

Accessing support services can be challenging for people and partners. Just knowing where to start can be confusing therefore this support document has been created to give partners the information on what support is out there and how they and their clients can access it. This information is to be used to support clients across Aberdeenshire especially at a time of service transition.









Organisation	Services Delivered	Geographical Area	Client Group	How Services are Accessed	Contact details
Aberdeen Foyer	<ul style="list-style-type: none"> Income Maximisation Benefits Checks Support clients to identify and apply for benefits they are entitled to Support with employability Access to a range of free accredited training and collage courses. Access to support with health & wellbeing. Digital access can support skills development and access to digital kit. 	Mainly in the north of the Shire but will go to where Foyer is running programmes to offer support to those attending.	Will see anyone, but we focus on Foyer clients as our priority.	Community outreach but not in people's homes.	01224 212924 https://www.aberdeenfoyer.com/
Aberdeenshire Council Aberdeenshire Advice and Support Team (ASAT)	<ul style="list-style-type: none"> Income Maximisation Money Advice Benefits Checks Support clients to identify and apply for benefits they are entitled to, including Housing Benefit, Local Housing Allowance, Council Tax Reduction, Scottish Welfare Fund, Community Care Grants and Discretionary Housing Payments, Free School Meals, School Clothing Grants, Blue Badges. A flexible fund is in place to support families who require 	All areas.	Anyone can access support; council tenants will be given priority.	Council venues, community-based outreach and phone support.	Housing Benefit / Council Tax Reduction / Discretionary Housing Payment enquiries: 03456 08 12 00 asat@aberdeenshire.gov.uk Free School Meals / School Clothing Grants enquiries: 01467 538555 fsm@aberdeenshire.gov.uk

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	financial support to cover household bills & essential items.				
Aberdeenshire Council Employment Support Team	Support with all aspects of employability including digital skills and keeping the claimant commitment updated. Support with employment incentive schemes such as Kick Start. Has links into a range of Employability partners including further education partners	All areas.	Anyone looking for employability support.	Council venues and community-based outreach provision.	01467 534261 https://employmentconnect.org.uk
Aberdeenshire North Foodbank	Emergency food parcels for those in food crisis – at least 3 days of emergency food provided. In partnership with Aberdeen Foyer clients can also get access to an income maximisation worker to help with money and reducing household bills.	North Aberdeenshire – Foodbank Centre in Fraserburgh Emergency food boxes can also be held by agencies across the area.	Anyone experiencing food poverty.	On a referral basis – vouchers issued from referral partners across the area.	07561 750574 (Peterhead) info@aberdeenshirenorth.foodbank.org.uk
Salvation Army	Support can be given to access food , finance to cover household bills, Xmas gifts, social isolation and employability support,	Peterhead	Anyone experiencing food poverty, social isolation or require support	Referrals including self presentations.	The Salvation Army Peterhead 47 Windmill Street, Peterhead AB42 1UL 01779 470208
Aberdeenshire Voluntary Action	Enabling support for third sector organisations and community groups and for individuals looking to engage in volunteering.	All areas.	Primarily third sector organisations and voluntary community groups and local individuals	Our main office is in Ellon but our Development Team are located across Aberdeenshire – see website for	General enquiries – 0371 811 0008 enquiries@avashire.org.uk or contact your Local Development Officer details on website – www.avashire.org.uk

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			looking for guidance or support to engage in volunteering – we also engage in a variety of partnership activities with a range of statutory agencies.	contact information	
Banff and Buchan CAB	Financial Health Checks, support for European Citizens and support with Universal Credit.	Banff, Fraserburgh, and surrounding areas.	Self or partners referrals. All welcome no restrictions.	In the office, outreach or a home visit.	01779 471515 bureau@aberdeenshircab.casonline.org.uk UC Help to Claim 0800 023 2581 Money Talk Team 0800 085 7145
LEND A Hand Project, Friends of People First Fraserburgh	Income Maximisation Benefits Checks Support clients to identify and apply for benefits they are entitled to.	Banff & Buchan	Only people with learning difficulties can access this service.	In the office in Fraserburgh outreach or a home visit.	01346 378739 People First Fraserburgh 51 Mid Street Fraserburgh
Community Food Initiative North East Support Advice, Finance, Education (SAFE)	To support those who are facing financial difficulty or need help navigating the welfare system. Access to FareShare food which they deliver to food outlets Access to low cost good quality fresh fruit & veg	All areas	Anyone	Phone support Aberdeen based. Delivery of food to community pantries/ foodbanks / outlets.	01224 531386 Monday-Friday, 10am-4pm. https://www.cfine.org/forms/safe-referral Fruit Mart Peterhead 19 Skelton Street, Peterhead AB42 1HR 01779 477948 01224 596156

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	The fruit mart in Peterhead also operates a community pantry.			Pantry within Peterhead.	www.cfine.org 2-4 Poynerook Rd. Aberdeen, AB11 5RW
Hillcrest Homes	Income Maximisation Benefits Checks Support clients to identify and apply for benefits they are entitled to. Foodbank Referrals Can refer to in-house HEAT team for energy advice / fuel support / warm home discount applications. Apply for Charity and Grant Application.	All areas that Hillcrest have accommodation	Only Hillcrest tenants – they can self-refer.	Home visits predominantly.	https://www.hillcresthomes.org.uk/
Home Energy Advice Team @ Scarf	Fuel debt concerns, heating demonstrations, access homes for damp and condensation problems.	All of the North East.	Self-referrals and referrals from other agencies.	Phone advice & Home visits.	Freephone 0808 129 0888
Home Energy Scotland @ Scarf	Free impartial advice on energy saving, keeping warm at home, helping to reduce fuel bills.	All of the North East.	Self-referrals and referrals from other agencies.	Phone advice & Home visits.	Freephone 0808 808 2282
Buchan Community Planning	A partnership of public. private and third sector partners who work together on a strategic level to improve the lives of those who live in the Buchan Area. This partnership identify priorities and develop an action plan to take them forward.	Buchan Area	Contact directly with the Community Planning Officer	Phone & online support	Steph Swales 01467534703 steph.swales@aberdeenshire.gov.uk Maureen Stephen 01467533137 maureen.stephen@aberdeenshire.gov.uk
Aberdeenshire Council Banff & Buchan Area Manager	Manages and coordinates services and strategic developments across the Buchan Area. Allocates and manages the Community Food Fund.	Banff & Buchan Area	Contact directly with the Area Managers team	Phone & online support	Amanda Roe 01467 536139 Amanda.roe@aberdeenshire.gov.uk

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Money Advice Scotland	Independent, impartial and confidential debt advice and financial inclusion.	All areas.	Anyone.	Online and phone will refer to local services if required.	0141 572 0237 info@moneyadvicescotland.org.uk
RSABI	Provide emotional, practical and financial support.	All areas National organisation.	Land based – principally farming either current or historic involvement in agriculture/horticulture.	Home visits.	0300 111 4166 https://www.rsabi.org.uk/
Shelter Scotland	Housing Advice to address and prevent Homelessness.	All areas.		Online, phone and community based, 1-1 appointments can be arranged.	0808 800 4444 The helpline is open weekdays from 9am until 5pm. Calls are free from UK landlines and main mobile networks https://scotland.shelter.org.uk/
SMART Project	<ul style="list-style-type: none"> • Impartial and confidential Money advice • Income Maximisation • Debt counselling, • Benefits Checks • Budgeting advice • Support clients to identify and apply for benefits. 	All areas.	For tenants of Grampian, Castlehill and Langstane Housing Associations who are facing financial difficulties.	Home visits or community outreach.	01224 202934 smart@grampianhousing.co.uk
Social Security Scotland	Support clients to identify and apply for benefits they are entitled to, focusing on devolved benefit– Best Start Grants etc.	All areas.	Open to all who require pre-claim support for the devolved benefits.	A range of venues as appropriate and this will include home visits, hospital visits, prison visits as well as drop-in sessions across Aberdeenshire.	0783 314 4458. https://www.socialsecurity.gov.scot

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Homestart North East Aberdeenshire.	Support families with children under 5 who have been identified	Peterhead & Central Buchan	Families that have children under 5	Referral or contact directly	<p>Home-Start NEA, Crimond Medical and Community Hub, Logie Avenue West, Crimond, Fraserburgh, Aberdeenshire, AB43 8QJ 01346 532007</p> <p>office@home-startnea.org.uk www.facebook.com/Northeastaberdeenshire www.home-startnea.org.uk</p>
Be – Link'D	Community transport project to link people in rural Buchan with shopping, training, employment and accessing services,	Central Buchan	anyone	Referral or contact direct	<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  <p>Be-Link'D <small>Buchan Transport Link</small></p> </div> <div style="text-align: center;">  <p>Be-Link'D for those necessary journeys</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;">    </div> <p>From February, our new community transport service will be operating throughout Buchan and beyond for those who do not have access to suitable transport.</p> <p>Whether it be shopping for basic foodstuff, accessing services, training and employment or for socialising, if lack of access to public transport or a car is an issue, contact Be-Link'D to find out about our routes and timetables or to book your first journey.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;">    </div> <p>Phone: 01771 619191 Email: booking@belinkd.co.uk Office hours: Monday to Friday 08.30 to 16.00</p>

Mental Health Support

Support the new Scottish movement, www.unitedtoprevent suicide.org.uk .



There are some really fantastic resources to help with this, if you want to read more to help someone you care about, or if you are struggling yourself, there is also the '**Prevent Suicide North East**' app that has many resources in one place and can talk you through how to start the conversation.

www.preventsuicideapp.com: provides info for those affected by suicide, contact details for services in Aberdeen city and Aberdeenshire and allows users to create their own safety plan. Available to download as a free phone app from your app store

SAMARITANS is a confidential 24hr emotional support service for anyone in the UK and Ireland, Phone - 116 123, Samaritans.org, Email: jo@samaritans.org

BREATHING SPACE 0800 83 85 87 is a free and confidential phone line service. Mon – Thurs 6pm to 2am, Fri 6pm – Mon 6am (lines open 24hrs at weekends)

Trading Standards Scotland - Scam Share Update 15.10.2020

As Scottish communities deal with uncertainty and isolation, there is a rapidly increasing variety of scams related to the Coronavirus (COVID-19) outbreak.

Read the latest edition [here](#).

Our Aberdeenshire

Our Aberdeenshire is a Community Planning Website where you can access information around Tackling Poverty & Inequalities and information that is relevant to the Buchan area. <https://www.ouraberdeenshire.org.uk>.

National helplines

Alcoholics Anonymous 0800 9177 650

www.alcoholics-anonymous.org.uk

Narcotics Anonymous (NA) 0300 999 1212

(10am - midnight)

www.ukna.org

Scottish Domestic Abuse & 0800 027 1234

Forced Marriage Helpline (24hrs)

www.sdafmh.org.uk

Victim Support 0800 160 1985

www.victimsupportscotland.org.uk

Fair Start Scotland (free phone) 0800 049 7061

employment support service

email: fairstartscotland@momentumscotland.org.uk

Skills Development Scotland 0800 917 8000

www.skillsdevelopmentscotland.co.uk

Childline 0800 1111

direct children support

www.childline.org.uk

Family Information Service 0800 298 3330

www.families.scot

www.facebook.com/FISabdnshire

Avenue 01224 587571

mediation, counselling and child contact

www.avenue-info.com

Relationships Scotland 0345 119 2020

www.relationships-scotland.org.uk

SPARK 0808 802 2088

relationship and individual support

www.thespark.org.uk

Alzheimer Scotland Freephone 0808 808 3000

www.alzscot.org

Local Contacts

Substance Misuse Service or 01467 537743

Alcohol & Drugs Action 01224 594700

www.alcoholanddrugsaction.org.uk

Domestic Abuse

Grampian Womens' Aid (GWA) 01224 593381

www.grampian-womens-aid.com

Houseability 01779 490908

providing housing information, advice and advocacy to people with disabilities or long-term health problems, living in or wishing to relocate to Aberdeenshire

www.houseability.org.uk

Aberdeenshire 1st Response 0800 1357950

(Mon-Fri, 9-5)

provides short term support for those who feel at crisis point, for anyone aged over 16 years

www.penumbra.org.uk/aberdeenshire1stresponse

Advocacy North East 01467 651604

works with people aged 16 years and over with learning disabilities, dementia and acquired brain injury, to support them in their dealings with health and social care matters

www.advocacyne.org.uklatio

Quarriers Carers Service - services 01467 5387