Money Worries

Benefits questions, problems paying for electricity/gas, problems making rent payments and more. (Note-some offices closed due to Covid-19)

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| **Benefits**Welfare Rights Team East Ayrshire CouncilEA Money……………………………………………………….0800 389 7750East Ayrshire Universal Credit Support Team….01563 503280East Ayrshire Carers Centre For benefit advice for carers……………………………01563 571533Scottish Welfare FundCrisis Grant and Community Care Grant………….01563 554400 Option 2. Check information and also apply online-https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Benefits/Scottish-Welfare-Fund.aspxBenefits CalculatorVisit this Government website to links to benefit calculators to check what benefits you may be entitled to – <https://www.gov.uk/benefits-calculators>Visit this Government website to get an estimate on how much tax credit you may be entitled to (for those still eligible to claim tax credits rather than Universal Credit)<https://www.gov.uk/tax-credits-calculator>Visit this National Charity site to check possible benefit entitlement-<https://benefits-calculator.turn2us.org.uk/AboutYou> | HMRC Child Benefit Office……………………………………….……0300 200 3100 Tax Credits Helpline…………………………………………..0345 300 3900 National Insurance Contributions……………………..0300 200 3500 Pay and Work Rights (ACAS)……………………………. 0300 123 1100DWP Carers Allowance Unit.………………………………..……...0800 731 0297 Disability Benefits- Attendance Allowance……………………………..………...0800 731 0122 Disability Living Allowance born on or before 8 April 1948 ……………………………………………………………………………0800 731 0122 Disability Living Allowance born after 8 April 1948 ………………..…………………………………………………………0800 121 4600 Personal Independence Payment……………………….0800 121 4433 Jobcentre Plus Kilmarnock………………………………….0845 604 3719 Jobcentre Plus Ayr………………………………………………0800 055 6688 Universal Credit Helpline……………………................0800 328 5644 Pension Service enquiry………………………….………….0800 731 0469 |
| **Money Advice and Debt****Citizens Advice Bureaux**- <https://www.citizensadvice.org.uk/scotland/>Kilmarnock CumnockThe Gateway Centre 77a Townhead Street3 Foregate Square Cumnock KA18 1LFKilmarnock KA1 1LN Tel 01290 429500Tel 01563 543379advice@east-ayrshirecab.casonline.org.uk or private message on Facebook**Citizens Advice Bureaux outreach offices**Dalmellington-Health Centre, 33 Main Street Dalmellington KA6 7QLDrongan-Medical Centre, Mill of Shield Road, Drongan KA6 7AYMuirkirk-Information and Advice Centre, 33 Main Street, Muirkirk KA18 3QRNew Cumnock-Town Hall, 15 Castle, New Cumnock KA18 4ANPatna-Community Centre, Doonside Avenue, Patna KA6 7LXNewmilns- 43-45 Main Street, Newmilns KA16 9DA**Housing and Bills**Shelter is a charity helping people with housing issues and homelessness<https://scotland.shelter.org.uk/>Local Services**Housing Options**Civic Centre NorthJohn Dickie StreetKilmarnockKA1 1HWTelephone: 01563 554400Email: homelessness@east-ayrshire.gov.uk**24 Hour Emergency Helpline**Telephone: 0345 724 0000 (local rate)<https://www.east-ayrshire.gov.uk/Housing/Homelessness/Homelessness.aspx>East Ayrshire Housing**Housing: Cumnock Area**1 Greenholm RoadCumnockEast AyrshireKA18 1LHTelephone: 01563 554400Email: housing@east-ayrshire.gov.uk**Food**Foodbanks and community provision-<https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Coronavirus/Food-provision.aspx>****Contact the foodbank****If you need help from the foodbank, please contact:* Email:  eastayrshirefoodbank@cvoea.co.uk
* Telephone: 01563 550951
* Facebook Private Message:  [Ayrshire East Foodbank](https://www.facebook.com/aefoodbank/)

The foodbank distribution centres Crosshouse Church Hall, 25 Kilmarnock Rd, Crosshouse, Kilmarnock, KA2 0EZ.Open: Tuesday and Friday 12-3pm - Contact Janice Smyth, Tel: 07787 970341Cumnock and Doon Valley Community Routes, Unit 5, 46 Townhead Street, Cumnock, KA18 1LD.Open: Monday, Wednesday and Friday 10.30am to 12 noon.Cumnock Foodbank Distribution Centre- Moved for the moment from St Johns Church. Kilmarnock Foodbank Distribution Centre has also moved from St Matthews Church and Belford Mill to Open Doors, 11–15 Old Irvine Road, Kilmarnock, KA1 2BD.Open Doors, 13-15 Old Irvine Road, Kilmarnock, KA1 1DH.Open: Monday to Friday 9am to 4.30pmYou can read more about dignified food approach and how to access it-<https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Food-provision/Food-provision-in-East-Ayrshire-communities.aspx>**Fuel and Energy Advice**Impartial advice on all energy related issues-**Citrus Energy*** **Address:** 82-84 Glasgow St, Ardrossan, Ayrshire KA22 8EH
* **Phone:** 0800 221 8089
* **web:** [citrusenergy.businesscatalyst.com](http://citrusenergy.businesscatalyst.com/)
* **Monday to Friday 9.**00-17.00
* **Home Energy Scotland**
* **Address:** Home Energy Scotland Watson Peat Building Auchincruive Ayr KA6 5HW
* **Phone:** 0808 808 2282 Call free of charge
* **web:** [www.homeenergyscotland.org](http://www.homeenergyscotland.org/)

Monday to Friday 8.00-20.00, Saturday 9.00-17.00**Work and Employment**Universal Jobmatch [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)S1 Jobs [www.s1jobs.com](http://www.s1jobs.com)Jobcentre centralised Benefit Enquiry Line – deals with enquiries JSA and ESA only 0800 169 0310If claiming Universal Credit, any benefit enquiries should be done on-line, through the customer “Journal” on the UC account.**Local Job Centres**Cumnock Jobcentre 33-43 Townhead St Cumnock KA18 1JZ Kilmarnock Jobcentre17 Grange St Kilmarnock KA1 2DFAyr Jobcentre  Wallacetoun HouseJohn StreetAyr KA8 0BX**Volunteering**East Ayrshire Volunteering 01563 544765Email- volunteer@eav.org.uk(Vibrant Communities) Support individuals or groups looking for volunteersEast Ayrshire Council of Voluntary Organisations (CVOEA) 01563 574000E mail- info@cvoea.co.ukSupport volunteers and can assist organisations to support their own volunteers**Help Now****Emergency Help**See previous information for Foodbanks, Citizens Advice, Welfare Rights- EA Money and Scottish Welfare FundPolice Scotland- call 101 or in an emergency 999Ambulance in an emergency- call 999NHS 24 out of hours health services-call 111**Social Work**Health and Social Care PartnershipSocial Services (Dalmellington) 33 Main Street Dalmellington East Ayrshire KA6 7QL Telephone: 01292 552900 Email: social.work@east-ayrshire.gov.uk Social Services (Cumnock) Rothesay House 1 Greenholm Road Cumnock East Ayrshire KA18 1LH Telephone: 01290 427720 Email: social.work@east-ayrshire.gov.uk **East Ayrshire Advocacy Service**If you live in East Ayrshire and have: * A learning disability
* Acquired brain injury
* A mental Health problem

East Ayrshire Advocacy Service can help and support you to make your views known about things that affect your life. Supporting people within the community, in nursing homes, day centres, HMP Kilmarnock and in hospital.* **Address:**
* East Ayrshire Advocacy Centre
* 20 Lindsay Street,
* Kilmarnock
* KA1 2BB
* **Phone:** 01563 574442

**Email:** irene@eaas.org.ukMonday to Thursday 9.00-16.30Friday 9.00-16.00**East Ayrshire Support Directory-**<https://www.east-ayrshire.gov.uk/SocialCareAndHealth/Wellbeing/Help-and-support/Support-directory>**Alcohol and drugs*** [Ayrshire Council on Alcohol](http://acaayr.org/) offer a free one-to-one confidential service to individuals who are concerned about their drinking.Call **01292 281238** during office hours or email info@acaayr.org
* [NHS Ayrshire & Arran Community Addiction Services](https://www.nhsaaa.net/services-a-to-z/addiction-services/) offer a number of different interventions including support to stop taking drugs and alcohol and mental health services-related treatment and support.Call **01563 574237** during office hours or **NHS24 111** outwith these times
* RADAR A new single point of for contact for anyone concerned about their own or someone else’s drug and or alcohol use has now been launched in Ayrshire. North West Area Centre, Western Road, Kilmarnock KA3 1NQ Tel: **01563 578770** Open 9am to 5pm, Monday to Friday. Out of hours contact for help and support is: NHS 24, telephone 111
* [Alcoholics Anonymous](https://www.alcoholics-anonymous.org.uk/) is a fellowship of men and women who share their experience, strength and hope and help others to recover from alcoholism.Call **0800 9177 650** or email help@aamail.org
* [East Ayrshire Recovery Service (Addaction)](https://www.addaction.org.uk/services/east-ayrshire-recovery-service) provides free and confidential drug and alcohol support.Call **01563 558777** Monday to Friday during office hours with a late night opening on Tuesdays
* [Know the Score](https://knowthescore.info/) provides free, confidential information and advice on drug use. Call the Helpline between 8am and 11pm 7 days a week on **0800 5875879**
* [Scottish Families affected by Alcohol & Drugs (SFAD)](https://www.sfad.org.uk/) support anyone who is concerned about someone else's drug or alcohol use, in Scotland. Call the free confidential helpline on **08080 101011** Monday to Friday 9am-11pm

**Sexuality*** [The Tie Campaign](https://www.tiecampaign.co.uk/our-work) aims to combat homophobia, biphobia and transphobia in schools.Email hello@tiecampaign.co.uk or twitter [@tiecampaign](https://twitter.com/tiecampaign)
* [Broken Rainbow](https://www.brokenrainbow.org.uk/help/helpline/) provides confidential support to all members of the LGBT communities, their family, friends and agencies supporting them.Call **0300 999 5428**

**Sexual abuse*** [Break the Silence](http://www.breakthesilence.org.uk/) is a registered charity providing a range of supports for survivors of rape and childhood sexual abuse, aged 13 years and above.Call **01563 559558**
* [Rape Crisis Scotland](https://www.rapecrisisscotland.org.uk/)provides a national rape crisis helpline and email support for anyone affected by sexual violence, no matter when or how it happened.Call **08088 01 03 02**
* [Speak Out Scotland](http://www.speakoutscotland.org/) provides a support service for male survivors of childhood sexual abuse.Call **0141 332 9326**

**Eating disorders*** [The Scottish Eating Disorder Group (SEDIG)](https://www.sedig.org/) is an online support that helps people across Scotland find the support, care and understanding they need to deal with eating disorders, whether they are affecting them directly, a family member or someone you care for.
* [Beating Eating Disorders](https://www.beateatingdisorders.org.uk/support-services/online-groups) run a number of online support groups or call **0808 801 0677** for further information.

**Suicide*** We have a dedicated[Suicide Prevention page](https://www.east-ayrshire.gov.uk/SocialCareAndHealth/Information-and-advice/Suicide-prevention/SuicidePrevention.aspx) with details of Suicide First Aiders you can contact if you are in crisis together with a full range of supports.
* If you need someone to talk to, call [The Samaritans](https://www.samaritans.org/scotland/how-we-can-help/contact-samaritan/) any time, 24 hours a day for free on **116 123** from any phone. They won’t judge or tell you what to do. They will just listen. Alternatively, it may be easier to write down how you are feeling. **Email**jo@thesamaritans.org
* **Beautiful Inside and Out**, a charity which has been involved with a number of Youth and Philanthropy Initiative (YPI) participating schools, was set up by Pauline Moriarty in 2013 following the suicide of her 13 year old daughter Jenna. The charity provides bespoke counselling and bereavement support to parents and young people in crisis.Call **07984 328808** or visit the [Beautiful Inside and Out Facebook page](http://www.facebook.com/beautifulinsideandoutscio/)
* [Childline](https://www.childline.org.uk/) is a free, private and confidential service where you can talk about anything.  Whatever you are worried about, whenever you need help, Childline is there for you online, on the phone, 24 hours a day.Call **0800 1111**
* [Campaign Against Living Miserably (CALM)](https://www.thecalmzone.net/) run a free and confidential helpline and webchat 7 hours a day, 7 days a week for men or anyone who needs to talk about life’s problems.Call **0800 58 58 58** – 5pm to midnight every day or visit the [Calm Zone webchat page](https://www.thecalmzone.net/help/webchat/)
* [Papyrus](https://www.papyrus-uk.org/) is a national charity dedicated to the prevention of suicide for those under 35. If you are having thoughts of suicide or are concerned for someone please get in touch.Call **0800 068 4141** or text **07786209697** for confidential support and practical advice. Opening hours are Monday to Friday 10am to 10pm, weekends 2pm to 10pm, bank holidays 2pm to 5pm or email pat@papyrus-uk.org
 | **Savings and Loans**Ayrshire Credit Union for somewhere to receive benefit payments, savings, low cost loans and insurances –<https://ayrshirecreditunion.co.uk/> [24 The Foregate](https://www.google.com/maps/search/24%2BThe%20Foregate%0A%0A%2C%2BKilmarnock%2C%2BKA1%201LU%2BScotland%22%20%5Co%20%22Open%20address%20in%20Google%20Maps%22%20%5Ct%20%22_blank) [Kilmarnock, KA1 1LU](https://www.google.com/maps/search/24%2BThe%20Foregate%0A%0A%2C%2BKilmarnock%2C%2BKA1%201LU%2BScotland%22%20%5Co%20%22Open%20address%20in%20Google%20Maps%22%20%5Ct%20%22_blank)[Scotland](https://www.google.com/maps/search/24%2BThe%20Foregate%0A%0A%2C%2BKilmarnock%2C%2BKA1%201LU%2BScotland%22%20%5Co%20%22Open%20address%20in%20Google%20Maps%22%20%5Ct%20%22_blank)Phone 01563 555858e-mail admin@ayrshirecreditunion.co.ukSoverign Credit Union for budgeting and bill paying service, savings, low cost loans and insurances –<https://sovereigncu.co.uk/> Sovereign Credit Union Ltd11 The Square, Cumnock, KA18 1BGPhone - 01290 420044Email - support@sovereigncu.co.ukAvoid Loan Sharks they are illegal money lenders. You can check if a company is authorised to lend money.To check companies registered with the Financial Conduct Authority-https://register.fca.org.uk/directory/s/For information and advicewww.stoploansharks.co.uk**Housing: Kilmarnock Central and South**Civic Centre NorthJohn Dickie StreetKilmarnockKA1 1HWTelephone: 01563 554400Email: housing@east-ayrshire.gov.uk**Housing: Irvine Valley and Ballochmyle**Civic Centre NorthJohn Dickie StreetKilmarnockKA1 1HWTelephone: 01563 554400Email: housing@east-ayrshire.gov.uk**Housing: Kilmarnock North**Northwest Area CentreWestern RoadKilmarnockEast AyrshireKA3 1NQTelephone: 01563 554400Email: housing@east-ayrshire.gov.ukArrears and EvictionIn Court Advice service- support in cases involving housing issues in rented property, small claims and summary cause cases up to £5,000 as well as with debt/consumer and benefit issues. **–** [**https://eamoney.co.uk/ea-money/in-court-advice/**](https://eamoney.co.uk/in-court-advice.php)Our Wee Place in Shortlees, 15 Shortlees Crescent Kilmarnock, KA1 4PR.Open: Tuesday and Thursday 10am to 12 noon.St Columbas Church, Lainshaw Street, Stewarton, KA3 5BU. Tuesday and Friday 4pm to 6pmThe Zone Initiative in Dalmellington continues to support the Doon Valley area.**Community larders-**There are 16 Community Larders in East Ayrshire. 1. Auchinleck Christian Fellowship
2. Crosshouse – Foodbank, Church Hall
3. Cumnock Juniors - Townhead Park
4. Dalrymple - White Horse Inn
5. Drongan - Community Centre
6. Kilmarnock - Council of Voluntary Organisations (CVO)
7. Kilmarnock - Corner Cupboard, London Road
8. Kilmarnock - Onthank NWKLEUS
9. Logan Day Centre
10. Muirkirk
11. Netherthird Community Centre
12. New Cumnock - Working Men’s Club
13. Newmilns - Loudoun Church Hall
14. Rankinston
15. Shortlees Primary School
16. Stewarton - Potters House Church

[Find your nearest community larder and opening times](https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Food-provision/Food-provision-sites.aspx)-https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Food-provision/Food-provision-sites.aspxWarm home discount- Money off your electricity payment for those on low income who meet the criteria. For more information- <https://www.gov.uk/the-warm-home-discount-scheme>Winter fuel payment, if you were born on or before 5 October 1954 you could get you pay your heating bills. For more information - <https://www.gov.uk/winter-fuel-payment>Cold Weather Payments- You may get this if you are on certain benefits. For more information-<https://www.gov.uk/cold-weather-payment>**Employability Agencies**EA Works Financial Inclusion – Employability 07784886734Email- Amy.smith@east-ayrshire.gov.ukE mail- Sharron.kilday@east-ayrshire.gov.ukFor all age groups, increase the money available to workless, single-parent and low-income households to increase skill levels and find workSkills Development Scotland – Careers Advice 01563 527165All age groups. Career information, advice and guidanceEast Ayrshire Works Employability 01563 503000E mail- employability@east-ayrshire.gov.uk All age groups. Offers assistance & help to get back into work/training/education Supported Employment Team 01563 503000E mail- employability@east-ayrshire.gov.ukSupport for people with Mental Health or learning difficultiesNOLB (No One Left Behind)  Margorie – 07763636244 Rebecca - 07539016209 Faye – 07825937235 Jayde - 07517483369E mail- David.ritson@east-ayrshire.gov.uk16-26 year olds. Work with Care Experienced young people (this can be anyone who is in or had any social work involvement, kinship, unofficial kinship)Project Search 01563 836245 or 01563 826244E mail- Elaine.wright@east-ayrshire.gov.ukE mail- Angela.glen@ayrshire.ac.ukEmail- Russell.duncan@ayrshire.ac.uk18-32 year olds. Community based education group aimed towards young people with learning difficulties and /or those on the autistic spectrumSocial Services (Galston) Ross Court Titchfield Street Galston East Ayrshire KA4 8AB Telephone: 01563 503400 Email: social.work@east-ayrshire.gov.uk Social Services (Kilmarnock) The Johnnie Walker Bond 15 Strand Street Kilmarnock East Ayrshire KA1 1HU Telephone: 01563 554200 Email: social.work@east-ayrshire.gov.uk **Social Work: Ayrshire Urgent Care Service**Tel: 0800 328 7758**Note:** The Emergency Out Of Hours Social Work Service is available after 5pm until 9am, Monday to Thursday and after 4pm on Friday until 9am on Monday (throughout the weekend). It is also available during public holidays. You will be put through to the Ayrshire Social Work out of Hours Response Service. A qualified Social Worker will assess the circumstances referred**Scotland’s Domestic Abuse and forced marriage helpline- 0800 027 1234****Woman’s Aid East Ayrshire****Kilmarnock**-10 Croft StreetKilmarnockKA1 1JB**Tel:** 01563 536001**Cumnock**- This office operates on an appointment only basis.30a Ayr RoadCumnockKA18 1DW**Tel:** 01290 423434 **Monday – Thursday**9.00am – 4.30pm**Friday**9.00am – 1.00pm**Depression*** [Living Life](https://llttf.com/) offers free online courses covering low mood, stress and resiliency. Work out why you feel as you do, how to tackle problems, build confidence, feel happier and stay calm and much more.Call **0800 328 9655** or email enquiries@livinglifetothefull.com
* [Breathing Space](https://breathingspace.scot/) is a free and confidential phone service for anyone experiencing low mood, depression or anxiety.Call **0800 83 85 87** Monday–Thursday 6pm–2am and during weekends Friday 6pm-Monday 6am
* [Wellbeing Services](http://wellbeing-glasgow.org.uk/anxiety-2/)  is an online service offering a variety of self-help materials for all sorts of problems that you may be facing.
* [Beating the Blues](http://www.beatingtheblues.co.uk/patients/) is an effective treatment for people feeling stressed, depressed, anxious or just down in the dumps. Based on Cognitive Behavioural Therapy, the course is made up of 8 online sessions which last approximately an hour and help you to understand the link between how you think and how this influences your feelings and behaviours. The program teaches strategies to help you cope better in the short term and workable skills for life so that you can face the future with confidence. Contact your GP to access this online resource.
* [Young Minds](https://youngminds.org.uk/) provides information and advice about young people’s mental health.Call **0808 802 5544** Monday to Friday or if you need urgent help text **YM to 85258**

**Bullying*** [Respect Me](http://respectme.org.uk/) provides practical advice and guidance on dealing with bullying behaviour.Call **0844 800 8600** or email enquire@respectme.org.uk

**Bereavement*** [Cruse Scotland](http://www.crusescotland.org.uk/) offers support, advice and information to children, young people and adults when someone dies.Call **0845 600 2227 Monday – Thursday 10am – 8pm and Friday 10am – 4pm**
* [Petal Support](http://www.petalsupport.com/) provides counselling to people who have been affected by the loss of a family member or partner to homicide or suicide in Scotland. They are also providing additional counselling for those who have been affected by a COVID-19 bereavement.Call **01698 324502** during office hours
* [Ayrshire Cancer Support](https://www.ayrshirecs.org/) are currently providing bespoke bereavement counselling to anyone who has been affected by a COVID-19 bereavement.Call **01563 538008** during office hours or email admin@ayrshirecs.org anytime

**Relationships*** [The Spark Relationship Helpline](https://www.thespark.org.uk/relationship-support-for-couples-individuals/relationship-helpline/) is a free, confidential telephone and online chat service. You will be listened to and supported with life’s relationship challenges.Call **0808 802 2088**Tuesday and Wednesday 11am–2pm for support with any relationship issue
* [Relationships Scotland](https://www.relationships-scotland.org.uk/)provide relationship counselling and family mediation and other family support services across Scotland.  Their work supports individuals, couples and families experiencing relationship difficulties.Call **0345 119 2020** during office hours
* The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide. Download from [Google Play](https://play.google.com/store/apps/details?id=uk.org.suicideprevention.stayalive) or download from the [Apple Store](https://itunes.apple.com/us/app/stay-alive/id915458967).

**Self-harm*** [Mind](https://www.mind.org.uk/information-support/types-of-mental-health-problems/self-harm/why-people-self-harm/#.XWZJhI3saM8)can help explain possible causes for self-harm and assist in accessing treatment and support. This site includes tips for helping yourself and guidance for friends and family.Call **0300 123 3393** or text **86463**
* [SAMH](https://www.samh.org.uk/about-mental-health/mental-health-problems/self-harm) is an online resource to help you understand why you self-harm and gives you self-help techniques, support and guidance
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