

# Tenants Newsletter

The newsletter for Council  
tenants in South Ayrshire  
Autumn 2022



# COMMUNITIES FUN DAY

SATURDAY 10<sup>TH</sup> SEPTEMBER 2022

11am - 4pm. Citadel Leisure Centre, Ayr



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# Useful Contacts

South Ayrshire Council  
Customer Services  
**0300 123 0900**

Environmental Health  
**01292 618222**

Trading Standards  
**0300 123 0900**

Housing Enquiries & Repairs  
(Emergency or Routine)  
**0300 123 0900**

Waste Enquires &  
Special Uplifts  
**0300 123 0900**

Scottish Water  
**0800 077 8778**

Scottish Power (Emergency)  
**0800 092 9290**

GAS (Emergency)  
**0800 111 999**

Police  
**101** (Non Emergency)  
**999** (Emergency)

Power Cut  
**105**

NHS 24  
**111**

Emergency Homeless  
**0808 100 3151**  
(Out of Hours)

Ayr Hospital  
**01292 610 555**

Girvan Community Hospital  
**01465 712 571**

Crosshouse Hospital  
**01563 521 133**

## South Ayrshire Council Live

View the latest version of the newsletter to keep you up to date with all Council news.

Visit [www.south-ayrshire.gov.uk/south-ayrshire-council-live/](http://www.south-ayrshire.gov.uk/south-ayrshire-council-live/) to find out more or check out our socials!



## WINNER WINNER!

Well done to **Kathleen Mitchell from Troon** who was the winner of the 'Where's Ernie' competition and received a £50 shopping voucher!

Well done to **Tillie Colman from Girvan** who was the lucky winner of the 'Spot the Difference' Competition.

This information can be made available, on request, in braille, large print or audio formats and can be translated into a range of languages. Contact details are provided below.

درخواست کرنے پر یہ معلومات نابینا افراد کے لئے ابھریے حروف، بڑے حروف یا آڈیو میں مہیا کی جاسکتی ہے اور اسکا مختلف زبانوں میں ترجمہ بھی کیا جاسکتا ہے۔ رابطہ کی تفصیلات نیچے فراہم کی گئی ہیں۔

本信息可应要求提供盲文，大字印刷或音频格式，以及可翻译成多种语言。以下是详细联系方式。

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ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕੇ ਬੋਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਸੁਣਨ ਵਾਲੇ ਰਾਹੀਂ ਵੱਖ ਵੱਖ ਢੰਗਾਂ ਵਿੱਚ ਲਈ ਜਾ ਸਕਦੀ ਹੈ, ਅਤੇ ਇਹਦਾ ਤਰਜਮਾ ਹੋਰ ਬੋਲੀਆਂ ਵਿੱਚ ਵੀ ਕਰਵਾਇਆ ਜਾ ਸਕਦਾ ਹੈ। ਸੰਪਰਕ ਕਰਨ ਲਈ ਜਾਣਕਾਰੀ ਹੇਠਾਂ ਵੱਡੀ ਗਈ ਹੈ।

Niniejsze informacje mogą zostać udostępnione na życzenie w alfabecie Braille'a, w druku powiększonym lub w formie audio oraz mogą zostać przetłumaczone na wiele języków obcych. Dane kontaktowe znajdują się poniżej.

Faodar am fiosrachadh seo fhaighinn, le iarrtas, ann am braille, clò mòr no clàr fuaim agus tha e comasach eadar-theangachadh gu grunn chànanan. Tha fiosrachadh gu h-ìosal mu bhith a' cur fios a-steach.

# INFORMATION & ADVICE HUB

Our Information and Advice Hub are here to help you with a range of services available including:

- Help to claim the benefits you are entitled to
- Help to manage your money including budgeting and debt services
- Help with the cost of living
- Employment Rights
- Home Energy Advice & Grants
- Financial Crisis

Get advice first by contacting us via our web page [www.south-ayrshire.gov.uk/information-and-advice-hub](http://www.south-ayrshire.gov.uk/information-and-advice-hub) or by calling **0300 123 0900**.

Are you part of a Tenant or Community Group and interested in finding out more about our service, we can arrange an awareness session?

Email your request to [informationandadvicehub@south-ayrshire.gov.uk](mailto:informationandadvicehub@south-ayrshire.gov.uk)

## SHELTERED HOUSING NEWS

### JUBILEE CELEBRATIONS

Many of the sheltered housing units across South Ayrshire joined the celebrations for the Jubilee weekend.

The weather even stayed nice enough to take some of the celebrations outside. Union jacks, tea and plenty of smiles were a common theme at all the units



Morrison Gardens Residents in Ayr



Residents at John Hodge Court in Cowlton



Arcon Court Residents in Mossblown



Residents at Ardfin in Prestwick



Staff at Dundonald getting in on the Jubilee celebrations!





**Galloway & Southern Ayrshire UNESCO Biosphere (GSAB) has been active in the region over summer delivering workshops and joining in community events.**

One of the Biosphere's ongoing initiatives is the Biosphere Communities scheme which brought in Ballantrae at the beginning of 2022 with Colmonell and Barrhill to follow later in the year. The scheme is a way of celebrating village life and the cultural identity of our communities. It is also the beginning of a long-standing connection that includes direct support from the Biosphere for initiatives that are led by local people

and development groups. An example is the Ballantrae Festival of Food & Drink which took place in June; the Biosphere helped to promote the event as a showcase of small businesses across the region and as a way for people to learn more about what is being grown and produced here in South Ayrshire.

The Biosphere team delivers projects that support conservation, education, and sustainable business, and which share our history and heritage. As an organisation the Biosphere aims to be as inclusive and accessible as possible, and for those who cannot always attend events in person they have a dynamic new website which launched in June.

This includes a News section, plus a directory of outdoor activities, attractions, and 'Biosphere Experiences'

available in South Ayrshire and beyond. For those who prefer social media the Biosphere is also active on [Facebook](#), [Instagram](#), and [Twitter](#).

Whether you're exploring South Ayrshire physically or digitally, look out for the Biosphere's Proud Supporter logo. This is a free scheme that signals support for our environment and communities and is open to anyone to join, whether individuals, businesses or groups.

There are now more than 400 Biosphere Proud Supporters across southwest Scotland and much further afield. Proud Supporters in South Ayrshire include Girvan Early Growers, Queensland Holiday Park, Pinmore & Pinwherry Community Council, Glenapp Castle, Girvan Academy and many more.



**For more information about any of the above please visit [www.gsabiosphere.org.uk](http://www.gsabiosphere.org.uk) or contact [info@gsabiosphere.org.uk](mailto:info@gsabiosphere.org.uk).**



# WORKING FOR WALLACETOWN

**We want to make Wallacetown a place where people are safe, healthy and want to live. To start working towards this people from a wide range of organisations got together in March 2021 and formed a group known as the Wallacetown Strategic Delivery Partnership - a group of senior people who aim to set the direction and enable their teams to deliver for local people.**

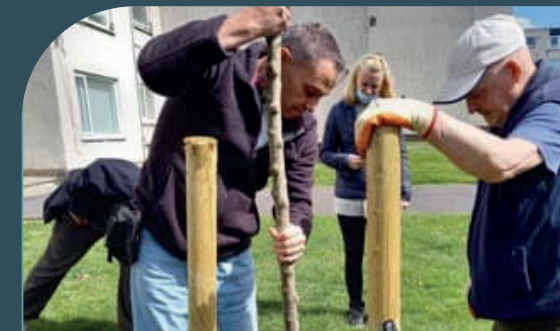
In our early discussions with people who live, work and visit Wallacetown it was clear that there was a willingness to look for something different to help ensure that residents and service providers came together to build a place where people are proud to live, are kind to each other, feel they belong, are valued, included and supported to lead on improving their community.

Through the Covid-19 pandemic we seen some great work taking place to ensure the best for our friends, relatives and neighbours. In looking at this work we drew some key insights on what worked and believe we need to:

- Invest in relationships
- Focus on the small things
- Collaborate
- Encourage partnership working with decision making
- Be creative and take risks
- Empower local groups, communities, volunteers and our staff.
- Involve different voices in decision making.

We believe that by regularly using the points above as a checklist we will ensure that our work remains true to our 'why' - to unlock power in communities and work together to find new ways of delivering a better future for all. First a look at our membership . . .

South Ayrshire Community Planning Partnership / VASA (Voluntary Action South Ayrshire) / Scottish Fire & Rescue Service / Riverside Community Trust / Police Scotland / South Ayrshire Health & Social Care Partnership / Community Justice Ayrshire Partnership / Scottish Violence Reduction Unit / South Ayrshire Council / NHS Ayrshire & Arran (This may change as our work develops)



**If you'd like to find out more about what's happening in Wallacetown, or if you'd like to contribute by taking part in the discussion, call Wallacetown Co-ordinator on 01292 559407**





Runner-Up in Best Practice In Involving All

# Awards Awards Awards

## SOUTH AYRSHIRE SUCCESS AT TENANT AWARDS

South Ayrshire has been recognised at the recent Tenant Participatory Advice Service (TPAS), National Good Practice Awards.

Tenant Participation in South Ayrshire was nominated across four categories and achieved awards in three of these.

### Winner - The Alan Ferguson Award for Tenant/Resident Champion (Frances Carson)

This award recognised an outstanding and inspirational tenant who has made a significant contribution over the last 12 months towards meeting the needs of fellow tenants and others in their community along with supporting other tenants and

communities to participate in decisions to improve housing services and their landlord's performance. Frances demonstrated this through her passion and commitment to work with tenants and communities to embed a culture of participation to work towards positive outcomes.

### Runner-up - Best Practice In Involving All (South Ayrshire Council, Tenant Participation Team)

Our TP Team were recognised for the fantastic work they have done in reaching out to people in our communities who have faced challenges accessing services and continuing to provide support and information in innovative ways. They have kept tenant participation involved and connected

through these challenging and uncertain times. Their dedication to adapting engagement to ensure no one has been left behind or unable to participate has been recognised at a National Level.

### Runner-up - TP Champion Group (Muirhead Tenants and Residents Association)

This award highlighted a voluntary group who has made an outstanding and inspirational contribution throughout lockdown demonstrating how they have maximised services, delivered outstanding support, listened to and addressed local people's needs. Muirhead Tenants and Residents Tenant Association led the way in showing members of the community that by coming together

they would collectively get through the pandemic. They have demonstrated that a community is stronger when it works together and the community spirit has thrived. Muirhead Tenants and Residents Tenant Association committed to supporting their community during the Covid-19 pandemic however this has continued beyond

the pandemic and grown to become standard practice within the community.

Councillor Martin Kilbride, Buildings, Housing and Environment Portfolio Holder for South Ayrshire Council said: **"Congratulations to Frances Carson for winning her award, it highlights all the selfless work she undertakes**

**to help others. Well, done also to Muirhead Tenants and Residents Association, they have pulled their local community together and continue to change lives for the better. I'm delighted that our Tenant Participation team were also recognised, they are an inspiration, and I am sure they will keep up the good work."**



Tenant Resident Champion Frances Carson



TP Champion Group - Muirhead Tenants & Residents Association

## SOUTH AYRSHIRE WINS GOLD AWARD AT APSE EXCELLENCE AWARDS 2022

South Ayrshire Council are delighted to announce that our Waste Management team has been awarded the Gold Award for Waste and Recycling at the APSE Striving for Excellence Awards 2022.

The Striving for Excellence Awards recognise local authorities who go above and beyond and give them the chance to present on their most enterprising initiatives. The team received the award for embracing change and using new technology, such as the SAC My Bins app, to improve the service they

deliver. Their continued efforts to keep the service running with minimal disruptions throughout the pandemic was also commended.

The Gold Award winners were announced at the APSE Scotland Fleet, Waste and Grounds Seminar in Aviemore on Thursday 19 May 2022.

Councillor Martin Kilbride, South Ayrshire's Portfolio Holder for Buildings, Housing and Environment said **"Winning Gold for Waste and Recycling is a great achievement that goes to show the hard work of our Waste Management team who continuously go the extra mile. I'd like to congratulate everyone**

**involved in this service for their well-deserved win."**

APSE Chief Executive Paul O'Brien said **"These Awards recognise the incredible work and success of local authority services in Scotland; providing a much-deserved opportunity for those within the related service areas to put forward their most deserving initiative. To all of our Award winners, I would like to say a huge thank you for not simply maintaining but exceeding the high standards you have set for yourselves when striving to secure safe and beautiful neighbourhoods for your local communities."**



# HOUSING SERVICES NEWS



## Tenancy Details



Did you know that if you're tenancy details are not up to date this may cause issues with your tenancy rights? If your household details are incorrect this can affect you and members of your household, should you wish to sub-let your tenancy, assign your tenancy, or add a joint tenant to your tenancy agreement.

To ensure that your tenancy rights are protected it is very important to ensure that you

advise us of any changes to your household. This includes telling us about anyone who has previously moved in with you who you haven't already told us about, and when anyone moves into or out of your home in the future at the time they do so.

If you need more information or would like to check/change your household details, please contact your local housing office.

## Take Part in our Communications Survey

We want to find out how you'd like to get your council news and information and what things you'd like to hear about.

To help us to do this we've launched a short communications survey which can be accessed online at [www.south-ayrshire.gov.uk/consultations](http://www.south-ayrshire.gov.uk/consultations) or by scanning the QR code on this page. You can also ask to complete the survey at your local

library, or by phoning 0300 123 0900. The survey will be available in hard copy at the Customer Services and Information and Advice Hub stall at our Communities Fun Day on 10th September 2022.

Our communications survey will remain open until Friday 12 October.



## Protecting Our Employees

We request that tenants do not smoke within their property when an employee of the Council is visiting.

This includes when repairs or general maintenance is being carried out or when a contractor is carrying out work on the Council's behalf.

It is good practice not to smoke in the property for at least 30 minutes before an employee visits your property. Please help us to protect our employees from second-hand smoke.

This includes vape or vaping.

Employees and contractors have the right to refuse to carry out the work within the property if the tenant refuses to stop smoking.



## Meet The Team!

Join us every newsletter as we shine the light on different team members and give them the chance to tell us a little about their work.

### Meet Angi!

Hello, my name is Angi Pinkerton, and I am the Trauma Informed Practice Officer for South Ayrshire Council. I am a proud Mum to 2 boys and 1 dog furbaby, who take up most of my free time.

Since graduating, as a mature, first-generation student, I have worked within various areas of social care and community development. Due to my own lived experience of trauma, I am

passionate about improving outcomes for those living with the impacts of trauma and adversity.

In line with national commitments, South Ayrshire Council aims to become a trauma informed and responsive organisation by promoting the 5 principles of trauma informed practice: safety, choice, collaboration, trust, and empowerment across all our services. As we believe creating trauma responsive systems improves outcomes and reduces adversity and inequalities.

Trauma informed practice is a strengths-based approach that focuses on building relationships and connections with people. Our aim is to

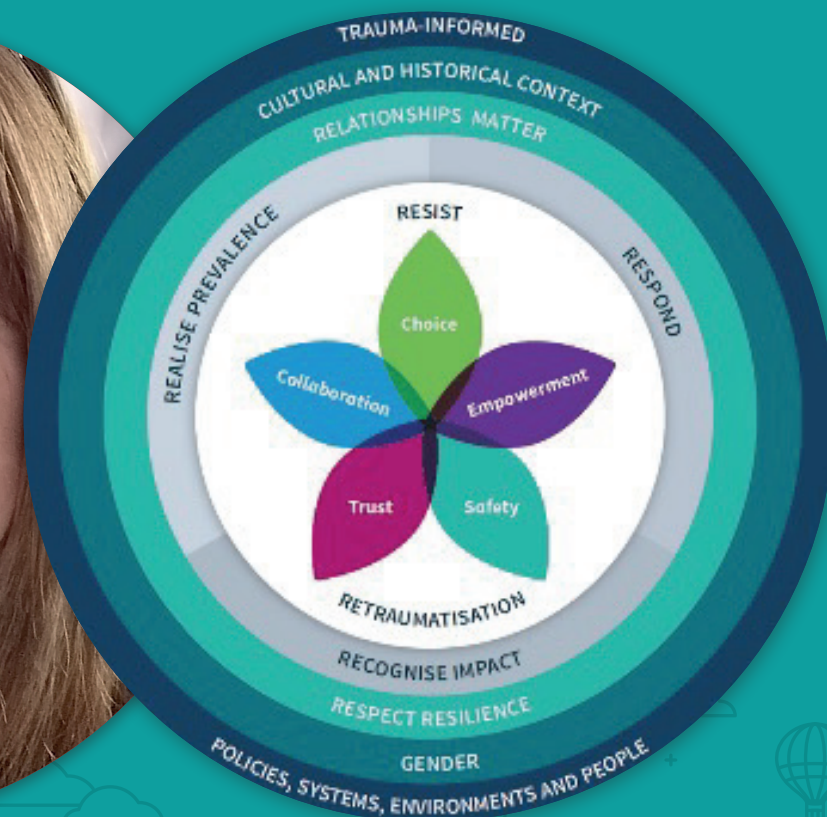
reduce experiences that have the potential to re-traumatise individuals and I plan to support people to realise the prevalence of trauma, recognise its impact and respond appropriately.

As trauma is everyone's business, I am currently developing a South Ayrshire Trauma Champions network, for people with lived experience of trauma, to help co-design and co-produce trauma informed and responsive services.

**If you are interested in hearing more about the network, or are interested in becoming a member, please contact me on angela.pinkerton@south-ayrshire.gov.uk**



Angi Pinkerton, Trauma Informed Practice Officer.





# HOUSING SERVICES NEWS

## Tenant Participation Update

The Tenant Participation team has been working at getting our face-to-face meetings back up and running while implementing a new system to introduce hybrid meetings.

We still wanted to give those involved the option to join in our meetings from home once the restrictions began to ease and had our first successful hybrid Monitoring Group meeting with both in person and online participants.

During this edition of the newsletter the TP Team have been working hard behind the scenes to bring our Award Winning Communities Fun Day back for 2022 at the Citadel Leisure Centre. Find out more details about the amazing event on page 12 and 13

### Work With us For Better Services . . .

Are you recently retired, have a young family or are just looking for a new challenge? Then why not get involved in your housing service

and volunteering in Tenant Participation!

Tenant Participation gives South Ayrshire Council Tenants a voice to influence decisions made in the housing service. Tenant Participation can take many forms such as getting involved in your local Tenants and Residents group to becoming an 'involved tenant' and attending meetings with Council Officers on a regular basis.

We are always looking at ways to improve the service you receive, and we rely heavily on tenant involvement to do so. As an involved tenant you will:

- Be able to see statistics from our satisfaction surveys and constructively question areas of poor performance
- Get involved in different working groups to focus closer on a particular service area
- Attend national conferences as a tenant representative
- Gain a better understanding of the Housing Service
- Meet new people
- Be reimbursed for any transport expenses or provided with transport where necessary

With our new Hybrid approach to meetings, you have the choice to attend in person or join in online from the comfort of your own home.

**More Information** - If you would like to register your interest as an involved tenant, then you can complete the attached form with the freepost envelope.

**If you would like to find out more about becoming an involved tenant, then you can contact either:**

**GORDON CAMPBELL**  
Tenant Participation Officer  
Email: [gordon.campbell@south-ayrshire.gov.uk](mailto:gordon.campbell@south-ayrshire.gov.uk)  
Tel: 01292 612968

OR

**NICOLE ARMOUR**  
Tenant Participation Assistant  
Email: [nicole.armour@south-ayrshire.gov.uk](mailto:nicole.armour@south-ayrshire.gov.uk)  
Tel: 01292 319275



Our first trial at a hybrid meeting

## We need access to keep your home safe!

### GAS SAFETY . . .

**The Council as a landlord has a legal requirement to ensure that all gas appliances and flues in your home are checked and certified as being "safe" every year.**

To meet this legal requirement the Council must access all its homes with gas appliances to carry out a service and safety check every year. At the same time the Engineer also checks that your smoke detectors are working. When the annual gas safety check in your property is due, our contractor, PH Jones, will write to you to offer an appointment for the work to be carried out. If the date or time does not suit, then please call the number on the letter to arrange a convenient date and time that does.

When our contractor PH Jones visits your property for its Annual Gas Safety Check they will:

- Service and clean your gas boiler and gas fire
- Check all smoke detectors are working properly



**In March 2022, new legislation was introduced by the Scottish Government to ensure that Social Landlords carry out an Electrical Installation Condition Report (EICR) in Council homes at least every five years. This electrical safety check allows the electrician to inspect all electrical installations and fittings within your home to ensure they are safe and remain in good working order. It is important that these tests are carried out to identify any issues and have these resolved.**

During the visit, the electrician will also inspect the fire detection equipment within your home to ensure these are in working order and meet the current legislative requirements.

We will notify you when your next electrical safety check is due to be carried out at your property. You will be provided with further details regarding

the electrician's visit, and details of how to contact to arrange an appointment. Most tenants provide access to have these important safety checks carried out.

However, a small number of people do not allow access to their property. In line with legislation, the Council is entitled to force entry in such circumstances and this is also a provision of the Council's tenancy agreement. The Council will have no choice but to force entry and change the locks to the properties of tenants who have refused to allow entry. Please remember that these essential checks are carried out to ensure the safety of you and those around you!

If the Council are required to force entry to your home, you will be charged for the costs of this action and also renewing the locks, this will be a minimum of £61.97.

**Please avoid this unnecessary expense by allowing entry to the Operatives when they are scheduled to attend. It is easy, and can be arranged at a time that suits you.**

## How to Contact Us . . .

Phone: 0300 123 0900 Email: Gas Safety Enquiries – [gas@south-ayrshire.gov.uk](mailto:gas@south-ayrshire.gov.uk)  
Email: Electrical Safety Check Enquiries – [housing.compliance@south-ayrshire.gov.uk](mailto:housing.compliance@south-ayrshire.gov.uk)



# COMMUNITIES FUN DAY

SATURDAY 10<sup>TH</sup> SEPTEMBER 2022

11am - 4pm. Citadel Leisure Centre, Ayr

Come and join us for an action packed event with something for everyone! Tickets and all attractions are free!



## About the day ...

We are delighted to announce that our award-winning Communities Fun Day will return on Saturday 10th September 2022.

This hugely popular FREE event for those living or working in South Ayrshire is not to be missed. The Communities Fun Day is a great opportunity for residents of South Ayrshire to come along and speak with various Council departments, service providers, community groups, external agencies and have a great family day out!

**Tickets must be booked in advance, they can not be provided on the day. To avoid any disappointment see the next page on how to book your tickets!**

**f Keep up to date on fun day developments by following us on Facebook at SAC Housing Services**

## Book your free tickets now ...

Call our team on **01292 319275** or visit [www.sacfunday2022.eventbrite.co.uk](http://www.sacfunday2022.eventbrite.co.uk)

### Fun Swim!

Bring your swimwear and attend the FUN SWIM with inflatables with various sessions throughout the day.

\*Restrictions apply, under 8s must be accompanied by an adult and limited spaces are available on the day.



### Fun Zone

Laser Quest • Animal Man (petting zoo) • Double Surf Stimulator  
Miami Funfair Ride • Bouncy Castles • Inflatable Zone • Climbing Wall  
Astro Slides • Sensory Bus • Teacups Funfair Ride • Plus Much More!

### Vehicle Display Area



Display of modern and vintage vehicles as well as Council vehicles.

### Info Zone

An opportunity to find out information and chat with staff from a range of Council services, service providers, community groups, external agencies, and charities. Includes free packed lunch\*

\*While stocks last



### Free Park & Ride

Free park and ride available at Ayr Beach Car Park located at Blackburn Drive, KA7 4AD, Buggy & Wheelchair friendly.

#### FREE OPEN TOP BUS SHUTTLE BUS

Catch the free open top shuttle bus from Ayr Bus Station & Ayr Beach Car Park at various times throughout the day.

Proudly sponsored by  **Stagecoach**





HAVE YOU OR SOMEONE YOU KNOW BEEN AFFECTED BY HOMELESSNESS?

YOU'RE NOT ALONE. THERE WERE 814 HOMELESS APPLICATIONS IN SOUTH AYRSHIRE IN 2020/21



Make your voice heard and help us to reduce homelessness in South Ayrshire.

[HTTPS://FORMS.OFFICE.COM/R/YCUA4RHQTR](https://forms.office.com/R/YCUA4RHQTR)

THE I'M IN! PROJECT IS ALL ABOUT EARLY INTERVENTION, TO GET PEOPLE THE RIGHT HELP AT THE RIGHT TIME

WE WANT TO HEAR FROM YOU, SO WE KNOW WHAT WORKED WELL AND LEARN WHAT WE CAN DO BETTER.

Scan the QR code, click the link or contact us:



Leica Malkin - I'M IN! Early Intervention Development Officer at SeAscape on [leica@seascapeayr.co.uk](mailto:leica@seascapeayr.co.uk) or call/text/whatsapp 07501466913



Suzie McIloney - Rapid Rehousing Transition Plan Officer at South Ayrshire Council on [suzie.mcilloney@south-ayrshire.gov.uk](mailto:suzie.mcilloney@south-ayrshire.gov.uk) or call 01292 616068

**Prefer to speak to us in person? Find us at:**

<b>PRESTWICK</b> - New Life Church Tuesday 23rd August 12.30pm- 2.30pm	<b>AYR</b> - Care & Share at Riverside Church Wednesday 24th & 31st August 2pm - 4pm	<b>GIRVAN</b> - The Milestone Church Friday 26th August 10am - 12pm	<b>MAYBOLE</b> - The Carrick Centre Monday 29th August 10am - 12pm	<b>TROON</b> - Old Parish Church Tuesday 30th August 12pm - 2pm
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It's everyone's job to make sure that children in South Ayrshire are safe from abuse and neglect.

01292 267675

[InitialResponseTeam@south-ayrshire.gov.uk](mailto:InitialResponseTeam@south-ayrshire.gov.uk)

For out of hours support call: 0800 3287758

If you are concerned about a child or young person contact us for advice:

For more information visit: <https://hscp.south-ayrshire.gov.uk/ChildProtection>



# South Ayrshire Adult Protection Committee

If you are worried that you or someone you know is being harmed or may be suffering from neglect, get in touch for more information on support, visit: <https://hscp.south-ayrshire.gov.uk/adult-protection> or call 01292 616102.

**If the person is in immediate danger, dial 999 and ask for the appropriate emergency service.**



## Could you help us support children and young people living in South Ayrshire?



We are currently looking to recruit foster carers for children aged between 10 and 17 years of age. We are looking for dedicated carers to help make a big difference to their lives and ensure they can continue to grow and develop in South Ayrshire.

There are lots of different ways you can help us achieve this, you might have an existing family or be on your own, you might be able to help for a few hours every week or make a bigger commitment, whatever your situation we would love to hear from you.



The following is a list of the types of care we provide and we are looking for carers to help us deliver these services:

- 🚩 **Foster Care & Emergency Foster Care**
- 🚩 **Supported Carer Placement**
- 🚩 **Shared Care**



We are also recruiting for foster carers and supported carers for unaccompanied and asylum seeking children / young people. They have had to leave their home and families and need the compassion people in South Ayrshire are able to offer to support them in this life change.

**For more information contact us today:**

📞 01292 267675

✉️ [fostering@south-ayrshire.gov.uk](mailto:fostering@south-ayrshire.gov.uk)

🌐 [hscp.south-ayrshire.gov.uk/Fostering](https://hscp.south-ayrshire.gov.uk/Fostering)



## STAY AHEAD OF THE CURVE



**Have you noticed any of these changes:**

- Are you walking slower than usual?
- Is your appetite poor?
- Do you have poor balance?
- Are you easily tired?
- Do your muscles feel weak?



As we age it may feel like our bodies are slowing down. Often this is accepted as a normal part of the aging process.



However, we can make a difference to how we age, and getting older does not have to mean losing your independence.

**We are here to help.**

As Occupational Therapists we understand how to support people to live satisfying and healthy lives as we age.

Come and have a conversation with one of the team to see if we can help support you to live the life which is important to you, a life as independent as possible.

# CALL 01292 665 699

Stay ahead of the curve with the LifeCurve App:





# LIBRARIES

We're back to our full programme of events and activities in our libraries and have something on offer for all ages to enjoy.

For library opening hours and our busy calendar of activities, groups and events that we have planned, please visit the 'What's On' section of our website [www.south-ayrshire.gov.uk/libraries](http://www.south-ayrshire.gov.uk/libraries)

**GET SOCIAL WITH US!**

To keep up-to-date with all the latest news and online events from our library service, follow us on Twitter and Facebook [@salibraries](https://twitter.com/salibraries).

## FRIENDLY FACES WELLBEING / MINDFULNESS SESSIONS

Join us in a friendly and relaxed setting at your local library. Please contact the library direct for more details and to book your free place.

**Troon Library**  
5 South Beach, Troon KA10 6EF  
Wednesday 24th August at 6.30pm  
T: 01292 315 352

**Carnegie Library**  
12 Main Street, Ayr KA8 8EB  
Monday 5th September at 6.30pm  
T: 01292 286 385

**Girvan Library**  
Montgomerie Street, Girvan KA26 9HE  
Tuesday 13th September at 6.30pm  
T: 01465 712 813

**Prestwick Library**  
14 Kyle Street, Prestwick KA9 1PQ  
Tuesday 20th September at 6.30pm  
T: 01292 476 769

## CLIMATE FOR CHANGE WORKSHOPS - SOUTH AYRSHIRE LIBRARIES AS GREEN CHAMPIONS

We've been very busy over the summer months at our library Climate for Change workshops. From upcycling and repurposing old fabrics, creating our own lampshades, to building Bee Hotels these popular sessions have been a great success.

Although most of the sessions for this year are finished, there are still workshops taking place at Prestwick Library - or we would love you to join us at our

Knitting and Nattering sessions which take place in several of our local libraries; for dates, times and locations of these sessions please visit our library website for details.

Also, keep an eye on the 'What's On' section of our library website for soon-to-be-released dates for a six-week course offering either a crocheting workshop using scrap yarn to make dish clothes or face scrubbies at Troon

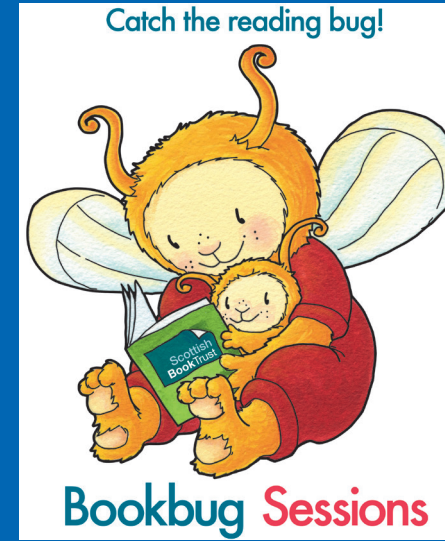
Library, or a "Junk Journal" workshop using discarded paper, packaging boxes, magazines etc at Prestwick Library where participants will create beautiful bespoke journals that can be used as memory journals, photograph albums or writing journals.

We hope to run these sessions during October; details will be advertised on the 'What's On' section of our library website nearer the time.

## FUN FOR FAMILIES

### BOOKBUG SESSIONS

Come along and catch the reading bug! Bookbug Sessions are free, friendly, fun sessions of songs, rhymes and stories for babies, toddlers, preschoolers and their families and carers to enjoy together. Each session lasts around 30 minutes and has been designed to support children's development while having fun. They take place in a very relaxed environment and are a great opportunity to spend some quality time with your little one and meet other families. Please note that booking is required for most sessions. For dates, times and locations of our Bookbug Sessions please visit our library blog: [sayrshirelib.wordpress.com/bookbug-sessions](http://sayrshirelib.wordpress.com/bookbug-sessions)



### CHILDREN'S MONTHLY CRAFT SESSIONS

Free, monthly craft sessions for primary school aged children. Get creative and crafty at our themed monthly craft sessions at your local library.

For full details of these sessions visit the 'What's On' section of our library website.

## SEWING AND UPCYCLING WORKSHOPS AT PRESTWICK LIBRARY

Come along to find out how to repurpose some of your old fabrics to create something lovely for your home or as a gift for a loved one.

Free of charge but booking required T: 01292 476 769  
Age range: 16 and upwards  
Prestwick Library, 14 Kyle Street, Prestwick KA9 1PQ  
Time: 5pm - 6.30pm on the following Thursdays - 25th August, 1st, 8th, 15th and 22nd September



Sewing and Upcycling



Lampshade Making Workshops

## ELSIE INGLIS TALK WITH DAVE DEWAR AT TROON LIBRARY

Wednesday 5th October  
Time: 7pm  
Free event but booking required  
T: 01292 315 352

Join Dave Dewar for an informative talk about Edinburgh suffragist and surgeon Elsie Inglis, who made her name during World War I by setting up Scottish Women's Hospitals for Foreign Service, a unique all-women medical service to serve at the Front.

## CREATIVE WRITING WORKSHOPS

**Our Creative Writing Workshops are taking a break for the summer but will begin again in August.**

**If you would like to learn how to produce original writing that expresses your own ideas and thoughts in an imaginative way, please register your interest at Carnegie Library, 12 Main Street, Ayr KA8 8EB**

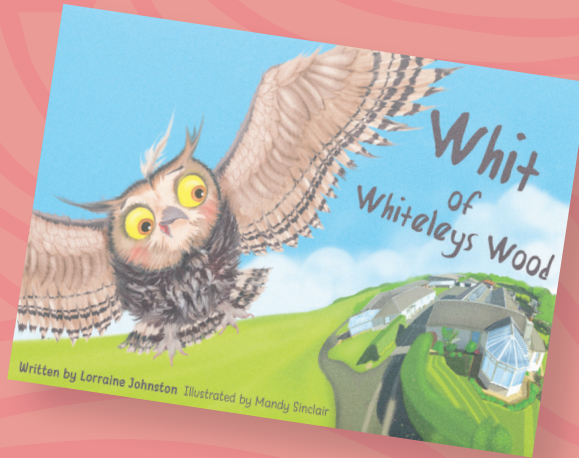
**T: 01292 286 385  
Free of charge  
Age range: 16 and upwards  
Time: 5.30pm - 7pm**



# KIDS CORNER

Can you spot all 5 differences on the picture of Ernie?

For your chance to win a copy of 'The Whit of Whiteley's Wood' children's book, circle the differences in the Spot the Difference photo, complete your details, cut out the freepost information on the back page of the newsletter and pop all your entries in the one envelope.



## SPOT THE DIFFERENCE!

Original Photo



Spot the Difference



**PREFER TO EMAIL YOUR ENTRY?**

Take a photo of your entry form and send it to:  
[tp@south-ayrshire.gov.uk](mailto:tp@south-ayrshire.gov.uk)

All entries should be received no later than 14th October 2022

Name \_\_\_\_\_

Address \_\_\_\_\_

Town \_\_\_\_\_

Postcode \_\_\_\_\_

Tel No \_\_\_\_\_

# WORDSEARCH

S	B	W	K	I	S	U	N	W	M	K	W	V
Y	E	K	Q	H	X	A	E	S	K	O	V	P
N	A	D	A	O	B	D	N	J	I	N	A	M
G	C	L	C	T	B	W	M	D	T	U	C	O
N	H	I	P	L	Q	N	T	H	E	F	A	R
I	I	C	E	C	R	E	A	M	A	R	T	M
W	D	R	P	O	P	S	I	C	L	E	I	C
S	W	I	M	N	I	E	J	T	A	M	O	A
B	A	O	E	T	C	G	U	L	D	M	N	M
R	T	A	N	E	N	S	M	H	A	U	T	P
I	H	C	A	E	I	O	P	S	V	S	L	I
S	A	Y	E	U	C	P	O	O	L	N	O	N
V	R	S	E	S	S	A	L	G	N	U	S	G

- WORD BANK:**
- |         |           |            |
|---------|-----------|------------|
| HOT     | PLAY      | SUN        |
| BBQ     | ICE CREAM | SUNGLASSES |
| BEACH   | JUMP      | SWIM       |
| CAMPING | KITE      | SWING      |
| FUN     | PICNIC    | VACATION   |
|         | SUMMER    |            |



**TPAS Scotland is working with the Tenant Participation Regional Networks and the Scottish Government to carry out a survey on rent affordability with tenants across Scotland.**

Over the past year the Regional Networks supported by TPAS Scotland and the Scottish Government, have been researching affordability in the social rented sector. This has involved speaking

to landlords, on how they set rents, learning about affordability tools and how they work, and discussing how different landlords throughout Scotland consult on rent increases.

The next stage of this research is to send out a survey both to landlords and tenants through-out Scotland to tell us how they set their rents to ensure their rents are affordable.

The survey is due to go live on the 31st August 2022, keep an eye out for it.

From this we hope that tenants and landlords will

come forward to take part in our focus group discussions so a report can then be published later in the year.

This research has taken a lot of time and commitment and is crucial in determining what affordable rents look like to tenants and landlords now and in the future.

If you would like more information on this research or would like to take part in some of the focus group discussions, please contact [leza.lafferty@tpasscotland.org.uk](mailto:leza.lafferty@tpasscotland.org.uk)



## PERFORMANCE EDITION

**Involved Tenants and Officers are currently working on the Annual Performance Edition for 2021/22.** Unlike this newsletter the Performance Edition is only posted out to tenants who have previously indicated that they would like to receive a copy in the post. If you would like to receive a copy

of the Performance Edition by post or email then either complete the cut out Performance Edition Request Form below and return it to the team using the freepost cut-out form or contact the Tenant Participation Team by phone on 01292 612968.



### PERFORMANCE EDITION REQUEST FORM

I would like to receive the Performance Report on an annual basis by: **Email / Post**

Please complete the following details -

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Town:** \_\_\_\_\_ **Postcode:** \_\_\_\_\_

**E-mail Address\*:** \_\_\_\_\_

\*Please only include your email address if you wish to receive the performance report by e-mail



## Social Security Scotland Tèarainteachd Shòisealta Alba

**At Social Security Scotland, we want to ensure that everyone gets the payments they are entitled to. We do that by offering a variety of ways people can apply for benefits - including online, by phone or face-to-face and have colleagues available to help in all local authority areas across Scotland.**

We currently deliver twelve benefits for people on low incomes, carers, families and disabled people. Our newest benefit is Adult Disability Payment - which has been introduced as a pilot in Perthshire and Kinross, City of Dundee, Western Isles, Angus, North Lanarkshire, South Lanarkshire, Fife, City of Aberdeen, Aberdeenshire, Moray, North Ayrshire, East Ayrshire and South Ayrshire. The payment will rollout nationwide from 29 August 2022. Adult Disability Payment replaces Personal Independence Payment in Scotland, previously delivered by the Department for Work and Pensions.

We also support families on low incomes with a series of family payments. Scottish Child Payment provides

financial support to families with children under six. The payment is £20 per week per child and will be extended by the end of 2022 to all eligible children under the age of 16 and then will also increase to £25 per child per week.

**More information on our benefits including eligibility can be found on [mygov.scot](http://mygov.scot). You can also contact our advisers on 0800 182 2222 or via web chat on [mygov.scot](http://mygov.scot).**

**If you need further assistance, you can request a local delivery appointment which will allow you to speak to an adviser based in South Ayrshire, either at home, in a local venue or by phone or video call. To arrange an appointment, please contact us on 0800 182 2222.**

**Social Security Scotland currently administers 12**

**benefits:**

- Carer's Allowance Supplement
- 
- Pregnancy & Baby Payment
- 
- Early Learning Payment
- 
- School Age Payment
- 
- Best Start Foods
- 
- Funeral Support Payment
- 
- Young Carer Grant
- 
- Job Start Payment
- 
- Scottish Child Payment
- 
- Child Winter Heating Assistance
- 
- Child Disability Payment
- 
- Adult Disability Payment



## Can you guess where Ernie has been visiting in this edition?

### HOW TO ENTER THE COMPETITION:

**Postal** - Use the cut out entry form, attach the Freepost label to an envelope and pop in the postbox.

**E-mail** - [tp@south-ayrshire.gov.uk](mailto:tp@south-ayrshire.gov.uk) - Take a picture of the entry form and email it to us. **Online** - Visit [www.south-ayrshire.gov.uk/tenant-participation](http://www.south-ayrshire.gov.uk/tenant-participation) and complete the online entry form. **All entries should be received no later than 14th October 2022.**



The winner will receive  
**£50**  
shopping vouchers of their choice!

**PREVIOUS EDITION:** Ernie visited his second favourite place in the world, after the beach, Auchincruive Estate for the previous edition. He loves nothing more than to dive for stones in the river and sniffing in all the tall grass. He has recently had a knee operation but has had a full recovery and back to swimming and playing with his 'little' brother Percy. Well done to **Kathleen Mitchell from Troon** who was the winner of the previous edition's competition.

### Where's Ernie? Entry Form

Can you guess where Ernie has been visiting?

- A. Prestwick Airport, Prestwick
- B. Fullarton Woods, Troon
- C. Straiton Monument, Straiton

Name: .....

Address: .....

Town:..... Tel: .....



Freepost Plus RUCL-RUSR-LJBT  
South Ayrshire Council  
Housing Policy & Strategy Team  
Riverside House  
21 River Terrace  
Ayr  
KA8 0AU

All correct entries will be included in the prize draw and the winner will be notified after the draw.