working closely with practice teams and aligned practitioners.



They engage with and actively support clients to access services or resources best suited to their needs.

As Community Connectors, their approach empowers people to better manage their own well-being through: Combating isolation providing motivation for lifestyle change Building confidence and support networks Linking to practical resources & helping people navigate additional services.

The service continues to operate over the festive period, please ask a member of your GP practice team for more information or to be referred in.



KEEPING COSY THIS WINTER

FROST PRECAUTIONS

Burst pipes can cause serious damage to your home. Burst pipes usually follow on from the water in the pipe freezing. When water freezes it expands, and that is what causes fractures to the pipes.

By following a few simple precautions you can hopefully avoid getting frozen pipes.



Keeping your home cosy this winter.

Frozen Pipes

To avoid frozen pipes you should:

- Check severe weather reports.
- Keep your home reasonably warm day and night.
- Never leave a tap dripping.
- Reduce draughts wherever possible.
- Leave your loft hatch open a little in really cold weather.

If you leave your home empty for a few days during the winter it is important that you:

- Leave your central heating on at the frost setting.
- If possible, leave a key with someone who can keep an eye on the house, maybe a neighbour.

Tenants are required to inform their neighbourhood housing office if they intend to be away from home for an extended period of time.

If you get frozen pipes

- If possible, thaw the pipes by applying gentle heat, e.g. hair-dryer or hot water bottle do not under any circumstances use a blow torch or naked flame on any fitting or pipes within your home.
- Raise the temperature in your house but do not switch on the immersion or central heating.
- When the water begins to run at all taps and WC cistern it is safe to use the immersion or central heating.

Burst Pipes

If you do get burst pipes:

- Turn off the water at the main stopcock immediately – this can save a lot of time, damage and expense. The main stopcock is usually found under the sink. If the Council has recently fitted a new kitchen you will have a 'Sure Stop' valve that once activated will shut off the water supply. Check now where your stopcock is located.
- Turn on all taps and flush the WC.
- Switch off the electricity supply if water comes into contact with fittings or wiring.
- Attempt to contain the leak in a bowl or other container.
- Contact the Council's Repair Service on **01563 555555**.
- Warn any neighbours who may be affected.

In extreme cold weather conditions our Repairs Service can experience a high volume of calls for heating and hot water repair requests.

We prioritise reports of no heating/hot water for our elderly, disabled and vulnerable tenants. Please help by trying to thaw out pipes yourself if you think this is the cause of your problems and it is safe to do so.

FURTHER INFORMATION

For further information on burst and frozen pipes visit the following websites:

www.east-ayrshire.gov.uk

and www.scottishwater.co.uk



MONEY WORRIES?



Poverty is about more than just money but a lack of money is the defining feature of being poor.

It affects all sectors of our society; young families, lone parents, the elderly, those living with illness or disability and people out of work. But in more recent years there has been an increase in-work poverty.

Currently **1:4** children in East Ayrshire are living in poverty and figures from Child Poverty Action Group suggest that **65%** of all children living in poverty are from a family where at least one member of the household is in employment.

With the current COVID-19 pandemic putting people's jobs at risk and the potential fallout from leaving the European Union, the overall situation could get a lot worse.

The Financial Inclusion Team are here to help the most vulnerable people to access their correct benefit entitlement. Referrals can be made online via our dedicated website www.eamoney.co.uk or our Free-phone number **0800 389 7750**.

Our team will be able to provide advice and triage referrals and pass them to the most appropriate partner organisation to support you. This may be Citizens Advice Bureau, Citrus Energy, the Council's Universal Credit Team or one of the many other partner agencies who work together to ensure your issues are dealt with appropriately and with understanding in your time of need.

Where the case is of a more complex nature, particularly concerning benefit entitlement, your case will be allocated to a Financial Inclusion Officer who will provide advice and support to help you navigate through a complex benefits system and if necessary, provide support and representation for you at any Social Security Appeal Tribunal.

We also have a dedicated **Macmillan Team** who support those living with cancer to ensure that you receive all the financial assistance that you are entitled to ease those worries and allow you to concentrate on your recovery. Referrals can be made via the www.eamoney.co.uk website or more commonly, ask your Cancer Nurse to make a referral for you.



It's not what's under the tree that counts, it's the people around it - get advice now and ease your money worries.



MONEY WORRIES?

In Court Advice Team

Many people face a multitude of financial problems, including ones that can put your home at risk. Based at Kilmarnock Sheriff Court, our **In Court Advice Team** are there to help should you fall into arrears with your rent and your landlord is considering taking court action against you that could lead to your eviction from your home.

The project is funded by the Scottish Legal Aid Board and our In Court Advisors can provide advice and guidance, as well as advocating on your behalf with your landlord and providing representation in Court if required. Our Advisors can also assist you with Simple Procedure cases to find a resolution to any dispute you may have where you have either taken or are the respondent in a Simple Procedure court case.

You can contact our In Court Advice team on **01563 549 367** or via e-mail at InCourtAdvice@east-ayrshire.gov.uk

Employability Financial Inclusion Team

Employment can be a route to escape poverty but for many that road can be blocked by a number of barriers. This could be benefits issues, debt, disability, transport, childcare or a variety of other such barriers that you may have to overcome to help you gain meaningful employment.

Our **Employability Financial Inclusion Team** are there to help. If you are of working age, our dedicated team will work with you to help you overcome those hurdles and move a step closer into employment or training. The project is funded via the European Structural Investment Fund and works closely with work coaches from a number of training organisations such as Skills Development Scotland and many others.

If you are a lone parent; or live in a workless or low income household, you can make a referral to the FIT Employability on **01563 578 791** or via email at FITemployability@east-ayrshire.gov.uk





North · East · South · Here

A financial cooperative, owned and controlled by our members. We offer financial services to suit your needs, operating on the principle of a common bond.

If you live or work in Ayrshire, you are eligible to join Ayrshire Credit Union. Your whole family will be welcome in our community and can benefit from membership of the Credit Union.



Washing Machine Woes?

A Low Cost Loan Tale.

Sunday

Maggie agrees to do the laundry for her son's football team.

Sunday Night

Maggie's washing machine breaks down. A new one will cost £300. Maggie doesn't have that kind of money!

Monday Morning

Maggie looks at a **Hire Purchase** store. A new washing machine will cost £3.01 a week for 3 years. Costing her **£169.56 in interest** or £56.52 a year.

Contact details:

Ayrshire Credit Union
24 The Foregate
Kilmarnock, KA1 1LU
Scotland

Phone: **01563 555 858**

Email: admin@ayrshirecreditunion.co.uk
www.ayrshirecreditunion.co.uk



Monday Afternoon

Maggie's friend suggests a **Private Loan Company** that calls door to door in her area. They'll give her £300, which will cost her **£10.80 a week for a year**. The interest will be **£261.60** for the year.

Monday Night

Maggie's Grandpa suggests she have a chat with **Ayrshire Credit Union**.

Tuesday Morning

Maggie takes in her bank statements and awards letters/payslips to the Ayrshire Credit Union. After a chat, the Volunteer offers Maggie the £300. The loan will cost **£7 a week for 51 weeks**. On top of that they ask her to save £3. **The interest will cost her £57** for the year and she'll have started a savings pot of £153 to put towards her sons next set of football boots.





UC Universal
Credit

Support Team

A free and confidential service run by the Council

EAC

The Support Team will visit you at home providing you with help and guidance in...

- ◆ Supporting residents in making and maintaining a Universal Credit Claim
- ◆ Supporting residents with basic budgeting skills, IT Skills, education and employability, whilst working with them to help manage their tenancy.

We are also here to provide assistance with:-

- Setting up bank accounts
- Email set up
- Digital support
- Claim advice
- Debt advice including:
 - rent arrears
 - benefit checks
 - Scottish Welfare Fund application help
 - and help with Fuel Poverty.

Universal Credit replaces...

Housing Benefit, Income Support,
Jobseekers Allowance (income based),
ESA (income based),
Child Tax and
Working Tax Credit



Helpline: 01563 503280



East Ayrshire Council
Comhairle Siorrachd Air an Ear



The public sector
transformation partner



WORRIED ABOUT DRINK OR DRUGS?

From time to time, some people experience difficulties that lead them to use alcohol or drugs.

This use of alcohol and/or drugs can become problematic and have a serious impact, not only on the individual's health and well-being, but also on the health and well-being of their family and carers.



DRUGS

RADAR (Rapid Access to Drug and Alcohol Recovery) a new single point of contact for anyone concerned about their own or someone else's drug and or alcohol use. As part of a unique approach involving partners from:

- NHS Addiction Services
- We Are With You
- Ayrshire Council on Alcohol
- East Ayrshire Advocacy Service

We aim to offer a same day or next day appointment to help you identify the recovery support best suited to your needs.

Contact:

RADAR (NHS Rapid Access to Drug and Alcohol Recovery)

North West Area Centre
Western Road
Kilmarnock
KA3 1NQ
01563 578770



www.east-ayrshire.gov.uk/SocialCareAndHealth/Support-available-in-East-Ayrshire/Alcohol-and-drugs/Alcohol-and-drugs-partnership.aspx

Further details (link above) or scan QR code.



The Foundations Café has now changed to **Foundations Hub**, the hub is a family inclusive, supportive and informal community hub, encouraging engagement and opportunities for the people of East Ayrshire. The Hub is driven by volunteers in recovery, passionate about supporting their local community whilst offering hope and inspiration to vulnerable members – recovery being achievable and possible! Volunteering at The Hub is an opportunity in developing skills and confidence; building a social network in a safe and welcoming place, offering important information and access to service supports.

www.recoveryenterprisesscotland.org

OPENING HOURS

Mon 10.30am – 2.30pm
Tue 10.30am – 5.00pm
Thu 10.30am – 2.30pm
Fri 10.30am – 2.30pm

Contact:

The Foundations Hub

recoveryenterprises@outlook.com

07793241895

4 St Marnock Place
Kilmarnock
KA1 1DU



Naloxone

is a prescription medication that is used to temporarily reverse the effects of opioids and opiates. It can reverse the effects of overdose for approximately 20-40 minutes until emergency services arrive. It is safe and free training is available locally. For more information on being supplied with and trained to use Naloxone, ask at your local drug service or needle exchange.



PROTECTING PEOPLE *In East Ayrshire*

DRINK & DRUGS

WORRIED ABOUT DRINK OR DRUGS?

ALCOHOL

Treatment and support if you need help with an alcohol problem, please contact Ayrshire Council on Alcohol which can provide a range of information, advice and support.

In Scotland, figures suggest that as many as half of men and a third of women regularly drink above the sensible drinking guidelines.

Current guidelines recommend that people should not regularly exceed **14 units per week**. It is also recommended that everyone should aim for at least two alcohol free days.

Help with drugs and alcohol RECOVERY

• **RADAR** (Rapid Access to Drug and Alcohol Recovery) a new single point of contact for anyone concerned about their own or someone else's drug and or alcohol use.

www.east-ayrshire.gov.uk/SocialCareAndHealth/Support-available-in-East-Ayrshire/Alcohol-and-drugs-partnership.aspx
Telephone: **01563 578770**

• **Barnardo's** Runs a children and families service supporting children, young people and their families where alcohol/drugs are causing concern.

Visit: www.barnardos.org.uk/what-we-do/helping-families/alcohol-and-substance-abuse

• We Are With You

Visit: www.wearewithyou.org.uk/
Telephone: **01563 558 777**

• Ayrshire Council on Alcohol

Offers a free one-to-one confidential service to individuals who are concerned about their drinking. Counsellors trained to professional standards work with people whether they wish to abstain from alcohol or reduce their drinking to less harmful levels. A family service is also available to those whose lives are affected by someone else's drinking. The service is run from accessible venues in:

South & East Ayrshire including Ayr, Girvan, Kilmarnock, Cumnock and Patna.

Telephone: 01292 281 238

QR Code for Ayrshire Council
www.east-ayrshire.gov.uk/SocialCareAndHealth/Support-available-in-East-Ayrshire/Alcohol-and-drugs/Alcohol-and-drugs-advice-and-support.aspx



• Scottish Families Affected by Alcohol and Drugs - SFAD

provides information and advice to those concerned by a family member's potential drug/alcohol use issues, and can help to redirect them to an appropriate recovery service.

Visit: www.sfad.org.uk Email: helpline@sfad.org.uk
Telephone: **08080 101011**



• Patchwork

Address: 15 Wellington Street,
Kilmarnock, East Ayrshire, KA1 3DW.
Telephone: **07761 288554**

• Scottish Drugs Forum

Visit: www.sdf.org.uk/contact

Our Lifestyle Development team can also provide advice and support to those who want to change their current habits and signpost you on to services who can provide more specialist support.

Visit: www.east-ayrshire.gov.uk/CommunityLifeAndLeisure/Physical-activity-health-wellbeing/Chip-Van.aspx

Find them on Facebook:

www.facebook.com/eavibrantcommunities
Visit: vibrantcommunities@east-ayrshire.gov.uk
Telephone: **01563 576354**

You can also read inspiring testimonials from those who have both overcome, and are working to overcome their drug and alcohol issues.

Visit: www.east-ayrshire.gov.uk/SocialCareAndHealth/Support-available-in-East-Ayrshire/Alcohol-and-drugs/Help-stamp-out-the-stigma-of-addiction.aspx



NEW FIRE ALARMS STANDARD

By February 2022, all homes in Scotland will be required to have interlinked fire alarms, meaning if one alarm goes off, they all go off.



mygov.scot/firealarms

What you need to do

If you are a homeowner, it's your responsibility to make sure your home meets the new fire alarms standard.

By February 2022 every home will need to have:

- 1 smoke alarm in the room you spend most of the day, usually your living room
- 1 smoke alarm in every circulation space on each storey, such as hallways and landings
- 1 heat alarm in the kitchen

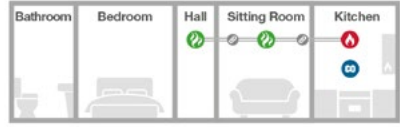
All smoke and heat alarms should be mounted on the ceiling and be interlinked. Check the manufacturers guidance on each alarm for instructions on where the alarm should be placed. If you have a carbon-fuelled appliance, like a boiler, fire, heater or flue you must also have a carbon monoxide detector. This does not need to be linked to the fire alarms. Gas cookers and hobs do not need a carbon monoxide detector.

Examples:

If you live in a 1 bedroom flat, you will need 2 smoke alarms and 1 heat alarm. You may also need carbon monoxide alarms. You need:

- **2 linked smoke alarms:**
 - in the hall
 - in the living room
- **1 linked heat alarm** in the kitchen
- **1 carbon monoxide alarm** in any room where you have a carbon-fuelled appliance like a boiler or wood-burning fire place.

If you have an open plan living room and kitchen you only need to have 1 alarm in this space and it should be a heat alarm.

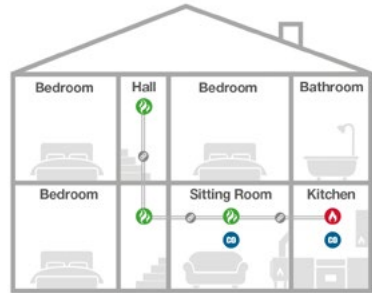


- Smoke Alarm in hallway and main living space
- Heat Alarm in kitchen
- Carbon Monoxide Alarm Fitted where there is a fuel-burning appliance
- Interlinked Alarms

Examples:

If you live in a 3 bedroom, 2 storey house will need 3 smoke alarms and one heat alarm. You may also need carbon monoxide alarms. You need:

- **3 linked smoke alarms:**
 - on the upstairs landing
 - in the downstairs hall
 - in the living room
- **1 linked heat alarm** in the kitchen
- **1 carbon monoxide alarm** in any room where you have a carbon-fuelled appliance like a boiler or wood-burning fire place



- Smoke Alarm in hallways and main living space
- Heat Alarm in kitchen
- Carbon Monoxide Alarm Fitted where there is a fuel-burning appliance
- Interlinked Alarms

Check that each alarm complies with the following standards -

- Smoke alarms: BS EN14604:2005
- Heat alarms: BS 5446-2:2003
- Carbon monoxide detectors: British Kitemark EN 50291-1

For general guidance on interlinked fire alarms and frequently asked questions, visit: mygov.scot/firealarms For advice on fire safety or to request a Home Fire Safety Visit, contact The Scottish Fire and Rescue service on **0800 0731 999** or visit:

www.firescotland.gov.uk/



PROTECTING PEOPLE in East Ayrshire

NEW FIRE ALARM STANDARDS

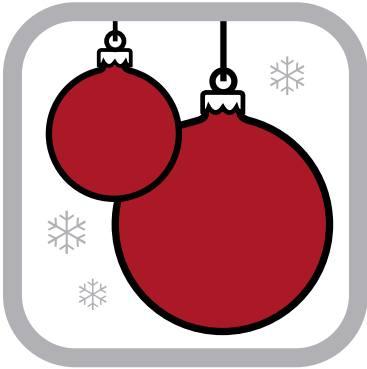
FIRE SAFETY

Get ready for winter - book a **FREE HOME FIRE SAFETY VISIT**

Call **0800 0731 999**

Text 'FIRE' to **80800**

or visit www.firescotland.gov.uk



FACT.

House fires and casualties increase during winter, with a **high risk** over the festive period.



FESTIVE SAFETY TIPS



- Check your smoke and heat alarms are working. Replace batteries if necessary.
- If you have an open fire make sure your chimney is swept before winter. Always use a fire guard, secured in position, to protect against flying sparks from hot embers.
- Never place Christmas cards or decorations around the mantelpiece.
- Check your Christmas light plugs are fitted with the correct fuse, don't overload extension leads and ensure all electrical devices are Intertek BEAB approved.
- Always switch Christmas lights off and unplug them before you go to bed.
- Decorations can burn easily – don't place them near lights or heaters.
- Never leave cooking unattended, especially when using hot oil. For early warning of fire consider fitting a heat alarm in your kitchen.
- Take time to check on elderly relatives and neighbours this Christmas as they are at greater risk from fire, particularly if they suffer from ill health or disability.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



PROTECTING PEOPLE In East Ayrshire

FIRE SAFETY

FIRE SAFETY

USING PORTABLE HEATERS

- Keep heaters away from curtains and furniture and never use them for drying clothes.
- Unplug or switch off portable heaters when you go out or go to bed.
- Secure portable heaters in position to avoid the risk of them being knocked over.
- 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.
- Fit a Carbon Monoxide detector 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.

USING ELECTRIC BLANKETS

- Never leave an electric blanket switched on when you're in bed unless it's marked 'suitable for all night use'.
- Ensure your electric blanket is tested and serviced in accordance with manufacturer's guidance, in particular after the guarantee runs out. Manufacturers often recommend testing blankets every 3 years.
- Check the blanket, plug and flex regularly for damage (e.g. fraying fabric, scorch marks, exposed wires). If you're in any doubt, don't use the blanket.
- Store electric blankets safely – roll them, don't fold them.

FAIRY LIGHTS AND DECORATIONS

- Unplug fairy lights or other electrical Christmas decorations when you leave the house or go to bed.
- Check fairy lights are in good working order and replace any bulbs that have blown.
- Bulbs can get very hot, don't let them touch materials that can scorch or burn easily, such as paper or fabrics.
- Make sure the fuse in the plug is the correct rating.
- If you need to plug more than one appliance into an electrical socket use a multi-socket adaptor which is fitted with a fuse and has surge protection.

CANDLES

- Extinguish all candles before you go to bed. In particular, never leave a burning candle in a bedroom.
- Keep candles, matches and cigarette lighters out of reach of children and never place lit candles where they can be knocked over by children or household pets.
- Always put candles on a heat resistant surface/holders. Be especially careful with night lights and tea lights, which can get hot enough to melt plastic or ignite combustible Christmas decorations.
- Never move lit candles.
- Position candles away from objects that may catch fire, like Christmas trees, greeting cards, ribbons and other decorations.
- Always use a candle snuffer or a spoon to extinguish candles or tea lights.

WHEN CELEBRATING

Consuming even a moderate amount of alcohol can greatly increase the risk of fire and fire injury.

- Ensure that exit door keys are kept readily available and/or exit doors can be opened from the inside in the event of fire or emergency.
- Take care of older people, children and those who may find it difficult to react quickly and safely if there is a fire.
- Make sure your family and/or visitors know what action to take in the event of fire or actuation of smoke/heat alarms.
- Smoking is the main cause of death from fire in the home. If people are smoking in your home provide a sufficient number of ashtrays.
- Stub out cigarettes properly – make sure there's no smoke.
- Pour water on cigar and cigarette ends before putting in a bin.
- Leaving cooking unattended or being distracted while cooking is the most frequent cause of fire in the home. Never cook hot food while under the influence of alcohol or drugs.
- If celebrating with fireworks remember that they are explosives. Store them safely out of the reach of children and always follow the fireworks code.



More info at:

www.firescotland.gov.uk



PROTECTING PEOPLE *In East Ayrshire*

FIRE SAFETY

FIRE SAFETY

GET READY FOR WINTER.

Make sure you have working smoke alarms. Consider fitting a heat alarm in your kitchen to give you early warning of a fire in the home.

Take extra care when cooking if you suffer from any illness, disability or are taking prescribed medications that makes you careless or forgetful.

We all know older people who are at risk from fire – it could be a grandmother, aunt, friend or neighbour. Join Scotland's Fight Against Fire. If you, or someone you know, is at risk from fire, contact us now.

Call **0800 0731 999** Text '**FIRE**' to **80800** visit www.firescotland.gov.uk or talk to your local firefighters.

ALCOHOL

If you're tired, have been drinking, or taking drugs, you will be less alert to the signs of fire.

You are more likely to fall asleep.

You are less likely to wake up if a fire does start, particularly if you don't have working smoke or heat alarms in your home.

If fire does break out alcohol or drugs can heighten feelings of disorientation, making it difficult for you to escape.

Cooking and alcohol can be a recipe for disaster.

If you've been drinking alcohol or taking drugs, don't cook.

SMOKING

Smoking is the main cause of death from fire in the home. You are more likely to lose your life in a fire if you drink and smoke.

In many fires started by cigarettes, people have also been drinking and are sleepy.

Never smoke in bed.

Don't smoke in your chair if you've been drinking or you're feeling tired. If you do feel tired smoke outside or stand up and smoke at a window or outside door.



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



FURTHER INFORMATION

Visit www.firescotland.gov.uk for practical fire safety advice, or talk to your local fire fighters at your nearest community fire station. You will find contact details on the website, in your local library and in the phone book.

For specific information and advice for older persons contact the Silver Line Scotland helpline. Age Scotland Fire Safety Fact sheet 101s provides essential fire and safety information for older people and persons who care for older people. Call **0800 4 70 80 90** or visit www.thesilverline.org.uk/what-we-do/silver-line-scotland.

The Scottish Government 'Ready for Winter' campaign sets out simple steps we can all take in the home, before a journey (whether driving, cycling or on foot), at work and in our communities to prepare for Winter. It also encourages people to look out for others, especially the more vulnerable, when bad weather strikes.

Visit www.readyscotland.org

GET YOUR FREE SMOKE ALARMS

A short visit from the Fire and Rescue Service will help make sure your home is as safe as it can be. They can even install smoke alarms, free, if you need them. It only takes about 20 minutes, and their advice and help could save your life.

To request a free Home Fire Safety Visit, Call **0800 0731 999** Text '**FIRE**' to **80800** or visit www.firescotland.gov.uk

If you would like a copy of this document in a different format or a version in another language, please contact **0800 0731 999**.



CHECK THE HALLS FOR CHRISTMAS SAFETY IN EAST AYRSHIRE



- Keep your home secure, lock all your doors and windows
- Keep gifts and other valuables hidden
- If you go out at night, close your curtains and set light timers
- Keep a record of your gifts, note down any serial numbers
- Don't give your personal details including bank details to anyone even if it sounds genuine, it may be a scam
- If shopping online, check the page is secure and use websites you are familiar with
- If you go shopping, think about where you park
- Make sure your car is locked and don't leave valuables within
- Stay alert when using cash machines
- Ensure your car is ready for Winter, the road conditions can change quickly
- Drink / Drug driving, don't risk it

Don't let crime ruin your Christmas

For more crime prevention advice, please visit our website: www.scotland.police.uk



POLICE
SCOTLAND
POILEAS ALBA





**POLICE
SCOTLAND**
POILEAS ALBA

GENERAL SAFETY

*SHOP SAFE -

be alert at ATMS and look after your bag.

*BE CAREFUL ONLINE -

use a secure browser and only insert card details if the pad-lock icon is visible.

*PLAN YOUR NIGHT OUT -

stick with friends and know how you are getting home.

*SECURE YOUR HOME -

Keep cash at home to a minimum and gifts out of view.

#KeepXmasSafe

@PoliceScotland PoliceScotland

PARTY SAFETY

Plan your Christmas night out – stick with friends, charge your mobile and remember to take it with you.

Think about how you'll get home. Book a taxi from a licensed company or arrange for family or a friend to pick you up.

Drink responsibly, look after your friends, Don't do drugs, there is no safe way of taking drugs.

Avoid confrontations, just walk away. Be aware "one Punch can ruin two lives"

If you believe you have had your drink spiked or been assaulted in this way contact Police Scotland on 101 or in an emergency 999.

To have a safe night out, don't leave a drink unattended or let a stranger buy you a drink without knowing what's in it.



For more advice and information go to:

www.scotland.police.uk/advice-and-information/

#AskForAngela

Have you ever been out on a date and felt uncomfortable, intimidated or that your date was behaving aggressively towards you? #AskForAngela is a campaign that aims to help you get out of a difficult situation as quickly and safely as possible.

How it works.

If you're in a pub, bar or club, ask either behind the bar or a member of staff for Angela. Using the simple code-word will alert the staff that there's an issue with your date and they will help you get out of the situation safely and discreetly.

The scheme has been running for several years in parts of the UK and has been successfully implemented in Kilmarnock, Aberdeen and Dunfermline.



THE HERBERT PROTOCOL

Safe & Found

HERBERT PROTOCOL

Helps with incidents involving vulnerable adults living with Dementia. Especially if it involves them being reported as a missing person.

Friends, family and carers of people living with dementia are being encouraged to sign up to the protocol as it could save vital time in the early stages of an investigation.

If completed it will greatly enhance how the Police respond to missing person incidents involving people living with Dementia as it contains detailed information to help the Police assess risk and act quickly.



Confused looking missing man.

HOW TO SIGN UP

You can download the form from: www.scotland.police.uk/what-s-happening/missing-persons/the-herbert-protocol/



or request a copy from local Health & Social Care Partnership staff, or other agencies, including Alzheimer Scotland.

The form is completed in advance and generally kept in the person's home or with relatives. It holds:

- personal details
- a description
- a recent photograph
- languages spoken
- previous addresses
- places of employment and other significant locations in someone's life (this can include their old school, a church, or a favourite walking route)
- medical history and information about past incidents of going missing

USE ALONGSIDE FREE APP

The Herbert Protocol form can be used together with Alzheimer Scotland Purple Alert, a free app designed to help finding missing people with dementia. If someone is missing, users will get notified via the app and can help with local searches.

#HerbertProtocol



STAY SAFE AT HOME

Christmas is a time of opportunity for bootleggers and scammers so you must try to ensure that the products you are buying are legitimate and safe.

TOYS

Although Trading Standards monitor the marketplace for unsafe toys, you can do some checks of your own before making a purchase.



Boy with broken toy.

The CE mark or UKCA mark and the name and address of the supplier must appear on all toys sold in the UK. This a declaration by the manufacturer that they have checked that the product meets the relevant safety requirements. If there is no CE or UKCA mark, do not buy.



Look at the age range on the toy packaging, as babies and toddlers can choke on small parts or swallow harmful parts of the toy. Toys that are not meant for young children should carry a statement to this effect and display an age warning symbol.

You may see toys at bargain prices either on the high street or online, but can you be sure the trader is reputable? Will the trader still be around after Christmas if there is a problem with your purchase?

Did you know that there is an Alexa skill for your Amazon smart device that will tell you if a product you have is subject to a product recall?

Visit www.electricalsafetyfirst.org.uk/media-centre/press-releases/2020/01/recall-ready-with-alexa-and-esf/

to find out more.



ELECTRICALS

Electrical goods are always popular at Christmas, but be wary of bargain deals.

If the price looks too good to be true, it probably is.

Many popular electrical items such as high-end hair care products are often counterfeited leaving the consumer with a product which, at best, may perform poorly and at worst, may pose a serious risk of fire or electrocution.

We recommend that shoppers buy from a trusted retailer, either direct from the manufacturer's website or a trusted High Street name – the products they sell will meet the correct safety standards but if something does go wrong, you can return the product for repair or a refund.

CONTACT INFORMATION

Telephone: **01563 576790**

Email: trading_standards@east-ayrshire.gov.uk

Facebook:

www.facebook.com/eactradingstandards



STAY SAFE AT HOME

COSMETICS

One of the commonly counterfeited items is perfume. Fake perfume may be a lot cheaper and you might think what's the harm, but did you know that it has been found to contain hazardous substances?

Tests on counterfeit perfume have shown them to contain dangerous levels of methanol and even urine. Fake scent could contain toxins which are damaging to the skin, eyes and nervous system.

Other fake cosmetics such as lipsticks and mascara have been shown to contain high levels of bacteria.

Again, we would urge consumers to buy with caution and report any product they suspect to be counterfeit to Trading Standards.



Is your perfume counterfeit ?

CHRISTMAS LIGHTS

After almost a year out of use, Christmas lights can easily become electrically unsafe. To help prevent the most common electrical problems with Christmas lights, we recommend the following simple precautions and checks.



Beautiful bright fairy-lights.

READ AND FOLLOW THE MANUFACTURERS' INSTRUCTIONS:

- Check your Christmas lights are not damaged or broken before use and look out for loose wires.
- Use only replacement bulbs of the same type and rating as those originally supplied with the lights.
- Switch your lights off and unplug them before you go to bed or go out.
- Keep lights away from flammable decorations and materials that can burn easily.
- Do not use lights outdoors unless they are specially designed for such use.
- Do not connect different lighting sets together.
- Do not connect lights to the supply whilst still in the packaging.
- Do not overload sockets - try to avoid the use of extension leads or adaptors.
- Do not use lights that are damaged or faulty.

CONTACT INFORMATION

Telephone: **01563 576790**

Email: trading_standards@east-ayrshire.gov.uk

Address: **Trading Standards Service, Civic Centre South, John Dickie Street, Kilmarnock KA1 1HW**



STAY SAFE AT HOME

SCAMS

Scams have been on the increase, some specifically related to corona virus. Below are a few of the more common current scams with links to the Trading Standards Scotland website for more details.

TELEPHONE SCAMS

- Cold calls trying to sell you insurance or a new warranty for various appliances, including white goods, televisions and solar panels.
- Various calls purportedly from HMRC saying that you have committed tax fraud and that a warrant has been issued for your arrest or that you are due a tax rebate and asking you for personal and bank details.
- Cold calls purportedly from Microsoft or your broadband provider asking for remote access to your computer or saying that your service will be cut off unless you pay a fee.
- Automated calls purportedly from your bank saying that a payment has been sent overseas from your account - you are asked to press 1 to speak to an advisor.
- Cold calls carrying out a health survey or offering to arrange a home visit to sell mobility aids.
- Misleading energy marketing calls advertising grants for energy saving devices, trying to sell warranties for solar panels or carrying out surveys about double glazing.

Report scam calls to us at:

trading_standards@east-ayrshire.gov.uk

You can find a trusted trader by visiting www.trustedtrader.scot/EastAyrshire

Friends Against Scams is also a useful website for more tips on how to avoid scamming, visit: www.friendsagainstscams.org.uk/



Be careful of who you give card details to on the phone.

AVOIDING PHONE SCAMS

- Do not press 1 or follow any other instruction given in an automated message.
- If you are speaking to a person, don't give them any personal information, don't agree to make any payments and never allow them to access your computer remotely.
- Contact your bank immediately if you think you may have made a payment to a scammer or if you are worried that a fraudulent transaction has been made from your account. Use the phone number on your bank statement or a publicly listed number (don't use a number given to you by a cold caller). To ensure that you are disconnected from the cold caller, phone another number such as 123 before phoning your bank or call them from another phone.
- Never agree to make a payment for goods or services on the spot – get at least two other quotes from trusted companies.

CONTACT INFORMATION

Telephone: **01563 576790**

Email: trading_standards@east-ayrshire.gov.uk

Facebook:

www.facebook.com/eactradingstandards



Who are we?

Open Doors is a community hub in the heart of Kilmarnock town centre which will provide a safe place where people can access a wide range of activities and supports aimed at providing health and social benefits, improving life chances and signposting to opportunities within the community.

Open Doors will not only further the priorities identified by the community but offer much needed community led activities. This joined up approach to service delivery within a one stop facility would ensure maximum use of existing resources and improved accessibility to service provision.

The Open Doors team will offer intensive holistic support and engagement designed to help people overcome loneliness and isolation, promote inclusion and remove barriers to engagement and community involvement.

Open Doors to provide valuable access / to services within the local community including:

- Training and learning opportunities
- Recovery support
- Volunteering opportunities
- Creative groups, Crafts and Music
- Youth and Justice support
- Homelessness services and supports
- Peer support
- Advice sessions and drop in support
- Homeless health support
- Meeting space for community organisations and partner agencies



11-15 Old Irvine Road, Kilmarnock KA1 2BD
Tel: 01563 550951
Email: info@cvoea.co.uk
Find us on facebook: @OpenDoorsEastAyrshire



KEEPING CONNECTED

During the Christmas period a variety of local projects are open to provide a range of practical support.

TOWN	LOCATION	ORGANISATION	SUPPORT AVAILABLE	FREQUENCY
Auchinleck	Auchinleck Christian Fellowship	Foodbank	Weekly Foodbank	Thursday morning
Crosshouse	Foodbank, Church Hall, Kilmarnock Road, Crosshouse, KA2 0EZ,	Foodbank	Foodbank	Tuesday & Friday 12pm - 3pm
Cumnock	Community Routes Hub, Cumnock	Create a Smile	Weekly tea/coffee, Xmas lunch	Monday & Wednesday 10:30am – 12:30pm
Cumnock	St. John's Church 92 Glaisnock St, Cumnock KA18 1JU	Ayrshire East Foodbank	3 day food parcels ⁱⁱ	Monday, Wednesday, Friday, 10.30am -12pm
Cumnock	Netherthird Community Centre, 65 Ryderston Dr, Cumnock KA18 3AR	NICE	Weekly lunch and food provision Food Larder	Tuesdays & Thursdays 10am-2pm
Dalmellington	The Zone, 10 High Main St, Dalmellington, Ayr KA6 7QN	Ayrshire East Foodbank	3 day food parcels ⁱⁱ	Monday 2.30pm -3.45pm Wednesday 10am -12pm Thursday 2pm-3.45pm
Darvel	The Square, Main Street, Darvel	Ayrshire East Foodbank	3 day food parcels ⁱⁱ	Monday, Wednesday and Friday 10am-12pm
Dalrymple	White Horse Inn, 22 Barbieston Road, Ayr, KA6 6DZ	Community Larder	Drop in larder. Referrals by Dalrymple, Skeldon & Hollybush facebook	Wed, Thur & Friday 10am - 11 am.
Drongan	Helping Hands, Drongan Community Centre	Community Larder		Tues: 10am - 2:30pm
Galston	Brewland Street, Galston	Galston Foodbank	Emergency Food	Thursday
Kilmarnock	Baptist Church, Church Basement, Kilmarnock	Lunch club	Weekly lunches	Friday
Kilmarnock	Open Doors, 11-15 Old Irvine Road, KA1 2BD	Ayrshire East Foodbank	3 day food parcels ⁱⁱ	Monday to Friday 10am-3:30pm 01563 550951 for all enquiries
Kilmarnock	Howard Centre, 5 Portland Rd, Kilmarnock KA1 2BT	Broken Chains	Weekly lunches	Sunday
Kilmarnock	57 London Road, Kilmarnock, KA3 7AH	Corner Cupboard	Community larder	Every Saturday 10.30am to 1pm
Kilmarnock	Sturrock Street, Kilmarnock	Salvation Army	Weekly lunches	Monday and Thursday
Kilmarnock	Onthank Community Church, Kilmarnock	Ayrshire East Foodbank	3 day food parcels ⁱⁱ	Saturday

ⁱ Includes assistance with toiletries and pet food. Times may vary during Christmas and New year period.

KEEPING CONNECTED

During the Christmas period a variety of local projects are open to provide a range of practical support.

TOWN	LOCATION	ORGANISATION	SUPPORT AVAILABLE	FREQUENCY
Kilmarnock	Food and Essentials For All, NWKLEUS, Kirkton Rd, Kilmarnock KA3 2DF	Food and Essentials For All	Community larder	Thursdays 12-3pm
Kilmarnock	Take A Bow, Fraser Walk, Kilmarnock, KA3 7PH	Lunch Club	Lunch Club	Tuesdays 12 noon
Kilmarnock	New Laigh Kirk Halls, 35 John Finnie Street	EACHa	Weekly lunches	Wednesdays 2-4, Mon and Fri 1-3pm
Kilmarnock	New Farm St Matthew's Church, Grassyards Rd, Kilmarnock	Ayrshire East Foodbank	3 day food parcels ⁱ	Tuesday and Thursday, 4pm-6pm
Kilmarnock	Shortlees Oor Wee Place, Blacksyes Avenue, Kilmarnock, KA1 4SR	Shortlees Community Association Food Larder	Larder day: Wednesday	Opening times: 1.30pm – 3.30pm Membership - £1
Muirkirk	Furnace Road, Muirkirk	Foodbank	Minister, Auchinleck Church	
New Cumnock	Working Men's Club, 103 Afton Bridgend New Cumnock, KA18 4JG	Community Larder	Food larder provision. Membership £1. 4 items £1. Max spend £10. Can deliver for health reasons.	
Netherthird	Community Centre	Community Larder		Tues & Thurs 10am - 2pm
Newmilns	Loudoun Church Hall, KA16 9AT	Community Larder	Food larder provisions	Tuesday & Friday 12:30pm – 3:30pm
Newmilns	(DOT) community hub	Ayrshire East Foodbank	Foodbank	Tuesday & Friday 12:30pm – 3:30pm
Rankinston	Community Centre, Littlemill Place, Rankinston KA6 7HB	Community Larder	Food larder provisions	Mon: 09:30am-11:30am Tue: 7pm-8:30pm Wed: 2pm - 5pm Thur: 9:30am-1.30am
Stewarton	St Columba's Church, Stewarton	Ayrshire East Foodbank	3 day food parcels ⁱ	Tuesday and Friday, 4pm-6pm
Stewarton	The Centre 7 Standalane, Stewarton, KA3 5BG	Potters House Church Stewarton	Contact Janice Wilkie on 07929 157482 Membership £3 per year Maximum spend £5 Collection only	Every Saturday, 10am-12noon

ⁱ Includes assistance with toiletries and pet food. Times may vary during Christmas and New year period.



PROTECTING PEOPLE IN EAST AYRSHIRE

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.

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

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 OR CHILD

East Ayrshire North **01563 554 200**
East Ayrshire South **01290 427 720**
Out of Hours Social Work **0800 328 7758**



www.eastayrshire.gov.uk/SocialCareAndHealth/Protectingpeople/Adultprotection/Publicprotectionpartners.aspx

E-mail: HSCPCustomerFirst@east-ayrshire.gov.uk
Service operates: Mon to Thurs 9am - 5pm, Fri 9am - 4pm

NHS - ARYSHIRE & ARRAN

NHS GP practices are working differently to support increased demand
Ayrshire & Arran



The knock on effect of the pandemic, and reduction in other services, means people are turning more to their GP practices. In some instances this has gone from 150 calls a day before the pandemic to sometimes in excess of 500 a day.



Practice staff are doing their very best to answer all these calls but on occasions this isn't possible. We know this is very frustrating for patients as well as our GP practice staff. Staff are working under difficult circumstances so please be kind.



Practice staff are prioritising those in most urgent need for in-person appointments. If during a video or telephone consultation the clinician feels an in-person examination is needed, this will be offered.



During high periods of demand, patients phoning their GP practice may now have their call re-directed to a central call handling service at the Ayrshire Urgent Care Service for advice and support. Patients should be assured that if they require the assistance of their own GP Practice this will be arranged.



If you need to contact your GP Practice, please continue to call the number you would normally use.

EXPERIENCING VIOLENCE OR ABUSE

East Ayrshire Women's Aid
01563 536 001

Hemat Gryffe Women's Aid
01413 530 859

Break the Silence
01563 559 558

Turn to Us-The Star Centre
01563 544 686

Victim Support
01563 540 252

Abused Men in Scotland
08088 000 024

Men's Advice Line
08088 010 327

LGBT Helpline Scotland
03001 232 523

Modern Slavery Helpline
08000 121 700

National Victim Support
08001 601 985

National Domestic Abuse Helpline (24hr)
08000 271 234

NHS 24 Phone **111** if you:

- * think you need to go to A&E but it's not life threatening
- * are too ill to wait for your GP practice to open
- * aren't sure of the best place to get care for your condition

NHS 24 will help you get the *right care in the right place*.

Emergency Department (A&E)

turn to **999** or your hospital's Emergency Department only for serious illness or accidents such as suspected stroke, heart attack, head injuries, fracture or wounds requiring stitches.