CHRISTMAS HOLIDAY SUPPORT AND INFORMATION 2020

ABERDEEN CITY COUNCIL

If you need help over the Christmas period, there are people and places to support you and your family. Please see the list below for information around:

- Food parcels
- Free school meals
- Supermarket offers
- Advice on bills
- GP and Pharmacy contacts
- Mental Health support

FOOD

Instant Neighbour
5 St Machar Drive, Aberdeen AB24 3YJ
Tel: 01224 489955

Closes 1pm on Wednesday 23 December and re-opens 8.30am on Wednesday 6 January. The food bank will be open between 10am - 3pm on Tuesday 29 and Wednesday 30 December.

Somebody Cares
Tel: 01224 460700
Email: **info@somebodycaresuk.org**

Somebody Cares are now taking request phone calls for Christmas Food parcels. These will be delivered on Monday 21 and Tuesday 22 December and are large food parcels, providing two weeks of supplies.

Somebody Cares close on Wednesday 23 December and re-open on Monday 4 January.

The Megastore on Hazledene Road will be open 9:30am - 4:30pm (closed only Friday 25 December and both weekends of Christmas and New Year) parcels can be collected from here – no deliveries available.
Tel: 01224 313453

CFINE
2-4 Poynernook Rd, Aberdeen, AB11 5RW
Tel: 01224 596156
Email: **info@cfine.org**

The food bank will be closed to walk-ins. However, CFINE will continue emergency home deliveries up until 12pm on 24 December.

Deliveries will start again on 29, 30 & 31 December (deliveries on these days will be up to 12pm).

Food parcel requests for 29 December must be in by Thursday 24 December (12pm) and requests for 5 January must be in by Thursday 31 December (12pm). Depending on volume of requests and driver availability, there is no guarantee that parcels will arrive on the day requested.

Home deliveries re-start from 5 January.

Aberdeen Cyrenians
Tel: 0300 303 0903 or
Email: **directaccess@weareac.org**

Aberdeen Cyrenians will be running every day over the festive period providing food and advice to those that are struggling or find themselves in crisis.

9am to 5pm every day except for Friday and Sunday which will be 9am to 4pm.

They will have access to food, staff to support contact to emergency funders for those struggling to put gas/electric in the meter and support with gifts for children amongst many other things.

St Marys Cathedral
20 Huntly Street, Aberdeen, AB10 1SH
Tel: 07378 219503
Email: **standrewscommunity@cathedral-abdn.org**

Tuesday afternoons – exact times not given
Thursdays 7 - 8pm
Free to call and request at any time
14 December – Christmas meal on offer at 7pm

Aberdeen North Foodbank
Kings Community Church, Tillydrone Community Campus, The Mission
Tel: 01224 651000

King's Community Church Centre
10 Urquhart Road, Aberdeen, AB24 5LL
Final Foodbank Session: 18 December
Re-open: 8 January

Tillydrone Community Campus
St Machar Dr, Aberdeen, AB24 3RX
Last Foodbank Session: 21 December
Re-open: 4 January

The Mission
Tillydrone Community Campus, Hayton Road, AB24 2UY
Open 24 December 2 - 3:30pm
Open 31 December 2 - 3:30pm
Re-opens: 7 January

ASDA
Throughout December, all ASDA supermarket cafes are taking part and will provide children under the age of 16 with a meal completely free of charge when accompanied by an adult. There are no minimum spend requirements or restrictions on the number of children in a family or group that can take advantage of this offer.

Free school meals
Vouchers with a value of £30 will be provided for every child who receives Free School Meals on 18 December. More information about the criteria to receive free school meals and applying for this benefit is available online at **www.aberdeencity.gov.uk/services/education-and-childcare/school-life/apply-free-school-meals**

MONEY ADVICE

Financial Inclusion Team
Tel: 01224 522709
E-mail: **moneyadvice@aberdeencity.gov.uk**

Open until 5pm on 24 December
Re-open 9am on 4 January

Some families may be able to access the British Red Cross Hardship Fund by phoning 01225 522709 or using the link **https://bit.ly/2LaldbK**. Your application will not be processed between 25 December and 4 January.

Gas and Electricity
From 15 December 2020, energy suppliers must issue credit to prepayment customers so that their meters don't run out if they are temporarily unable to afford to top up, have mobility problems, or are self-isolating due to coronavirus restrictions. Separately, suppliers will also have to offer extra prepayment credit to households in vulnerable circumstances to give them "breathing space" to arrange alternative payment plans with their provider.

Struggling customers in debt with credit meters will also benefit from rule changes that will ensure providers offer them repayment plans that are more tailored to their financial circumstances.

If you're in a tough financial situation and having problems paying your bills, you should contact your supplier straight away.

SCARF a local charity that will help with energy bill issues, call 01224 213 005 or email **info@scarf.org.uk**

Department of Work and Pensions
Opening times:
24 December: Offices are open. Phone lines are open for missing or urgent payments only .
25 - 28 December: Offices and phone lines are closed.
29 - 31 December: Offices and phone lines are open as usual.
1 January: Offices and phone lines are closed.
4 January: Offices are closed. Phone lines are open for missing or urgent payments only.

£100 COVID Hardship Payment for low income families
Payments of £100 per child eligible for Free School Meals will be made by bank transfer. Children in P1 to P3, who would be entitled to Free School meals, because of low-income, are also eligible for this benefit. **Only families who have submitted a free school meal application by the 18 December will have access to the payment.**

The city council web site is being updated with information about this grant payment for families.
www.aberdeencity.gov.uk/hardship_grant_children

HEALTH AND WELLBEING

Local GP and Pharmacy
Get in touch with your local GP/ medical practice and pharmacy to find out their festive opening times

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NHS 24
If you need urgent care advice or mental health support and your local GP/ medical practice is closed, telephone NHS 24 on 111.

Only phone 999 or go to A&E for emergencies.

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

Call for free on **116 123**

Breathing Space
Sometimes our thoughts and feelings can overwhelm us. Pick up the phone – Breathing Space are here to listen.

Weekdays: Monday – Thursday 6pm - 2am
Weekend: 6pm - Monday 6am
Call free: **0800 83 85 87**

Shout
In a crisis? Anxious? Worried? Stressed? Get 24/7 help from Shout Crisis Volunteers, 365 days a year.

Text free: **85258**

Scotland's Domestic Abuse and Forced Marriage Helpline
A confidential, sensitive service is provided to anyone who calls. We are here 24 hours, 365 days a year.

Call us on the Helpline: **0800 027 1234**
It is free to call the Helpline from all landlines and from most mobile network providers.

HELP AND SUPPORT

Aberdeen City Council support line:
0800 0304 713 (8am - 6pm Monday - Friday)

The support line is available until 5pm on Christmas Eve. Open on 29 & 30 December 9am - 3pm. Normal opening times resume on 4 January.

Child protection
If you are worried about the safety of a child in Aberdeen call:

- 01224 306877 (Joint Child Protection Team)
- 0800 731 5520 (Emergency Out of Hours)
- 101 (Police Scotland)

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

Libraries
The following libraries are open on 29 & 30 December from 10am - 1pm and 2pm - 5pm – Central Library, Airyhall Library, Bridge of Don Library, Cove Library, Dyce Library, Mastrick Library, Tillydrone Library

PARENT LEARNING HUB

Ideas for learning, activities and parenting advice and further organisations that will help.

https://sites.google.com/ab-ed.org/parent-learning-hub