

# Support Services

This list of services  
can be used to  
signpost  
beneficiaries who  
may require  
additional support.

**Food  
Poverty  
Action**  
Aberdeen

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# Support Services – Aberdeen City

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## Emergency Food

### **Aberdeen Cyrenians – 62 Summer Street, AB10 1SD**

0300 303 0903

Monday – Friday 8.30am – 5.00pm

This service offers beneficiaries the opportunity to receive food parcels or clothing parcels if available. It also has a drop-in service where beneficiaries can use their facilities to chat and have a drink, use their computers, or receive help with the likes of benefits, housing etc.

### **Bucksburn Foodbank - RCCG Jesus House Dyce, 19 Oldmeldrum Road, Bucksburn, AB21 9AD**

01224 467227

Monday – Friday 10.00am – 3.00pm

Food parcels available for collection at times above. Additional wrap-around services available including welfare/benefits advice, employability & skills development, cooking on a budget etc.

### **CFINE – 2-4 Poynerook Rd, AB11 5RW**

01224 596156

Every Tuesday

1:00pm – 5.00pm

Presently, we provide food parcels, ambient and chilled food.

### **Instant Neighbour – 5 St Machar Drive, AB24 3YJ**

01224 489955

Monday - Friday 10.00am – 1.00pm and 2.00pm – 4.00pm

All services are now completely open and back to pre-covid operation. Food bank services, furniture, carpet fitting and joinery services. They have also started an online shop that can be found at <https://homecomforts.instantneighbour.co.uk/> also have volunteering opportunities within the premises.

### **Northfield Food Bank – Byron Square, Northfield, Aberdeen AB16 7LL**

01224 695416

Tuesday 6:00pm – 7:30pm

Thursday 10:00am – 12:00pm

Emergency food provision along with signposting to support services

### **Mastrick Community Centre - Greenfern Road**

01224 788 288

Tuesday 9.00am - 3.00pm

Updates on this foodbank is available online at <https://www.facebook.com/Mastrick-Community-Centre-184882071613559/>

### **Middlefield Community Project, Middlefield Hub, Manor Avenue**

01224 697000

Monday - Friday 9.30am - 1.30pm

Food parcels, soup & sandwiches and FareShare - Updates are available online at <https://www.facebook.com/middlefieldproject>

### **Mamacita Foundation - 13 Smithfield Road AB24 4NR Aberdeen**

Monday 5:00pm - 6:30pm

Friday 4:00pm - 5:30pm

Emergency food parcels available for collection at times above. Must contact at times shown on Facebook page.

Some deliveries available on Sunday

Please check Facebook for details <https://www.facebook.com/people/Mamacita-Foundation/100068553247818/>

## **Powis Community Centre - 11 Powis Circle**

01224 483203

Monday – Friday 11.00am - 2.00pm

Surplus food can be collected every weekday, and soup available from 12 noon. Can deliver to those who are housebound, isolating, quarantining or vulnerable if requested. Powis residents only (Powis Circle, Powis Crescent or Bedford Avenue).

Updates are available online at <https://www.facebook.com/powis.community>

## **Aberdeen North Foodbank – Various locations**

01224 518936

Aberdeen north foodbank works with a variety of locations, that are listed below:

- The Mission, Thursday – 2.00pm – 3.30pm  
St Machar Drive, Aberdeen, AB24 3RX 01224 651000
- Trinity Church, Monday and Friday – 12.00pm – 1.00pm  
10 Urquhart Road, Aberdeen, AB24 5LL 01224 518936
- CACHOP, Wednesday – 4.30pm – 5.30pm  
The Fathers House, Caroline Place, Aberdeen, AB25 2TH 01224 518936

## **Tillydrone Community Flat - 3B Alexander Terrace, Aberdeen AB24 2QT**

01224 486641

**Call first if possible. For Tillydrone residents only.**

Monday – Friday 10.00am – 4.00pm.

Emergency food provision along with signposting to support services.

## **Aberdeen South Foodbank (Operated by TLC) - Distribution Centre, Old Torry Community Centre, 2 Abbey Place, Aberdeen, AB11 9QH**

07859 765720

**Before attending, please call for further info. We also offer a delivery service in the south of Aberdeen during the week. Please contact us for info.**

Every Thursday – 1.00pm – 3.00pm

## **STAR Community Flat - 14A Seaton Drive - AB24 1UX**

01224 524209

Monday, Tuesday, Wednesday, and Friday 10.00am – 1.00pm

Emergency food vouchers for Trussel Trust and Mrs Murray's (pet food), Credit Union, Pathways back to work, Signposting to other agencies.

## **Salem Family - 191 Victoria Road**

01224 874158

Tuesday and Friday 12.00pm - 1:30pm

Sunday 12:30pm - 1:30pm

## **Somebody Cares - Greenwell Road, Aberdeen, AB12 3AX**

01224 460700

Monday – Friday 9.30am - 3.00pm

Provides Food parcels. Need to book a collection, however, will accept self-referrals.

Information is online at <https://www.somebodycaresscotland.org/news/>

## **Printfield Community Flat - 11A Printfield Walk**

01224 276788

Time: 8.30am to 2.00pm (also Fridays)

**Printfield residents only**

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## Hot Food

### Social Bite – 516 Union Street

01224 981863

Monday – Friday 8.00am – 9.30am (Breakfast roll, tea, and coffee)

Monday, Tuesday, Wednesday, and Friday 3.15pm – 4.00pm or until food is finished (meal, tea, and coffee)

Thursday – 3.15pm – 5pm Social Supper Sit In (Sit in hot meal, tea, and coffee)

Service: Free breakfast roll, tea & coffee. They also offer an afternoon service where beneficiaries can go in and receive a hot meal. They will also be offered a beverage.

### Fountain of Love Church – 31 Palmerston Road

01224 574511

Monday, Wednesday, Thursday, Friday 12.00pm – 2.00pm

Free lunch provided on the days above.

### Salvation Army – 28 Castle Street AB11 5BG

01224 496008

Community Hub open

Tuesday and Friday 9.30 – 1.30 for tea and coffee.

Tuesday 9.30 – 11am - Porridge pot and toast.

11.30 – 1pm - beans on toast and cake.

Friday 9.30 – 11am - Porridge pot and toast.

11.30 – 1pm - Homemade soup and sandwich and cake.

### Powis Community Centre - 11 Powis Circle

01224 483203

Monday - Friday 11.00am - 2.00pm

Surplus food can be collected every weekday and soup available from 12 noon.

Can deliver to those who are housebound, isolating, quarantining or vulnerable if requested.

Powis residents only (Powis Circle, Powis Crescent or Bedford Avenue)

Updates are available online at <https://www.facebook.com/powis.community>

### Bethany Christian Trust – Trinity Church, 10 Urquhart Road, Aberdeen, AB24 5LL

Wednesday 11.30am – 1.00pm

We run a weekly drop in (the Toastie Club). We provide tea, coffee, soup and a toastie for vulnerable and isolated people in the community and connect with other charities and resources to provide necessary referrals and support.

### Methodist Church - 8 Crown Terrace, Aberdeen AB11 6HE

01224 313940

Monday - Friday 12.00pm – 2.00pm

Soup and sandwich.

Sunday 1.00pm – 2.00pm

Open Table offers a free, three-course meal between 1pm and 2pm every Sunday at the Methodist Church in Crown Terrace. Anyone is welcome to come along and enjoy the lunch.

### The Care Hub - 393 George Street

07712 598835

Monday and Thursday from 6.30pm to 8pm

Updates on this Service is available online at <https://www.facebook.com/TheCareHubAberdeen/>

[The Care Hub - 393 George Street](#)

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## Financial and Advice services

### SAFE team – CFINE, 2-4 Poynerook Road

[info@cfine.org](mailto:info@cfine.org)

01224 531386

Monday – Friday 9.00am – 4.00pm

Free and confidential benefits, budgeting, and money advice

### Scottish Welfare Fund – Marischal College, Aberdeen City Council

0800 03 04 713

Monday – Friday 9.00am – 5.00pm (Friday 10am)

Provides grants to cover emergency costs or costs to assist with setting up home in the community.

### Aberdeen City Council Financial Inclusion Team – Marischal College

01224 522709 or 03000 200292

Monday – Friday 9.00am – 5.00pm (Friday 10am)

Free impartial, confidential money advice.

### CAP Debt Centre - free Debt Help - Catalyst Vineyard Church - 14-20 John St, Aberdeen AB25 1BT

01224646424

Tuesday – Friday 8.30 – 2.00pm

Free impartial, confidential money advice.

### CAP Debt Centre - free Debt Help - Catalyst Vineyard Church - 49 Gilcomston Park, Aberdeen AB25 1PN

01224646424

Monday – Friday 9.00am – 5.00pm

Free impartial, confidential money advice.

### Citizens Advice Bureau – 41 Union Street

01224 569750

Monday – Friday 8.00am – 6.00pm

Provides information on debts, money, benefits & general advice regarding other topics i.e., employment.

### S.C.A.R.F – 1 Cotton Street

01224 213005

[info@scarf.org.uk](mailto:info@scarf.org.uk)

Monday – Friday 9.00am – 5.00pm

Provides advice and support regarding energy and heating costs.

### Job Centre Plus - Aberdeen Jobcentre, Ebury House, 14 Dee Street, Aberdeen AB11 6DR

0800 169 0190

Monday – Friday 9.00am – 6.00pm

For benefit claims.

### Pathways – 11 Powis Circle, Aberdeen, AB24 3YX

01224 682939

Monday – Friday 9.00am – 5.00pm

Help to find job. Including C.V. writing, job searches, training, clothing for interviews, travel expenses, and other services.

## **Inchgarth Community Centre - Aboyne Place, Aberdeen AB10 7DR**

Wednesday 2.30-4pm.

Pathways employment support. Email Dave [davidcook@pathways-online.org](mailto:davidcook@pathways-online.org)

We have an advice and rights awareness clinics from Shelter.

In the next few months, we will also be offering additional support through a new support services coordinator.

## **Instant Neighbour – 5 St Machar Drive, AB24 3YJ**

01224 489955

Monday - Friday 10.00 am – 1.00pm and 2.00pm – 4.00pm

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## Housing & Homelessness

### **Aberdeen City Council Housing Advice Service – Marischal College**

03000 200 292

[housingaccess@aberdeencity.gov.uk](mailto:housingaccess@aberdeencity.gov.uk)

Monday to Friday 8.30am – 5.00pm

Homelessness helpline - 0800 917 6379 (24 hours). [Housing Online | Aberdeen City Council](#)

An emergency service operates from 5pm to 8.30am Monday to Friday. During weekends and public holidays, we provide a 24-hour service.

### **Aberdeen Cyrenians – 62 Summer Street, AB10 1SD**

0300 303 0903

Monday – Friday 8.30am – 5.00pm

This service offers beneficiaries the opportunity to receive food parcels or clothing parcels if available. It also has a drop-in service where beneficiaries can use their facilities to chat and have a drink, use their computers, or receive help with the likes of benefits, housing etc.

### **Foyer - Marywell Street, Aberdeen, AB11 6JF**

01224 212924

Monday – Friday 8.30am – 5.00pm

The Foyer are here to meet the needs of people as they move towards social and economic independence. For young people referred to our housing support services this will involve learning, with support, to gain skills to be able to manage their own home and work towards becoming employed. Young people will develop an action plan which will help them to improve their understanding of themselves, where they are now and how to work towards where they want to be.

### **Shelter Scotland - 29 Crown St, Aberdeen AB11 6HA**

0344 515 2296

[aberdeenhub@shelter.org.uk](mailto:aberdeenhub@shelter.org.uk)

Monday – Friday 9.00am – 5.00pm

Shelter has a National Advice Helpline that can be accessed by individuals Mon-Fri 9am-5pm 0808 800 4444

Provide advice and casework to those experiencing housing and homelessness issues throughout Scotland.

We have a comprehensive suite of [online advice](#) content as well as access to our online chat function.

Locally Shelter Scotland delivers a casework service via their [regional](#) offices, this is a by appointment only service but staff can also provide 2<sup>nd</sup> Tier advice and Rights Awareness training to local organisations. Our team can be emailed

[aberdeenhub@shelter.org.uk](mailto:aberdeenhub@shelter.org.uk) to make referrals or contacted 0344 515 2296.

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## Mental Health & Wellbeing

### Four Pillars – 33 Regent Quay

01224 211963

[Mail@fourpillarsuk.org](mailto:Mail@fourpillarsuk.org)

Monday – Friday 10.00am – 6.00pm

Provides a range of mental health and wellbeing support services for the LGBT+ community including group and one-one support/counselling.

### Mental Health Aberdeen - ACIS – Various Locations

01224 573892

01339 886700 (For Banchory, Aboyne, Tarland, Ballater & Strathdon)

[acis.office@mhaberdeen.org.uk](mailto:acis.office@mhaberdeen.org.uk)

Monday – Friday 9.00am – 8.30pm (4.30pm Friday)

Counselling service provided on a one-one basis for both adults and young people. A student counselling service is also run through NESCOL ([acisstudent.nescol@mhaberdeen.org.uk](mailto:acisstudent.nescol@mhaberdeen.org.uk)). Further services are accessible through Calsayseat and Torry medical practice.

### Alcohol & Drugs Action – 7 Hadden Street

01224 577120

[info@alcoholanddrugsaction.org.uk](mailto:info@alcoholanddrugsaction.org.uk)

Monday – Friday 10.30am – 5.00pm (Closed between 1.00pm-2.00pm)

Saturday – Sunday 12.00pm – 5.00pm (Closed between 1.00pm – 2.00pm)

Provides support in person, online or over the telephone for individuals & their families suffering from alcohol or drug addiction – including those in recovery. A drop-in service is also offered.

### Bethany Christian Trust - Bridge Community Centre, 258 N Balnagask Road, Torry, Aberdeen AB11 8R

Bridge to Freedom is a Christian recovery programme which includes both group and one-to-one sessions.

Together we look at topics such as identity, anger management, coping with stress and forgiveness. It is a supportive environment to help you make positive life changes and journey towards recovery.

For more information including venue details please call Matthew on 07775 948 029

### Grampian Women's Aid – The Gatehouse Quarry Road, Aberdeen AB16 5UU

01224 593381

Monday – Friday 9.30 am – 4.00pm

Grampian Women's Aid offers a free, confidential and non-judgemental, specialist service to women, children and young people in Aberdeen and Aberdeenshire who have experienced

### Samaritans – 60 Dee Street, Aberdeen AB11 6DS

Local number - 0330 094 5717 / National Helpline - 116 123

Monday – Friday 6.00 pm – 9.00pm

Saturday 9.00 am – 2.00pm

Sunday 9.00 am – 6.00pm

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year.

### Breathing Space – 39 Huntly Street, Aberdeen AB10 1TJ

0800 83 85 87

Monday – Thursday 6.00 pm – 2.00am

Friday - Monday 6.00 pm – 6.00am

A confidential phoneline for anyone in Scotland over the age of 16, feeling low, anxious or depressed.

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## Support for Families

### AberNecessities – Grove House, Howe Moss Road, Dyce, Aberdeen, AB21 0ER

07719 707360

<https://www.abernecessities.co.uk/apply-for-support>

Tuesday, Wednesday, Thursday

10 – 2

Open 24 hours on Friday

AberNecessities provides disadvantaged families with the essential and basic necessities that no child should go without. From maternity bundles for mother and baby to nappies, formula milk, clothing, toys and equipment for children aged 0-18 years, AberNecessities recognises the importance of meeting the basic needs of a child in order to give them the best start possible. We operate on a referral basis, accepting applications from our network of brilliant professionals across the health, social care and education systems. We know the professionals are best placed to meet the needs and provide the emotional support to the families we support, while we provide the physical items. Our referral system allows us to distribute items fairly and efficiently to families who need them most.

### Fit like? Family Wellbeing Hubs

[Fitlikehubs@aberdeencity.gov.uk](mailto:Fitlikehubs@aberdeencity.gov.uk) email to enquire about services.

'Fit like? Family Wellbeing Hubs are a group of services working together to support children and young people's mental wellbeing. We work with families across the city offering practical and emotional support from our three Hubs in Northfield, Torry and Tillydrone.

We can help 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.

### Children 1st Parentline

08000 28 22 33

[parentlinescotland@children1st.org.uk](mailto:parentlinescotland@children1st.org.uk)

Monday - Friday 9.00am – 9.00pm

Saturday – Sunday 9.00am - 12.00pm

Every family needs a helping hand sometimes. From moments of crisis to everyday challenges, Parentline can help. Explore our site for support and advice.

This document was correct at time of publication, if you have any updates or would like anything added, email [seanmcveigh@cfine.org](mailto:seanmcveigh@cfine.org)