



COMPASS

Community **O**ptions for **M**oney, **P**ractical **A**dvice, **S**upport & **S**ervices





Further Support &
Community Life



Support for staying well



Money, Benefits and
Work



Help with Everyday Living



Crisis Support

Contents

Crisis Support	2–6
Domestic Abuse	5–6
Help with Daily Living	7–10
Money Benefits & Work	11–15
Support for Staying Well	16–26
General Support	17–19
Mental Health	20–22
Men's Support	23
Quitting Smoking & Healthy Eating	24
Drug & Alcohol Support	25
Community Life & Support	26–28
Cancer Support	28
Carers	29
Youth Support	30
Family Support	31
Bereavement & Grief	32
Gambling Support	33
Language Support	34
Community Transport	35
Get Active	36
Further Services	37–38

Crisis Support



Aberdeen Cyrenians

Open-door service available to anyone needing support, providing advice, information, and access to essentials for anyone facing crisis.

[Click here for website](#)

Mon–Thurs, 9am–5pm

Fri, 10am–4pm (closed 12.30pm–1.30pm).

For support, call 0300 303 0903

directaccess@weareac.org

Samaritans

Helpline: 116 123

[Click here for website](#)

For anyone in emotional distress.

Simon Community Scotland

A charity that provides information, advice, care, support, accommodation and homes for people affected by homelessness or at risk of losing their homes.

[Click here for website](#)

0141 418 6980

hello@simonscotland.org

Penumbra365

Free self-referral service for people aged 18 years and above who require immediate or short-term support in distress.

Mon – Fri, 9am – 5pm

[Click here for website](#)

Call 01224 074 550

Email: penumbra365@penumbra.org.uk



Aberdeen City Council Crisis Support

Free support line for those facing crisis, extreme hardship due to the rising cost of living, struggling with mental health challenges and experiencing domestic abuse or concerned about a family member/friend.

Click here for website

Call 0800 0304 713.

Mon-Fri, 9am-5pm.

Contact for welfare advice and emotional support, including struggles to get food or pay bills.

This is not a medical helpline.

For medical assistance, contact NHS 24 on 111.

To make an online application at any time for a crisis grant through the Scottish Welfare Fund, go to **crisis grant**.

Call 0800 03 04 713

Mon-Fri, 9am-5pm.

Please note: Some grant applications can take up to 2 days to process. If help is needed sooner than that, contact the local council.



Aberdeen City Council out of hours services

Click here for website

Homelessness out of hours helpline

Call 0800 917 6379

Mon-Fri, 8.30am-5pm.

Emergency service operates Mon-Fri, 5pm-8.30am.

Weekends/public holidays - 24 hours service.

Social Work out of hours team

Click here for website

Call 0800 7315 520

Mon-Thurs, 4.30pm-midnight

Fri, 4pm-midnight

Weekends/public holidays, 8.30am-midnight.

AARC

Asylum and Refugee Care is a charity which offers support to asylum seekers and refugees in the North East of Scotland.

Click here for website

hi@aarcc.charity



Domestic Abuse

Adult Support and Protection

To report Adult Protection concerns, call
Services in Aberdeen - Aberdeen Protects
 0800 731 5520

Aberdeen City Domestic Abuse Team

Offers voluntary confidential support to women and men who have or are currently experiencing any forms of domestic abuse.

Aberdeen City Council - Domestic abuse team

Aberdeen City Council - Domestic abuse support

Scotland's Domestic abuse hotline

82 Spring Garden, Aberdeen, AB25 1GN
 Wheelchair Accessible.
 Mon-Fri, 9am–5pm

Advocacy Service Aberdeen

Provides an independent advocacy service for victims of domestic abuse.

Click here for website

Willowbank House, Aberdeen Business Centre,
 Willowbank Rd, Aberdeen, AB11 6YG
 Mon–Fri, 9am–5pm
kelly@advocacy.org.uk



FearFree (SACRO)

Call 01224 560550

infoaberndeen@sacro.org.uk

Click here for a referral

Mon–Fri, 9am–5pm

Support service for any man, or LGBTI+ person experiencing domestic abuse.



Ending Violence and Abuse Aberdeen (EVAA)

Offers support for women 16+ experiencing gender-based abuse including physical, emotional, financial or sexual abuse, sexual exploitation, human trafficking and coercive control, and support for women and families (or people) experiencing domestic abuse.

Click here for website

6 Rubislaw Terrace AB10 1XE

Mon–Thurs, 9am–5pm

Fri, 9am–4pm

hello@weareac.org

Ending Violence and Abuse Aberdeen (EVAA) Inclusive

Provide specialist support for any member of the LGBTQ+ community 16+ affected by domestic abuse, violence or hate crimes.

Click here for website

6 Rubislaw Terrace, Aberdeen, AB10 1XE

Mon–Thurs, 9am–5pm

Fri, 9am–4pm

evaa@weareac.org

Grampian Women's Aid

Offers free, confidential specialist service to women, children, and young people in Aberdeen and Aberdeenshire who have experienced domestic abuse.

[Click here for website](#)

Call 01224 593381

The Gatehouse, Quarry Road, Aberdeen,
AB16 5UU

Mon–Fri, 9.30am–4pm

info@grampian-womens-aid.com



Rape Crisis Grampian

Free support to people, over the age of 11 years, who have been subjected to sexual violence.

[Click here for website](#)

Langstane House, 6 Dee Street,
Aberdeen, AB11 6DR

Mon–Fri, 9am–5pm

info@rcgrampian.co.uk

Domestic Abuse & Forced Marriage Helpline

Available 24 hours nationally.

[Click here for website](#)

Call 0800 027 1234



Strength for Tomorrow

Offers trauma-informed care and support to adults 16+ whose lives have been affected by childhood abuse.

[Click here for website](#)

6 Rubislaw Terrace, Aberdeen, AB10 1XE

Mon–Fri, 9am–5pm

strength@wearesft.org

Victim Support Aberdeen

Provide support and information to people affected by crime.

[Click here for website](#)

Top Floor, 40 Union Terrace, Aberdeen, AB10 1NP

Mon–Fri, 9am–5pm

victimsupport.aberdeen@victimsupportsco.org.uk

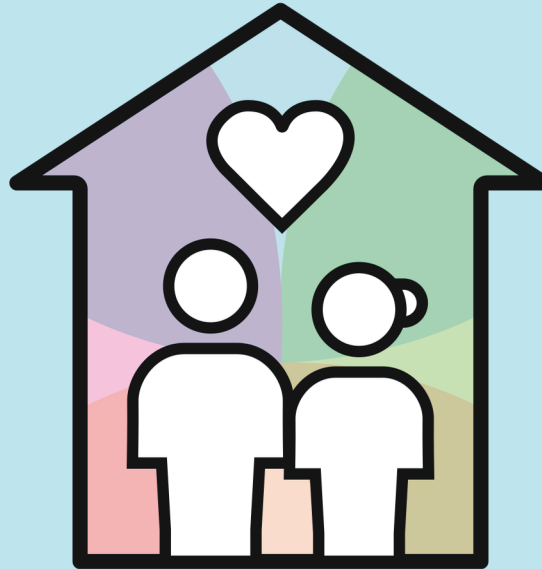
The Spark

The Relationship Helpline is available for those needing to talk to about a relationship problem. Helpline Counsellors are available Monday to Friday. Service is completely free of charge in Scotland and confidential.

[Click here for website](#)

Call 08088 022088

Help with Everyday Living



Instant Neighbour

Supports those on low incomes to set up home.

[Click here for website](#)

Call 01224 489955

5 St Machar Drive, Aberdeen AB24 3YI.

reception@instantneighbour.co.uk

Change Works

Offers free, practical advice, and information on energy related matters.

[Online Referral Form](#)



Energy Advice Scotland

Call 0808 196 9660

Offer free practical advice and information on energy related matters

[Click here for website](#)

Aberdeen City Council

The Council has a free support line for those:

- facing crisis
- extreme hardship due to the rising cost of living
- struggling with mental health challenges
- experiencing domestic abuse or concerned about a family member/friend.

Community Support team can be contacted on 0800 0304 713

Food parcels can be collected from locations across the city. Click on the link below to find your nearest one.

[Times and places to collect emergency food | Aberdeen City Council](#)

Community emergency food provision venues

[Local Emergency food provision MAP LINK](#)

Scottish Welfare Fund

Provides financial support for those facing a crisis or need help to live in the community. Two types available; crisis grants and community care grants, and they do not need to be paid back.

[Apply to the Scottish Welfare Fund | Aberdeen City Council](#)

SCARF

Scarf delivers free and impartial energy efficiency advice and services.

[Click here for website](#)

Call 01224 213005

1 Cotton Street, Aberdeen AB11 5EE.

info@scarf.org.uk

Aberdeen Cyrenians

Food, clothing, toiletries, household items, bedding. Referrals accepted.

[Click here for website](#)

Call 0300 303 0903

Mon–Fri, 9am–5pm, Fri, 9am–4pm.

Drop-in at 62 Summer Street, Aberdeen AB10 1SD.

directaccess@weareac.org

Home Energy Scotland

Call 0808 808 2282

Offer free and impartial advice on energy saving, keeping warm at home, renewable energy.



Housing

[Aberdeen City Council Housing online](#)

Call 03000 200 292 (ask for Housing Advice Information)

Homelessness Call 0800 9176 379 (24 hour)

Local Councillor

For contacting your local community council click the link:

[Community Councils | Aberdeen City Council](#)

Scottish Fire & Rescue Service

Free home safety checks.

[Click here for website](#)

Call 01224 618342

Housing Officer

[Aberdeen City Council - request housing support](#)

TogetherAll

Free UK where people can share their feelings and get help from others who understand. Join anonymously and access practical tools.

[Click here for website](#)



ABZWorks Employability Support

Anyone living in Aberdeen seeking employability support.

[Click here for website](#)

Helpline on 01224 346100

abzworks@aberdeencity.gov.uk

Social Security Scotland

Managing benefits including Five Family Payments, Disability benefits, Carers benefits, Heating benefits etc.

[Social Security Scotland - Homepage](#)

Call Freephone 0800 182 2222

Mon–Fri, 8am–5pm



Aberdeen Foyer - Employability

Offer support with:

- Job searching
- CV building
- Interview skills
- Work experience
- Sector-based training
- In-work support to increase opportunities for progression
- Reviewing and improving transferable skills
- Working to achieve confidence building
- Support with health and wellbeing
- Reviewing financial concerns and offering financial advice
- Access to interview clothes
- Digital skills

They can also provide PPE before starting work, cover bus fares to appointments, and provide digital kit where possible.

They work with clients on a 1:1 basis, and in group sessions, in a friendly and welcoming environment.

[Click here for website](#)

info@aberdeenfoyer.com



Money, Benefits and Work



Money/Finances

12

Aberdeen City Council Benefits and Money Advice Team

Provide free, impartial, and confidential advice including helping to complete claim forms, checking entitlement to benefits.

[Click here for website](#)

Aberdeen City Council Financial Inclusion Team

[Click here for website](#)

Mon–Fri, 8.30am–5pm.

Call 03000 200 292

moneyadvice@aberdeencity.gov.uk



ACC Benefits calculator

[Benefits Calculator link](#)

[Benefits and Advice link](#)

For urgent financial assistance, contact -

[Aberdeen Financial Inclusion Team](#)

Call 01224 069769

Aberdeen Jobcentre

Public service & government in Aberdeen

[Click here for website](#)

12 Dee St, Aberdeen AB11 6DR

Mon, Tues, Thurs, Sat 9am-5pm

Wed 10am-5pm

Fri 9am-4pm

0800 169 0190

Scottish Welfare Fund Freephone

The Scottish Welfare Fund provides emergency and crisis grants for those in financial difficulty.

[Apply to the Scottish Welfare Fund | Aberdeen City Council](#)

Call 0800 03 04 713

Independent Food Aid Network

Provides information on cash first referrals.

[Cash First Leaflets | IFAN](#)

Citizens Advice Scotland

Help to Claim service for Universal Credit.
Free, independent, and confidential.

[Click here for website](#)

Mon–Fri, 8am–6pm.

Chat online to an advisor at **cas.org.uk/help-to-claim**
(Mon–Fri, 8am–6pm)
Call free 0800 023 2581

Citizens Advice Scotland - Money Outreach Projects

Outreach projects in Northfield Community Centre,
Powis Community Centre and Torry Medical Centre

[Click here for outreach projects](#)

41 Union Street, Aberdeen AB11 5BN.

Call 01224 569750

bureau@aberdeencab.casonline.org.uk

Citizens Advice Scotland Money Advice Team

Free and confidential advice on dealing with debt,
benefits, and other financial support, ways to save
money.

[Click here for website](#)

Call 0800 028 1456

moneytalkteam.org.uk



information

CFine Safe Team

For budgeting advice or a free
benefit check. (SAFE = Support,
Advice, Finance & Education).

[click here for website](#)



Grampian Credit Union

Grampian Credit Union provides access to savings, loans, online banking, and insurance.

[Click here for website](#)

250 Union Street, AB10 1TN. Call 01224 561 506
admin@grampiancreditunion.co.uk



Cyber and Fraud Centre

Provide services to the public and organisations on reporting and legal Guidance, victim assistance, fund recovery, and educational resources.

[Click here for website](#)

Call 01786 447 441

Incident Response Helpline: 0800 167 0623



information

Foyer Aberdeen

Foyer Aberdeen Money Managing Team
Provide free, confidential and impartial
money and budgeting advice to people
aged 16 and over.

[Managing your Money — Aberdeen Foyer](#)



Aberdeen Cyrenians

Open to anyone who is having difficulties with digital and financial exclusion.

Support to navigate essential services such as Universal Credit, energy, banking, job search, budgeting, training opportunities. Drop-in at Summer Street. Referrals accepted.

[Click here for website](#)

Call 0300 303 0903

62 Summer Street, Aberdeen AB10 1SD

Mon–Fri, 9am–5pm



Aberdeen City Council - Being Unemployed

For those experiencing unemployment click on the below link

[Click here for website](#)



Step Change

Support and advice for with Debts.

[Click here for website](#)

Contact us on 0800 138 1111

Monday to Friday 8am to 8pm and Saturday 9am to 2pm



Support for staying well



General Support

NHS Inform

Health information for anyone in Scotland.

[Click here for website](#)

Call 111

NHS Grampian

[Click here for website](#)

Call 0345 456 6000 for Aberdeen Royal Infirmary.

Aberdeen City Health & Social Care Partnership

[Click here for website](#)

Includes AGILE (Aberdeen Guide to Independent Living and Enablement)

[ACHSCP AGILE Booklet](#)

Aberdeen City Council

[Click here for Wellbeing & Supported Services](#)

Citizens Advice Scotland

No drop-in service, by appointment only.

[Click here for website](#)

Call 01224 569750

41 Union Street, Aberdeen AB11 5BN

bureau@aberdeencab.casonline.org.uk

GP

[Registering with a GP practice | NHS Inform](#)

Health Visitors

Contact G.P. Practice.

Speech and Language Therapists

Contact G.P. Practice.

Occupational Therapy

For home checks and aids for independent living.

Call 0800 141 2339

OTDuty@bonaccordcare.org

Doctor/Dentist

Accessing the NHS.

[Accessing and using the NHS in Scotland | NHS inform](#)

NHS Grampian Primary Care Link Worker

[Click here for website](#)



Polish Association Aberdeen

Offer psychological help, actively promote healthy lifestyles among the Polish community.

Self-referral scheme by email.

Services include Cognitive Behavioural Therapy (CBT), Person Centred Counselling, low-intensity guided psychological interventions, suicide prevention, and support for children and teenagers with autism spectrum disorder.

[Click here for website](#)

info@paaberdeen.co.uk



information

G.P.

[Registering with a GP practice |](#)

[NHS inform](#)

**How to register with a G.P.
Practice.**

Dental

Information on which dental practices are registering patients, advice on looking after your teeth, contact numbers.

[Click here for website](#)

Dental Information and Advice Line (DIAL)

Available for patients to talk to qualified dental nurses, who will and give an emergency appointment if necessary, give advice for dental problems, and provide details of local NHS dentists.

[Click here for website](#)

Call 0345 45 65 990

Mon–Fri, 8.05am–6pm

[Out-of-Hours Emergency Dental Service \(GDENS\)](#)

[Click here for website](#)

For pain or genuine dental emergency on a weekend or out of hours. NHS 24 will assess and issue an emergency appointment if necessary. If an appointment is given, NHS charges and exemptions will apply to any treatment.

Call NHS 24 on 111



Fit like? Family Wellbeing Hubs

Fit Like? Family Wellbeing Hubs | Aberdeen City Council

Fit like? Family Wellbeing Hubs are a group of services working together to support children and young people's mental wellbeing.

Support with:

- Finance and benefits
- Family relationships and communication
- Coping with daily pressures
- Promoting positive emotional and mental wellbeing
- Talking about traumatic things that have happened

Who is the Hub Team?

- **Children 1st**
- Health - Health Visitors, Family & School Nurses, Child & Adolescent Mental Health Service (CAMHS)
- Community Learning and Development – Family Learning, Adult Learning, Youth Work, Communities Team, Educational Social Workers
- **Library and Information Services**
- **Creative Learning**
- Social Work
- **Education**
- **Alcohol & Drugs Partnership** (ADP)

To access help contact by e-mail

Fitlikehubs@aberdeencity.gov.uk or to a Teacher, Health Visitor or Family Nurse.

Self-Directed Support Aberdeen

Helps people to have choice, control and flexibility over their care and support.

Click here for website

Call 01224 523837

SDSHelpline@aberdeencity.gov.uk

ALISS – A Local Information System for Scotland.

Find services, groups and activities for health and wellbeing across Scotland.

Click here for website

Telecare

To help you live independently at home.

Click here for website

Call 01224 788616

Communityalarm@bonaccordcare.org



Mental Health

Samaritans

24-hour confidential emotional support service.

[Click here for website](#)

Call 116 123

Breathing Space

Free and confidential phone-line service.

[Click here for website](#)

Call 0800 83 85 87

Mon–Thurs, 6pm–2am

Fri, 6pm–Mon 6am (open 24 hours at weekends).

Aberdeen Self Harm Service

Support for those living with self-harm.

Aged 16 and over.

[Click here for website](#)

Selfharm.Aberdeen@penumbra.org.uk

information



Urgent help

Call 999

**Emergency services for a
medical emergency or
someone's life is in danger**



20



Childline

Free confidential service for children and young people.

[Click here for website](#)

Call 0800 1111 (24-hour helpline)

CAMHS – Child and Adolescent Mental Health Service

Outpatient based mental Health service, supports individuals 0-18 years. Referral only service.

[Click here for website](#)

Mon–Fri, 9am–5pm.

Penumbra365

Free self-referral service for people aged 18 years and above who require immediate, short-term support and those who may be in distress.

[Click here for website](#)

Call 01224 074 550

168 Skene Street AB10 1PE - For drop ins

penumbra365@penumbra.org.uk

Mon–Fri, 9am–5pm

Social Care and Well-being Out of Hours (Aberdeen)

Range of social work services

Call 0800 7315 520

Mon–Fri, 4.30pm–Midnight

Weekends/public holidays 8.30am to midnight.

OOHS@aberdeencity.gov.uk

Connecting with You

Connecting With You is a free service run by the British Red Cross. It's available to all people aged 18 or over in Scotland who are experiencing issues associated with loneliness. Connecting With You aims to help you rebuild your independence.

Connecting with you website link

Mon–Fri, 10am–4pm

Call 0300 30 36 077 (Calls are free).

connecting-withyou@redcross.org.uk

information

NHS Inform - Mental Health

Provides information around identifying, treating, and managing mental health problems, and disorders.



Men In Mind

Men's peer to peer support group.

Men in Mind Facebook Link

meninmindaberdeen@gmail.com

Andy's Man Club

Free peer to peer support group that provides a place for men to come together in a safe and open environment to talk about the issues or problems that they have faced or are currently facing. Various locations and online meetings available.

Click here for website

info@andysmanclub.co.uk

The Bounds

Freely available counselling service for person-centred counselling programme at the University of Aberdeen for the local community. Also available for children and young people. Self-referral by email or telephone, or through G.P/other health professional.

Click here for website

19 College Bounds, Old Aberdeen, AB24 3DX

thebounds@abdn.ac.uk



Foyer Aberdeen - FitMind Team

Provides counselling, suicide prevention etc. Accept self-referral and referrals from professionals.

[Click here for website](#)

Counselling@aberdeenfoyer.com

Mind

Mind have produced a helpful guide to offer support to people around taking care of your mental health and wellbeing during this time.

[Click here for website](#)



information

Living Life

Free appointment-based telephone service for anyone over the age of 16 with low mood, depression and anxiety.

[Click here for website](#)

Call 0800 328 9655

Mon – Fri, 1pm – 9pm

22

Every Mind Matters

NHS UK site which provides some tips on how to support your Mental Health and Wellbeing, alongside other conditions such as anxiety, sleep, stress, and low mood.

[Click here for website](#)

Shout Crisis Text Line

UK Text Line that provides free confidential support, 24/7 via text It's the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere.

[Click here for website](#)

Text Shout to 85258

Re-Think Mental Illness

For practical advice on different types of therapy and medication, benefits, debt, money issues, police, courts, prison, and your right under the Mental Health Act.

[Click here for website](#)

Call 0300 5000 927 (Calls are charged at your local rate)
Mon–Fri, 10am–2pm

SAMH – Scottish Association for Mental Health

Mental health support

[Click here for website](#)

0344 800 0550

info@samh.org.uk

Hear for You: Free 1:1 wellbeing and practical support for Aberdeen City Council tenants, or anyone affected by RAAC directly or indirectly. Up to 8 sessions each of wellbeing coaching and link support. Self refer via this link: **[Hear for You](#)** or email **hearforyou@samh.org.uk**

Men's Support

Men In Mind

Men's peer to peer support group.

Men in Mind Facebook Link

meninmindaberdeen@gmail.com



Men's Shed

Community spaces where men can enjoy practical hobbies, make friends, learn, and share skills.

Find a local Men's Shed

Andy's Man Club

Click here for website

Free peer to peer support group that provides a place for men to come together in a safe and open environment to talk about the issues or problems that they have faced or are currently facing. Various locations and online meetings available.

info@andysmanclub.co.uk

The Kickabout Aberdeen (TKA)

TKA is a Men's Mental Health and Wellbeing Charity, supporting dads, grandads, step-dads and guardians regardless of age or ability. TKA help aid with mental health and general wellbeing through football in a fun relaxed environment.

LINK to website

LINK to Facebook

Quitting Smoking

Pharmacy

Pharmacies | [NHS Inform](#)

G.P.

Contact G.P. practice

[Find a GP Practice](#)

Quit Your Way Service

Support is free, local and confidential.

Receive advice and access to free stop smoking medications such as Nicotine Replacement Therapy (NRT).

The service is also those dual using tobacco and electronic cigarettes/vaping devices.

Quit Your Way Scotland call 0800 84 84 84.

Open 7 days a week: Mon-Fri, 8am–10pm and Sat & Sun, 9am–5pm or chat online at

[this website link](#)

HealthPoint and NHS Grampian's stop smoking service can be contacted using any of the following;

NHS Grampian Healthline call 08085 20 20 30

Email: gram.healthpoint@nhs.scot

Healthy Eating

NHS Grampian Healthy Eating

For up to date healthy eating advice and links to resources,

[NHS Grampian Healthy Eating](#)

NHS Inform Healthy Living

For up to date information on food and nutrition

[NHS Inform Food & Nutrition](#)

ALISS - A Local Information System for Scotland

Find health and wellbeing services, groups, and activities across Aberdeen and Scotland.

[ALISS resource](#)

HealthPoint

Call 0808 520 2030

Text "info" to 82727

[Click here for website](#)



Drug and Alcohol Support

25

Alcohol & Drugs Action

Provide support every step of the way for drug and alcohol addiction.

[Link to Drop-in services available across the city.](#)

Aberdeen City Council - Aberdeen Protects

Call 01224 594700

Call 0333 3 448 355 (from landlines & pay monthly contracts only) or 07927 192 706 (Mon-Fri, 10.30am–1pm, 2pm–5pm. Sat & Sun, 2pm–5pm).

Alternatively call 01224 594700

Drop in service at 7 Hadden Street, Aberdeen. AB11 6NU.
info@alcoholanddrugsaction.org.uk



Alcohol & Drugs Action

NHS Grampian HealthPoint

For local help, advice, and support.

Where to find your local **Healthpoint**

Call 08085 202030

Crew

Crew support people to reduce harm, challenge perceptions, and help people make positive choices about their use of drugs.

[Click here for website](#)

Call 0131 220 3404

Mon-Fri, 10am–5pm

Aberdeen in Recovery (AiR)

AiR support those in recovery from addiction, and their family and friends.

Aberdeen in Recovery

1st Floor Left, 41 Union Street

Aberdeen

AB11 5BN

Call 01224638342

info@aberdeeninrecovery.org

Healthpoint

Further Support & Community life



Cancer Support

Macmillan

For anyone undergoing cancer treatment only.
Free, independent, and confidential advice.

[Click here for website](#)

CAB Macmillan Cancer Outreach

Call 01224 557116

[Click here for website](#)

Roxburgh House, Ashgrove Road, AB25 3BX

Mon–Fri, 9.30am–4pm

Grampian.macmillan@aberdeencab.casonline.org.
uk



Marie Curie

For patients and their families to
support and advice for end of life

[Click here for website](#)

Call 0800 090 2309

Mon - Sun



27

CLAN Cancer Support

Services available:

- Emotional support and counselling
- Complementary Therapies
- Nutrition, Health, and Wellbeing Support
- Children and Family Service
- Clan Haven Accommodation (Bed and Breakfast)
- Cancer Support Groups

[Click here for website](#)

Clan House, 120 Westburn Road, Aberdeen, AB25 2QA.

Call 01224 647000

enquiries@clancancersupport.org

Maggie's Aberdeen

Support for those diagnosed with Cancer and their
families. No appointment needed, just pop in.

[Click here for website](#)

Maggie's Aberdeen. Elizabeth Montgomerie
Building, Aberdeen Royal Infirmary, AB25 2UZ

Mon–Fri, 9am–5pm.

Call 01224 645928

aberdeen@maggies.org



Carers

Quarriers

Aberdeen Carers Support Service - Virtual Carers Centre

Call 0224 914 036

Aberdeen Carers Support Service.
50 Gilcomstoun Park, AB25 1NX
aberdeencarers@quarriers.org.uk



Barnardos – Young Carers Service

Click here for website

Call 01224 624090

20 Carden Place, AB10 1UQ

AberdeenYoungCarers@barnardos.org.uk



VSA

Carers support, care, day-care and support.

Click here for website

Call 01224 212021.

info@vsa.org.uk



Bon Accord Care

Information on a range of services including personal care/support in the home, day services, respite for carers, occupational therapy, telecare, and wellbeing activities.

Click here for website

Call 01224 570400

bacinfo@bonaccordcare.org



A carer is anyone who is unpaid for their caring and looks after a friend, family member, or neighbour due to old age, physical, or mental illness, disability, or an addiction. There is no minimum amount of time you need to support someone for you to be considered a carer. It could be as little as 1 to 2 hours every few weeks.

What are your rights as a carer? | Carers Scotland

Becoming a Carer - Aberdeen City Council

Call care management: 01224 264004

Arrange care or support at home.

Occupational Therapy

For home checks and aids for independent living.

Call 0800 141 2339

OTDuty@bonaccordcare.org

Youth Support

Aberdeen Youth Movement

Age group 14–25 years. Opportunities include Youth Action Committee, Mentoring Scheme, Scottish Youth Parliament, and ongoing youth related events.

[Click here for website](#)

bwebb@aberdeencity.gov.uk

Call 01224 523103



Aberdeen City Council Young Person's Rights Service

Call/Text 07876 780877 or 07484 004966

[Aberdeen City Council - Young People's Rights](#)

YoungPersonsRights@aberdeencity.gov.uk

Nightstop

Safe place for young people to stay

Call 01224 562863

[Nightstop — Aberdeen Foyer](#)

nightstop@aberdeenfoyer.com

ACIS Youth CIC

Counselling for children/young people and families

[Click here for website](#)



29

LGBT Youth Scotland Zone Youth Aberdeen

Charity for LGBTQ+ young people aged 13–26 years

[Click here for website](#)

andiwatson@aberdeencity.gov.uk

Meet 2nd Saturday each month 12–3pm

Barnardo's

Employability training and support to 16–24 years.

[Click here for website](#)

Call 01224 624090

20 Carden Place, AB10 1UQ.

Mon–Fri, 9am–5pm

miranda.aitken@barnardos.org.uk

Foyer Aberdeen - Employability Team

Training courses for young people seeking employment.

[Employability — Aberdeen Foyer](#)

info@aberdeenfoyer.com

Foyer Aberdeen - Futures Team

Support for young people aged 12–24.

[Foyer Futures — Aberdeen Foyer](#)

Call 07487 239958

Ashley.mccorquodale@aberdeenfoyer.com

Foyer Aberdeen - Housing Team

Homelessness helpline call 0800 9176379 (24-hours).

[Housing — Aberdeen Foyer](#)

Referral through Aberdeen City Council Housing Advice Service.

Family Support

30

Aberdeen City Council - Becoming a Parent

If you are worried about the safety of a child in Aberdeen.

Aberdeen City Council - Child Protection

Call 0800 731 5520 (Joint Child Protection Team)

Call 0800 731 5520 (Emergency Out of Hours)

Call 101 (Police Scotland)

Contact even if you are unsure, then steps can be taken to assess the risk to the child and, if needed, to protect them.

Childline Scotland

[Click here for website](#)

Call 0800 11 11

Information, advice, and support



befriend a child



Befriend A Child

Charity which supports school-aged children growing up in difficult life circumstances.

[Click here for website](#)

9 Bon-Accord Square, AB11 6DJ

Call 01224 210060

Befriend a Child Community Youth Clubs

Cummings Park, Northfield, Kincorth Community Centres.

Health Visitor

Contact GP practice.

[Aberdeen City Council - Family Learning](#)

Early intervention, holistic support service for families. One-to-one or small groups, courses include sleep, first aid, literacy/numeracy for parents digital awareness for parents, understanding emotions.

[Click here for website](#)

Call 01224 070407

Nurseries

Use link to search for childcare and nurseries.

[Childcare \(Family Information Services\) | Aberdeen City Council](#)

Home Start

Practical and emotional support to families with young children.

[Click here for website](#)

Main office: Langstane House, 6 Dee Street, Aberdeen AB11 6DR

Call 01224 693545

admin@homestartaberdeen.org.uk

Somebody Cares Scotland

Client showroom and foodbank

Provide free food, furniture, and clothing.

[Click here for website](#)

Call 01224 460700 (option 1)

info@somebodycaresscotland.org

Family Learning

Courses include sleep, first aid, literacy/numeracy digital awareness for parents and understanding emotions.

Call 01224 070407

familylearning@aberdeencity.gov.uk

Best Start

Best Start Grant and Best Start Foods are payments that help towards the costs of being pregnant or looking after a child.

[Best Start Grant and Best Start Foods - mygov.scot](#)

PEEP

Sessions include songs, stories, play activities. Groups are free and available to any parents and carers with children from birth to 5 years. Delivered by Peep and a range of nursery/early years staff across Aberdeen.

[Peep | Aberdeen City Council](#)

Call 01224 248389

peep@aberdeencity.gov.uk

AberNecessities

Provides disadvantaged families with the essential and basic necessities that no child should go without for children aged 0-18 years.

[Click here for website](#)

Call 01224 784000

My Rights, My Say

The service supports children in Scotland aged 12–15 with additional support needs to understand and exercise their rights to be involved in decisions about their learning. **[Click here for website](#)**



Bereavement/Grief Support

32

Aberdeen City Council - Death of a loved one

Hope Again

Click here for website

Youth website of Cruse Bereavement Support.

Survivors of Bereavement by Suicide

Offer a very discreet peer support network, locally facilitated by SHMU

Click here for website

sarah.igesund@shmu.org.uk

The group meets the 3rd Wednesday of every month, 6.30-8.30pm.

Call 07538 720053

aberdeen@uksobs.org

NHS Inform

Death and bereavement | NHS
inform Coping with grief | NHS
inform



Cruse Bereavement Care Scotland Aberdeen

Exists to help people understand, process, and navigate their grief.

Click here for website

42A Rose Street, Aberdeen.

Free support helpline call 0808 802 6161

support@crusescotland.org.uk

CAMHS (Child and Adolescent Mental Health Service)

Bereavement in Aberdeen City

Call 01224 550139

CAMHS, Links Unit, City Hospital, Park Road. AB24 5AU.

Mon-Fri, 9am-5pm

Archie Child Bereavement Service

Provides support for families affected by bereavement.

Click here for website

Sunrise Partnership

Provide free, therapeutic, and confidential support for children and young people up to age 18 who have experienced loss or bereavement.

Click here for website

Winston's Wish

Supports children and young people after the death of a parent or sibling.

Click here for website

Gambling Support

RCA Trust

A charity that provides prevention and treatment services for gambling-related harms and alcohol and drug use in Scotland.

[Click here for website](#)

Call 0141 887 0880

info@rcatrust.org.uk

AILA

Offers support resources and community for women experiencing or affected by gambling harms.

[Click here for website](#)

Contact email: hello@aila-scotland.co.uk

Citizens Advice Scotland Gambling Support Service

gamblingsupport@scottishcabs.org.uk

For those affected by gambling.



33

English is not my first language

Aberdeen City Council Communication support

Translation, interpreting, and communication support services, British Sign Language.

[Aberdeen City Council - Communication Support](#)

GREC

Services: support & advice, translation & interpreting, counselling, language café, and English classes.

[Click here for website](#)

Call 01224 595505

680 King Street, Aberdeen AB24 1SL.

info@grec.co.uk



Digital/Phone Access - Aberdeen Cyrenians

Access to phones, digital support and internet, drop-in at 62 Summer Street, Aberdeen AB10 1SD. Referrals accepted.

Call 0300 303 0903

Mon–Fri, 9am–5pm, Fri, 9am–4pm



Polish Association

[Click here for website](#)

Call 0756 3221790

info@paaberdeen.co.uk

Wed & Fri, 6pm–7.30pm

Sat, 10am–11.30am

2nd Floor, 35A Union Street, Aberdeen.

AB11 5BN.



Community Transport

34

Services operate in Aberdeen City.

Mon-Fri, 10am- 2.30pm.

To book, call 01224 523765.

The booking line is open Mon-Fri, 9am–4pm.

Bookings will be taken 7 days in advance and must be booked at least 24 hours before travel.

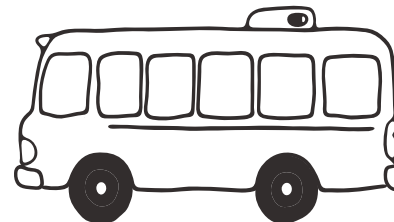
New users are required to complete a membership form when they first travel on the buses.

[Aberdeen City Council - Community Transport link](#)

Libraries

[Aberdeen City Council - Find a library.](#)

Opening times vary



THInC (Transport to Healthcare Information Centre)

The service provides a dedicated telephone service offering guidance on accessing suitable transport options to get to and from appointments when a person has no means of personal transport.

The centre can provide details of suitable bus or train times, contact telephone numbers and other services such as local dial-a-bus, or voluntary car schemes.

THInC does not book transport but can assist with travel advice.

[Click here for website](#)

Call 01467 536111. Calls are charged at local rate.

Mon–Fri, 9am–4pm

travel@thinc-hub.org



Get Active

Sport Aberdeen

Sport Aberdeen manages 30 venues across the city. Venues include swimming pools, sports centres, outdoor pitches, and golf courses. Click venues link to access timetables.

Venues - Sport Aberdeen

Aberdeen city residents in receipt of recognised benefits and allowances and those of pension age of 66 and over, Sport Aberdeen offer discounts. Click link below.

[Click here for website](#)



Sport Aberdeen Health Walks

Walk Aberdeen's health walks are part of Sport Aberdeen's Active Lifestyles programme aimed at helping people stay active, whatever their age. Designed as a low intensity walk for those who want to get a bit more active or are living with, or recovering from, a long-term health condition.

Walk Aberdeen runs a range of low-level, friendly walks from buggy, Macmillan Friendly, dementia, and disability Inclusion walks.

[Click here for website](#)

Brian Harrison. Call 01224 047928

BHarrison@sportaberdeen.co.uk

The Stand Up To Falls - Sport Aberdeen

Team offer falls awareness in the community through their pop up stand with information, top tips, and signposting.

[Click here for website](#)

For more information contact the team directly on 01224 507701 or email

ActiveLifestyles@sportaberdeen.co.uk

Further Services

Aberdeen Care and Repair

Aberdeen Care and Repair can offer services to residents of Aberdeen City.

[Click here for website](#)

Call 01224 251133

Community Centres/Learning Centres

Contact individual community or learning centre for an up-to-date timetable of activities.

[Click here for community centres](#)

[Click here for website learning centres](#)

Out of Hours Social Work

For emergencies/crises.

Call 0800 7315 520

OOHS@aberdeencity.gov.uk

Aberdeen Cyrenians

Provides support for anyone struggling in the North East.

[Click here for website](#)

62 Summer Street, AB10 1SD

Call 0300 303 0903



Alzheimer Scotland Aberdeen- Brain Health & Dementia Resource Centre

The centre aims to support people with dementia, their family, relatives, and friends at any stage of the illness.

[Click here for website](#)

Call 01224 644077

24-hour freephone Dementia Helpline 0808 808 3000.

13-19 King Street, AB24 5AA.

Mon-Fri, 9am-5pm.

DPHS Aberdeen

DPHS Aberdeen is a local charity offering housing options advice, information and advocacy to disabled people, their families and carers.

To find out how we can help you [simply click here](#) to find out more about our services.

North East Sensory Services

Achieving independence for blind and deaf people.
An independent local charity and the first integrated joint sensory service in Scotland, delivers information, equipment, and support.

[Click here for website](#)

Call 0345 271 2345

Text 07593 102 004



4 Pillars

LGBT+ Charity that supports the community through mental, emotional, physical and sexual health.

[Click here for website](#)

01224 211963

33 Regent Quay, AB11 5BE

mail@fourpillaruk.org



The Period Place

Charity that provides education, awareness, and support for people of all ages and genders on periods and menstrual health.

[Click here for website](#)

Unit 4, Glover Pavilion, Campus 3, Balgownie Drive.

Bridge of Don. AB22 8GW

info@theperiodplace.co.uk





Also available - **AGILE Aberdeen Guide for Independent Living & Enablement**

ACHSCP Our Delivery|AGILE

swsc@aberdeencity.gov.uk

For anyone who wants to know about the help and support that is available in Aberdeen to enable them to stay as independent as possible in their own home.

ACHSCP AGILE Booklet



AGILE

Aberdeen Guide to Independent Living & Enablement



If you want this document translated into another language or format (including Braille, large print, audio disc or BSL DVD) please contact us via email:

healthimprovement@aberdeencity.gov.uk

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