			Specific			
Agency	Area Covered	Service Offered	Programmes	Referral Process	Client Group	Contact Details
Aberdeenshire Council Benefit Section PO Box 18533 Inverurie AB51 5WX	Aberdeenshire	Deals with all applications for: • Housing Benefit • Scottish Welfare Fund • Discretionary Housing Payments • Free School Meals • School Clothing Grants		be completed: • On line (HB and DHP only meantime) • In any of our 5 benefit offices	low income or children attending a school in Aberdeenshire for Free School Meals and School Clothing	Tel: 08456 080149 E-mail: benefits@aberdeenshi re.gov.uk
Aberdeenshire Council Benefit Section PO Box 18533 Inverurie AB51 5WX	Aberdeenshire	Blue Badge Radar Keys		be completed: Online By telephone: 08456 081200 In any of our 5 benefit offices At our services points in Westhill, Turriff and Huntly	to help people with significant mobility problems to travel independently, as either a driver or a	Tel: 08456 081200 E-mail: bluebadge@aberdeen shire.gov.uk

			Specific			
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Aberdeenshire Council Housing Options and Homeless Service	Aberdeenshire	We can help with: • Housing Options • Homeless Prevention • Housing Crisis Intervention • Low Level Housing Support • Mediation • Signposting	Apply 4 Homes Statutory Homeless Services	Initial contact can be made via 08456 081 203 or by contacting your Area Housing Office	Anyone requiring information on their Housing Options or Homelessness services in the Aberdeenshire area.	Tel: 08456 080 203 Further Information on Local Area Housing Offices and detailed information on Housing Options and Homelessness services in Aberdeenshire can be found at: www.aberdeenshire.go v.uk/housing/homeless www.aberdeenshire.go v.uk/housing/housingo ptions www.apply4homes.org .uk

			Specific			
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Aberdeenshire Council Community Planning & Housing Fuel Poverty	• Aberdeenshire	managing in Aberdeenshire • Advice on grants/loans to install energy efficiency measures • Referrals to SCARF and their Home Energy Advice Team (HEAT) for in-depth energy efficiency advice and home visits • Signposting	Programmes Scotland:Area Based Scheme (HEEPS:ABS) Programmes funded		Energy Efficiency Advice / Queries is for all tenures across Aberdeenshire.	Kathleen Allan, Fuel Poverty Officer Tel: 01467 628458 Blackberry: 07867 676162 Kathleen.allan@aber deenshire.gov.uk Or Elaine Murray, Fuel Poverty Development Officer Tel. 01467 628485 Blackberry: 0776 9606 155 Elaine.M.Murray@ab erdeenshire.gov.uk

			Specific	Referral		
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	Aberdeen Fraserburgh Peterhead Local travel areas	Learning Houses Peterhead & Fraserburgh • Provide a wide range of free training and support to people who might otherwise not be able to access resources. • From basic IT skills to ECDL • Job search support • CV's • Email set up • Universal Job match		call to arrange an appointment	Any age	Peterhead 01779 473520 Fraserburgh 01346 511017
Aberdeen Foyer		Early Intervention (City only) / Activity Agreements We work with secondary school children and individuals up to age 19 who: • Have been excluded • Are at risk of exclusion • Are disengaged and have low attendance • Are not attaining anticipated potential • Are not in training or employment.	Activity Agreements Ongoing Individual programme helping move people towards training and employment	Early Intervention Kathleen Singer Activity Agreements City Dave Birnie Activity Agreements North Shire Becky Neil	Young people aged 16 - 19 who have left school and not currently involved in education, employment, training or volunteering.	Kathleen Singer Kathleens@aberdeenf oyer.com 07815 506524 David Birnie davidb@aberdeenfoye r.com 07971 786009 Becky Neil rebeccan@aberdeenfo yer.com 07970 707239

			Specific	Referral		
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Aberdeen Foyer	FraserburghPeterheadLocal travel areas	Prince's Trust Team • A 12 week development programme to support young people enhance their confidence, motivation and team building skills	Prince's Trust Aberdeen City 4th May 2015 and 7th September 2015 Peterhead 18th May 2015 and 14th September 2015 Fraserburgh 18th May 2015 and 21st September 2015	Prince's Trust Fraserburgh John Smith Peterhead Kevin Warrander Aberdeen Kara Wiseman	16 - 25 year olds	Fraserburgh John Smyth JSmyth@aberdeenfoy er.com 07971 813476 Peterhead Kevin Warrander kevinw@aberdeenfoye r.com 07930605887 Aberdeen Kara Wiseman karaw@aberdeenfoyer .com 07971932840
		Job Parent Supporting those in recovery from Substance misuse who are ready to move forward into employment, training or volunteering opportunities but still face some additional barriers. Support given on a one to one basis.		Anyone aged 16 - 65 who has had an issues with substance misuse		Rachel Isherwood Rachel.Isherwood@ab erdeenfoyer.com 01779 473520 07761 765233

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Aberdeen Foyer	Aberdeen Fraserburgh Peterhead Local travel areas	REACH (Recovery, Employability, Achievement, Challenege, Hope) • A community rehabilitation initiative Who can apply? Anyone in RECOVERY from any condition that has held them back e.g. • Substance misuse • Mental illness • Physical illness Applicants should be stable in their recovery and ready to progress towards employment, volunteering or further education. The course follows a weekly structure based on community involvement, personal development, wellbeing and employability learning. Participants will gain a City & Guilds Level 1 Certificate in Employability Skills. The REHIS Food Hygiene Certificate, First Aid at Work Certificate and ASDAN Volunteering Award will also be available. Workshops will take place focused on wellbeing and goal-setting for the future. We will work in partnership with other agencies to ensure specific recovery support is available to those who need it, as well as peer mentoring and service user involvement opportunities.		REACH Donna Busby	Any Age	Donna Busby donnab@aberdeenfoy er.com 07741 260865

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		Employability Fund • Working with partners we offer a 'pipeline' of informal as well as accredited learning and training opportunities, to suit people at different points of moving towards and into work	Various	Ted Watkins	Must be eligible for the Employability Fund this can be checked with DWP, SDS and also Provider.	Ted Watkins edwardw@aberdeenfo yer.com 07717 823930 / 01779 473520
Aberdeen Foyer						
i öyei		Health & Wellbeing • Services include assessment and goal setting, one to one therapeutic and practical support, group work, awareness raising sessions, activities, events and health fairs, signposting and advocacy, information and advice, workbooks and resources covering mental health & wellbeing, lifestyle choices and healthy relationships	run in conjuction with	other programmes		

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Aberdeen Foyer	Aberdeen Fraserburgh Peterhead Local travel areas	Personal Development Programme • 8 week certificated programme for people looking to improve their own personal development, enhance their social skills and improve their physical health. The course is centred on social, emotional and physical wellbeing goals, providing an opportunity for individuals to focus on positive changes in a safe and therapeutic group environment where they can find peer advice, professional support and encouragement. The programme draws on a range of client centred approaches including Cognitive Behavioural Therapy, Solution Focussed Therapy, Motivational Interviewing and Brief Intervention.		speak to Health Tear	n Aberdeen	

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Aberdeen Foyer	Aberdeen Fraserburgh Peterhead Local travel areas	ARC Connections • Delivered in partnership with Drugs Action on behalf of NHS Grampian, is an Aberdeen City based employability support service for those in recovery from substance misuse, commissioned by NHS Grampian and Aberdeen City Council and part of the Aberdeen Recovery Community Jobparents (City) • Individual service provision for clients to try to establish where they are in their lives and where they would like to be. It looks at helping to remove barriers to work and provide support for people that are in transition with their lives and are, quite often, facing difficult and complex problems in moving forward.				ephen 07876860562 ephen 07876860562

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Aberdeen Foyer	Aberdeen Fraserburgh Peterhead Local travel areas	IMPACT PROJECT a time to flourish • A programme of support for adults living with long term mental health conditions. The aim, over 3 years, is to move participants from a state of dependence and solation to one of effective self management of their condition Foyer Music (Aberdeen) • Provides a wide range of opportunities for people interested in music. It is open to people of all ages. So if you are a complete beginner or an established musician		contact Brenda Mcgir		Aberdeen Services contact Marywell Centre 01224 212924

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Banff and Buchan CAB	North Aberdeenshire	information	Project • PASS (NHS Complains)	Main office, or Extended Services 01779 491288		Jacqui Bruce Tel: 01779 471515 Email: jacquibruce@aberdee nshirecab.casonline.or g.uk

			Specific		Client	
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Community Learning and Development (CLD)		Move on Up – Youth work activity around employability; core skills; youth literacy; achievement and attainment; volunteering	Networks but typically include schools based early	partners and/or as participants in wider CLD groups/activities.	Young people – with a focus from S3 (Senior Phase) upwards	Banff Kate James kate.james@aberdeenshire.gov.uk Fraserburgh Sandra Ross s.ross@aberdeenshire.gov.uk Peterhead Isobel Davidson isobel.davidsson@aberdeenshire.gov.uk Mintlaw Kenny Dorans kenny.dorans@aberdeenshire.gov.uk Turriff Mary Arnold mary.arnold@aberdeenshire.gov.uk Ellon Annette Holland annette.holland@aberdeenshire.gov.uk Meldrum Neil Ironside neil.ironside@aberdeenshire.gov.uk Inverurie Elaine Kivlichan elaine.kivlochan@aberdeenshire.gov.uk Kemnay Naida Sneddon naida.sneddon@aberdeenshire.gov.uk Westhill Angela Allan angela.allan@aberdeenshire.gov.uk Laurencekirk Natalie Cooper natalie.cooper@aberdeenshire.gov.uk

			Specific		Client	
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Community Learning and Development (CLD)		Learning For Life – Adult learning opportunities based around ESOL, Literacy, Core Skills and Achievement and Attainment.	ESOL up to Intermediate level. Pool of volunteer	Initial contact can be made with the CLD contact in each Network. http://www.aberdeenshire.gov.uk/cld/centres/index.asp	Adults	Portlethen Lynn Buchan lynn.buchan@aberdeenshire.gov.uk Stonehaven Leslie Murison leslie.murison@aberdeenshire.gov.uk Huntly Lada Copic lada.copic@aberdeenshire.gov.uk Alford Nicola Kenyon nicola.kenyon@aberdeenshire.gov.uk Aboyne Tracey Latham tracey.latham@aberdeenshire.gov.uk Banchory Linda Gray linda.gray@aberdeenshire.gov.uk

Agency	Area Covered	Service Offered	Specific Programmes	Referral Process	Client Group	Contact Details
CVS Aberdeenshire Central and South	Central & South Aberdeenshire	Establishment and start-up advice for voluntary/community groups Mens Sheds Aberdeenshire Social Enterprise Network Magpie Re-cycling and Charity Shop Children & Families Worker	CVS) • NE Learning Collaborative • Aberdeenshire Social Enterprise Network	To offices in : Banchory – 01330 825027 Inverurie – 01467 629072 Stonehaven- 01569 668055	Central / South	Lindsay Adam Development Worker Tel: 01330 825027 Alan Young (CEO)

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DWP National Partnership Team	Aberdeenshire	Information and Issue Resolution on DWP Benefits and process Information on how to make referrals to our home visiting service		arranged as required and by request from Partner Organisations Referrals to Home	those with health	Anne Marie Campbell E-mail: annemarie.campbell2 @dwp.gsi.gov.uk

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		General Advice • Benefits – entitlement & applications. • Housing		• In person at one of our offices: Ellon: Mon & Fri 10 - 2	Anyone seeking advice/assistance with any of services listed.	Ellon: 01358 724425 Huntly: 01466 793676
		EmploymentConsumerUtilitiesRelationships		Huntly: Mon - Fri 10 - 3 Inverurie: Mon & Thur 10-2 (Tuesdays: appointment only) • By telephone • Email enquiry		Inverurie: 01467 624421 enquiries@gordonrural .org.uk
Gordon Rural Action	Central Aberdeenshire Huntly, Inverurie, Ellon, Lumsden, Kemnay, Insch	Welfare Rights • Assistance with Appeals both in preparation of documents & attendance at tribunals. • Home visits to physically/mentally disabled or housebound clients.		 By appointment By telephone: 01466 793676 Email enquiry: enquiries@gordonrural .org.uk 	Anyone seeking advice/assistance with any of services listed.	Huntly: 01466 793676 enquiries@gordonrural .org.uk
	Central and South Aberdeenshire	Money Advice • Offers advice when dealing with debt. • Debt advisers accredited by Money Advice Scotland • Negotiating with landlords and creditors • Debtor Arrangement Scheme • Arranging an appointment for a trust deed • Completion of bankruptcy forms.		By appointment Office Hours: Monday to Friday 9am to 5pm By telephone: 01466 793676 Email enquiry: enquiries@gordonrural .org.uk	Anyone seeking advice/assistance with any of services listed.	Huntly: 01466 793676 enquiries@gordonrural .org.uk

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Gordon Rural Action	Throughout Aberdeenshire	In-Court Advice Service Assisting people who: • Are at risk of eviction or struggling to pay rent • Are threatened with court hearings about debt or housing • Have received court papers about debt or eviction • Are behind with mortgage payments • Need information on bankruptcy • Need help with a small claim.		By appointment Office Hours Monday to Friday 9am to 5pm By telephone: 01466 793676 Email enquiry: enquiries@gordonrural .org.uk	Anyone seeking advice/assistance with any of services listed.	Huntly: 01466 793676 enquiries@gordonrural .org.uk
	Throughout Aberdeenshire/Moray	Payroll/Bookkeeping Service		Contact Shona Martin Tel: 01466 793676 Monday to Thursday 9am to 3.30pm Shona.martin@gordon rural.org.uk	For Community Groups, charities and Small businesses	01466 793676 enquiries@gordonrural .org.uk

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Gordon Rural Action	Throughout Aberdeenshire/Moray	Charity Shops Bargain Box Charity Shop, Huntly and Review Charity Shop Inverurie. Suppliers of Secondhand furniture, beds, Bric-a-brac, books and clothing. Recycling. Donations gratefully accepted	T Togrammes	Bargain Box Monday to Saturday 10.00am to 4pm Telephone: 01466 794310 Email: enquiries@gordonrural .org.uk Review Monday to Saturday 10.00am to 4pm Telephone: 01467 629398 Email: enquiries@gordonrural .org.uk	For anyone	Huntly: 01466 794310 enquiries@gordonrural .org.uk Inverurie: 01467 629398 enquiries@gordonrural .org.uk

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Grampian Housing Association SMART Project	Aberdeen Aberdeenshire Moray	Offers the following services to tenants of RSLs: • Money advice • Income advice • Budgeting and money management Also provides all the above services to Grampian Women's Aid	SMART works in partnership with NESCU and CFINE on a project called AHEAD whereby we accept referrals from these partners and provide money management training and courses where requested	Housing Association staff refer directly to SMART using a specific referral form through the following	All tenants of the following RSLs: • Grampian Housing Association • Castlehill Housing Association	Margaret Waddel Tel: 01224 202934 Email: Smart@grampianhous ing.co.uk

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Jobcentre Plus	• National	Deals with all Working Age Benefit customers. Covers: Claims to benefit Personal Adviser Interviews and Support Referral to specific Employability courses/Work Programme referrals Employer Advisers - providing assistance to employers to manage their recruitment needs Universal Jobmatch Apply for a National Insurance number Partnership Managers	Other programmes are arranged depending on the requirements in each	Referral to Work Programme or Specific JCP programmes are conducted by a Personal Adviser/Work Coach within each local office	-	To make a claim to benefit: JSA – online at www.direct.gov.uk By Phone: 0800 055 6688 To change or cancel an appointment – 0345 604 3719 Existing Benefit Queries: JSA/Income Support/Incapacity Benefit: 0345 608 8545 Employment Support Allowance: 0345 608 8610 Bereavement Benefit: 0345 608 8601 To apply for a NINO: 0345 600 0643

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Agency	Area Covered	Service Offered	Programmes	Referral Process	•	Contact Details
	 Kincardine and 	 Generalist advice and 		 Drop in services Mon, 	Anyone	Ruta Liepina
	Mearns	information		Wed, Thurs and Fri		
		 Specialist advice on Welfare 		9.30am - 12.00pm		Tel: 01569 766 578
Kincardine		Benefits matters, appeal and		and appointments on		Email:
		tribunal representation		Wed 4.30- 7pm.		RutaLiepina@kamcab.
and Mearns		 Evening face-to-face and 		 Main office number – 		casonline.org.uk
Citizens		telephone interviews on		01569 766 578		
Advice Bureau		Wednesday 4.30-7pm.		• Email –		
				bureau@kamcab.caso		
				nline.org.uk		

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Lead Scotland C/O STAR Community Flat 14A Seaton Drive Aberdeen AB24 1UX		3 separate services offered throughout Aberdeenshire for those aged 16+: • Activity Agreements 16- 19 year olds. Intensive tailored 1-1 support engaging with the individual to progress to positive destination of choice. This provision is now stage 1 of the employability popeline and young people have to be ready to engage. • SCOPE – Community based provision for 16-24 year olds. Developing life skills for independence and progression. Locations: Inverurie & Fraserburgh • ALP – A literacy programme delivered 1-1 or in small groups		Via another agency such as SDS, Barnardos, Social Work Mental Health Team Self referral Medical professional	Aberdeenshire with either a disability or those facing multiple barriers	Val Smith, Learning Co-ordinator Tel: 07768 917504 Email: vsmith@lead.org.uk Sarah ball, Learning Co-ordinator Tel: 07775 844885 Email: sball@lead.org.uk Roisin Taylor, Regional Development Manager - North Tel: 07768 917509 Email: rtaylor@lead.org.uk

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North East Scotland Credit Union 7 Finnan Place Torry Aberdeen AB11 8RG	Grampian Region	General Savings Junior Savings Christmas Savings Corporate Accounts Low Cost Loans 1% per Month(12.68APR) White Goods Scheme Electrical goods Digital Inclusion Laptop/printer package Financial health checks with partner organisations	advice course • Work with schools during finance weeks	from website www.nescu.co.uk	working in Grampian region	Dave Sims Tel: 01224 899688 E-mail: info@nescu.co.uk Website: www.nescu.co.uk

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	Fraserburgh 58A High Street	NHS Grampian healthpoint is a one stop health information	•	Drop In or by appointment	Anyone	Free healthline: 0500 202020
		point, offering free confidential	 Lifestyle Checks 	арронинон		txt 'Info' to:
	Peterhead	information, advice and access				82727
	! '		Management			Email:
NHS	Kirk Street	friendly welcoming				healthpoint@nhs.net
Grampian,		environment.				
Healthpoint						
11am to 3pm		NHS Grampian healthpoints				
Tuesday to		work proactively to tackle				
Friday		health issues relating to self				
		care offering free information				
		and advice on a number of				
		health concerns for				
		professionals and members of				
		the general public.				

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People First Fraserburgh Lend a Hand Project	Fraserburgh and surrounding areas	Specialist Benefit advice for people with Learning Difficulties Completeion of forms Advice of benefit entitlement Representation at appeal level Support to attend work capability assessments, appointments & appeal tribunals				Vicci Roberton Tel: 01346 515816 07975563708 Email: vicciroberton@gmail com

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RSABI	Scotland	Financial Assistance Support Helpline	time e.g. Help for		depended on land- based occupations in Scotland and who are now in need (agriculture, fishfarming, horticulture, forestry, rural estate work and crofting).	Ingliston NEWBRIDGE EH28 8LT Tel: 0300 111 4166 Email:

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Skills Development Scotland	Aberdeenshire	Web: myworldofwork.co.uk contains information that will assist people understand	Skills Development Scotland assist unemployed people develop their career management and employability skills and support them into employment			Tel: 0800 917 8000 Call centre will place the call to the most geographically suitable location Aberdeen centre: 01467 623623 Inverurie centre: 01467 623623 Peterhead centre: 01779 479345

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Shelter Scotand / Families Outside	Aberdeenshire Aberdeen City Moray	Money & Debt Advice Family Support	Tackling Money Worries – HMP Grampian Project. TMW HMP Grampian project is a joint project between Shelter Scotland & Families Outside. The project aims to provide (i) family support and (ii) money and debt advice to families affected by imprisonment of a family member.	See contact details	in Aberdeenshire, Aberdeen City or Moray and who have a family member facing or serving a prison sentence.	For money & Debt Advice (shelter): Tel: 0344 515 2241 Email: TMWGrampian@shelt er.org.uk For Family Support (Families Outside) Tel: 07943 512378 Email: Lindsay.jessiman@fa miliesoutside.org.uk Families Outside Support & Information Help line (Freephone) 0500 83 93 83

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South West Aberdeenshire Citizens Advice Bureau, Westhill Shopping Centre Westhill AB32 6RL	East Garioch Lower Deeside Mid Deeside Upper Deeside Upper Donside	Generalist advice service from office base at Westhill (drop in and appt) and outreach services at Aboyne, Alford, Banchory, Ballater, Braemar, Strathdon and Tarland (all by appt)	• Debt	Bureau 01224 747714 • Email Bureau enquiries@westhillcab. casonline.org.uk	Anyone who needs assistance, irrespective of circumstances	Eveline Crossan Tel: 01224 747714 Email: enquiries@westhillcab. casonline.org.uk

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Turriff and District CAB	From Portsoy to Oldmeldrum	Generalist advice and information Turriff Bureau open • Monday 9:30am - 3:30pm • Tuesday 9:30am - 7:00pm • Wednesday 9:30am - 12:30pm • Thursday 9:30am - 3:30pm • Triday 9:30am - 12:30pm Outreaches: • Banff at Chalmers Hospital twice weekly • Macduff College weekly • Aberchirder Medical Centre weekly • Portsoy Town Hall weekly	Specialist benefit advice to Level 3 – trained Tribunal representation CAS campaigns for Social policy Liaison with Trading Standards on Consumer issues	Phone the Turriff base	Anyone	Gail Thorburn Tel: 01888 562495 Email: manager@turriffcab.c asonline.org.uk

Agency	Area Covered	Service Offered	Specific Programmes	Referral Process	Client Group	Contact Details
Aberdeenshire Council Working for Families Thainstone Business Centre Inverurie AB51 5TB		1:1 Client intervention to assist with gaining employment. Assistance with CVs, interview process. Employability courses Raising self esteem Project Managing employability skills academies Signposting	Skills AcademiesSTEPS programmeAYE Project (wage	 Employability partnership partners 	thinking of relocating to seek employment in Aberdeenshire	<u> </u>