

Service provided by North Ayrshire Council

We call Council house tenants aged 60 and above on a weekly basis to carry out welfare checks.

How we will contact you

By phone



What types of questions will we ask you?

We will ask if you have adequate food and medication and if you have any concerns about changes to your income.

What we will never ask you

We will never ask you for personal information including pension details or income.

How can you check we are who we say we are?

Council phone numbers are withheld, however, as we call every week it is likely you will already know our staff.

We call our Council house tenants in sheltered housing accommodation every day to check they are okay.

By phone



We are calling to check you are okay and no other questions will be asked.

We will never ask you for personal information including pension details or income

Council numbers are withheld, however as we call you every day you should already know our member of staff.

North Ayrshire Health and Social Care Partnership (HSCP) may call to check on the welfare of service users already known to us. We may also call adults who have been reported to us as being potentially vulnerable or at risk. Community Link Workers, Service Access staff or Money Matters staff may contact individuals whose details have been passed onto them by staff at the Community Hubs. HSCP staff may also contact individuals to cancel or clarify appointments or visits, and to check on the health status of a household before making a visit.

By phone, or in certain cases in person.



We may call to check on your health and well-being depending on the nature of your situation. We are likely to ask questions of a personal or medical nature which directly relate to your circumstances.

Our HSCP staff will never ask you to provide bank or pension details or make any kind of payment up front. Some services such as Money Matters may need to access bank details at some stage, but these would not be requested during an initial phone call.

Council phone numbers are withheld, however, in many cases our service users will already be familiar with members of our staff and may be expecting a phone call.

As we call every week it is likely you will already know our staff.

Community Hubs support local communities with the delivery of food parcels, prescriptions etc whilst families need to self-isolate or are ill.



We will not instigate calls to you - we will only return your call to us. If we need to call you back, we will tell you a safe word that we'll use when we do.

We will never ask you for personal information including pension or banking details.

Council numbers are often withheld, however if we have agreed to call you back, we will give you a safe word that we will use when returning your call. All our staff and volunteers have ID badges but, if you are concerned about someone who is delivering your shopping or prescriptions, you can call **01294 324024** or email: communityplanning@north-ayrshire.gov.uk and they will be able to verify the staff member.

Befriending Calls are provided to residents who have called our Community Hubs and asked for someone to call them by way of befriending.

By phone



We will be returning your call and have a conversation about the help or advice you asked for.

We will never ask you for personal information including pension or banking details.

If we have agreed to call you back we will give you a safe word that we will use when we contact you.

Free School Meals and Community Food Packages are delivered to families and vulnerable residents on a weekly basis.

By Phone



We will call you to check your eligibility for the Free School Meals service during this crisis or to determine if you are in need of extra assistance with food from the Community Hubs. We will also ask if you have any benefit enquiries that can be referred to the Welfare Reform Team.

We will never ask you to divulge any personal bank details but in order to assess your situation may ask questions surrounding your benefit entitlement.

Council numbers are often withheld, however if we will leave a message confirming our reason for the call and advising of a follow up call.

Building Services are, at this time, providing council house tenants with emergency works only.

By phone



We have called all our tenants to cancel repairs that aren't emergencies. So if you are a Council tenant, you should not receive any calls from us unless you have requested that we call you back.

If we were to make contact we would never call and ask for a tenant to press a button on their telephone key pad. We would never ask for any personal details.

Council numbers are often withheld, however we will leave a message confirming our reason for the call and advising of a follow up call.