



Help with the Cost of Living



NORTH AYRSHIRE
Health and Social Care
Partnership



North Ayrshire
Community Planning Partnership



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

North Ayrshire Council can help you if you are struggling to make ends meet.

If you are in crisis and need support, please call the Council's Customer Services team on 01294 310000. The Council's expert teams can advise you on:



Energy Support Payment

Helps people struggling to pay energy bills who have had no support through Cost-of-Living payments OR are at risk of being cut off. We can also refer you to Home Energy Scotland for additional advice and, possibly, further financial support.



Scottish Welfare Fund

Offers support for residents on low income/qualifying benefits who have suffered a disaster or emergency. If the Fund isn't suitable, food bank vouchers may be available.



Clothing Grant & Free School Meals

Payments issued directly to parents during the school holidays. Means-tested free school meals for children in low-income households.



Council Tax Reduction

Council Tax Reduction scheme (CTR) helps people on a low income pay all, or part, of their Council Tax. To qualify you need to be on a low income and be responsible for paying Council Tax.



Discretionary Housing Payment

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.

You can also visit the Council's Customer Service Centres in person to chat to an adviser. You will find these at:

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



The Council and its partners are working hard to support people suffering financial hardship to pay bills, get access to food and stay warm.



Food Banks and Community Larders

North Ayrshire Foodbank provides guidance on how to get help, on visiting a foodbank and about getting vouchers for emergency food provision.

Community Larders, which are not means tested, are open to ALL individuals and families. Available products may vary from larder to larder, but generally you will find fresh fruit/vegetables, meat, tinned goods and personal hygiene products.

Find out more at www.north-ayrshire.gov.uk/foodbanks-and-larders



North Ayrshire Council's Employability Service: Your Next Move, Working North Ayrshire

Can support you to get back into work or start work for the first time and offers a wide range of support, guidance, training and employment opportunities. Call 01294 322707 or email employability@north-ayrshire.gov.uk



North Ayrshire Welfare Reform Advice Team

Delivers free welfare rights and debt advice to Council tenants, covering topics like rent arrears and housing. Call 0300 999 4606 or email welfarereformteam@north-ayrshire.gov.uk



Money Matters

Provides free and confidential Welfare Rights assistance to ensure residents receive their legal entitlement to state benefits. You can get advice on Universal Credit, complete a benefit check and more. Email moneymatters@north-ayrshire.gov.uk or call 01294 310456.



Citrus Energy

A social enterprise that helps domestic and commercial customers make savings on gas and electricity costs. If you need advice or advocacy, contact them by calling freephone 0800 221 8089.



North Ayrshire Carers Centre

If you look after a friend or family member due to illness, disability, mental health or addiction issues you could get Carers Allowance, a Carers Supplement or Young Carers Grant. Call 01294 311333 or email northayrshire.carers@unity-enterprise.com