

Support for people involved in/with the Criminal Justice System in Aberdeen – Key Contacts

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Advocacy

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Advocacy Service Aberdeen | <p>Advocacy Service Aberdeen is an independent advocacy service for people who live in Aberdeen.</p> <p>We work with people using health and social work services. Everyone in Scotland who has a mental disorder (including learning disability) has a legal right to an independent advocate.</p> <p>A free and confidential service.</p> | <p>Aberdeen Business Centre, Willowbank House Willowbank Rd, Aberdeen, AB11 6YG</p> <p>Tel: 01224 332314</p> <p>Website: http://www.advocacy.org.uk/</p> |

Alcohol and Drugs

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Alcohol & Drugs Action | Alcohol & Drugs Action (ADA) provides a range of services for people who use drugs and alcohol, and their families and friends. We also offer services for those in recovery from drug and alcohol use. | 7 Hadden street Aberdeen AB11 6NU Helpline: 01224 594700 E-mail: info@alcoholanddrugsaction.org.uk Website: http://www.drugsaction.co.uk/ |
| Timmermarket | Social workers work within the Integrated Drug Service and substance misuse service. This is a multidisciplinary team consisting of social workers, doctors, specialist nurses and community rehabilitation workers. | Integrated Drug Service Timmermarket Clinic 1 East North Street Aberdeen AB24 5HT Tel: 01224 651130 |
| Aberdeen in Recovery | Aberdeen in recovery is open to anyone who has been affected by or who has interest in supporting issues around addiction. | Tel: 07936 008 808 Email: info@aberdeeninrecovery.org Website: http://www.aberdeeninrecovery.org/ |

Bereavement

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Cruse Bereavement Care Scotland | Bereavement support Telephone support - National helpline Face-to-face support (find out about this via the Helpline) Leaflets Support Groups Support for children and young people | 42A Rose Street Aberdeen AB10 1UD Helpline: 0845 600 2227 Email: support@crusescotland.org.uk Website: http://www.crusescotland.org.uk/ |

Family

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| The Spark | <p>A national organisation that provides professional support to work through relationship difficulties.</p> <p>With their help, people can begin to understand issues in present and past relationships, or prepare to make the best of future relationships.</p> <p>They specialise in couple, marriage, youth & family counselling.</p> | <p>39 - 41 Fraser Place, Aberdeen, AB25 3TY,</p> <p>Tel: 0808 802 0050, Relationship Helpline: 08088022088,</p> <p>Email: appointments@thespark.org.uk</p> <p>Website: http://www.thespark.org.uk/</p> |
| Families Outside | <p>Offer support and information to families affected by imprisonment.</p> | <p>Helpline: 0800 254 0088</p> <p>Website: https://www.familiesoutside.org.uk/</p> |
| Family Centre, HMP Grampian (Action for Children) | <p>Provides a safe, non-judgemental place for those visiting individuals in prison. Support is also available for families where family members are located in a prison elsewhere (for example, young males from the north of Scotland remain in HMYOI Polmont) as well as pre-sentencing support where needed.</p> | <p>Tel: 01779 485888/ 485829/ 485840</p> <p>Centre opening hours: Monday to Friday: 0900 – 1800 Saturday: 1145 – 1600, Sunday: Closed</p> |
| Apex – Virtual Visits | <p>Apex provides a virtual contact centre where friends and family of prisoners can chat via a secure video link to prisoners in Barlinnie, Perth, Polmont and Grampian. Set in a comfortable room, the service is child-friendly and is available outwith office hours.</p> | <p>Apex Grampian 1st Floor 48a Union Street Aberdeen AB10 1BB</p> <p>Tel: 01224 611 875</p> <p>Email: aberdeen@apexscotland.org.uk</p> <p>Website: https://www.apexscotland.org.uk/services/virtual-visits/</p> |

Finance/Money Issues

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Benefits and Money Advice - Aberdeen City Council | A free, expert and confidential service, includes: - Advice and advocacy on all aspects of Social Security benefit entitlement. - Money, Budgeting and Debt advice - Help with form filling and letter writing | Tel: 03000 200 292 Website: http://www.aberdeencity.gov.uk/moneyadvice/ |
| Citizens Advice Bureau | Citizens Advice Bureaux are local, independent charities that provide free and confidential advice and information whoever you are and whatever your problem. | 41 Union Street Aberdeen AB11 5BN Mon – Thur: 09.00 - 20.00 Fri: 09.00 - 17.00 Sat: 10.00 - 14.00 Telephone advice: 0808 800 9060 Website: www.citizensadvice.org.uk |

Health & Wellbeing

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Grampian Sexual Health Services | Services provided include: contraception; sexually transmitted infection testing & treatment; free condoms; emergency contraception; unplanned pregnancy advice and counselling; psychosexual counselling and rape and abuse support. | Tel: 0345 3379900 Go to website for information on clinics, opening hours and appointments: www.nhsgrampian.org/sexualhealth |
| Marywell Healthcare Centre | Homelessness Health Service | 90 College Street Aberdeen AB11 6FD Tel: 01224 594108 |

Housing

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Housing Advice Service, Aberdeen City Council | <p>All housing enquiries</p> <p>Homelessness out of hours</p> | <p>Housing Advice Service Tel: 03000 200 292</p> <p>Homelessness Out of Hours Helpline - Tel: 08009176379. This emergency service operates from 5pm to 8.30am Monday to Friday. During weekends and public holidays we provide a 24 hours service.</p> <p>Website: http://www.aberdeencity.gov.uk/housing/housing.asp</p> |
| Aberdeen Cyrenians | <p>Services focus on:</p> <ul style="list-style-type: none"> - Prevention of homelessness - Alleviation of homelessness - Rehabilitation - Resettlement <p>Advice, Information and Support Service</p> | <p>62 Summer Street Aberdeen AB10 1SD</p> <p>Tel: 01224 625732 Email: info@aberdeen-cyrenians.org</p> <p>Drop In Opening Times Mon 10am – 3.45pm Tue 10am – 3.45pm Wed 10am – midday Thu 10am – 3.45pm Fri 10am – 2.45pm</p> <p>Website: http://aberdeen-cyrenians.com/</p> |
| Shelter Scotland | <p>Shelter Scotland Aberdeen Community Hub</p> <p>If you need a computer or telephone to resolve a housing, money or debt issue, we can give you free online access daily between the hours of 10 a.m. and 3 p.m.</p> | <p>1st Floor, 36 Upperkirkgate, Aberdeen, AB10 1BA Open Mon – Fri, 9 – 5pm</p> <p>Helpline for urgent advice: 0808 800 4444</p> |

Learning Disabilities

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| All Shapes and Sizes | Our vision is to enhance life of Adults with Learning Disabilities/Difficulties (ALD) and/or with mental health issues, by promoting social inclusion to those individuals and to raise awareness & understanding to the public. | <p>All Shapes And Sizes (ASAS) c/o ACVO, 38 Castle Street, AB11 5YU</p> <p>Tel: 07936 696457</p> <p>Email: info@asascharity.org</p> <p>Website: https://asascharity.org/</p> |
| Dates-n-mates | Scotland's national dating and friendship agency run by and for adults with learning disabilities | <p>c/o C-Change Aberdeen 2 Poynerook Road Aberdeen AB11 5RW</p> <p>Tel: 01224 974 730 07709 810 242</p> <p>Email: dnmaberdeen@c-change.org.uk</p> <p>Website: http://dates-n-mates.co.uk/aberdeen/</p> |

LGBT

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Four Pillars | <p>Four Pillars is a service for gay, lesbian, bisexual, transgender people and their allies in Grampian, providing support in mental, emotional and physical well-being and sexual health. The aim is to reduce STI's and HIV across the region by improving all aspects of an individual's life. Four Pillars works closely with other agencies to ensure users get the best support and service possible.</p> <p>The service provides:</p> <ul style="list-style-type: none">• one to one support• support groups• information• education• activities• barrier contraception | <p>2 Exchange Street Aberdeen AB11 6PH</p> <p>Phone: 01224 637389 Mobile: 07583 484435</p> <p>Email: mail@fourpillarsuk.org Website: http://4pillarsuk.org/</p> |

Life Skills/Education/Training/Employability

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Aberdeen Foyer | Foyer deliver linked up services - education, training, mentoring, counselling, employment support and health improvement initiatives to people of all ages. | Marywell Centre Marywell Street Aberdeen AB11 6JF Tel: 01224 212924 Website: http://www.aberdeenfoyer.com/ |
| Rosie's Social Enterprises (Turning Point Scotland) | Provides vocational training, support and work experience for people recovering from acquired brain injuries, mental health and a range of other conditions. | Tel: 0800 652 3757 Available 9-5pm Monday to Friday Website: http://www.rosiesenterprises.com/ |
| Skills Development Scotland | Provides careers information, advice and guidance, and work-based training programmes aimed at building the career management skills that will enable people to thrive in a changing economy. | 381 Union Street Aberdeen AB11 6BT Tel: 01224 285200 Opening hours: Monday to Friday, 9 to 5pm Wednesday 9 to 4pm Website: https://www.skillsdevelopmentscotland.co.uk/ |
| Station House Media Unit (SHMU) | Supports residents in the seven regeneration areas of the city 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 programme for offenders, both pre and post release. | Station House, Station Road, Woodside Aberdeen AB24 2WB Tel: 01224 515013 Email: info@shmu.org.uk Website: http://www.shmu.org.uk/ |

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| <p>Volunteer Aberdeen (run by ACVO)</p> | <p>Recruits volunteers and promotes and supports volunteering. In doing this, we seek to provide a wide range of opportunities for volunteers and ensure that both volunteers and organisations as a whole are given appropriate advice and information in relation to volunteering</p> | <p>38 Castle Street, Aberdeen AB11 5YU</p> <p>Tel: (01224) 686076 Email: volunteer@acvo.org.uk</p> <p>Website; www.volunteeraberdeem.org.uk</p> |
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Mental Health

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Penumbra | <p>1st Response Provides a first response & information service for people in Aberdeen aged 16 years & above with mental health problems.</p> <p>The service is for people who require immediate, short term support & those who may be in distress or in crisis.</p> | <p>Aberdeen 1st Response, 20 Back Wynd Aberdeen , AB10 1JP</p> <p>Tel. 0800 234 3695 (Freephone)</p> <p>Email: aberdeen1stresponse@penumbra.org.uk</p> <p>Website: http://www.penumbra.org.uk/</p> |
| Aberdeen Foyer | <p>Counselling The Foyer can offer counselling for the following: anxiety, depression, bereavement, trauma, relationship issues, family issues, drug and alcohol problems etc</p> <p>Impact Project A programme of support for adults living with long term mental health conditions. This aims to aid recovery & wellbeing and enhance the ability to cope with everyday life.</p> | <p>Marywell Centre, Marywell St, Aberdeen, AB11 6JF</p> <p>Tel: 01224 212924</p> <p>Email: julier@aberdeenfoyer.com</p> <p>Website: www.aberdeenfoyer.com</p> |
| Living Life – NHS 24 | Free telephone service available to anyone aged 16 or over experiencing low mood, mild/moderate depression and/or anxiety. | Tel: 0800 3289655 Monday to Friday 1 – 9pm |
| Samaritans | <p>National organisation which offers emotional support to people in distress 24 hours a day, 365 days a year. They are not a religious organisation.</p> <p>People do not need to be suicidal to use this service.</p> | <p>60 Dee Street, Aberdeen, AB11 6DS</p> <p>Helpline: 116 123</p> <p>Email: jo@samaritans.org</p> <p>Website: http://www.samaritans.org/</p> |

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| Breathing Space | A free confidential phone & Web based service for anyone in Scotland experiencing low mood, depression or anxiety | Helpline: 0800 83 85 87 Opening hours <ul style="list-style-type: none"> • Mon –Thurs 6pm to 2am • Fri 6pm to Mon 6am Website: http://breathingspace.scot/ |
| The Spark | <p>A national organisation that provides professional support to work through relationship difficulties.</p> <p>With their help, people can begin to understand issues in present and past relationships, or prepare to make the best of future relationships.</p> <p>They specialise in couple, marriage, youth & family counselling.</p> | 39 - 41 Fraser Place, Aberdeen, AB25 3TY, Tel: 0808 802 0050, Relationship Helpline: 08088022088, Email: appointments@thespark.org.uk Website: http://www.thespark.org.uk/ |

Non-English-speaking

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| GREC In-Trans Service | Interpreting and Translation Services | 41 Union Street, Aberdeen, AB11 5BN Tel: 01224 576795 Email: in-trans@grec.co.uk Website: http://grec.co.uk/services/in-trans/ |

Prison/Release from Prison

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| HMP Grampian | Delivers custodial and rehabilitation services for those sent to it by the courts | South Rd, Peterhead AB42 2YY Tel: 01779 485600 Website: http://www.sps.gov.uk/Corporate/Prisons/Grampian/HMP-YOI-Grampian.aspx |
| Family Centre, HMP Grampian (Action for Children) | Provides a safe, non-judgemental place for those visiting individuals in prison. Support is also available for families where family members are located in a prison elsewhere (for example, young males from the north of Scotland remain in HMYOI Polmont) as well as pre-sentencing support where needed. | Tel: 01779 485888/ 485829/ 485840 Centre opening hours: Monday to Friday: 0900 – 1800 Saturday: 1145 – 1600, Sunday: Closed |
| New Routes (Turning Point Scotland) | Mentors provide throughcare support to help individuals to reintegrate back into the community and reduce their risk of reoffending. The service model provides in custody, pre-release, on release and post release support. | Website: http://www.sacro.org.uk/services/criminal-justice/new-routes |
| Shine (Turning Point Scotland & Sacro) | Mentors support mainly Aberdeen women prior to and post liberation. (Due to the levels of resourcing and the high take up of the service by women in custody, there is lack of capacity to take on the cases of women on CPOs.) | Website: http://www.shinementoring.org/ |

Social Work

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| <p>Criminal Justice Social Work Service (Health & Social Care Partnership)</p> | <ul style="list-style-type: none"> - Social work services in court - Reports to the courts to assist in decisions on sentencing - Bail information and supervision as an alternative to remand - Direct measures and diversion from prosecution as direct alternative to prosecution and/ or court appearance - Throughcare services including parole, supervised release and other prison aftercare orders to assist public safety and community protection - Supervising individuals on Community Payback Orders, including those who are required to perform unpaid work for the benefit of the community - Drug and alcohol services including Arrest Referral and supervising offenders on Drug Treatment and Testing Orders, and Community Payback Orders with drug and alcohol related requirements - Multi Agency Public Protection Arrangements - Preparing reports for the Parole Board to assist in decisions about release from prison - Women's services including the Connections programme for women in the CJ system - Accommodation support services for individuals to access, maintain and sustain stable accommodation - Prison social work services - Caledonian System (works with men who have been convicted of domestic abuse plus support for women and children who have been harmed) - Moving Forward Making Changes (one to one/group work programmes for convicted sex offenders) | <p>74 – 76 Spring Garden Aberdeen AB25 1GN</p> <p>Tel: 01224 538 000 Email: lsimpson@aberdeencity.gov.uk</p> <p>Website: http://www.aberdeencity.gov.uk/social_care_health/criminal_justice/men_cjsw.asp</p> |

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| <p>Aberdeen City Council Social Work</p> | <p>Social Work Duty Team</p> <p>Out of hours emergency social work support</p> | <p>Tel: 01224 522055.</p> <p>Tel: 01224 693936</p> <p>Opening hours:</p> <ul style="list-style-type: none"> – Monday to Thursday 4.30 p.m. to midnight. - Friday – 4 p.m. to midnight. -Weekends, Public Holidays – 8.30 a.m. to midnight <p>Website:</p> <p>http://www.aberdeencity.gov.uk/social_care_health/social_work/men_socialwork_home.asp</p> |
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Victims

| <u>Organisation</u> | <u>What we do:</u> | <u>Contact Details:</u> |
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| Victim Support Scotland | Offer support to all people affected by crime for as long as needed. Services are completely confidential, free independent | <p>41 Regent Quay Aberdeen AB11 5BE</p> <p>Opening hours: Monday to Thursday 9.00 - 14.30 Friday Closed</p> <p>Tel: 01224 622 478</p> <p>Email: victimsupport.aberdeen@victimsupportscotland.org.uk</p> <p>Website: https://www.victimsupportscotland.org.uk/</p> |
| Grampian Women's Aid | A free, confidential and non-judgemental service to women, children and young people, who have experienced domestic abuse. | <p>25 Greenfern Road Mastrick Aberdeen AB16 6TS</p> <p>Tel: 01224 593381 (Monday – Friday) You can leave a message on the phone at any time. We will only contact you if you say it is okay and our telephone number is always withheld.</p> <p>[24 hour telephone – Scotland's Domestic Abuse & Forced Marriage Helpline: 0800 0271234]</p> <p>Email: info@grampian-womens-aid.com</p> <p>Website: http://www.grampian-womens-aid.com/</p> |

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| <p>GREC</p> | <p>Online form for reporting Prejudice Incidents and Discrimination in Aberdeen. These are incidents where someone has been treated unfairly, abused, bullied, harassed, or assaulted (etc.), because of what is called a "protected characteristic"</p> | <p>41 Union Street, Aberdeen, AB11 5BN</p> <p>Tel: 01224 595505</p> <p>Email: info@grec.co.uk</p> <p>On-line report form: https://docs.google.com/forms/d/e/1FAIpQLSfXzZEeSETnGmdToCgg005LhcK_ddtw2f8dz5CElcN-wEFfXQ/viewform?c=0&w=1</p> |
| <p>Rape Crisis Grampian</p> | <p>Provides support to people, over the age of 13 years, who have been subjected to sexual violence at any time in their lives.</p> | <p>112 Crown Street Aberdeen AB11 6HJ</p> <p>Rape Crisis Grampian 01224 590932 9am-5pm Mon-Thurs</p> <p>Rape Crisis Scotland Freephone 08088 010302 Daily 6pm-midnight</p> <p>Website: http://www.rapecrisisgrampian.co.uk/</p> |
| <p>Victim Information & Advice Service (COPFS)</p> | <p>Offers help to child victims and victims of crime in cases of domestic abuse, hate crime, sexual crime or where it is likely that a trial will involve a jury.</p> | <p>Crown Office & Procurator Fiscal Service 25 Chambers Street Edinburgh EH1 1LA</p> <p>Telephone: 01389 739 557, rates from mobile telephones may vary by provider.</p> <p><i>Please note that COPFS' number is changing from the start of October 2017 to 0300 020 3000.</i></p> <p>Email: _EnquiryPoint@copfs.gsi.gov.uk</p> <p>Website: http://www.copfs.gov.uk/involved-in-a-case/victims</p> |