



MAKING ENDS MEET

Aberdeen City Council are committed to paying all our employees the Living Wage or higher however your personal circumstances may still mean that you can have difficulty with money. We also know that this can impact on your wellbeing and increase the pressure you are under. We offer help to the citizens of Aberdeen everyday but it is important to realise that sometimes our colleagues need help too. These are just a few of the places you can find help.

HELP FOR MAKING ENDS MEET

Employee Benefits (ACC)

Find a huge range of discounts across the UK's major retailers including supermarkets, technology, fashion, travel and much more!

accmybenefits@aberdeencity.gov.uk
accmybenefits: Welcome (vivup.co.uk)

ABZ Works (ACC)

Our employability team can help you move into education, training, and work, gain qualifications, upskill, and much more. If you are aged 16 to 67 and resident in Aberdeen we can help you.

abzworks@aberdeencity.gov.uk

The Money Advice Service

A free and impartial service set up by the Government. They publish advice and provide online guides to help you manage your money. They can also provide advice and support over the phone.

0800 138 7777

enquiries@maps.org.uk

moneyadvice.service.org.uk/en

Benefit and Money Advice Team (ACC)

The services we offer include: Advice and advocacy about your entitlement to social security benefits. Advice about Council Tax, Housing Benefit and Tax Credits. Help with form filling and letter writing. Representation at appeal tribunals.

aberdeencity.gov.uk/services/benefits-and-advice/get-money-advice

Council Tax and Housing Benefit (ACC)

Are you on a low income? Do you (and your partner) have less than £16,000 capital or savings (unless you are getting Pension Credit (Guarantee Credit)? You may qualify for a Council Tax or Housing Benefit reduction. Any conversations will take place in complete confidence.

03000 200 292

aberdeencity.gov.uk/services/benefits-and-advice/housing-benefit

aberdeencity.gov.uk/services/council-tax/apply-council-tax-reduction

If you want to apply for Council Tax Reduction and Housing Benefit:

- Download a copy of the application form from the Aberdeen City Council website
- Contact The Customer Service Centre on **03000 200 292** and ask them to issue you with a form
- Pick up a form in person at one of the area offices.

Credit Unions

A Credit Union is a not-for-profit financial co-operative owned and run by its members for the benefit of its members and the local community. All the members save on a regular basis and savings are pooled and used as a common fund from which members can apply for loans. Aberdeen City Council employees can join Grampian Credit Union and save directly from salary deduction each month.

01224 576990

admin@grampiancreditunion.co.uk

grampiancreditunion.co.uk

St Machar Credit Union - If you live or if your employer is based within the following areas you can join the St Machar Credit Union: Seaton, Tillydrone, Woodside, Middlefield, Hilton, Heathryfold, Linksfield, George Street, Froghall, Powis, Sunnybank, Old Aberdeen, Cummings Park and Northfield.

01224 276994

stmacharcreditunion.co.uk

Citizens Advice

A wide range of services including advice on how to deal with debt or money worries. They have an online service providing information for you to check how well you are managing your money and what you can do if you do have some problems. They explain what types of money issues might affect you and also what options there are for getting out of debt and who can help you.

0808 800 9060

bureau@aberdeencab.casonline.org.uk
aberdeencab.org.uk

SCARF

A social enterprise which can offer advice to those suffering fuel poverty.

01224 213005

info@scarf.org.uk
Scarf.org.uk

Time for Talking

A free, confidential, 24-hour counselling service, 365 days a year for employees. They provide:

- A helpline for general advice and guidance
- Psychological guidance and emotional support when things are getting you down
- Individual counselling, either face to face or over the phone. The service is free and available to all employees over 16.

0800 970 3980

admin@timefortalking.co.uk
timefortalking.co.uk

*(click on 'Members Area', then click on the Aberdeen City Council logo, and enter the username **AberdeenCity** and the password **AB12016** when prompted)*

OTHER OPTIONS

You can also access the Aberdeen City Council Mental Health and Wellbeing website which includes details of our Mental Health First Aiders.
peopleanytime.aberdeencity.gov.uk/popular-pages/mental-health-and-wellbeing/

Contact the **ACC Support Line** - a free crisis support line to prioritise support to its most vulnerable and at-risk customers during the coronavirus outbreak.

0800 0304 713

If you are a member you can also talk to your Trade Union.

COMMUNITY FOOD DISTRIBUTION

A range of organisations provide free food to take away and some will even deliver a food parcel. Some of these organisations distribute food to households in need, (Food Banks) however many are making food available that would otherwise go to waste and are trying to reduce the environmental damage this does (FareShare.)

For food banks see map for details.

Free food delivery is available from these organisations:

Dyce Parish Church Food Bank

For parcels delivered to households in Dyce.

07486 603 330

dyceparishchurch@outlook.com

dyceparishchurch.org.uk/foodbank

Jesus House

Food parcels delivered on a Wednesday and Saturday.

01224 588 884

admin@jesushouseaberdeen.org

facebook.com/jesushouseaberdeen

Sunnybank Community Centre Association

For vulnerable families in Sunnybank.

01224 261 727

sunnybank.community@gmail.com

facebook.com/Sunnybank.Community.Centre

TLC - Aberdeen South Foodbank

Delivers food parcels for vulnerable families in the south of the City.

07859 765 720

info@tlc.org.uk

tlc.org.uk/foodbank

Touch of Love Outreach

Food parcels delivered on a Wednesday for families in need.

support@touchoflove.org.uk

facebook.com/groups/290242691951827/

OTHER FOOD DISTRIBUTION SERVICES

Fernielea School

Stronsay Place

Assistance with food, toiletries and clothing for families of school pupils.

01224 318 533

fernielea@aberdeencity.gov.uk

facebook.com/FernieleaSchool

Oldmachar Church

Encouraging congregation to donate to foodbanks.

St Machar Parent Support Project

St. Machar Academy Lodge

Have provided services remotely to families including food vouchers and surplus food.

01224 487 813

stmacharparent@parentsupport.co.uk

facebook.com/stmacharparentsupport

South St Nicholas Church

Kincorth Circle

Assistance to residents in the Kincorth Parish Area.

They can be messaged Facebook.

01224 872 820

facebook.com/southstnicholas

Street Friends Helping the Homeless

1 King Street

Targeted toward the homeless.

secretary@streetfriendshelpingthehomeless.com

streetfriendshelpingthehomeless.com/events-calendar

Tillydrone Community Council

Works with other local organisations to provide food packages. Open to all but targeting those in Sheltered Housing.

secretary.tillydrone@hotmail.com

Tillydrone Community Flat

Project helps cut down on food waste

01224 486 641

dev-worker@tillyflat.com

facebook.com/tillyflat

FREE FOOD COLLECTION

Free food can be collected from the following locations (map on pg 6):

- 1 CFINE**
The Bridges Centre
2-4 Poynerook Road
Aberdeen
AB11 5RW
01224 596 156
Monday to Friday 8am - 4pm
- 2 Froghall Community Centre Association SCIO**
Froghall Community Centre
14 Powis Place
01224 346 452
Monday to Friday 12pm - 2pm
Saturday 11am - 12.30pm
- 3 Middlefield Community Project**
Middlefield Hub
Manor Avenue
01224 607 000
Monday to Friday 9.30am - 1.30pm
- 4 Powis Community Centre Association**
Powis Community Centre
11 Powis Circle
01224 483 203
Monday to Friday 11am - 2pm
- 5 Somebody Cares**
Somebody Cares Warehouse
Greenwell Road
01224 460 700
Monday to Friday 9.30am - 3pm
- 6 The Care Hub**
393 George Street
07712 598 835
Monday, Tuesday, Thursday & Saturday
6.30pm - 8pm
- 7 Catalyst Vineyard Church**
Inchgarth Community Centre
01224 325 191
Monday 4pm - 6pm
Wednesday 2.30pm - 4pm
Covers the south of the city.
- 8 Trussell Trust**
Kings Community Church
10 Urquhart Road
01224 518 936
Monday & Friday 12pm - 1pm
- 9 Printfield Community Project**
Printfield Community Flat
11A Printfield Walk
01224 276 788
Monday & Friday 8.30am - 2pm
Printfield residents only.
- 10 Seaton Scran**
Seaton Primary School
Seaton Place East
01224 277 920
Monday, Wednesday & Friday 2pm - 3pm
For families of pupils at the school.
- 11 Lighthouse/Trussell Trust**
Tillydrone Community Campus
Hayton Road
01224 489 546
Monday & Thursday 1pm - 2.30pm
- 12 Danestone Community Centre Association SCIO**
Danestone Community Centre
Fairview Crescent
01224 828 333
danestonecentre@btinternet.com
Tuesday, Wednesday & Thursday 11am - 3pm
- 13 Mastrick Community Centre Association**
Mastrick Community Centre
Greenfern Road
01224 788 288
Tuesday 9am - 3pm
- 14 Thai Buddharam Temple & Cultural Centre SCIO**
Thai Buddharam Temple & Cultural Centre
Queens Road
01224 311 911
Tuesday 10am - 12pm



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- 11 Tillydrone Community Campus Foodbank**
Tillydrone Community Campus
Hayton Road
01224 522 192
Tuesday, Wednesday & Friday 12pm - 2pm
- 15 Fersands and Fountain Community Project – Woodside Pantry**
Woodside Fountain Centre
Marquis Road
01224 524 936 – 07845 858 366
Tuesday 11am - 1pm
Thursday 3pm - 6pm
Membership open to local residents.
- 16 Gerrard Street Baptist Church (GSBC) Food bank**
01224 624339
Wednesday and Saturday 10am - 12pm
Collection and deliveries.
- 17 The Cubby**
Cummings Park Centre
Cummings Park Crescent
01224 694 060
Currently open fortnightly
Thursday 10.30am - 1.30pm
Food Larder (including frozen and fresh) and
Fareshare. Limited emergency bags
Membership open to Cummings Park
residents only. There is currently a waiting list.
- 18 Trussell Trust**
The Mission
St Machar Drive
01224 518 936
Thursday 1pm - 3.30pm
- 19 Northfield Community Learning Association SCIO**
Northfield Community Centre
Byron Square
01224 695 416
Thursday 10am - 12.30pm
- 20 Salem International Christian Centre**
St Peter's Episcopal Church and Hall
191 Victoria Road
01224 874 158 - 07527 205 097
Friday & Sunday 12pm - 1pm



Further help can be found at peopleanytime:
<https://peopleanytime.aberdeencity.gov.uk/pay/making-ends-meet>

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