

# CHRISTMAS HOLIDAY SUPPORT AND INFORMATION

2020



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](mailto: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**

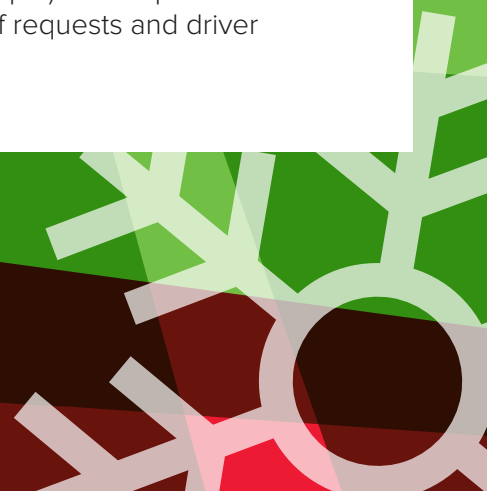
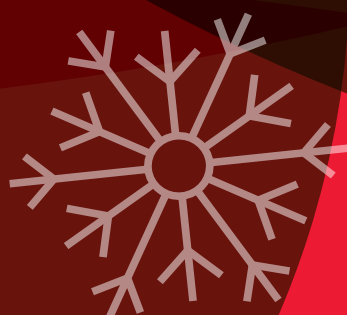
2-4 Poynerook Rd, Aberdeen, AB11 5RW  
Tel: 01224 596156  
Email: [info@cfine.org](mailto:info@cfine.org)

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](mailto: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.

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### **St Marys Cathedral**

20 Huntly Street, Aberdeen, AB10 1SH

Tel: 07378 219503

Email: [standrewscommunity@cathedral-abdn.org](mailto: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

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### **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

### **The Mission**

St Machar Dr, Aberdeen, AB24 3RX

Last Foodbank Session: 21 December

Re-open: 4 January

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### **Tillydrone Community Campus**

Tillydrone Community Campus, Hayton Road, AB24 2UY

The Tillydrone Community Campus will continue to provide essential food during the festive break in partnership with C-FINE and Lighthouse. On the 29 & 30 December this service will run from 12pm–4pm on both days - should anyone require food packages call 07741 234994 to request a parcel for collection. This service is available to anyone and in some cases they might be able to deliver.

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### **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.

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### **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](http://www.aberdeencity.gov.uk/services/education-and-childcare/school-life/apply-free-school-meals)

# MONEY ADVICE

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## Financial Inclusion Team

Tel: 01224 522709

E-mail: [moneyadvice@aberdeencity.gov.uk](mailto: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.

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

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## 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.

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## £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](http://www.aberdeencity.gov.uk/hardship_grant_children)

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# HEALTH AND WELLBEING

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## 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**

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## **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**

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## **Shout**

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

Text free: **85258**

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## **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.

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# **HELP AND SUPPORT**

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## **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.

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## **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.

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## **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.

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## **Rainbow Robin**

Support is available to all parents/carers throughout the holidays on any subject via the [@RainbowRobinAbdn](https://www.facebook.com/RainbowRobinAbdn) Facebook page. Should you require assistance/support, simply follow the page and use the send message function, where a member of the Team will pick up and contact you directly.

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# **PARENT LEARNING HUB**

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

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