



Contents

Food Support in East Ayrshire.....	2
Food Banks in East Ayrshire.....	3
Food Pantries & Larders in East Ayrshire.....	4
Food Support – National Apps & Schemes.....	7
Food Support – East Ayrshire Council Support.....	8
Furniture Support – National.....	11
Furniture Support – Charities.....	13
Furniture Support – East Ayrshire.....	14
Cost of Living Support in East Ayrshire.....	15
Help with the Cost of Living – Council Support.....	18
Fuel and Energy Support.....	21
Support with Debt.....	24
Warm Spaces in East Ayrshire.....	26
Libraries in East Ayrshire.....	27
Support with Employment, Skills & Training.....	29
Digital Inclusion Support.....	31
Housing & Homelessness Advice in East Ayrshire.....	34
Support with Domestic Abuse.....	36
Support with Addictions.....	38
Household Waste & Recycling.....	41



Food Support in East Ayrshire



East Ayrshire Foodbank – Together with Trussel

Trussel Trust Food banks in the Trussel Trust network welcome and support everyone who is referred to them. Volunteers will give a minimum of three days' emergency food.

How to get a food voucher

To get help from a food bank you will need to be referred with a voucher, which can be issued by a number of local community organisations (for instance schools, GPs and advice agencies). Your local food bank can advise which agencies can help.

You can search food banks local to you by visiting: <https://www.trusselltrust.org/get-help/find-afoodbank/>

Feeding Britain

Feeding Britain supports a national network of 80 organisations – ranging from community centres and schools to local authorities and social enterprises. To find your local centre please visit <https://feedingbritain.org/about-us/wherewe-work/>

Your Local Pantry

Pantries stock a wide range food including fresh fruit and veg, frozen and chilled food, meat and dairy products, and long-life tinned and packaged food.

To find your local pantry visit <https://www.yourlocalpantry.co.uk/pantrylistings/>

Community Shops

Community Shop membership is free and open to those who live locally to a Community Shop store and receive a means-tested benefit.

If you think you may be eligible, find your nearest Community Shop and contact them directly about membership. <https://www.companyshopgroup.co.uk/company-shop/store-locations/>
<https://communitygrocery.org.uk/ourlocations/>

Food Support in East Ayrshire



National Organisations

Too good to go

On the Too Good To Go app, restaurants, cafes and bakeries list leftover food that would otherwise be thrown away. Users can then browse the map for food near them and pick up a 'magic bag' for a fraction of the original retail cost. Registration to the app is free and users can specify their dietary requirements. <https://www.toogoodtogo.com/en-gb>

Olio

Olio provides a platform for neighbours to share unwanted food and other items, all for free. People are free to share or pick up anything from an unwanted gift, produce that's on its date from a local store, leftover event catering supplies or excess food that won't get eaten.

<https://olioapp.com/en/>

Karma

The Karma app enables users to rescue fresh food from restaurants, bakeries, cafes and even wholesalers that would have otherwise been thrown away. <https://save.karma.life/>

NoWaste

NoWaste users can scan receipts and barcodes, log each weekly shop, make lists of what's in, plan meals more effectively and receive automatic expiration reminders.

NOSH

Nosh is an app offering another option to track the food you have in your home. With nosh, users can view categorised expiry and use by dates all on one screen, so they can easily prioritise which foods to use up first.

Food Banks & Larders in East Ayrshire



Mobile community larder vans:

A mobile larder van is visiting communities on a fortnightly rota. The schedule aims to highlight areas where there is a need for the van whilst coming under the requirements of street traders.

The van will offer several key benefits including access to essential cost-price items in more remote areas like Sorn where there is no local shop and limited public transport or where there is identified need.

It also aims to promote healthy living and encourage improved nutrition by providing access to fresh produce and healthy food options. This will augment the work being done by the existing larder network.

[View a list of mobile community larder vans by town or village](#)

Larders and Foodbanks:

Drongan:

Drongan Helping Hands Community Larder, Drongan Community Centre

Opening Times: Friday, 11am to 1pm

Contact: Hayley Watson, Telephone: 07546 171664

Kilmarnock:

Ayrshire East Food Bank, Belford Mill, 16 Brewery Road, Kilmarnock, KA1 3HZ

- Opening Times: Monday and Friday, 12pm to 2pm
- Contact: No contact details

East Ayrshire Food Bank, Kilmarnock North, Our Lady of Mount Carmel Church, Kirkton Road, Kilmarnock

- Opening Times: Monday, 7:30pm to 8:15pm
- Contact: Telephone: 01563 574000, Option 3
- Telephone appointment system - please call between 9am and 12:30pm on the following days:
 - Monday, Tuesday, Thursday & Friday

Ayrshire East Food Bank, St Matthew's Church, Grassyards Road, Kilmarnock, KA3 7SH

- Opening Times: Tuesday and Thursday, 4pm to 6pm
- Contact: Telephone: 01563 574000, Option 3

- Telephone appointment system - please call between 9am and 12:30pm on the following days:
- Monday, Tuesday, Thursday & Friday

Community Larder, NWKLEUS, North West Kilmarnock Community Partnership

- Opening Times: Monday, 11:30am to 12:30pm & Thursday, 12 noon to 3pm
- Contact: Marlene Hay, Telephone: 07366 147178
- Kilmarnock North West

BAFS (Bikers as Friends Scotland), BOCI (Branching Out Community Initiative)

- Opening Times: Sunday, 12 noon to 2pm
- Contact: Margaret McLean, Telephone: 07310 715186,
Email: magsmclean69@yahoo.com

East Ayrshire Churches Homelessness Action (EACHa), New Laigh Kirk Halls, 35 John Finnie Street, Kilmarnock

- Opening Times: Monday, 1pm to 3pm & Wednesday, 2pm to 4pm
- Contact: Emma Wylie Springer (Coordinator), Email: emma_wylie@outlook.com

Shortlees Larder, Community Centre - Rainbow Community Shop, Blacksnykes Avenue, Kilmarnock

- Opening Times: Wednesday, 1:30pm to 3:30pm
- Contact: Angela Keen, Email: chairperson@shortleesca.co.uk, Telephone: 01563 508080, Option 3

Ayrshire East Food Bank, 11-15 Old Irvine Road, Kilmarnock, KA1 2BD

- Opening Times: Monday & Friday, 12 noon to 2:30pm
- Contact: Telephone: 01563 574000, Option 3
- Telephone appointment system - please call between 9am and 12:30pm on the following days:
- Monday, Tuesday, Thursday & Friday

Corner Cupboard, Muslim Education Centre, London Road, Kilmarnock

- Opening Times: Saturday, 10am to 12:30pm
- Contact: Email cornercupboard57@gmail.com, Telephone: 07944 193674

You can find further information and a full list of Community Larders and Foodbanks across East Ayrshire by visiting the East Ayrshire Council website [here](#).

National Apps & Schemes



KITCHE

The free app has thousands of recipe suggestions that users can filter by the ingredients in their kitchen that need to be used up.

OddBox

Oddbox is a subscription service that delivers straight to your door, fruit & veg that is considered either too large or too small to be sold in supermarkets. When you sign up to Oddbox, you'll need to decide what you would like to be sent and how often. You can choose fruit, vegetables or a selection of both and have them delivered each week or fortnightly.

<https://www.oddbox.co.uk/>

Kids Eat Free Deals

Kids Eat Free Deals Many restaurants, Supermarkets, Cafes and pubs will have Kids Eat Free Deals. You can find a list at Money Saving Expert. <https://www.moneysavingexpert.com/deals/cheap-restaurant-deals/#kids>.

Salvation Army

Salvation Army Run food banks year-round from many of their churches and community centres. To find the closest centre to you, visit <https://www.salvationarmy.org.uk/mappage>.

East Ayrshire Council Support



Scottish Welfare Fund

What is it?

The Scottish Welfare Fund is a discretionary scheme that provides two types of grant:

Community Care Grants and Crisis Grants.

These grants do not need to be paid back.

If you need to apply for both, you must make separate applications for each type of grant.

Crisis grant

A Crisis Grant aims to help people who are in crisis because of either

- a disaster (like fire or flood)
- an emergency situation such as losing all your money or having it stolen or where someone has no food

Community care grant

A Community Care Grant aims to help people who

- may have to go into care unless they get some support to enable them to stay at home.
- are leaving any form of care such as a hospital, prison or care home and require help to set up their own home

A Community Care Grant can also help households facing exceptional pressure with one-off items (like a cooker or a washing machine).

What about the Social Fund?

Some aspects of the Social Fund still remain with the DWP including:

- Cold Weather Payments
- Winter Fuel Payments
- Budgeting Loans/Budgeting Advances

The DWP also offer support to people waiting for their first payment of benefit and who, in the absence of any other financial support, need an advance of that benefit to tide them over until

the benefit is in payment. These payments are called Short Term Benefit Advances. Information about all of these is available from DWP.

Some Social Fund payments have moved to Social Security Scotland. Information is available from the [Scotland Social Security website](#).

- Best Start Grant - previously Sure Start Maternity Grants
- Funeral Support Payment - previously Funeral Payments.

Who can apply to the Scottish Welfare Fund?

You must be over 16 and on a low income to be eligible to apply.

You can find further information and guidance on the East Ayrshire Council [website](#).

School grants and funding

Who can apply?

You can apply if your child attends a East Ayrshire Primary or Secondary School, and you are in receipt of at least one of the qualifying benefits detailed below.

Please check that you are in receipt of at least one of the qualifying benefits below prior to applying.

Eligibility criteria for Free School Meals for school session 2025/26

- Scottish Child Payment for pupils in P6 & P7
- Child Tax Credit where household income is £19,995 or less
- Child Tax Credit and Working Tax Credit where the household income is £9,552 or less
- Universal Credit where earned income is £796 or less per month
- Income- based Jobseekers Allowance
- Income Support
- Any Income related element of Employment and Support Allowance
- Support under part VI of the Immigration and Asylum Act 1999

Eligibility Criteria for Clothing Grants for school session 2025/26

- Child Tax Credit where household income is £19,995 or less
- Child Tax Credit and Working Tax Credit where the household income is £9,552 or less
- Universal Credit where earned income is £796 or less per month
- Income- based Jobseekers Allowance
- Income Support
- Any Income related element of Employment and Support Allowance

- Support under part VI of the Immigration and Asylum Act 1999

Free School Meals

The Scottish Government have committed to providing a free school meal to all P1 to P5 pupils, however we are requesting that parents/carers who meet the above eligibility criteria submit an application as this information will be used to pay free school meal payments during school holiday periods.

Clothing Grant

- The current value of a clothing grant is £120 per primary school pupil and £150 per secondary school pupil where the parent/carer meets the eligibility criteria
- Only one application can be made per child for each school year
- Clothing grants are not available for children attending early year centres
- If your child has passed their official school leaving date, applications will only be processed once they have returned to school in August
- Young people aged 16-18 years old who meet the eligibility criteria in their own right, can also claim clothing grant and free school meals

You can find more information, and how to apply on the East Ayrshire Council [website](#).



Furniture Support – National



Furniture Support in East Ayrshire

Your local council may be able to help you get hold of items of furniture – as well as helping with other issues, such as debt advice, food and fuel poverty.

End Furniture Poverty

End Furniture Poverty have a list of resources and advice on their website on how to access new and preloved furniture. <https://endfurniturepoverty.org/>

Reuse Network

The Reuse supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change. You can search charity shops, projects and groups near you who offer affordable household items including furniture, electrical appliances, IT equipment and more. Search by visiting <https://reuse-network.org.uk>

Riverside Scotland's Bed Poverty Fund

The cost-of-living crisis has led to “bed poverty” where families end up sleeping in poor conditions because they are having to prioritise money for food and heating. Bed poverty can look different from family to family. It can include:

- broken beds and damaged bedding: families can't afford to replace or repair unsuitable beds or bedding, for example bedding that has gone mouldy.
- sharing beds and rooms: many parents share beds with their children as they cannot afford separate places for them to sleep.
- sleeping on the floor: parents or children who are sleeping on the floor because they can't afford beds.
- families unable to wash or dry bedding because they can't afford to pay for energy.

We have teamed up with our contractors Bell Group and James Frew to support customers affected by bed poverty. We will be providing beds, mattresses, and bedding to eligible households.

If you are experiencing any of the above, please get in touch with your Tenant Partner.

Cunninghame Furniture Recycling Company

Cunninghame Furniture Recycling Company has been founded as a charitable subsidiary of Cunninghame Housing Association Ltd. They are one of Ayrshire's leading social landlords.

Recycling and re-using good quality furniture not only re-distributes much-needed items to those on lower incomes. It also impacts on landfill and the costs that go along with it, both financial and environmental.

Address: Unit 68, Third Avenue, Irvine, KA12 8LT

Tel: [0800 221 8083](tel:08002218083)

Website: [Furniture Recycling and Reuse- Free Collection Ayrshire - CFRC \(cfrcltd.org.uk\)](http://cfrcltd.org.uk)



Furniture Support – Charities



Glasspool Trust

UK-wide charity that provides grants support for people experiencing financial hardship, with no restrictions on who they can help. <https://www.glasspool.org.uk/>

Buttle UK

Support children and their families, including the provision of beds, and offer more comprehensive packages of support. <https://buddleuk.org/apply-for-a-grant/>

Family Fund

Helping vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency. They provide essential furniture items, and they accept direct applications. <https://www.familyfund.org.uk/>



Furniture Support in East Ayrshire



Facebook Groups

There are several groups on Facebook that offer free or low-cost furniture. To find groups search Help Groups or Bargain Groups in your area.

Second Hand Furniture Websites

- Facebook
- Marketplace and Groups
- Gumtree
- Freecycle
- Pre-Loved
- Freeads
- VivaStreet
- Freegal

Charity Shops

There are many charity shops that sell low-cost second-hand cost second hand furniture. These include:

- Barnardo's Donation Centres
- Age UK
- British Heart Foundation Furniture and Electrical Stores
- Red Cross
- Cancer Research
- Oxfam
- Salvation Army
- Local Hospice Charities

Cost of Living Support in East Ayrshire



GOV.UK

The GOV.UK website has a list of resources to help support those who are struggling due to the cost-of-living crisis. <https://www.gov.uk/>

Benefits and Financial Support

There are several benefits that you may be eligible for including:

- Universal Credit - If you're on a low income, you're out of work or you cannot work
- Carer's Allowance - If you care for someone who gets certain benefits at least 35 hours a week
- New Style Employment and Support Allowance (ESA) - If you have a disability or health condition that affects how much you can work or if you need support to get back into work.
- New Style Jobseeker's Allowance (JSA) - If you need help when you're looking for work
- Access to Work - If you have a physical or mental health condition or disability you may be able to receive support to help you stay in work.

To find out what benefits and support you may be eligible for visit <https://www.gov.uk/cost-of-living/benefitstax-work>

Help for Households

See what support is available to help with the cost of living and save money with our energy saving tips. <https://helpforhouseholds.campaign.gov.uk/>

Social Security Scotland delivered benefits:

Disability Benefits:

Adult Disability Payment

Extra money to help people who have a long-term illness or a disability that affects their everyday life. It replaces Personal Independence Payment people in Scotland previously delivered by the Department for Work and Pensions. Visit the Social Security Scotland website for more information - [Social Security Scotland - Homepage](#).

Child Disability Payment

Extra money to help with the costs of caring for a child with a disability or ill-health condition. It replaces Disability Living Allowance for children in Scotland that was previously delivered by the Department for Work and Pensions. Visit the Social Security Scotland website for more information - [Social Security Scotland - Homepage](#).

Carer's Benefit

- [Carer's Allowance Supplement](#) – an automatic payment made twice a year to people who get Carer's Allowance through the DWP on certain dates each year.
- [Young Carer Grant](#) - an annual payment of £383.75 for people 16, 17 or 18 who care for people who get a disability benefit for an average of 16 hours a week or more.
- [Carer Support Payment](#) - money to help you if you're a carer. You can get paid £81.90 a week if you're eligible.

Five Family Payments

- [Best Start Grant Pregnancy and Baby Payment](#) – one off payment of up to £754.65 from 24 weeks in pregnancy up until a baby turns 6 months for families who get certain benefits.
- [Best Start Grant Early Learning Payment](#) – one off payment of £314.45 when a child is between two and three years and six months for families who get certain benefits.
- [Best Start Grant School Age Payment](#) – one off payment of £314.45 when a child would normally start primary one for families who get certain benefits.
- [Best Start Foods](#) – a pre-paid card from pregnancy up to when a child turns three for families on certain benefits to help buy healthy food
- [Scottish Child Payment](#) - £106.80 every four weeks to help towards the costs of looking after each child under 16 for families who get certain benefits.

Heating Benefits

- [Child Winter Heating Payment](#) - a £251.50 payment to help families of a child on the highest rate care component of Disability Living Allowance for children, to heat their homes.
- [Winter Heating Payment](#) - A yearly payment to help people on low-income benefits who might have extra heating needs during the winter. The payment for winter 2024/25 is £58.75.

Other Benefits

- [Funeral Support Payment](#) – money towards the costs of a funeral at a difficult time like this for people on certain benefits who are responsible for paying for a funeral.
- [Job Start Payment](#) – £314.45 for 16 to 24 year olds who have been on certain benefits for six months or more to help with the costs of starting a job.

Advocacy & Advice Services

Citizens Advice

The national charity and network of local charities offer confidential advice online, over the phone, and in person, for free. Visit the Citizen's Advice website for more information - [Citizens Advice Scotland \(cas.org.uk\)](https://citizensadvice.org.uk).

VoiceAbility

VoiceAbility have been supporting people to be heard in decisions about their health, care and wellbeing for over 40 years.

They're an independent charity and one of the UK's largest providers of advocacy and involvement services.

An advocate can support you to access benefits from Social Security Scotland, if you identify as disabled.

You can contact them on **0300 303 1660**, email them at helpline.scotland@voiceability.org or check out their [website](https://voiceability.org.uk) for more information.

Nest

To help people and their families who live with autism, ADHD and FASD in Ayrshire, feel more in control through supporting better understanding and better connections.

To help services, businesses and community groups in Ayrshire become friendlier places for people and their families living with autism, ADHD and FASD to access.

You can find more information about the services and support Nest offer on their [website](https://nest-ayrshire.org.uk).



Help with the cost of living – Council Support



Council Support:

Scottish Welfare Fund

If you are in financial crisis, you may qualify for a crisis grant from the Scottish Welfare Fund. A crisis grant is tax free and you don't have to pay the money back.

You won't qualify for a grant if you have already applied for the same item in the last 28 days, unless your circumstances have changed.

How to apply

You must apply to the council where you live or intend to live.

Applications for both Crisis and Community Care Grants should be made online at the Scottish Welfare Fund and can be submitted at any time. You can apply online [here](#).

Apply by phone

If you are unable to make an online application, please contact the Scottish Welfare Fund team by telephoning 01563 554400.

Please note our opening hours are:

- Monday to Thursday 9am to 4:30pm
- Friday 9am to 3:30pm

A different member of the team will make a decision from the person who takes the application; therefore, it will not be possible to give an instant answer when an application is made.

As the funds are budget-limited, there will be claims that are not paid because they do not meet the priority set for that period.

The Scottish Welfare Fund team will check personal circumstances using information we already have where possible. In certain circumstances further information or proof may be required from the customer. A member of the team will telephone the contact number provided on the application if further information is required.

Payment

Where a cash award is granted, payments will be made using [PayPoint](#), which has many outlets within the East Ayrshire area.

You will be sent a code by text message, and you should take this to your nearest or most convenient PayPoint outlet. You will need to provide proof of your identity and will be given cash for the code.

Where a text message cannot be sent, arrangements will be made to provide a voucher to you which can be used with PayPoint.

Where an award has been made that includes white goods or furniture, for example, a fridge or a bed, these items will be ordered and delivered to you. Where appropriate these will also be fitted. You will be advised of when the goods will be delivered so that arrangements can be made to receive them.

We will not give you money to buy white goods or furniture yourself and we will not refund the cost of goods if you have bought them before your grant is decided.

Discretionary Housing Payment

Discretionary Housing Payments can help if you are struggling to pay your rent and have a shortfall between the amount paid in housing costs and your actual rent charge.

To be considered for a Discretionary Housing Payment you must either:

- be entitled to some Housing Benefit from us; or
- be getting Universal Credit that includes something towards your housing costs.

You can apply online for [Discretionary Housing Payment](#) (DHP).

East Ayrshire Money

East Ayrshire Money (EA Money) provide free impartial advice and information relating to a wide range of issues.

We provide residents in East Ayrshire with advice, information and support relating to:

- welfare rights
- benefits
- affordable money products
- energy advice services
- debts and more

If you have a problem with:

- one or more debts that are causing you financial hardship
- paying your rent, facing the prospect of eviction
- energy costs such as gas and electricity

- challenging adverse benefit decisions and ensuring you are getting your full entitlement to benefits
- experiencing barriers to getting back into work

EA Money can put you in touch with the appropriate local organisation best placed to give you the help and support you need.

For more information visit the [EA Money website](#).

Cost of Living – Fuel and Energy Support in East Ayrshire



Council Support:

East Ayrshire Money

East Ayrshire Money (EA Money) provide free impartial advice and information relating to a wide range of issues.

We provide residents in East Ayrshire with advice, information and support relating to:

- welfare rights
- benefits
- affordable money products
- energy advice services
- debts and more

If you have a problem with:

- one or more debts that are causing you financial hardship
- paying your rent, facing the prospect of eviction
- energy costs such as gas and electricity
- challenging adverse benefit decisions and ensuring you are getting your full entitlement to benefits
- experiencing barriers to getting back into work

EA Money can put you in touch with the appropriate local organisation best placed to give you the help and support you need.

For more information visit the [EA Money website](#)

Energy Advice:

Winter Fuel Payments

Help to pay heating bills is available through the [winter fuel payment](#) scheme.

If you [qualify for a winter fuel payment](#) but don't get paid automatically, you'll need to [make a claim](#).

Cold weather payments

If you get certain benefits, you may be entitled to a [cold weather payment](#). This is applicable when the temperature recorded or forecast to be zero degrees or below zero on seven consecutive days.

Other help and trusts

You can access further help from the following:

- [Energy Savings Trust](#) – grants and support to save energy at home
- [Home Energy Scotland](#) – free advice line on 0808 808 2282

Many utility companies now run charitable trusts for their most vulnerable customers. Applicants may have to meet certain qualifying conditions to apply, such as:

- having a disability
- being in receipt of certain benefits
- having a low household income

[Citizen's advice](#) will help you make applications to these trusts:

- [Scottish Power Hardship Fund](#)
- [Ovo Energy Fund](#)
- [Eon Energy Fund](#)
- [EDF Energy Customer Support Fund](#)
- [Bulb Energy Fund](#)
- [British Gas Energy Trust](#) provide other grants and support, such as replacing faulty household items

Scottish Government Ready for Winter Campaign

Advice and tips on winter readiness are available from the [Ready Scotland website](#).

Citrus Energy

Founded in 2013, Citrus Energy is a social enterprise that exists to help 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.

Lemon Aid

Lemon Aid from Citrus Energy can even help you apply for services you may be entitled to such as white goods schemes, discounts on your energy bills, benefits and many other services. So, if you are a resident in Ayrshire and want to get the best from your energy supply then call them today on 07973 847 981.

Energyadvice.scot

Energyadvice.scot provide free, practical advice and information on energy-related matters to the citizens of Scotland.

They can provide advice and information if you:

- Have an energy enquiry relating to your supplier (no matter how complex)
- Wish to understand your energy supplier's complaints process
- Are experiencing any problems with your energy bills

Support with debt



Step Change Debt Charity

Online support is available via the debt advice tool where you can create a budget and get a personal action plan with practical next steps. . 0800 138 1111 Opening times: Monday to Friday, 8am to 8pm, Saturday, 8am to 2pm (closed on Sundays and bank holidays).
<https://www.stepchange.org/>

National Debtline

National Debtline provides free advice and resources to help people deal with their debts. Advice is available over the phone, online and via webchat. 0808 808 4000 Opening times: Monday to Friday, 9am to 8pm, Saturday, 9.30am to 1pm.
<https://www.nationaldebtline.org/about-us/> Debt Advice Foundation Debt Advice Foundation is a debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt. 0800 043 40 50 Monday to Friday 8am to 6pm

Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians). <https://capuk.org/>

PayPlan

PayPlan offer free, simple debt advice to anyone who needs it. When you go to them for debt advice, they will show you all the different debt solutions that are out there so you've got a clear idea of what your options are, and how each one could help you. They can also advise you on what the best solution is for your circumstances, plus any other options that might work for you.

Tel: 0800 316 1833 (Available between 8am to 8pm Monday to Friday and 9am to 3pm on Saturday). Website: <https://www.payplan.com/>

Community Money Advice

Community Money Advice (CMA) is a charity dedicated to supporting and helping community groups, churches and groups of churches set up free, face to face debt & money advice centres in their neighbourhood. <https://www.communitymoneyadvice.com/freedom-from-debt/get-help>

Turn2Us

Turn2us is a national charity providing practical help to people who are struggling financially. You can use their free Benefits Calculator and Grants Search to find out what help you can get.
<https://www.turn2us.org.uk>

Citizen's Advice Bureau

For debt advice in East Ayrshire, individuals can contact the [East Ayrshire Citizens Advice Bureau](#) or the EA Money website.

Both organisations provide free, impartial, and confidential assistance with managing debt and financial issues. The CAB can be reached by phone at 01563 543379.

EA Money also offers a range of services, including advice on benefits, energy, and other financial matters.



Warm Spaces in East Ayrshire



Warm Spaces in East Ayrshire

There are several places across East Ayrshire that provide a warm and welcoming space in local communities for a cuppa and some company during the winter months.

You can find a list of warm spaces at the [Warm space finder](#) online.

** Information correct at point of publishing, please check with venue before attending.*

Libraries in East Ayrshire



East Ayrshire Council Libraries

Libraries are so much more than simply a place to borrow books. They are welcoming spaces with friendly staff and lots of reasons to visit for customers of all ages. It's free and easy to join and the benefits are priceless

Here are just a few things that you can expect when you visit. Ask at your local library for more information.

A Warm Welcome

While you will always receive a welcome in our libraries, you'll also find free charging stations, Wi-Fi and seating areas where you're welcome to stay as long as you like.

Available at Auchinleck Boswell, Burns House, Crosshouse, Cumnock, Dick Institute, Newmilns & Stewarton libraries

Bookbug Sessions

Give little ones their first library experience...sharing stories, songs and rhymes. It's a great place to meet up with other parents and socialise too! You may need to book as our [Bookbug sessions](#) are very popular

Books for all ages... and no late fees

There are new titles arriving every month... fiction and non-fiction, Book Group reads, summer blockbusters, fiction in translation, poetry collections, large print books children's books, story books, graphic novels, Manga and more!

Ask about our request service if you can't [find what you're looking for](#).

Go Digital

Download the Borrowbox app and sign in with your library card to access thousands of eBooks & eAudiobooks. There are new titles being added all the time and you can also access eMagazines and eNewspapers. You could save hundreds of pounds a year using these [free digital services](#).

For Students

Find free resources to help with your studies as well a quiet space to study. Access reference texts including psychology and sociology as well as PC, printing and Wi-Fi access

Can't make it to your local library?

Our [mobile library service](#) is on the road weekly and our friendly staff will be happy to

recommend books you might enjoy.

Our Homewords Service can deliver books to your door if you can't get out and about.

Events & Activities

We programme events and activities for kids and adults alike throughout the year, As well as Bookbug, we host book groups, family trails, author events, and an annual book festival. Ask at your local library to find out what's coming up or have a look at our What's On section.

Other services

We offer access to PC's, computer courses, printing and photocopying services as well as *free Wi-Fi so you can connect with your laptop, tablet or mobile

*Available at Auchinleck, Crosshouse, Cumnock, Darvel, Dick Institute, Galston, Burns House and Stewarton libraries.

Help for Hearing Aid Users

Our partners Sensory Impaired Support Group provide batteries for hearing aid users. Batteries are available at the Dick Institute, Auchinleck, Stewarton, Mauchline and Newmilns libraries and the Mobile Libraries.

You can find a list of libraries in East Ayrshire on their [website](#).



Support with Employment, Skills and Training



Government Support

Find a Job in England, Scotland or Wales through the government's official job vacancy service that offers a simple way for people to search for the latest jobs. Find additional job opportunities through the Job Help website. <https://jobhelp.campaign.gov.uk/>

Apprenticeships

An apprenticeship combines practical training in a job with study. You can start an apprenticeship if you're: 16 or over - there's no upper age limit not in education (full or part-time) You can have a previous qualification, like a degree, and still start an apprenticeship. <https://www.gov.uk/apply-apprenticeship>

Learn online for free

Learn online for free with The Skills Toolkit, where you can access more than 70 courses in digital, numeracy and employability skills. <https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit>

Get support from a work coach

Work coaches use their experience of the jobs market to help you find opportunities that match your skills, which could include types of work you've never considered before. Get support from your work coach by asking at your nominated Job Centre.

My World of Work

My World of Work is Scotland's career information and advice website. It's brought to you by [Skills Development Scotland \(SDS\)](#) – the national skills agency.

Use their website to explore careers which match your skills, personality and strengths. They'll also introduce you to the huge range of jobs you could get into.

No matter what stage you're at in your career, My World of Work will help you develop [career management skills](#). These will allow you to stay in control of your career as the job landscape changes around you.

East Ayrshire Council – Employability Team

The Employability Team at East Ayrshire Council offers a range of advice and support. They can help unemployed local residents with:

- work experience

- CV development
- job search, applications and interview techniques
- access to job vacancies
- [modern apprenticeships](#)
- [job brokerage and work coaches](#)

For those who are currently in work, we can also help with funding towards:

- training
- qualifications
- better opportunities

You can find further information about the services they provide on their website.

The team can be contacted using the following details:

Employability Team

Telephone: [01563 503000](tel:01563503000)

Email: employability@east-ayrshire.gov.uk

Website: www.eastayrshireworks.co.uk

Facebook: www.facebook.com/eastayrshirework

Digital Inclusion Support



National Digital Inclusion Support

Job Centre Support

Connectivity provider TalkTalk is rolling out a new voucher scheme that gives jobseekers across the UK free access to high-quality broadband. Your work coach will be able to help support you to access further information.

Social Tariffs

Internet access at home can be expensive, some broadband providers offer social tariffs – broadband and phone packages at a reduced price for people claiming Universal Credit, Pension Credit as well as some other benefits. Some providers call them ‘essential’ or ‘basic’ broadband.

Visit www.ofcom.org.uk and search social tariffs to find out more.

Get Online @ Home

Get Online @ Home sells heavily discounted, refurbished computers and tablets.

<https://www.getonlineathome.org>

Family Fund

Devices, such as computers and tablets, can have a huge impact on disabled children and their families. Family Fund can help support families.

www.familyfund.org.uk

The Charity Excellence

The Charity Excellence Framework provides a resource for a wide range of free laptops, computers, software, IT support and grants for UK charities and social enterprises.

www.charityexcellence.co.uk

The National Data Bank

The National Databank is a national foodbank for connectivity data. Run by Good Things Foundation, data to help almost 500,000 people will be donated by Virgin Media O2, Vodafone, and

Three Mobile from September 2022.

www.goodthingsfoundation.org

National Device Bank

Good Things Foundation is building the UK's first ever National Device Bank. Devices will be provided to people in need by thousands of community organisations in Good Things Foundation's network.

<https://www.onlinecentresnetwork.org>

Libraries

Libraries across the UK offer a range of different services and support including computer and internet access, digital learning, printing, group activities and wellbeing support.

Search for your local library here:

<https://www.gov.uk/local-library-services>

Learning

Learn My Way

Learn My Way is a website of free online courses for beginners to develop digital skills to make the

most of the online world.

www.learnmyway.com

Barclays Digital Wings

Barclays Digital Wings platform offers free online digital skills courses from how to stay safe online,

use social media, make your business digital and much more. Available to everyone, no eligibility

criteria.

<https://digital.wings.uk.barclays/>

FutureLearn

FutureLearn provide a suite of free digital skills courses from digital skills for work and life to advanced skills like web analytics, social media, AI and much more.

www.futurelearn.com

Local Digital Inclusion Support

Riverside Scotland's Device Lending Scheme

Riverside Scotland, in partnership with Connecting Scotland, launched their Device Lending Scheme in 2024. This allows customers of Riverside Scotland, who do not have access to a device or the internet, to borrow device and internet access. You can find more information on our website, or by contacting your Tenant Partner.

East Ayrshire Digital Access Network

The East Ayrshire Digital Access Network (EA DAN) is made up of over 100 individuals representing local and national organisations that work together to close the digital and data divide in East Ayrshire by providing access to an appropriate device, connectivity, and training and support to improve digital skills.

The EA DAN was founded to create equal access to the internet and technology to allow people to effectively participate in social and economic activities.

You can find more information on the East Ayrshire Digital Access Network [here](#).

Housing & Homelessness Advice in East Ayrshire



East Ayrshire Council – Housing Options Team

Emergency homeless assistance

You are homeless if you:

- have nowhere to live
- have nowhere that you and your family can live together
- have somewhere to live but are scared to stay there because of the threat of violence or abuse
- have somewhere to live but it's overcrowded and is causing you health problems
- are living somewhere but the owner has not given you permission to be there
- have been staying with a friend or relative but they have told you have to leave
- live in a caravan, mobile home, or boat and have nowhere to put it

Even if you are not yet homeless but you have to leave where you are living within the next two months, you should still contact us to get advice.

Homelessness is something that can happen to anyone, from all walks of life. Local authorities have a legal duty to help homeless people:

- Firstly, by interviewing you and assessing your housing situation and providing you with housing advice and assistance.
- Secondly, by offering you temporary or permanent accommodation - provided your circumstances meet the criteria set out in Part II of the Housing Scotland Act 1987 as amended by the Housing (Scotland) Act 2001.

Applicants who are homeless or at risk of experiencing homelessness can contact The Housing Options Team on 01563 554400.

If you are homeless out with office hours contact the Homelessness Standby Service on: 0345 724 0000 – this is the 24-hour emergency helpline.

Riverside Scotland Customers

If you are experiencing difficulties managing your tenancy, anti-social behaviour, rent arrears or domestic abuse, and feel you may be at risk of homelessness, please contact us so we can

offer advice and support. You can find more information on our [website](#). You can also contact your Tenant Partner, contact details are on our [website](#).

Shelter Scotland

Help and advice in relation to housing and homelessness can be found on the Shelter Scotland [website](#).

Citizen's Advice Scotland

Citizen's Advice Scotland can offer information and advice on your housing circumstances. You can find more information about this on their [website](#). You can also contact them by phone on 0800 028 1456.

John Knox Parish Church of Scotland

John Knox is an active participant of East Ayrshire Churches Homelessness Action (EACHa), a registered charity giving support to the homeless in East Ayrshire.

East Ayrshire has many homeless people, around 1000 individuals or families becoming homeless every year. Council staff and social services can provide accommodation and advice, but churches can offer tangible help, along with the hand of friendship, ie putting faith into action. EACHa's motto is "Each person matters".

Among other services, EACHa provides hygiene, or 'wellbeing' packs of essential toiletries to every person who becomes homeless. We also provide an activity pack of toys for each child.

You can find more information about the support they provide, and contact details, on their [website](#).

Domestic Abuse Services



What to do if you are experiencing domestic abuse

If it is an emergency (a crime is happening, someone suspected of a crime is nearby, someone is injured, you are being threatened or you are in immediate danger) you should always call **999**.

There are many support services available, these are just a few:

National Domestic Violence helpline

A national helpline which is available every day of the year.

Freephone: **0808 2000 247**

Scottish Woman's Aid

If you're experiencing domestic abuse in Scotland.

Contact **0800 027 1234** or visit <https://womensaid.scot>.

Abused Men in Scotland

If you're experiencing domestic abuse in Scotland.

Contact **03300 949 395** or visit www.abusedmeninscotland.org.

Man Kind

If you are experiencing domestic abuse.

Contact **01823 334 244** or visit www.mankind.org.uk.

Respect

If you are experiencing domestic abuse.

Contact **808 801 0327** or visit www.mensadviceline.org.uk.

Rape Crisis

Support if you have been a victim of sexual violence, they have live chat and information on centres locally to you.

Contact **08088 01 03 02** or visit www.rapecrisisscotland.org.uk.

Samaritans

If you are or have been a victim of abuse and you need someone to talk to.

Contact **116 123** or visit www.samaritans.org

NSPCC

If you are worried about a child. Find out about [call charges](#).

Contact **0808 800 5000** or visit www.nspcc.org.uk.

Childline (under 18s)

Calls will not show on your bill if you call from a landline or [most mobile networks](#).

Contact **0800 1111** or visit www.childline.org.uk.

Addictions Support



Alcohol and Drug Services (NHS Scotland)

If you are concerned about your own or someone else's alcohol or drug use, there are local and national services and resources that can help.

Monday to Friday from 9am to 5pm, you can contact local Alcohol and Drug Services for advice and information:

- North Ayrshire: 01294 476000 (North Ayrshire Drug and Alcohol Recovery Service – NADARS)

Outside of these times, please call NHS 24 on 111 for advice.

In an emergency, please contact 999.

Harbour

Working to empower individuals who are recovering from drug and/or alcohol addiction, assisting them to become independent and supporting their integration back into the community.

Contact Details:

Harbour, 6 Miller Road, Ayr, KA7 2AY

Mon - Fri 9am till 5pm - 01292 623 016

Out of Hours - 01292 623 016

Email: info@harbourayrshire.co.uk

Website: [HOME - HARBOUR AYRSHIRE](#)

Talk to Frank

If you have a problem with drugs, Talk to Frank for friendly, confidential drugs advice.

Contact: 0300 123 6600

Talktofrank.com

Email: frank@talktofrank.com

We are With You

We are with you provides free, confidential support to people who have issues with drugs, alcohol or mental health. They work with people on their own goals, whether that's staying safe and healthy, making small changes or stopping an unwanted habit altogether.

Wearewithyou.org.uk

Sure Recovery

The app is free to use and has been designed to help people track their own recovery journeys and achieve their personal goals. The app has been developed with people at different stages of recovery and is based on their ideas and feedback.

You can download the app on the Google Play and Apple App stores.

Drug FAM

A lifeline of safe, caring and professional support to families, friends and partners who are struggling to cope with the nightmare of a loved one's addiction to drugs or alcohol and to those who have been bereaved by addiction or related causes.

Contact: 0300 888 3853

Addictionfamilysupport.org.uk

Drinkline

Free, confidential helpline for anyone who is concerned about their drinking, or someone else's.

Contact: 0300 123 1110

Alcoholics Anonymous

Alcoholics Anonymous (AA) is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking.

Contact: 0800 9177 650

Alcoholics-anonymous.org.uk

Email: help@aamial.org

Drinkaware Online Tools & Apps

Drinkaware's range of online tools can help you understand your drinking, track your drinks and change your habits.

Drinkaware.co.uk

Help for problems with Gambling

Gambler Anonymous Scotland

[Gamblers Anonymous Scotland](#) has meetings every day and is free to attend. The meetings are informal and friendly. They have a 24-hour helpline you can phone on 0370 050 8881.

GAMSTOP

If you're looking for ways to stop yourself from gambling, [GAMSTOP](#) allows you to block your access to certain gambling websites and apps.

Gambling Commission

For advice on gambling as safely as possible, or help reporting a gambling business that's breaking the law, visit the [Gambling Commission](#) website.

Gam-Anon Scotland

If you have a loved one with a gambling problem, support is available from [Gam-Anon Scotland](#). The organisation has supportive, confidential meetings that are separate from Gamblers Anonymous meetings. You can phone the Gam-Anon 24-hour helpline on 0370 050 8881.

GamCare

[GamCare](#) provides information, advice and support for anyone affected by problem gambling. It operates the National Gambling Helpline, and provides treatment for problem gamblers and their families. You can phone the Helpline 24 hours a day, 7 days a week, on 0808 8020 133.

Scottish Gambling Education Hub

If you're looking for help educating a young person about gambling, or need educational materials for a class or youth group, the [Scottish Gambling Education Hub](#) has some useful resources.

Breathing Space

If you're struggling with the impact gambling is having on your life, or the life of a loved one, phone [Breathing Space](#) on 0800 83 85 87 for support and counselling. Breathing Space is open:

- Weekdays: Monday to Thursday 6pm to 2am
- Weekends: Friday 6pm to Monday 6am

Household Waste & Recycling in East Ayrshire



Bin Collection Days

You can check when your bins are due to be collected on the East Ayrshire Council [website](#).

You can also find further information about what waste should go in each bin on the East Ayrshire Council [website](#).

Recycling centres and points

Household Waste Recycling Centres (HWRCs) are for East Ayrshire residents to dispose of household waste. A list of waste accepted at HWRCs is available on the East Ayrshire Council [website](#).

Household waste recycling centre booking system

To use East Ayrshire recycling centres, residents require an e-permit.

You can register for a permit, make a booking, or make changes to your permit on the East Ayrshire Council [website](#).

You can find out more information by visiting the East Ayrshire Council [website](#).

Bulky waste collection

If household items are too big to fit in your bin, cannot be donated or transported to a Household Waste Recycling Centre, contact East Ayrshire Council to arrange a bulky waste collection.

Charges for bulky waste

The following charges apply:

- One to seven items £39.80 (with the exception of materials containing Persistent Organic Pollutants (POPs) items)
- Any additional items up to a maximum of eight (no more than 15 items in total) will be charged at £5.69 each (with the exception of POPs items)
- POPs items and charges:
 - Sofa, £30
 - Sofa bed, £40
 - Armchair, £15
 - Dining room chair fabric, £5

- Home office chair fabric, £7.50
- Futon/Ottoman/Footstool fabric, £15
- Bean bags, £5
- Floor and sofa cushion, £5
- Electrical recliner chair, £35
- Corner suite, £60

Please note that a separate charging structure applies to kitchens and bathrooms.

Book a bulky waste collection

You can find more information and book an uplift on the East Ayrshire Council [website](#) or call [01563 554400](tel:01563 554400) (Option 6).

Reuse project

There are also a number of reuse projects which operate in East Ayrshire. If your unwanted items are in good repair, please consider donating items to these projects to enable others to benefit:

- [Cunninghame Furniture Recycling Company](#), Telephone [0800 221 8083](tel:0800 221 8083)
- The Cumnock and Doon Valley Furniture Scheme, Telephone [01292 550525](tel:01292 550525)
- [Free for Fuel SCIO Facebook page](#)

Private contractors carrying out work

Private letting owners and letting agents operate commercially. They have a duty of care to dispose of waste materials left at the premises. Contractors' waste cannot be collected as part of a household bulky waste collection. Before a contractor carries out works at your home you should check if they have a waste carrier's license. The contractor is responsible for removing any waste created.