



University of Aberdeen

## Smile4life Reflexive Mapping Exercise. Better Health and social care for homeless people (Aberdeen)

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Aberdeen

Smile4life  
Reflexive mapping exercise  
Better health and social care for homeless people

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## Acknowledgments

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## Preface

### Public Health Scotland

The oral health challenge facing Scotland remains enormous, despite many years of service and access improvement. This is in part due to the profound inequalities we experience in Scotland. This injustice also appears to hit hardest among the most marginalised and excluded in our society. These challenges are documented in a series of recent Scottish research reports and policy responses on homelessness, substance use harms, the impact of childhood adversity, poverty, violence and involvement in care, justice and immigration systems.

In healthcare, and oral health in particular, there are a series of structural barriers in place, especially for those at the edges of society often with the least leverage and power. In response to this public health crisis we all rightly be tapping into and endeavouring to work alongside those with lived experience to better understand and adapt our approaches in ultimately upholding the human right to health and dignity. This is where a reflexive mapping methodology detailed in this report focused on local collaborative working between health, social care and voluntary/community services can provide useful insights for change.

In listening and working towards participation and co-production, Smile4Life continues to rally us towards the edges and at times, dark corners of Scottish society. Reflexivity brings a humble and curious approach to tricky social dilemmas by challenging our assumptions of the current system. More importantly it challenges us all to act on this knowledge and I would encourage partners within and beyond oral health and homelessness to consider its applications.

The report builds on the previously published Dundee City mapping via collaboration with key statutory, education and voluntary sector partners. It captures a range of local, often distinct services and approaches which immediately calls for collaborative effort and integration. While this report shines a critical light in particular on oral health, homelessness and marginalisation, it therefore captures a broader and pertinent set of questions for all public services.

- What are the values which underpin these structures?
- Who do our services ultimately serve?
- Who is missing from our services and why?
- What can we all do to be more inclusive, creative and ultimately compassionate in our roles?

Please consider these in a 'reflexive' way as a reader and join Smile4Life in its ultimate aim for not only oral health, but health and wellbeing for all.

Phil Eaglesham  
Organisational Lead – Inclusion Health, Public Health Scotland



## Foreword

### Shelter Scotland

Shelter Scotland previously collaborated with Dr Andrea Rodriguez and colleagues to undertake their Reflexive Mapping Exercise in Dundee and are happy to be a named partner in the publication of this Smile4Life Reflexive Mapping Exercise for Aberdeen.

Homelessness is a health and social care issue and we must take a rights-based approach to address barriers to vital services. Smile4Life surfaces the challenge for people experiencing homelessness in accessing oral healthcare; and by deploying this reflexive mapping methodology, asks the pertinent questions about the structural barriers aligned to inequalities which are deep-rooted in our systems and cities and how they impact individuals and communities.

At its heart, though, is a demonstrative commitment to collaboration across a multi-agency sector and a recognition that no single organisation can meet the needs of people experiencing homelessness. Each organisation plays a part in this eco-system and the report surfaces insights in respect of social and health inequalities, identified need and the role of the sector in responding holistically.

As we reflect on the inherent calls for integrated approaches, accessibility and responsiveness to individuals and communities, we must also reflect on our responsibility to listen to the lived experience of people facing homelessness and poor housing. We must actively listen; and then we must act. The expertise and insight gained through personal experience must remain front and centre of the design and delivery of services if we are to ensure authenticity of our responses.

Shelter Scotland operates a Hub in Aberdeen and we recognise both the opportunity that is created through this mapping of services in the city and the responsibility that is incumbent upon us, through our community-focussed programmes of work, to identify the opportunities for increased collaboration to drive local change to improve the health, social care and housing journeys of people experiencing homelessness.

Gillian Reid  
Assistant Director, Operations  
Shelter Scotland

## Introduction

Smile4life is the Scottish Oral Health Improvement Programme for people experiencing Homelessness. Established in 2007, the first action of the Smile4life Programme was an oral health and psychosocial needs survey together with a qualitative exploration with **people experiencing homelessness in Scotland**. This was one of the world's largest surveys on the oral health and psychosocial needs of homeless people (Freeman et al., 2011) and produced data on demographic profile; health and health behaviours; degree of patient management complexity and psychosocial health of 853 participants. The survey and qualitative findings were used to co-design the *Smile4life Guide for Trainers* (Freeman et al., 2012) to support professionals working within the homelessness sector to promote oral health and enable health behaviour change.

An integral part of the Smile4life programme was its integration as an oral health promotion programme to be rolled out across all Scottish NHS Boards as well as Community and Non-Governmental Organisations with the ambition to (i) translate the Smile4Life research findings into practical changes across health and social services, and (ii) to positively change the experience for people using both health and social services.

One of the key challenges identified by the Smile4life accompanying evaluation programme (Beaton et al, 2016), was the lack of effective integration between health practitioners and Third Sector Organizations and between health and social services. A qualitative exploration suggested that on many occasions this was due to a perceived lack of understanding and knowledge of available health and social services that provided support to homeless people as well as pathways to referral. To address this notable issue, Smile4life initiated a process of active engagement and dialogue with policy makers and key NGO organisations that were working to support and to prevent homelessness. One of the outcomes of these discussions was the development of a Reflexive Mapping Exercise (RME) in four Scottish cities (Dundee, Aberdeen, Glasgow and Edinburgh) in conjunction with NHS Boards, Local Authorities, Universities and Shelter Scotland.

The Dundee Mapping was the first publication of this series (Rodriguez et al., 2019) and initiated a national platform to discuss health and social care integration for people experiencing homelessness across Scotland. The Public Bodies (Joint Working) (Scotland) Act 2014 (the Act) required NHS Boards, Third Sector and Local Authorities to integrate the planning and delivery of health and social care services. As specified in this Regulation from 1st April 2016 it is assumed a full operational plan of responsibilities focusing on improving outcomes and building services through collaboration and integrated approaches. The main purpose is to use the available resources to improve the wellbeing of people who require support from both health and social care sectors. Although the current public policy on Health and Social Care Integration aims the promotion of a more coordinated access to services in support to vulnerable groups this is still a challenge in Scotland. Joint work between Local Authorities, NHS Boards and civil society organizations is required to address better communication between these sectors and to avoid restricted referrals as well as limited guarantee of rights for those in need.

The Reflexive Mapping Exercise (RME) (Rodriguez et al., 2020), thus provides a practical framework in the context of the design and implementation of health and social care integration to tackle homelessness by providing an understanding of the current availability of services under seven areas of support (Rodriguez et al., 2019).

Using a collaborative and multi-agency approach the RME contributes to increase the accessibility and the engagement of vulnerable users with a wide range of services designed to them. This publication, therefore, increases, people's awareness on existing services and opportunities for both practitioners and service users through a collective process to stimulate insights and mobilize a collaborative agenda in search for better communication and integration of services.

With a great joy we present this publication of the mapping process of services in Aberdeen City.

## Overview and summary of contents

The contents of this document provide a catalogue of available services to support vulnerable groups in Aberdeen. It also provides evidence for the inequitable distribution of services by social deprivation and geographical distribution.

[1] Contents of the document

The Reflexive Mapping Exercise for Aberdeen was divided in eight areas of support as seen in Figure 1. These services are:

- Housing Support (15 services)
  - Accommodation (short-term, long-term, temporary)
  - Housing support
  - Resettlement
  - Housing association
  - Sheltered accommodation
- Information and Advice/Advocacy (15 services)
  - Signposting
  - Debt advice
  - Benefits/welfare advice
  - General support
- Health and psycho-social well-being support (10 services)
  - General health
  - Mental health
  - Substance misuse/addiction/recovery
  - Dental health
  - Harm reduction
  - Sexual health
  - Wellbeing
- Furniture (6 services)
  - Provision of furniture, clothing and household goods
- Employment (7 services)
  - Employment opportunities/support
- Education/Training on life skills (6 services)
  - Life skills
  - Education/qualifications
  - Training
- Food/ Personal Hygiene Assistance (16 services)
  - Drop-in/soup kitchen/cafe
  - Food provision

- Cooking/domestic/home maintenance skills
- Showers
- Laundry service
  
- Community Development and Networking (4 services)

Service Support Category

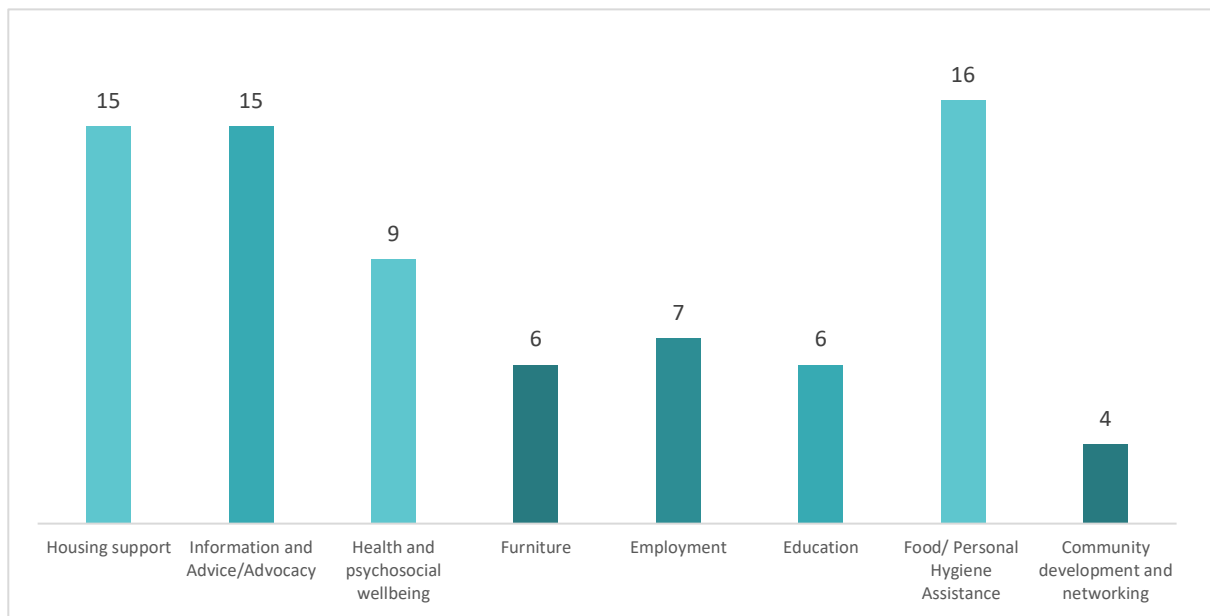


Figure 1 Chart showing homelessness support services in Aberdeen City

The final number for each category of support reflects only the main service offered by the organisations included in this mapping and not others additional services that may also be offered by them (i.e a food banking service that also offer information and advice).

Each section of this document contains detailed information on each type of service as mentioned above. As the Mapping process is guided by a principle of constant construction in each of the sections, extra blank pages have been included to allow practitioners to add any further and relevant information regarding the specific service.

In addition, the following information about the named services has been included in each of the sections relating to the specific facility. These include:

- Name of the organisation;
- Name of the service;
- Contact information;
- Aim or mission of the service or organisation
- Services provided
- Target group(s)
- Area of intervention

The RME is not yet finished but is always under construction, and always responsive to the needs of individuals and their communities. There was no intention to produce a complete catalogue covering all services in Aberdeen city. The RME is a national framework to map services in a collaborative and dynamic way. This is guided by a principle of constant development as new demands from practitioners, service users, communities and the government arise. The expectation is that the data collected will advise future work programmes, and inform new policies and interventions to improve quality of life and access to services for the population in Aberdeen.

The Dundee mapping was launched in 2019 and following the publication of the RME Aberdeen, there are two other reflexive mapping exercises in progress in Edinburgh and Glasgow.

The RME in Aberdeen, as in other cities, has enabled us to know who we are, what we do and what we want, as well as to initiate a process to achieve better linkage of professionals and service users with key available services. The data presented here provides relevant information for local authorities and government agencies to identify gaps in service provision and inequitable distribution of services. This can help them plan their interventions to mitigate and to prevent homelessness. We hope this RME will be used by all people and groups who believe in, and support the promotion of, social justice.

Achieving this involves the public, diverse professionals and other stakeholders working together to shape future plans for the city.

Andrea Rodriguez, Ekta Gupta, Garima Arora, Ruth Freeman

DHSRU, School of Dentistry, University of Dundee

Institute of Dentistry, University of Aberdeen

## Reflexive Mapping Exercise of services and organisations to support people experiencing homelessness or at risk to become homeless in Aberdeen



Housing Support



Information and Advice



Health and Psychosocial Wellbeing



Furniture



Employment



Education/ Training on Life Skills (employment, literacy)



Food/ Personal Hygiene Assistance



Community Development and Networking



## Housing Support

### 1. Aberdeen City Council Housing Advice Service

#### Aim/Mission

To provide advice and help homeless people or those at risk of becoming homeless.

#### Contact Information

Housing Advice Service (out of hours) on Tel: 03000 200 292

Website: [http://www.aberdeencity.gov.uk/housing/find\\_a\\_home/find\\_a\\_home.asp](http://www.aberdeencity.gov.uk/housing/find_a_home/find_a_home.asp)

#### Services Provided

- Free, confidential and personalised housing advice
- Online self-assessment tool as guide to all the different options available
- The assessment tool provides personalised advice, information and links to key contacts both within and outside the City Council by simply registering details and answering a few questions about current living arrangements.

Homelessness Out of Hours Helpline - Tel: 08009176379 (Aberdeen)/08458400070 (Aberdeenshire) This emergency service operates from 5pm to 8.30am Monday to Friday. During weekends and public holidays we provide a 24 hours service

#### Area of Intervention

Aberdeen

## Target Group

Homeless people or people at risk of being homeless in Aberdeen

## 2. Home Hunt NES Choice based letting system

### Aim/Mission

- To put property selection into the hands of those who will have to live in the properties
- To provide an open, transparent and straight forward system for identifying the successful applicants, and giving reasonable preference to people with significant housing need
- To help create settled communities and makes better use of properties

### Contact Information

Home Hunt partners in North East Scotland:

Castlehill Housing Association/Tenants First

4 Carden Place, Aberdeen, AB10 1UT

Tel: 01224 628101

Email: [info@castlehillha.co.uk](mailto:info@castlehillha.co.uk)

Website: [www.homehunt.info](http://www.homehunt.info), <http://www.castlehillha.co.uk>

### Services Provided

- Choice Based Lettings system where vacant properties are advertised online on [www.homehunt.info](http://www.homehunt.info) and in newspaper, the Press and Journal for let and applicants can submit a bid for these properties.
- Home Hunt is a quick, easy to use online service for people looking for rented housing.

### Area of Intervention

Aberdeen and surrounding area

## Target Group

Homeless people or people at risk of being homeless in Aberdeen

## 3. Housing Support and Resettlement Service

### Aim/Mission

To provide housing support plus other necessary support in order to assist you to make the successful transition to or maintain your permanent accommodation

### Contact Information

Website: <https://www.aberdeencity.gov.uk/services/housing/homelessness>

### Services Provided

This service provides help with:

- Tenancy rights and responsibilities
- Cooking/domestic/home maintenance skills
- Budgeting skills
- Welfare benefits - dispute benefit decisions
- Money Advice - financial assessment seeking to maximise the client's income
- Social skills/networking
- Training and employment/career options



- Specific issues such as mental health and substance misuse
- Furnished supported accommodation flats
- Outreach housing support
- Supported accommodation flats for 16 -25 year olds at Aberdeen Foyer plus support to move-on
- Supported accommodation flats through SAMH's Supported Accommodation
- Community resettlement support via Penumbra Aberdeen Supported Living Service
- Tenancy set up support – help to decorate a home or other practical help (DIY, tools, handyperson, van hire, etc.)
- Support Service Furniture Scheme
- Temporary Accommodation
- Private Sector Leasing

Area of Intervention  
Aberdeen

Target Group  
Homeless people or people at risk of being homeless in Aberdeen.

#### 4. Aberdeen Foyer

Aim/Mission  
To supporting people towards independent living, learning and work.

Contact Information  
Marywell Centre, 18 Marywell Street, Aberdeen, AB11 6JF  
Tel: 01224 212924  
Key Contact: Julie Robertson (Team Co-ordinator)  
Email: julier@aberdeenfoyer.com

Central Support  
Sir Ian Wood House, Hareness Road, Aberdeen, AB12 3LE  
Tel: 01224 373880  
Website: <http://www.aberdeenfoyer.com/>  
Key Contact: Cathy Simpson (Communications Manager)  
Email: cathys@aberdeenfoyer.com  
Tel: 01224 212924

#### Services Provided

This social enterprise provides help with:

- Housing for young people
- Promoting healthy habits, lifestyles and choices by signposting to specialist help through the NHS and other organisations
- Counselling (Person Centred/CBT/Pluralistic) for anxiety, depression, bereavement, trauma, relationship issues, family issues, drug and alcohol problems etc.
- Build confidence and self-esteem
- Offer a 'pipeline' of informal as well as accredited learning and training opportunities, to suit people at different points of moving towards, into work and in work
- Foyer futures-Education/Training opportunities for young people disengaged from education

Area of Intervention  
Aberdeen and Aberdeenshire

Target Group  
Accommodation support to Young people 16-25 years who are homeless or are at risk of being homeless.

Education, training, mentoring, counselling, employment support and health improvement initiatives to people of all ages.

## 5. Penumbra

Aim/Mission  
To engage with homeless people who have mental health issues or chaotic lifestyles and provide person-centred support designed to meet each individual's needs and goals.

Contact Information  
Penumbra  
20 back Wynd, Aberdeen, AB10 1JP  
Tel: 01224642854  
Website: <http://www.penumbra.org.uk/>

Services Provided

- Specialist Supported Living Service provides housing support to people living in Aberdeen City who are at risk of homelessness.
- Support in relation to all practical aspects of maintaining a home
- Personal support in relation to health and wellbeing
- Works to raise awareness of issues related to homelessness and to promote social inclusion for all

Area of Intervention  
Aberdeen

Target Group  
Homeless people or people at risk of being homeless in Aberdeen.

6. Scottish Association for Mental Health (SAMH)  
See Health and psychosocial wellbeing Item 3.

## 7. Aberdeen City Council-Temporary accommodation

Aim/Mission  
To provide temporary accommodation.

Contact Information  
Aberdeen City Council  
Tel: 03000 200 292  
Website-<http://www.aberdeencity.gov.uk>

Services Provided

- Provision of temporary accommodation

- Support from resettlement workers to assist with moving to permanent accommodation

Area of Intervention

Aberdeen

Target Group

People:

- Waiting a homelessness assessment decision
- Assessed as homeless or threatened with homelessness
- awaiting a decision on a case review

#### 8. Bethany Christian Trust/ LightHouse project

See Food/Personal Hygiene Assistance Item 4

#### 9. Social Bite

See Food/Personal Hygiene Assistance Item 6

#### 10. Salvation Army

See Food/Personal Hygiene Assistance Item 11

#### 11. Disabled Persons Housing Advice

Aim/Mission

To provide a unique housing advice service to people with disabilities

Contact Information

Top Floor, Raeden Court, Mid Stocket Road, Aberdeen, AB15 5PF

Tel: 01224 810222

Mobile: 07986 530507

E-mail: [info@dphsaberdeen.org](mailto:info@dphsaberdeen.org)

Website: [www.dphsaberdeen.org](http://www.dphsaberdeen.org)

Key Contact: Shirley Finlayson

Services Provided

- Professional Housing Advice to disabled people, their families and carers.
- Home or hospital visits to give advice on housing options.
- Housing advice by telephone – basic advice on your options.
- Face to face advice – either at DPHS office or to clients home if mobility prevent them visiting us.
- Advice on securing adaptations to existing home – work with client and OT/ designers/ builders to get the best solution to your housing needs.
- Hospital visits to patients delayed from returning home due to disability.
- Help with forms – where necessary we will help complete housing application forms.
- DPHS acts as a catalyst – linking housing providers to those with greatest housing need.
- Future build design – we provide statistics to local authority and developers on the type of properties required in the future for disabled people.

Area of Intervention

Aberdeen

Target Group  
People with disabilities

## 12. **Barnardo's**

### Aim/Mission

To work with homeless families as well as young people who are homeless or living in insecure accommodation.

### Contact Information

20 Carden Place, Aberdeen, AB10 1UQ

Tel: 01224 624 090

Key Contact: Sarah Elliot, [sarah.elliott@barnardos.org.uk](mailto:sarah.elliott@barnardos.org.uk) / Melanie Duncan  
[melanie.duncun@barnardos.org.uk](mailto:melanie.duncun@barnardos.org.uk)

### Services Provided

- Help young people to access the right accommodation and support them in their tenancies
- For some young people, such as young care leavers, provide supported accommodation.
- Outreach teams on the streets actively look for homeless young people and provide a friendly ear as well as referring them to relevant agencies.
- We work with families to help them secure the benefits and grants they are legally entitled to, sorting out accommodation problems and helping families to get re-housed in the area so as to not to disrupt children's education.

### Area of Intervention

Nationwide

### Target Group

Young people and families

## 13. Families Outside

### Aim/Mission

To support children and families affected by imprisonment

### Contact Information

Tel: 01779 485829 or 01779 485840

Email: [hmpgrampian@actionforchildren.org.uk](mailto:hmpgrampian@actionforchildren.org.uk)

Opening Hours: Monday to Friday: 9.00am – 6.00pm; Saturday: 12.30pm – 4.30pm

### Services Provided

- Families outside Support & Information Helpline
- Family Support Workers providing direct support to children and families throughout Scotland
- Bespoke training and awareness-raising
- Development of policy and practice
- Campaigning and research
- Coordination of all existing and new visitors' centres at prison establishments across Scotland

Area of Intervention

Nationwide

Target Group

Families affected by imprisonment in Scotland

14. Grampian **Women's Aid**

See information and advice Item 13.

15. SSAFA-armed forces charity

Aim/Mission

To provide food, clothing and shelter for veterans who find themselves homeless. To see what other support we can provide to get someone off the street.

Contact Information

SSAFA Aberdeenshire & Kincardine, Gordon Barracks, Bridge of Don, Aberdeen

Tel: 01224 708612

Email: [aberdeen@ssafa.org.uk](mailto:aberdeen@ssafa.org.uk)

Website: <https://www.ssafa.org.uk/aberdeenshire-kincardine>

Services Provided

- Guidance on homelessness, housing benefits, accessing social housing, tenants' rights, mortgage arrears, repossession and eviction.
- Housing support for army personnel currently serving and reservers

Area of Intervention

Nationwide

Target Group

Armed forces veterans and their families

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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## Information and Advice

1. Homeless Support and Resettlement Service-Aberdeen City Council  
See Housing Support Item 3.
2. Aberdeen Citizen Advice Bureau (CAB)

### Aim/Mission

To provide Advice and information on a range of issues, including housing and welfare rights, benefits, money and debt, immigration, consumer and employment rights.

### Contact Information

41 Union Street, Aberdeen, AB11 5BN

Tel: 01224 586255

Website: <http://www.aberdeencab.org.uk>

At Aberdeen Royal Infirmary- Monday and Thursday (9.30am-12.30pm)

Key Contact: Ms Zara Strange

Email: [manager@aberdeenceb.casonline.org.uk](mailto:manager@aberdeenceb.casonline.org.uk)

### Services Provided

- Advice, information and advocacy on housing for prisoners and ex-offenders



- Training for organisations on housing issues relating to prisoners

Area of Intervention

Aberdeen, Aberdeenshire

Target Group

General public

### 3. Grampian Regional Equality Council Ltd

Aim/Mission

To promote equality of opportunity and working towards the elimination of discrimination

Contact Information

Call in or phone for an appointment

41 Union St, Aberdeen AB11 5BN

Tel: 01224 595505

Email: [info@grec.co.uk](mailto:info@grec.co.uk)

Website: <http://www.grec.co.uk>

Services Provided

- Advice and support for individuals living or working in Aberdeen City who are affected by prejudice, discrimination or hate crime, or have been treated unfairly because of their ethnicity, religion, age, disability, gender, sexual orientation, or transgender status
- Training on equality issues
- Conflict resolution and mediation
- Counselling for children and young people who have experienced harassment or discrimination
- Developing language cafes
- Interpreting & translation service
- Research
- Work in schools

Area of Intervention

Aberdeen, Aberdeenshire, Moray

Target Group

General public, particularly ethnic minority communities and organisations

### 4. Aberdeen Cyrenians

Aim/Mission

To provide advice, information and support to prevent homelessness and put measures in place to stop the cycle of homelessness.

Contact Information

62 Summer Street, Aberdeen, AB10 1SD

Tel: 01224625732

Email: [info@aberdeen-cyrenians.org](mailto:info@aberdeen-cyrenians.org)

Website: <http://aberdeen-cyrenians.com/>

#### Services Provided

Drop in service provides:

- Advice on housing and homeless issues;
- Advice on benefits
- Advocacy and support
- Assessment and access to Street Alternatives Service
- Assessment for food parcels and clothing
- Assistance with formal appeals
- Support to access furniture
- Referrals to more appropriate agencies

Resettlement service (one on one advice)

- Accessing furniture and decoration materials
- Budgeting and debt advice
- Setting up of utilities
- Practical skills advice
- Managing and applying for relevant benefits
- Support to attend appointments
- Referrals to other agencies for wider support
- Emotional support through the transition of change

Free evening meal service (Tuesday & Thursday, 5.30pm-8.00pm) & lunch service (Saturday & Sunday, 12pm-2pm)

Area of Intervention

Aberdeen

Target Group

People who are homeless or at risk of being homeless.

#### 5. Bethany Christian Trust/ LightHouse project

See Food/Personal Hygiene Assistance Item 4.

#### 6. Salvation Army

See Food/Personal Hygiene Assistance Item 11

#### 7. Aberdeen Street Pastors

Aim/Mission

To provide care and help to those in need or have found themselves in difficulties during nighttime economy Information and Advice

Contact Information

14-20 John Street, Aberdeen, AB25 1BT

Tel: 01224625487

Website: <https://streetpastors.org/locations/aberdeen/>

Key contact: [Adrian@Aberdeen.Streetpastors.org.uk](mailto:Adrian@Aberdeen.Streetpastors.org.uk)

#### Services Provided

- Offer a listening ear to the burdened
- Supporting those who have over indulged
- Guiding people to transport home
- First aid

#### Area of Intervention

Aberdeen City

#### Target Group

People needing help at nighttime (working hours 22:00 to 04:00 Fri-Sat)

### 8. CFINE-Community Food Initiatives

See Food/Personal Hygiene Assistance Item 14.

### 9. Civil legal Assistance Office

#### Aim/Mission

The Civil Legal Assistance Office (CLAO) is a network of four offices in Scotland that helps clients with civil legal problems.

#### Contact Information

353 Union St, Aberdeen AB11 6BT

Tel: 01224402330

Email: [aberdeen@clao.org.uk](mailto:aberdeen@clao.org.uk)

Key contact: Hayley Mullen, [mullenha@pvs.slab.org.uk](mailto:mullenha@pvs.slab.org.uk) / Cara Eadie  
[EadieCa@pvs.slab.org.uk](mailto:EadieCa@pvs.slab.org.uk)

#### Services Provided

- Preventing eviction
- Preventing repossession due to mortgage arrears
- Debt
- Homelessness
- Landlord & tenant problems

#### Area of Intervention

Aberdeen City & Aberdeenshire

#### Target Group

Anyone

### 10. Cash in Your Pocket

#### Aim/Mission

To tackle income inequality in Aberdeen city and Aberdeenshire

#### Contact Information

The Bridges Centre, 2-4 Poynerook Road, Aberdeen, AB11 5RW

Tel: 0800 953 4330

Key contact: Val Sutherland, [info@ciypp.co.uk](mailto:info@ciypp.co.uk)

Services Provided

- CIYPP online referral and directory service
- Advice and Information
- Financial Education Initiatives
- Affordable Financial Products and Services

Area of Intervention

Aberdeen City & Aberdeenshire

Target Group

Anyone

## 11. Grampian **Women's** Aid

Aim/Mission

To provide information, support and temporary refuge accommodation to people who have experienced domestic abuse.

Contact Information

The Gatehouse, Quarry Road, Northfield, Aberdeen, AB16 5UU

Tel: 01224 593381

Email: [info@grampian-womens-aid.com](mailto:info@grampian-womens-aid.com)

Website: <http://www.grampian-womens-aid.com>

Key Contact: Dorothy McDonald, [Dorothy.mcdonald@Grampianwomenaid.com](mailto:Dorothy.mcdonald@Grampianwomenaid.com)

Alison Hay, [Alison.hay@grampian-womens-aid.com](mailto:Alison.hay@grampian-womens-aid.com), 07590453081

Services Provided

- One to one support
- Information on housing, benefits and legal issues
- Practical and emotional support
- Somewhere safe to stay either in refuge (if available) or through local councils
- Support, whether you choose to stay with or leave your partner
- Information about your rights
- Safety Planning
- Support in finding a new home
- Sign posting to other agencies that can help

Area of Intervention

Grampian

Target Group

Women, Children and Young people experiencing/experienced domestic abuse

## 12. Shelter Scotland Aberdeen Community Hub

Aim/Mission

To provide advice to anyone who is homeless, facing homelessness or needs help about a housing related problem

Contact Information

1st Floor, 36 Upperkirkgate, Aberdeen, AB10 1BA

Open Mon-Friday (9am-5pm) free access to computer/telephone

Website-<http://www.shelterscotland.org.uk>

Services Provided

- Housing advice
- Money & Debt
- Welfare Benefits
- Support services for ongoing support
- Free computer/online access or telephone to resolve a housing, money or debt issue

Area of Intervention

Aberdeen

Target Group

Help and support anyone dealing with issues affecting their ability to find or keep a home.

### 13. Grampian Credit Union & St Machar Credit Union

Aim/Mission

Both are not-for-profit financial co-operatives, owned and controlled by its members. They can best be described as groups of people who save together and lend to each other at reasonable rates of interest, thus allowing each other the opportunity to gain greater control over their financial affairs.

Contact Information

Grampian credit Union, 250 Union Street, Aberdeen, AB10 1TN

Tel: 01224 561506

Email: [admin@grampiancreditunion.co.uk](mailto:admin@grampiancreditunion.co.uk)

Website: [www.grampiancreditunion.co.uk](http://www.grampiancreditunion.co.uk)

St Machar Credit Union

433, Great Northern Road, Aberdeen, AB24 2EU

Tel: 01224 276994

Email: [admin@grampiancreditunion.co.uk](mailto:admin@grampiancreditunion.co.uk)

Website: [www.stmacharcreditunion.co.uk](http://www.stmacharcreditunion.co.uk)

Services Provided

- Financial support

Area of Intervention

Aberdeen

Target Group

Help and support anyone dealing with issues affecting their ability to find or keep a home.

### 14. Pathways

See Employment Item 5.

## 15. Aberdeen Samaritans

### Aim/Mission

To offer a safe place to talk any time to help people overcome suicidal tendencies.

### Contact Information

Aberdeen Samartians , 60 Dee Street, Aberdeen, AB11 6DS

Tel: 01224 574488/116123

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Website: <https://www.samaritans.org/scotland/branches/aberdeen/>

### Services Provided

- Work with homeless shelters for suicide related advice
- General advice and support

### Area of Intervention

Aberdeen

### Target Group

Anyone with suicidal tendencies & general advice and support

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

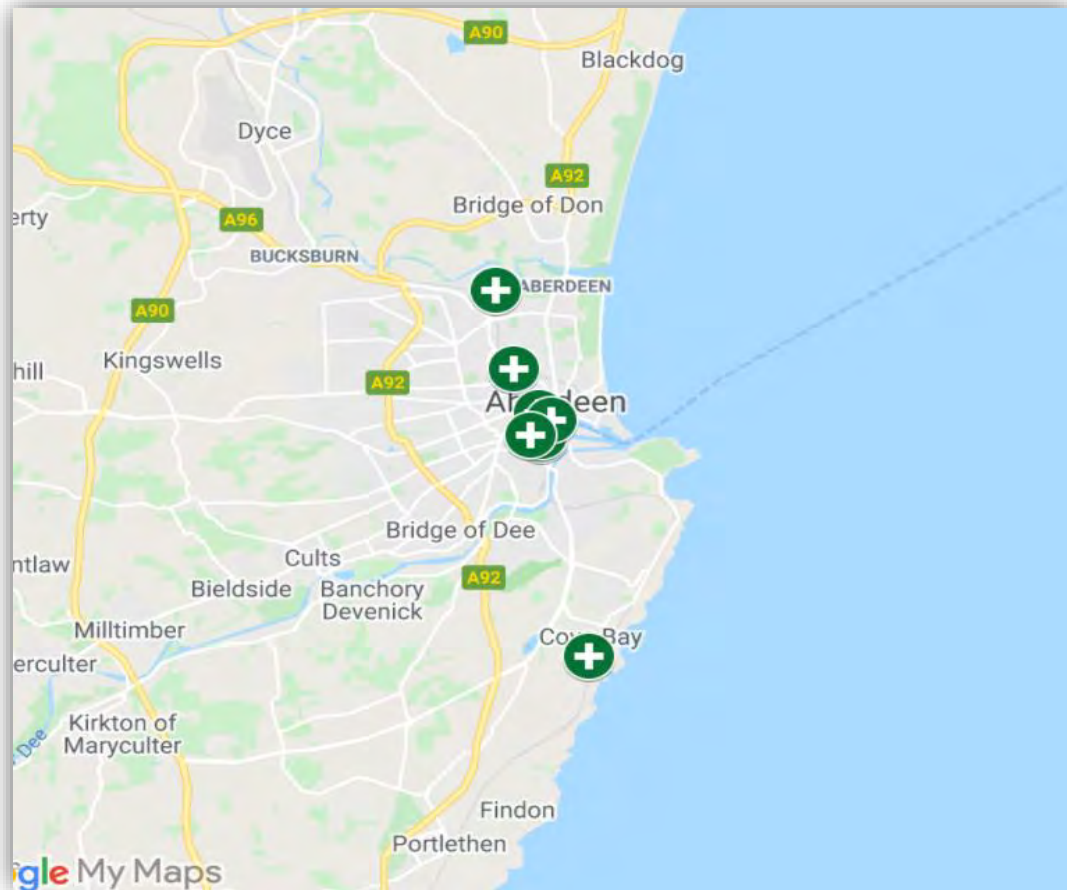
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## Health and Psychosocial Wellbeing

1. Homeless Support and Resettlement Service-Aberdeen City Council  
See Housing Support Item 3.
2. Aberdeen Foyer  
See Housing support Item 4.
3. Scottish association for mental health (SAMH)

### Aim/Mission

To support people with mental health problems

### Contact Information

587 George Street, Aberdeen, AB25 3XR (Supported accommodation)

Tel: 01415301000 (Mon-Fri, 9am-5pm)

Website: <https://www.samh.org.uk/>

Key contact: Ms Karen Brown, [Karen.brown@samh.org.uk](mailto:Karen.brown@samh.org.uk)

### Services Provided

- Provide preventative work and practical support to individuals who are homeless or at risk

- Provide emotional and practical support to people on a daily basis including living skills to help them keep their home.
- George Street Supported Accommodation- Supported accommodation for men and women above 18 years of age with severe and enduring mental illness and associated challenging behaviour and complex needs Tel: 01224 643262
- My Life Dynamic- provides a range of services across Aberdeenshire that support people with mental health problems and those with autism to strengthen their self-resilience Tel: 0300 1234 677, email: [enquiries@mylifedynamic.org.uk](mailto:enquiries@mylifedynamic.org.uk), web: [www.mylifedynamic.org.uk](http://www.mylifedynamic.org.uk)
- Choose Life Aberdeen City and Aberdeenshire-work in partnership with stakeholders throughout Aberdeen City and Aberdeenshire to promote suicide prevention and build suicide-safer communities. North Region Office Tel: 01224 619757.

Area of Intervention

Scotland

Target Group

People of all ages with or without mental health problems

#### 4. Penumbra

See Housing Support Item 5

#### 5. Bethany Christian Trust/ LightHouse project

See Food/Personal Hygiene Assistance Item 4

#### 6. The Peace House

See Food/Personal Hygiene Assistance Item 10

#### 7. NHS Grampian- Marywell Health Centre

Aim/Mission

To provide healthcare to homeless people

Contact Information

Marywell Healthcare Centre, Homelessness Health Service, 90 College Street, Aberdeen, AB11 6FD

Tel: 01224 594108

Website: <https://www.nhsgrampian.org/service-hub/marywell-healthcare-centre/>

Services Provided

- Homelessness Health Service

Area of Intervention

Scotland

Target Group

People of all ages with or without mental health problems

#### 8. Alcohol & Drugs Action

Aim/Mission

To provide specialist drug and alcohol services

Contact Information

7 Hadden St, Aberdeen AB11 6NU

Tel: 01224 594700

Key contact: Colin Fraser, [cfraser@drugsaction.co.uk](mailto:cfraser@drugsaction.co.uk)/ Lisa Bowlerwell

[lbowlerwell@drugsaction.co.uk](mailto:lbowlerwell@drugsaction.co.uk)

Services Provided

- Preventing problematic drug and alcohol use
- Reducing risk and harm to people using drugs or alcohol
- Supporting people in recovery from drug and alcohol use
- Supporting families and friends affected by drug and alcohol use

Area of Intervention

Aberdeen & Aberdeenshire

Target Group

People with alcohol and drug addiction

9. Aberdeen Samaritans

See Information and Advice Item 15.

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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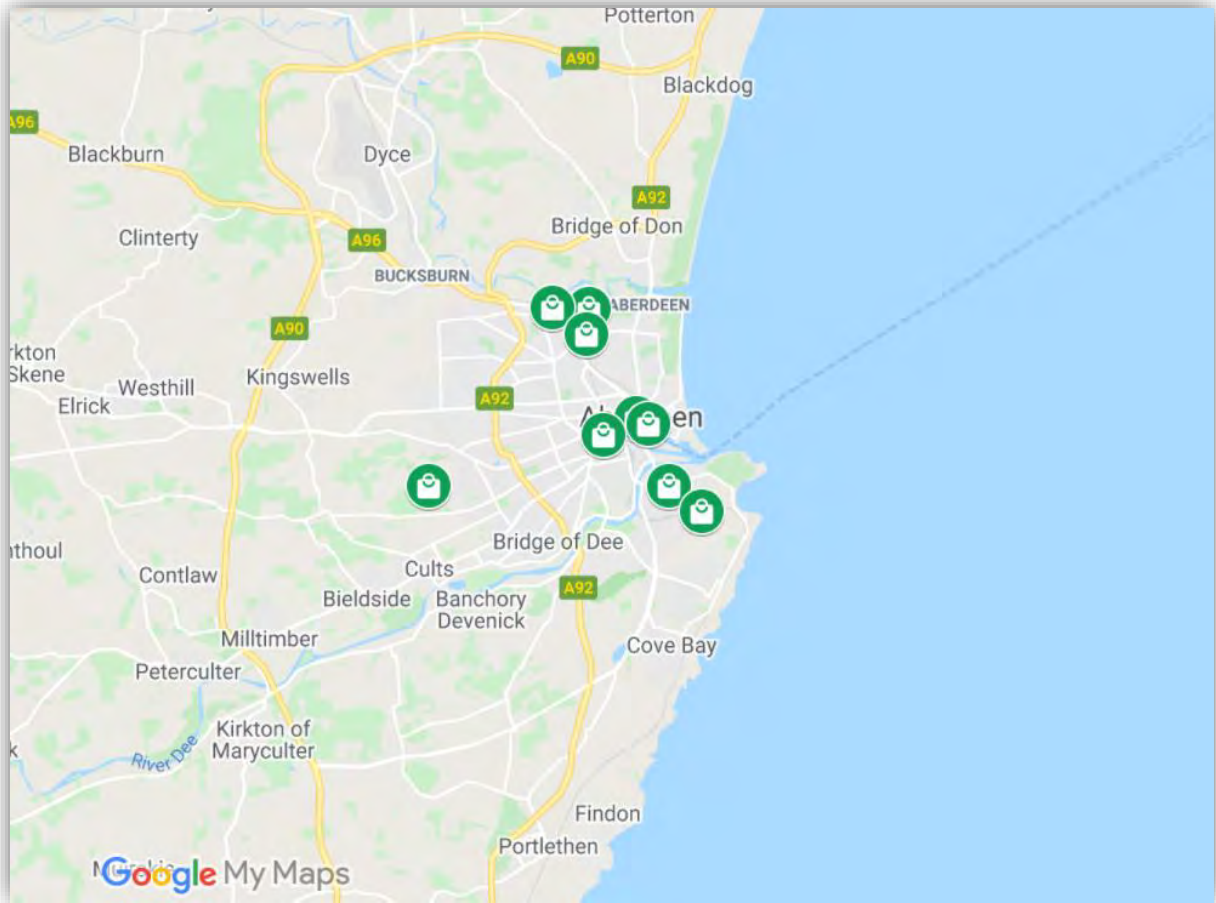
Target Group (s)

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## Furniture

### 1. Support Service Furniture Scheme-Aberdeen City Council

#### Aim/Mission

To help homeless households equip their tenancies with essential household items

#### Contact Information

Aberdeen City Council

Website: <http://www.aberdeencity.gov.uk>

#### Services Provided

- Provision of furniture/white goods

#### Area of Intervention

Aberdeen

#### Target Group

Statutory homeless applicants who have been allocated a permanent tenancy by Aberdeen City Council.

2. Bethany Christian Trust/ LightHouse project

See Food/Personal Hygiene Assistance Item 4

3. St Vincent De Paul Society

See Food/Personal Hygiene Assistance Item 9

4. Salvation Army

See Food/Personal Hygiene Assistance Item 11

5. Instant Neighbour Charitable Trust

See Food/Personal Hygiene Assistance Item 13

6. Somebody Cares

Aim/Mission

To provide free food, furniture, clothing and much more to the poor, the vulnerable and the marginalised people

Contact Information

Somebody Cares Warehouse

Somebody Cares House

Greenwell Road, East Tullos, Aberdeen, AB12 3AX

Tel: 01224 200197

Somebody Cares Retail Centre

Hazledene Road, Aberdeen, AB15 8QU

Tel: 01224 313453

Website: [somebodycaresuk.org](http://somebodycaresuk.org)

Key contacts: Somebody Cares Warehouse Jenny Taylor

[jenny@somebodycaresuk.org](mailto:jenny@somebodycaresuk.org)

Derek Keith, Somebody Cares Retail Centre. [derekkeith@somebodycareysuk.org](mailto:derekkeith@somebodycareysuk.org)

Admin, Reception/ Administrator, [info@somebodycaresuk.org](mailto:info@somebodycaresuk.org)

Services Provided

- Free food
- Furniture
- Clothing
- Household goods

Area of Intervention

Aberdeen and Aberdeenshire

Target Group

Poor, the vulnerable and the marginalised people

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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Name of Service

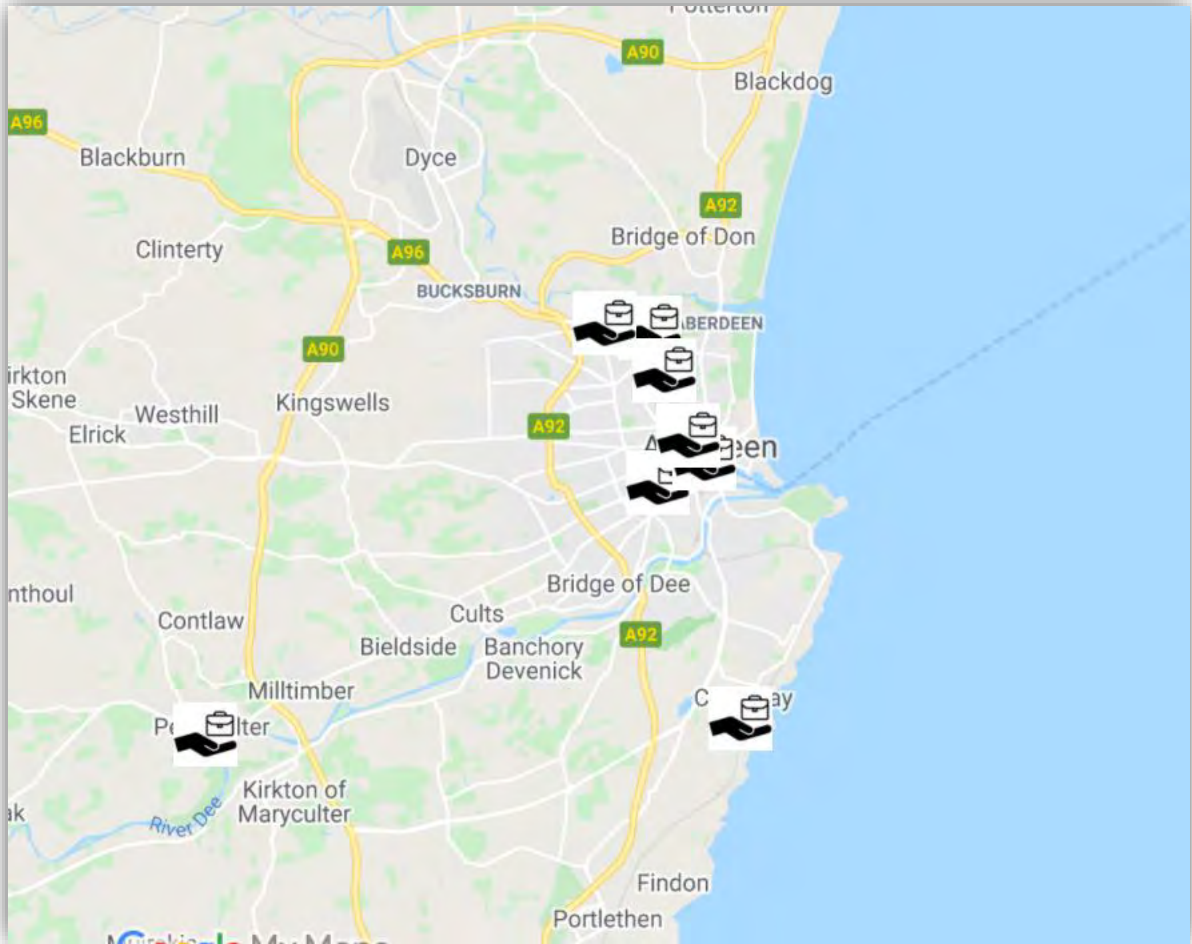
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## Employment

1. Bethany Christian Trust/ LightHouse project  
See Food/Personal Hygiene Assistance Item 4.
2. Social Bite  
See Food/Personal Hygiene Assistance Item 6.
3. The Peace House  
See Food/Personal Hygiene Assistance Item 10.
4. Apex

### Aim/Mission

To ensure that those who are at risk of (re)offending are given the education, support and opportunities they need to change their behaviour, become effective citizens and lead fulfilling lives.

### Contact Information

Apex Grampian, 1st Floor, 48a Union Street, Aberdeen, AB10 1BB  
 Tel: 01224 611 875  
 Email: [aberdeen@apexscotland.org.uk](mailto:aberdeen@apexscotland.org.uk)

Website: [www.apexscotland.org.uk](http://www.apexscotland.org.uk)

Key contact: Rioghnach Armstrong (centre co-ordinator)

#### Services Provided

- Offer assistance with all aspects of employability: CV's, career guidance, job search, application forms, skills identification and interview skills.
- Help with working out the rehabilitation period of convictions and how to disclose these convictions to an employer.
- Soft skills, practical skills, citizenship, and awareness sessions.
- Provides emotional support for clients and is able to advice clients where to seek the appropriate help.
- Steps service/program (This ESF funded service assists those who have multiple barriers to employment or who are long term unemployed. Our objective is for each individual to complete their action plan by moving into employment, training, more advanced qualifications or progression to stage 3 providers on the Employability Pipeline) -
  - benefits requirements (including signing up for Universal Jobmatch)
  - letters of disclosure
  - Rehabilitation of Offenders Act 1974
  - registration with health professionals
  - opening bank accounts
  - progression into volunteering or work experience
  - opportunities to achieve recognised vocational qualifications such as CSCS card

#### Area of Intervention

Grampian

#### Target Group

Individuals who are subject to any form of statutory licence such as a Supervised Attendance Order (SAO), Community Payback Order (CPO) or Throughcare.

## 5. Pathways

#### Aim/Mission

To remove barriers to employment, encourage participation in lifelong learning and promote positive mental health.

#### Contact Information

Pathways, 11 Powis Circle, Aberdeen, AB24 3YX

Tel: 01224 682939

Email: [info@pathways-online.org](mailto:info@pathways-online.org)

Website: <http://www.pathways-online.org>

Key contact: Malcolm Pritchard (Manager)

#### Services Provided

- Identify the job you want
- Develop a plan to reach your job goal
- Develop or update your CV
- Complete application forms, including online applications
- Prepare for interviews
- Access funds to remove barriers to work e.g. training or equipment needs

- Look for job or training opportunities
- Counselling for anxiety or stress, bereavement or loss, depression, illness, low self-esteem, relationship & personal issues, anything that causes you emotional distress

Area of Intervention  
Aberdeen City

Target Group  
Anyone looking for employment related support in Aberdeen City

6. Station House Media Unit (SHMU)  
See Community Development and Networking Item 4.

## 7. The Way Trust

Aim/Mission  
To oversee work help schemes for men and women who have difficulty in gaining and sustaining employment.

Contact Information  
The Way Trust, c/o 225 North Deeside Road, Peterculter, Aberdeen, AB14 0UJ  
Tel: 01224 735111  
Email: [graham@thewaytrust.co.uk](mailto:graham@thewaytrust.co.uk), [don@straight-way.co.uk](mailto:don@straight-way.co.uk)  
Website: <http://www.thewaytrust.co.uk>  
Key contact: Graham Young  
Mob: 07764182568

Gateway@Credo, Credo Centre, 14- 20 John Street, Aberdeen, AB25 1BT  
Tel: 01224 611 844  
Website: <http://www.thecredocentre.co.uk/coffeeshop.html>

Services Provided  
Provide relevant work and social skills for obtaining employment.

The men's Project is Aberdeen Straightway Ltd and has been set up to support men, many of whom have had addiction or criminal problems in the past. They find it very hard to secure employment and 'Straightway' helps them on the road to this goal. On the Project they learn skills in landscape gardening, paving, lockblocking, building, painting, and several more practical tasks as well as integrating into a team working situation.

Gateway@Credo is a project set up in recognition of the needs of unemployed women in Aberdeen and aims to provide supported work placements to those who are unable to access or maintain mainstream employment.

Area of Intervention  
Aberdeen City

Target Group  
Men and Women having difficulty obtaining employment, men with criminal or addiction problems.

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Other Information if Required

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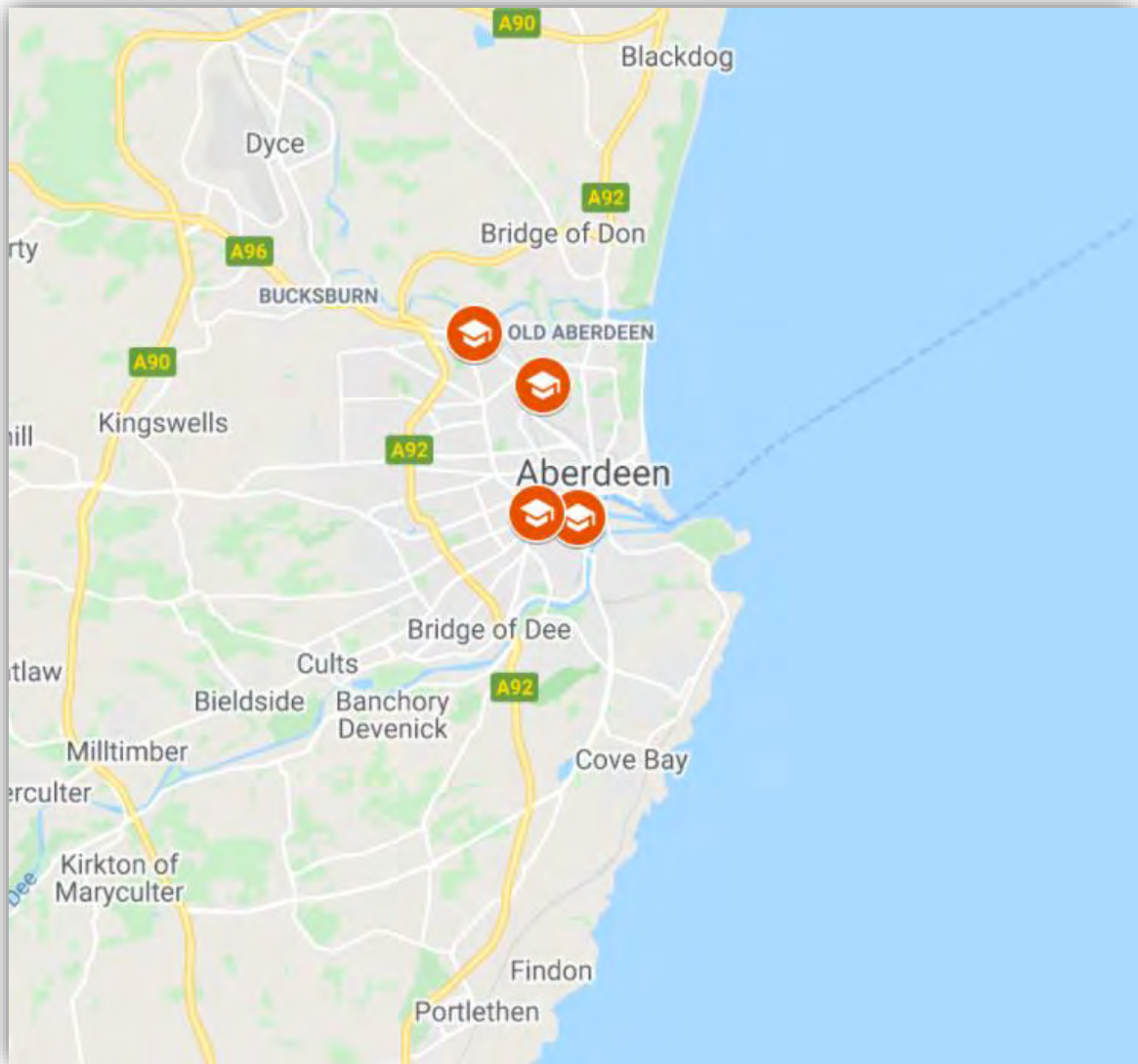
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## Education/Training on Life Skills (employment, literacy)

1. Homeless Support and Resettlement Service-Aberdeen City Council  
See Housing Support Item 3.
2. Aberdeen Foyer  
See Housing support Item 4.
3. Social Bite  
See Food/Personal Hygiene Assistance Item 6.
4. Pathways  
See Employment Item 5.
5. Station House Media Unit (SHMU)  
See Community Development and Networking Item 4.

## 6. Venture Trust

### Aim/Mission

To deliver intensive needs-led personal development in communities and the Scottish wilderness, supporting our participants to gain life skills, stability and confidence to succeed for the rest of their lives.

### Contact Information

Venture Trust (Edinburgh Office)

Floor H, Argyle House, 3 Lady Lawson Street, Edinburgh, EH3 9DR

Tel: 0131 228 7700

Email: [info@venturetrust.org.uk](mailto:info@venturetrust.org.uk)

Website: <http://www.venturetrust.org.uk/about-us/contact-us/>

### Services Provided

- Transitions to Independent Living- A personal development programme for people experiencing homelessness.
- Next Steps-It is for women whose backgrounds have led to their involvement in offending or to experience homelessness or misuse drugs or alcohol which may impact on their wellbeing, relationships and life circumstances.

### Area of Intervention

Across Scotland

### Target Group

Women 16 and over who have been involved in offending or at high risk of offending. Young people 16 and over.

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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## Food/Personal Hygiene Assistance

1. Homeless Support and Resettlement Service-Aberdeen City Council  
See Housing Support Item 3.
2. Aberdeen Foyer  
See Housing support Item 4.
3. Street Alternatives (initiative of Aberdeen Cyrenians)

### Aim/Mission

To encourage community groups to participate in supporting services for homeless people

### Contact Information

Street Alternatives

62 Summer Street, Aberdeen, AB10 1SD

Tel: 01224 625732

Email: [info@aberdeen-cyrenians.org](mailto:info@aberdeen-cyrenians.org)

Website: <https://aberdeen-cyrenians.org/>

#### Services Provided

- To provide rough sleepers and clients staying in temporary accommodation to have access to shelter, food, showers as well as a laundry service.
- Provides emotional support for clients and is able to advice clients where to seek the appropriate help.

#### Area of Intervention

Aberdeen

#### Target Group

Statutory homeless applicants who have been allocated a permanent tenancy by Aberdeen City Council.

### 4. Bethany Christian Trust/ LightHouse project

#### Aim/Mission

To work with individuals and local communities across Scotland to prevent homelessness.

#### Contact Information

Light House Project

Tillydrone Community Campus, Hayton Road, Aberdeen AB24 2UY

Tel: 01224647677

Website: <http://www.bethanychristiantrust.com/> <https://lighthouse-abdn.org.uk/>

Key contact: Ali Elder, [alasdairelder@bethanychristiantrust.com](mailto:alasdairelder@bethanychristiantrust.com)

#### Services Provided

- Emergency and Resettlement projects work with people on the streets and in temporary accommodation. These projects provide furniture and household basics.
- Projects in this group also support people working towards an alcohol and drug free life in the community.
- Visiting Support covers a number of projects across the country working with people who have housing needs but who also need support with associated issues. These range from health and social networks to budgeting and finding work or volunteering opportunities.
- Community Development builds local partnerships to provide sustainable, long-term solutions to some of the most challenging situations in Scotland's communities. Local people come together to find solutions and build stronger communities through these projects.
- Men's drop in centre offering holistic one-to-one support (Monday, 11am-1pm)
- Free food service: Evening meal on Friday (Quay Toastie Club, Citadel Coffee Bar, Castlegate, Tel: (01224) 647 677, Time: 6:30pm-8pm)

#### Area of Intervention

Aberdeen

#### Target Group

Homeless, vulnerable and people at risk of being homeless

## 5. Fountain of Love Church

### Aim/Mission

To help people meet their needs.

### Contact Information

29 - 31 Palmerston Road, Aberdeen, AB11 5QP

Tel: 01224 574511

Email: [info@fountainoflove.org.uk](mailto:info@fountainoflove.org.uk)

Website: <http://www.fountainoflove.org.uk/>

### Services Provided

- Attend to peoples' financial needs by loaning out money and allowing the borrower to refund in instalment without interest
- A substantial amount is given to the faith clinic from monthly collection dues to assist the homeless.
- We also serve as a link to assist brethren in search of accommodation and Jobs.
- Undertake several activities to foster team building and individual confidence. The activities could be both indoor and outdoor e.g. table tennis, snooker, football and bowling.
- Conduct class for English teaching and Computer and IT training
- Support people with past of addictive behaviours
- Free lunch service (Monday-Friday-12pm-2pm)

### Area of Intervention

Aberdeen

### Target Group

Homeless, vulnerable (addictive people) and people at risk of being homeless

## 6. Social Bite

### Aim/Mission

To feed the homeless people

### Contact Information

516 Union St, Aberdeen, AB10 1TT

Tel: 0131 220 8206

Email: [info@social-bite.co.uk](mailto:info@social-bite.co.uk)

Website: <http://social-bite.co.uk/>

### Services Provided

- Social Bite feed around 150 homeless people every day.
- Their shops open for "Social Suppers" in the evenings, where homeless people are invited to sit in for hot food
- Engage them in support services to help them out of the situation.
- Support other charities in tackling homelessness
- The Social Bite Academy: We have created an academy to take homeless people from the streets, and take them through a process of support – all the way to full time employment. The academy involves helping them find accommodation, providing training, qualifications, work experience and

ultimately a full-time paying job. We aim to help 10 homeless people off the streets and put them through our academy on an annual basis, really breaking the cycle.

- Free food service- Monday-Friday (9am-11pm) -Free breakfast roll & drink
  - Monday-Friday (2pm-3pm) - Free take away item
  - Wednesday-Thursday (4pm-5.30pm) - Free evening meal

Area of Intervention  
Aberdeen, Edinburgh, Glasgow

Target Group  
Homeless, vulnerable (addictive people) and people at risk of being homeless

## 7. South Gilcomston Church

Aim/Mission  
To feed the homeless people

Contact Information  
Gilcomston Church, Union Street, Aberdeen, AB10 1TP  
Tel: 01224 647144  
Email: [info@gilcomston.org](mailto:info@gilcomston.org)  
Website: <http://www.gilcomston.org/>

Services Provided

- Free Tuesday lunch service (12.45pm)
- Free Saturday hot chocolate service (9pm-11pm)

Area of Intervention  
Aberdeen

Target Group  
Anybody

## 8. Aberdeen Cyrenians

See Information and Advice Item 4

## 9. St Vincent De Paul Society

Aim/Mission  
To distribute food and clothing to those in need

Contact Information  
St Mary's Cathedral, Huntly Street, Aberdeen, AB10 1TE  
Tel: 07754 161 614  
Website: <http://svp.org.uk/>  
Key contact: Evelyn Murray (President)  
Email: [evelyn575@btinternet.com](mailto:evelyn575@btinternet.com)

Services Provided

- Free food and clothes parcel (Tuesday, 7.30pm-8.30pm)

Area of Intervention

Aberdeen

Target Group

Anybody

## 10. The Peace House

Aim/Mission

To cater for the members of the community who are in needs

Contact Information

1 Cove Rd, Cove Bay, Aberdeen AB12 3NX

Tel: 07725648190, 07988806033

Email: [admin@thepeacehouse.co.uk](mailto:admin@thepeacehouse.co.uk)

Website: <http://thepeacehouse.co.uk>

Services Provided

- Provides food and other amenities to the members of the community (Aberdeen)
- Helping to get to the career path again after mid-life crisis
- Counsel who are struggling with different forms of life challenges using the ever-living word of God.
- Free breakfast (Wednesday-Friday, 10.30am-11.30am)

Area of Intervention

Aberdeen

Target Group

Anybody in need

## 11. Salvation Army

Aim/Mission

To enable homeless people to take control of their life circumstances.

Contact Information

1. North Scotland Division, Deer Road, Woodside, Aberdeen, AB24 2BL  
Email address: [northscotland@salvationarmy.org.uk](mailto:northscotland@salvationarmy.org.uk)  
Tel: 01224 496008
2. Aberdeen Citadel, 28 Castle Street, Aberdeen City, AB11 5BG  
Tel: 01224 579 370  
Email address: [aberdeen.citadel@salvationarmy.org.uk](mailto:aberdeen.citadel@salvationarmy.org.uk)
3. Aberdeen Torry, 45 Glenbervie Road, Aberdeen City, AB11 9JE  
Email address: [aberdeen.torry@salvationarmy.org.uk](mailto:aberdeen.torry@salvationarmy.org.uk)  
Tel: 01224 878 800  
Website: <https://www.salvationarmy.org.uk/aberdeen-citadel>

#### Services Provided

- Provides emergency night accommodation for rough sleepers
- Provide free meals: Thursday (Citadel Coffee Bar, Castlegate, Tel: (01224) 579 370, 9pm)-soup and sleeping bag
- Needs assessment/ signpost to suitable support services
- Drop-in service for adults experiencing homelessness and are vulnerable
- Provide clothing and toiletries to individuals in need
- Addiction Support
- Probation services for prisoners

#### Area of Intervention

Aberdeen, Aberdeenshire

#### Target Group

Homeless people, people battling addiction, young people, prisoners

### 12. Rehoboth Banquet (Jesus House Torry)

#### Aim/Mission

To provide practical support for members faced with difficulty and/or desperate situations.

#### Contact Information

191 Victoria Rd, Aberdeen, AB11 9NE

Tel: 01224 874158

Email: [info@jesushousetorry.org](mailto:info@jesushousetorry.org)

Website: <http://jesushousetorry.org/>

Key contact: Chidi

#### Services Provided

- Free evening meal every first Saturday of the month (Old Torry Community Centre 2 Abbey Place, Tel: (01224) 4874158, Time: 4:30pm - 5.30pm)

#### Area of Intervention

Aberdeen

#### Target Group

Anybody

### 13. Instant Neighbour Charitable Trust

#### Aim/Mission

To provide emergency food to people in need.

#### Contact Information

5 St Machar Drive, Aberdeen, AB24 3YJ

Tel: (01224) 489955, (01224) 488084

Email: [info@instantneighbour.co.uk](mailto:info@instantneighbour.co.uk)

Website: <http://www.instantneighbour.co.uk>

Key contact: John Mulhern, [John.Mulhern@InstantNeighbour.co.uk](mailto:John.Mulhern@InstantNeighbour.co.uk)



Services Provided

- Free emergency food parcels containing tinned and non-perishable food for people in need
- Offer a full selection of nearly new furniture, electricals, household items, child and baby-care equipment, clothing, and other items to customers looking for high-quality items at very affordable prices.

Area of Intervention

Aberdeen

Target Group

Anybody

## 14 CFINE-Community Food Initiatives

Aim/Mission

To provide emergency food parcels for those in need

Contact Information

2 Poynerook Rd, Aberdeen, AB11 5RW

Tel: 01224 596156

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

Key contact: Neil Woodward, [fco@cfine.org](mailto:fco@cfine.org)

Services Provided

- Provide emergency food parcels for those in need
- Provide support by offering housing, money/budgeting and employability advice
- Offer cooking training and social contact for and with low income individuals, families, communities and organisations.
- Courses around reducing food waste and healthy cooking on a budget will be on offer
- Working hours-Mon - 9am to 1pm, Tue-Thurs - 10am to 4pm, Fri-1pm-4pm

Area of Intervention

Aberdeen City

Target Group

People in need

## 15. Somebody Cares

See Furniture Item 6

## 16. Integrate Scotland

Aim/Mission

To see Aberdeen & Aberdeenshire transformed, our communities made more inclusive and for people living in our communities who are marginalised, excluded or disadvantaged to have access to transformative, holistic care and support that sees them integrated, included, valued and thriving.

Contact Information

49 Gilcomston Park, Aberdeen, AB25 1PN

Tel: 01224 608018

Email: [info@integratescotland.org](mailto:info@integratescotland.org)

Services Provided

- Restorative Justice- The Sycamore Tree Course, delivered in HMP Grampian, fundamentally changes the way offenders think about their behaviour, actions & attitudes. The program is helping people to break free from the cycle of offending by increasing awareness of the impact of their actions on victims, building belief that an offending lifestyle is not desirable & demonstrating that the cost of crime is greater than its rewards.
- Community Chaplaincy- Bespoke practical & emotional support for ex-offenders designed to help navigate the complex issues associated with release from prison, integrate into their communities & avoid re-offending.
- Debt help and money and budgeting skills
- Drop-in centre- The drop in centre creates safe social spaces for men & women to hang out, chat & make new friends. There are various forms of support & activities available like games, breakfast / lunch, access to food parcels, cookery, crafts, nail painting, access to the internet & a computer, help with form filling, group excursions & accompaniment to appointments where necessary (Women 12pm-2pm; Tuesday, Men 10am-12pm; Thursday).
- Storehouse- Storehouse provides 10 tonnes of emergency food to around 400 people across 7 locations in Aberdeen & Aberdeenshire; people who would otherwise go hungry. It relies on the generosity of people & communities.
- Lifestyle- Lifestyle is a gateway worship service for anyone who is marginalised, disadvantaged, excluded or isolated. It includes time to hang out & chat, a cooked meal, a short worship service & access to Storehouse. It is an inclusive family of people at all stages of life (Monday 5.30-8.30pm).
- Counsel who are struggling with different forms of life challenges using the ever-living word of God.
- Free breakfast (Wednesday-Friday, 10.30am-11.30am)

Area of Intervention

Aberdeen & Aberdeenshire

Target Group

Anybody marginalised, excluded or disadvantaged

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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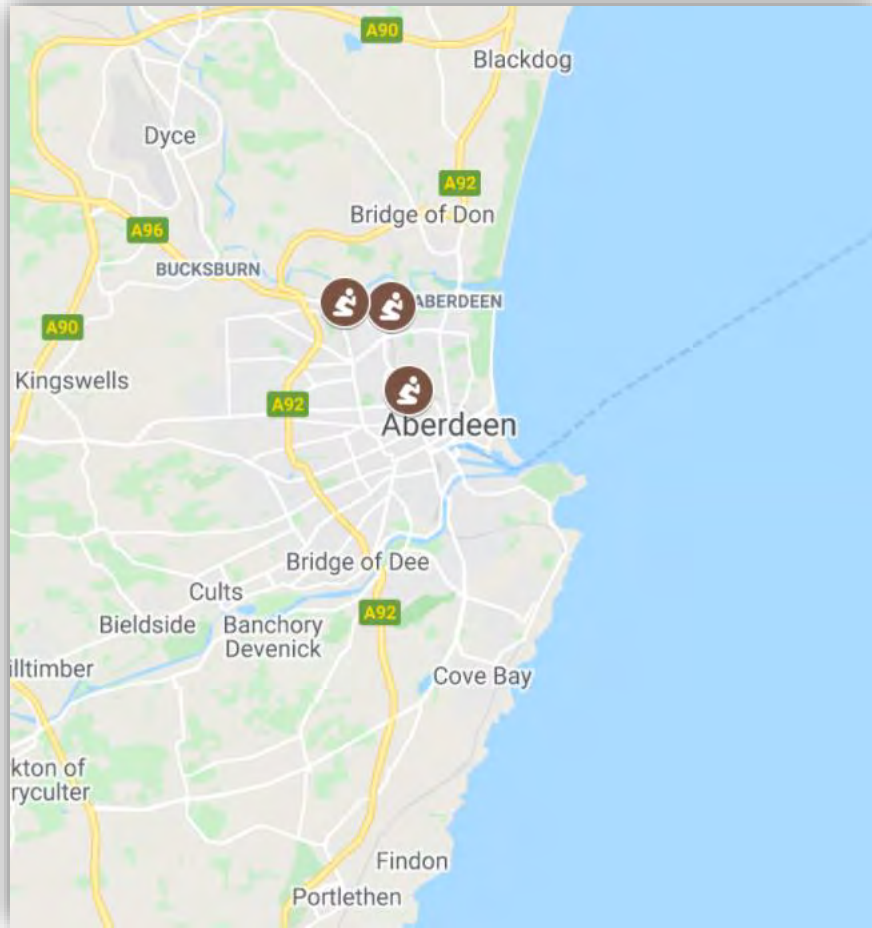
Name of Service

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## Community Development and Networking

1. Homeless Support and Resettlement Service-Aberdeen City Council  
See Housing Support Item 3.
2. Bethany Christian Trust/ LightHouse project  
See Food/Personal Hygiene Assistance Item 4.
3. Scottish association for mental health (SAMH)  
See Health and Psychological well-being Item 3.
4. Station House Media Unit (SHMU)

### Aim/Mission

Station House Media Unit (shmu), supported by Aberdeen City Council as one of the core cultural organisations in the city, is at the forefront of Community Media development in Scotland, supporting residents in the seven regeneration areas of Aberdeen in radio and video production, traditional and on-line publications, music production and digital inclusion. The organisation also supports other disadvantaged communities, both geographic and communities of interest, with an employability and training arm, and a recently developed a programme for offenders, both pre and post release.

Contact Information

Station House Media Unit, Station House, Woodside, Aberdeen, AB24 2WB

Tel: 01224 515013

Email: [info@shmu.org.uk](mailto:info@shmu.org.uk)

Key contact: Murray Dawson (Chief Executive) [murray.dawson@shmu.org.uk](mailto:murray.dawson@shmu.org.uk)

Services Provided

- shmuTV offers training and support for all stages of the film-making process, from script to screen, and produces commissioned work for local projects.
- shmuFM broadcasts a variety of issue-based, music and community radio programming on 99.8FM. Volunteers from the regeneration areas are offered full training & support in order to produce and present their own radio show.
- shmuDESIGN supports our communities to produce their own magazines to reflect the issues and concerns of their area, and also to celebrate and share good news stories.
- shmuTRAIN is our employability arm and supports 14-19yr olds who are in, or likely to fall into, the MCMC category in the city into a positive destination (education, employment or training).
- shmuWORKS, offers services to those over the age of 19 and also supports current volunteers of all ages to identify any training and skills development needs.
- ADJUST provides a strategic and operational framework designed to deliver a service which co-ordinates, administrates, evaluates and develops targeted effective interventions with prisoners within HMP Aberdeen, and through their transition to successful community integration and beyond.

Area of Intervention

Aberdeen City

Target Group

Communities, 14-19 year olds, Prisoners

New Additions (space to be completed by practitioners)

Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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Services Provided

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Target Group (s)

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Area of Intervention

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Name of Organisation

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Name of Service

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Contact Information

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Aim/ Mission of the Service or Organisation

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2. Beaton, L., Anderson, I., Humphris, G., Rodriguez, A. Freeman, R. (2018). Implementing an oral health intervention for people experiencing homelessness in Scotland: a participant observation study. *Dentistry Journal*. Special Issue: Promoting Inclusion Oral-Health. Social Interventions to Reduce Oral Health Inequities. *Dent. J.* 2018, 6(4), 68; <https://doi.org/10.3390/dj6040068>
3. Rodriguez, A., Arora, G; Beaton, L, Fernandes, F; Freeman, R (2020). Reflexive mapping exercise of services to support people experiencing or at risk of homelessness: a framework to promote health and social care integration. *Journal of Social Distress and the Homeless*, Taylor and Francis Online, 2020. <https://www.tandfonline.com/doi/full/10.1080/10530789.2020.1808344>
4. Rodriguez, A., Arora, G., Lannes Fernandes, F. & Freeman, R. (2019). Smile4life Reflexive Mapping Exercise: Better Health and Social Care for Homeless People. Edinburgh: NHS Health Scotland. 122 p.
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7. Freeman, R., Coles, E., Watt, C; Edwards, M., Jones, C. (2012). Smile4life Guide for Trainers: better Oral care for Homeless people. Edinburgh: NHS Health Scotland.
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# BETTER HEALTH AND SOCIAL CARE FOR HOMELESS PEOPLE

## R M E

REFLEXIVE MAPPING EXERCISE

