

# North Ayrshire Support Directory



## Contents

Food Support in North Ayrshire.....	2
Food Banks in North Ayrshire.....	4
Food Pantries & Larders in North Ayrshire.....	7
Food Support – National Apps & Schemes.....	9
Food Support – North Ayrshire Council Support.....	10
Furniture Support – National.....	12
Furniture Support – Charities.....	13
Furniture Support – North Ayrshire.....	15
Cost of Living Support in North Ayrshire.....	16
Help with the Cost of Living – Council Support.....	19
Fuel and Energy Support.....	20
Support with Debt.....	23
Warm Spaces in North Ayrshire.....	25
Libraries in North Ayrshire.....	26
Support with Employment, Skills & Training.....	28
Digital Inclusion Support.....	30
Housing & Homelessness Advice in North Ayrshire.....	33
Support with Domestic Abuse.....	35
Support with Addictions.....	37
Household Waste & Recycling.....	41



## Food Support in North Ayrshire



### **North 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 North 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 in North Ayrshire



### **Food Banks:**

#### **Church of the Nazarene**

Address:

150A Glasgow Street  
Ardrossan  
KA22 8EU

**Open 10am to 2pm, Monday to Friday.**

#### **Ardeer Community Centre**

Address:

23 Shore Road  
Stevenston  
KA20 3LA

**Open 10am to 3.30pm, Monday to Thursday.**

#### **Bridgend Community Centre**

Address:

Bridgend  
Kilbirnie  
KA25 7DJ

**Open 9am to 3pm, Tuesday to Friday.**

#### **Castlepark**

Address:

4 Castlepark Road  
Irvine  
KA12 9LQ

**Open Tuesday & Wednesday, 9.30am to 3pm and Thursday, 9.30am to 2.30pm.**

#### **Dalry Community larder**

Address:

St. Margarets Avenue  
Dalry  
KA24 4BA

**Open Wednesday, 5.30pm to 7.30pm and Saturday, 9am to 11.30am.**

**Tower lands Community Centre**

Address:

Tower lands Farm Road  
Bourtrees Hill South  
Irvine  
KA11 1PY

**Open Monday, Wednesday & Friday, 10am to 12 noon.**

**West Kilbride Parish Church**

Address:

Main Street  
West Kilbride  
KA23 9AW

**Open Monday, Tuesday, Thursday and Friday, 10.30am to 12 noon.**

**Woodwynd Community Centre**

Address:

50 David Gage Street  
Kilwinning  
KA13 7AH

**Open Tuesday, Wednesday, Thursday and Friday, 11am to 3pm.**

**St. John's Church**

Address:

Hayocks Road  
Stevenston  
KA20 4DE

**Please phone in advance to arrange a collection. This centre is only open upon a telephone request.**

**Kirkgate Church**

Address:

Chapelwell St,  
Saltcoats  
KA21 5EA

**Open Friday, 12.30pm to 2pm.**

**Beith Community Centre**

Address:

Kings Road  
Beith  
KA15 2BQ

**Open Monday to Friday, 9am to 5pm.**

**Cranberry Moss Community Centre**

Address

Cambusdoon Place  
Kilwinning  
KA13 6SL

**Open Monday to Thursday, 9.30am to 11.30am.**

**Girdle Toll Parish Church**

Address:

2 Littlestone Rise  
Lawthorn  
Irvine  
KA11 2BJ

**Open Monday, 2pm to 4pm and Friday, 4pm to 6pm.**

**Redburn Community Centre**

Address:

Dickson Drive  
Irvine  
KA12 9EW

**Open Thursday, 10am to 2pm.**

For full information about foodbank locations, opening times and contact details, please visit the North Ayrshire Foodbank website. ([Locations | North Ayrshire Foodbank](#))



## Food Pantries or Larders in North Ayrshire



### **Quaint Larder**

Address: Whitlees Community Centre, Carrick Place, Ardrossan, KA22 7DT

Opening Times: Wednesday 10am-4pm

Cost: £3.50

Contact Details: 01294 461700

### **South Ardrossan Larder**

Address: Church of The Nazarene, 150a Glasgow Street, Ardrossan, KA22 8EU

Opening Times: Monday 4pm – 6pm, Tues-Thurs (10am-2pm), Fri (4-6pm)

Cost: £4

Contact Details: 01294 601312 or [nafoodbank@btinternet.com](mailto:nafoodbank@btinternet.com)

### **The Wee Shoap Woodwynd**

Address: Woodwynd Community Centre, 50 David Gage Street, Kilwinning, KA13 7EF

Opening Times: Monday, Wednesday and Friday 10am-1pm

Cost: £4

Contact details: 07719 480807

### **Cranberry's Community Larder**

Address: Cranberry Moss Cranberry Moss Community Centre, Cambusdoon Place, Kilwinning, KA13 6SL

Opening Times: Thursday 1pm-7pm, Friday 10am-2pm

Cost: £4

Contact details: 01294557146 or [cranberryslarder@gmail.com](mailto:cranberryslarder@gmail.com)

### **Choices Community Shop**

Address: Fullerton Connexions Choices Community Shop, Fullarton Street, Irvine, KA12

Opening Times: Monday, Wednesday and Friday 10am-1pm

Cost: £3 for couples £5 families

Contact Details: 01294 278207, 01294 317156 or [Fullarton.secretary@gmail.com](mailto:Fullarton.secretary@gmail.com)

### **The Village Larder West Kilbride**

Address: West Kilbride Community Centre, Corse Street, West Kilbride, KA23 9AX

Opening Times: Tuesday 9am-12 noon Thursday 6-8pm Friday 9am-12noon

Cost: £3 or £5

Contact details: 07561 755795 or [thevillagelarderwk@gmail.com](mailto:thevillagelarderwk@gmail.com)

The Village Larder West Kilbride | Scheduling and Booking Website ([simplybook.it](http://simplybook.it))

### **Dalry Community Larder Dalry**

Address: Dalry Community Centre

Opening Times: Wednesday 6.30pm -8pm Saturday 10am-12pm

Cost: £4

Contact details: 07870198098 or [www.facebook.com/DalryCSC](https://www.facebook.com/DalryCSC)

### **Tap End Larder Hayocks**

Address: Hayocks Hall, Hyslop Road, Stevenston, KA20 4HW

Opening Times: Monday 10am-1pm Tuesday 4pm - 7pm Thurs 5pm - 7pm

Cost: £3.50

Contact Details: 07832 433459

### **The Farm Basket Bourtreehill**

Address: Towerlands Community Centre, Bourtreehill, Irvine KA11 1PY

Opening Times: Monday 10am-1pm Wednesday 10am-1pm Friday 2pm-5pm

Cost: £3 for singles £4 for two people £5 for families

Contact Details: 07759 313444

### **Ardeer Food Larder**

Address: Ardeer Community Centre, 23 Shore Road, Stevenston KA20 3LA

Opening Times: Tues to Fri 11am-2pm drop in Friday 5pm-7pm by appointment only

Cost: £3.50

Contact Details: 01294 466861 or [ardeercommunitycentre@gmail.com](mailto:ardeercommunitycentre@gmail.com)

### **Argyle Community Shop Saltcoats**

Address: Argyle Community Centre, Campbell Avenue, Saltcoats, KA21 5AG

Opening Times: Appointments only. Wednesday 11pm - 4pm Once a month on a Wednesday of the month 5pm - 6.30pm

Cost: £4 and £5

Contact Details: 078456 966900

### **Beith Community Larder**

Address: Beith Community Centre, Kings Road, Beith, KA15 2BQ

Opening Times: Thursdays 1pm - 4pm and 5pm till 8pm Saturdays 10am till 1pm

Cost: £4

Contact Details: [larder@beithcommunityassociation.org.uk](mailto:larder@beithcommunityassociation.org.uk)

### **The Wee School Pantry Kilbirnie**

Address: 17 Bridgend, Kilbirnie, KA25 7DJ

Opening Times: Thursday 10am-1pm and 4pm-7pm Friday 4:30pm-6:30pm

Cost: £4

Contact Details: 01505 684512 or [weeschoolpantry@gmail.com](mailto:weeschoolpantry@gmail.com)

### **The 'Side Larder Springside**

Address: Springside Community Centre, Overtoun Road, Springside, KA11 3BG

Opening Times: Friday 10am-6pm

Cost: Single £5, Couples £6 and Family £7

Contact Details: 07513182180

*\* Information accurate at time of publishing (February 2025). Please contact venue directly for up to date opening times.*





## 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>.

# North Ayrshire Council Support



## The Scottish Welfare Fund

You may be able to get help with essential costs from your local council. There are two main grants available to households who may be struggling financially, a Crisis Grant and a Community Care Grant.

### Crisis Grants

Aimed at helping people in crisis because of either:

- a disaster (like fire or flood)
- an emergency (like needing to travel to visit a sick child)

### Community Care Grant

Aimed at helping 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 (eg hospital, care home, prison) and need help to set up their own home

This can also help households facing notable pressure with one-off items. For example, household appliances.

Further information about these can be found on the North Ayrshire Council website ([Crisis & Community Care Grants \(north-ayrshire.gov.uk\)](https://www.north-ayrshire.gov.uk))

## Cost of Living Support

North Ayrshire Council can help you if you are struggling to make ends meet. Our expert teams can advise you on:

- Energy Support Grant - for people struggling to pay energy bills and who have had no support through [cost of living payments](#) or who are at risk of being cut off. You will need a MyNAC account to [apply for an Energy Support Grant via mygovscot](#) or apply over the phone by calling 01294 310000
- [Crisis and Community Care Grants](#) - support for residents on low income/qualifying benefits who have suffered a disaster or emergency
- [Free school meals and clothing grants](#) - means tested for children in low income households

- [Council Tax reduction](#) - helps people on a low income pay all, or part, of their Council Tax
- [Discretionary Housing Payment \(DHP\)](#) if you claim Housing Benefit or receive housing cost payments through Universal Credit and need financial help because your benefit is less than the full amount of your rent, DHP can help cover this (if you get Housing Benefit or Universal Credit you can claim a DHP to help pay your rent)

Further information about the support available can be found on the North Ayrshire Council website ([Help with the cost of living \(north-ayrshire.gov.uk\)](http://north-ayrshire.gov.uk))

### **Find out about schemes in your area**

Councils decide how to run their schemes. There may be differences in:

- If you can apply if or how you need to apply
- who money is given to For example, some councils share out money through local charities and community groups and some limit household applications to one per year.

Check with North Ayrshire Council to find out what support is available either via their website or by calling 01294 310 000.



## Furniture Support – National



### **Furniture Support in North 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](#).



## 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/>

### **Local Charities**

#### **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 \(cfrcld.org.uk\)](http://www.cfrc.org.uk)

#### **West Coast Furniture Bank**

West Coast Furniture Bank was originally formed by a small group of evangelical Christians attending South Beach Baptist Church in Saltcoats. They seek to help people in need with basic necessities for their homes. Our main work involves sourcing usable items that people are replacing, storing them and then delivering them free of charge to others who cannot afford to purchase such items.

**Address:** West Coast Furniture Bank, APL Business Park, Ardeer, Stevenston, KA20 3LR (Please note: We do not guarantee that any member of staff will be at the unit at any particular time. We

do not generally permit clients (referred or otherwise) to attend at the unit to view items unless by prior arrangement).

Website: [wcfb.pigpen.org.uk](http://wcfb.pigpen.org.uk)



## Furniture Support in North 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 North 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](#).

### **Carers 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.

### **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.scot.nhs.uk/).

### **VoiceAbility**

VoiceAbility has 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](mailto:helpline.scotland@voiceability.org) or check out their [website](https://voiceability.org/) 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/).

## Help with the cost of living – Council Support



### Council Support:

North Ayrshire Council can help you if you are struggling to make ends meet. Their expert teams can advise you on:

- Energy Support Grant - for people struggling to pay energy bills and who have had no support through [cost of living payments](#) or who are at risk of being cut off. You will need a MyNAC account to [apply for an Energy Support Grant via mygovscot](#) or apply over the phone by calling 01294 310000
- [Crisis and Community Care Grants](#) - support for residents on low income/qualifying benefits who have suffered a disaster or emergency
- [Free school meals and clothing grants](#) - means tested for children in low income households
- [Council Tax reduction](#) - helps people on a low income pay all, or part, of their Council Tax
- [Discretionary Housing Payment \(DHP\)](#) if you claim Housing Benefit or receive housing cost payments through Universal Credit and need financial help because your benefit is less than the full amount of your rent, DHP can help cover this (if you get Housing Benefit or Universal Credit you can claim a DHP to help pay your rent)

If you are in crisis and need support, call North Ayrshire Council's Customer Services team on 01294 310000 or speak, in person, to an adviser at one of their Customer Service Centres:

- North Ayrshire Council Offices, Lamlash, Isle of Arran, KA27 8JY
- Customer Service Centre, Bridgegate House, Irvine, KA12 8BD
- Brooksby Medical Resource Centre, 31 Brisbane Road, Largs, KA30 8LH
- Customer Service Centre, Saltcoats Town Hall, Saltcoats, KA21 5HW

## Cost of Living – Fuel and Energy Support in North Ayrshire



### Council Support

North Ayrshire Council can help you if you are struggling to make ends meet. North Ayrshire Council's expert teams can advise you on:

- Energy Support Grant - for people struggling to pay energy bills and who have had no support through [cost of living payments](#) or who are at risk of being cut off. You will need a MyNAC account to [apply for an Energy Support Grant via mygovscot](#) or apply over the phone by calling 01294 310000
- [Crisis and Community Care Grants](#) - support for residents on low income/qualifying benefits who have suffered a disaster or emergency
- [Free school meals and clothing grants](#) - means tested for children in low income households
- [Council Tax reduction](#) - helps people on a low income pay all, or part, of their Council Tax
- [Discretionary Housing Payment \(DHP\)](#) if you claim Housing Benefit or receive housing cost payments through Universal Credit and need financial help because your benefit is less than the full amount of your rent, DHP can help cover this (if you get Housing Benefit or Universal Credit you can claim a DHP to help pay your rent)

If you are in crisis and need support, call North Ayrshire Council's Customer Services team on 01294 310000 or speak, in person, to an adviser at one of our Customer Service Centres:

- North Ayrshire Council Offices, Lamlash, Isle of Arran, KA27 8JY
- Customer Service Centre, Bridgegate House, Irvine, KA12 8BD
- Brooksby Medical Resource Centre, 31 Brisbane Road, Largs, KA30 8LH
- Customer Service Centre, Saltcoats Town Hall, Saltcoats, KA21 5HW

Further information about energy support and advice can be found on North Ayrshire Council's website - [Energy support and advice](#).

### 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:

- [British Gas Energy Trust](#)
- [EDF Energy Trust](#)

## **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>



## Warm Spaces in North Ayrshire



**The following is a non-extensive list of warm spaces available throughout North Ayrshire\***

- The Heat Hub at Bridge Church hall, Kilwinning: Tuesdays and Thursdays, 3pm–7pm, Saturday 9am–12pm
- Cranberry Moss Community Centre and Café, Kilwinning: Mondays and Thursdays, 12pm–6pm
- The Hot Space, Irvine Water Sports Club: Tuesdays and Thursdays 12pm–2pm
- Warm Welcome at the Salvation Army, Kilbirnie: Wednesday from 1pm–3pm
- The Winter Hub at Beith Community Centre: Thursdays 12pm–4pm and Saturdays 10am–1pm
- The Community café, Fullarton ConneXions, Irvine: Tuesday and Thursdays, 10am–2pm
- The North Ayrshire Foodbank at the Nazarene Church, Ardrossan: Monday to Thursday, 10am–8pm
- Warm Space, West Kilbride Parish Church: Tuesdays and Fridays, 12pm–3pm and coffee mornings Tuesdays from 10am.

***\*Accurate as of Winter 2024 – please check with venue.***

## Libraries in North Ayrshire



Click on your local library for opening times and contact information:

- [Ardrossan Library](#)
- [Arran Library](#)
- [Beith Library](#)
- [Dalry Library](#)
- [Dreghorn Library](#)
- [Fairlie Library](#)
- [Irvine Library](#)
- [Kilbirnie Library](#)
- [Kilwinning Library](#)
- [Largs Library](#)
- [Millport Library](#)
- [Saltcoats Library](#)
- [Skelmorlie Library](#)
- [Stevenston Library](#)
- [West Kilbride Library](#)

### **WiFi, Internet & Computer Access at your local library**

Library members can book a one-hour session on a library computer, including internet access. There is no charge for this service. Most of our libraries have access to a scanner. Sessions can be extended if there is a computer available.

Book in person at your local library, or book in advance online. You will need your library card number and PIN.

### **Learn about using computers**

North Ayrshire's Computer Buddy Scheme is designed to help library members with skills to access our library computers. Learn how to:

- use the mouse and keyboard
- print and save files
- carry out basic Internet searches
- set up an email account

[Contact your local library](#) for information.

## WiFi

Library members can enjoy free BT Wifi, without library card/PIN and Wifi printing at the following locations:

- Ardrossan library
- Arran library
- Beith library
- Dalry library
- Dreghorn library
- Fairlie library (Wifi printing is not available)
- Irvine library
- Kilwinning library
- Kilbirnie library
- Largs library
- Millport library
- Saltcoats library
- Skelmorlie library
- Stevenston library
- West Kilbride library
- Harbour Arts Centre, Irvine (Wifi printing is not available)
- Heritage Centre, Saltcoats (Wifi printing is not available)

BT Wifi can be accessed without your library card/PIN. [Email BT Wifi Helpdesk](#) or Freephone 0800 022 3322.



## 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.

### CEIS Ayrshire

CEIS Ayrshire is focused on making Scotland a better place to live and work with a more inclusive economy. We support individuals, communities and businesses throughout Scotland. We deliver a range of services including employability, employer engagement, recruitment and retention services including workforce development services, community

engagement and capacity building, skills and training services and community regeneration services. We have offices and outreach facilities throughout Ayrshire, Renfrewshire, Dumfries & Galloway and Glasgow.

Further information about the service they provide can be found on their website - [Home - CEIS Ayrshire](#).

### **Riverside Scotland**

We are partnering with employability services in our local authorities to support you to find a job, upgrade your CV, prepare for interviews and more. If you would like to be referred, please contact Gavin Wiffen, Customer and Community Engagement Officer on 07970 348 724.

## 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](http://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](http://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](http://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](http://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](http://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](http://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.

[DIGITAL-VERSION-WOTS-Customer-Update-February-2024.pdf](#)

## **CLASP**

### **Hope in the Community Digital**

CLASP offer FREE essential skills training with one to one digital tuition for anyone aged 50+ in North Ayrshire – please contact them for more information and to book an appointment. They regularly review our days and locations so get in touch and let them know where you would like to see a group or 1-2-1 sessions.

[CLASP Digital – C.L.A.S.P](#)





## Housing & Homelessness Advice in North Ayrshire



### **North Ayrshire Council**

If you are homeless or likely to become homeless within the next two months, call [01294 314600](tel:01294314600) to arrange an appointment. You can also visit the Housing Advice Team office at Galt House, 31 Bank Street, Irvine, KA12 0LL. Appointments can be arranged within the local housing offices.

North Ayrshire Council operate a drop-in service for individuals who require emergency [temporary accommodation](#). This is on a first come, first served basis and you may need to wait to be seen.

### **Out of Hours**

An out of hours service is available to anyone that needs help, call the free phone on [0800 0196 500](tel:08000196500).

### **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](#).

### **CHAP Housing Advice**

CHAP advisors offer free, confidential support to people in North Ayrshire struggling with a housing issue or homelessness.

Whether you find yourself threatened with eviction because you can't cope with your mortgage payments, or you want advice handling problems with your landlord to avoid losing your home, you can get all the housing advice you need from their specialist team.

You can contact them on **0300 002 0002** or visit their [website](#) for more information.

### **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.

## 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](http://www.abusedmeninscotland.org).

#### **Man Kind**

If you are experiencing domestic abuse.

Contact **01823 334 244** or visit [www.mankind.org.uk](http://www.mankind.org.uk).

#### **Respect**

If you are experiencing domestic abuse.

Contact **808 801 0327** or visit [www.mensadviceline.org.uk](http://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](http://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](http://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](http://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](http://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](mailto: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](mailto: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](http://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](http://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](http://Alcoholics-anonymous.org.uk)

Email: [help@aamial.org](mailto: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.

## **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 North Ayrshire



## Bin Collection Days

You can check when your bins are due to be collected on the North Ayrshire Council [website](#). As well as this, you can download the calendar to your phone, so you never miss a collection.

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

## Recycling centres and points

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

## Recycling Centre Locations and Opening Times

- **Bartonholm, Sandy Road, Irvine, KA12 8SN**
  - Daily, 10am to 4.30pm (last entry is 4.15pm)
- **Brodict, Market Road, Brodict, Isle of Arran, KA27 8AU**
  - Monday to Friday, 9am to 3pm (last entry is 2.45pm) Saturday, 9am to 12noon (last entry is 11.45am)
- **Kilbirnie, Paddockholm Road, Kilbirnie, KA25 7JW**
  - Daily, 10am to 4.30pm (last entry is 4.15pm)
- **Largs, Haylie Brae, Largs, KA24 5LE**
  - Daily, 10am to 4.30pm (last entry 4.15pm)

You can find out more information by visiting the North 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 North Ayrshire Council to arrange a bulky waste collection.

[Cunninghame Furniture Recycling Company](#) may collect household furniture and furnishings in good condition free of charge.

## Charges for bulky waste

Up to five items - £27.78, plus £5.55 for each extra item.

*\* Information accurate at time of publishing. Please check with North Ayrshire Council directly for up-to-date pricing information.*

## Book a bulky waste collection



You can book an uplift [online](#) or call 01294 310 000. You can find further information about Bulky Uplifts on the North Ayrshire Council [website](#).

**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.