

## Coronavirus – where to go for help and advice

### ❖ Energy and Heating

If you are worried about your bills going up due to being home more often then **Energy Action Scotland** have provided some energy saving tips. Click [here](#) to visit their site.

If you have a pre-payment meter where possible you should try to keep this topped up in case you can't get out to top up your meter due to self-isolating for 14 days.

If you have a pre-payment meter and can not top up your meter due to self-isolating you should contact your energy supplier straight away. Each supplier will provide different help but it could include:

- Having funds added to your meter credit
- Having a preloaded gas or electricity card sent to you in the post

### Energy suppliers contact information:

#### Please note:

- Your supplier will be able to provide you with more help available. Please be aware energy suppliers are asking for emergency enquiries only by telephone so use their website or online chat where available.

Power company: click on name to link to website	Telephone numbers
<a href="#">Utilita life with power</a>	0345 207 2000
<a href="#">SSE</a>	<b>Customer Service:</b> 0345 026 2658 <b>Priority Service:</b> 0345 071 9852
<a href="#">E-on</a>	0345 303 3040
<a href="#">N-Power</a>	0330 100 3000
<a href="#">British Gas</a>	0330 100 0303

EDF	0333 200 5100
Bulb	0300 30 30 635

❖ **Food, supplies and employment**

- **Instant Neighbour**



**Whilst we continue to adhere to the latest  
COVID - 19 guidance  
as an essential service our  
St Machar Drive Foodbank  
will remain open at present  
Mon to Fri  
10.00 - 13.00 & 14.00 - 16.00**

**Thanks to the many donations received we also have both fresh &  
frozen food available at the moment as we continue trying to help  
those most in need.**

**Please share this information & if you wish to get in touch please email  
[reception@instantneighbour.co.uk](mailto:reception@instantneighbour.co.uk)**

Company Number SC165004 Charity Number SC002223

❖ **Salvation Army**

The Salvation Army at the Aberdeen Citadel is still committed to providing food parcels to those in need on a Monday, Tuesday and Thursday between 10am and 12pm.

- Services being offered are:
  - **Employment Plus** can provide benefit advice and assistance, albeit remotely, as well as supporting people to work on their employability skills at home through the posting of various resources and telephone appointments
  - **Takeaway soup** service on a Wednesday evening
  - **Takeaway soup** on a Friday lunch time

Contact the Citadel by phone on **01224 579370**.

❖ **Somebody cares**

Delivery only services – please call **01224 200197**.

❖ **C-Fine**

Delivery only service – please call **01224 596156**.

❖ **Aberdeen Cyrenians:** includes the services of **AC2U**

Aberdeen Cyrenians key concern is to protect those who are vulnerable in our society, along with their staff and volunteers. In response to new guidelines being given, they will be making further changes to their services from **Wednesday 25th March 2020**.

- **AC2U:** Support package deliveries during Covid-19
  - Practical assistance delivering food, toiletries, baby items and clothing for those experiencing hardship

Please click [here](#) to contact us and let us know what you need or call **FREEPHONE 0808 1964422**

❖ **Aberdeen Food Bank**

Click [here](#) to visit the Aberdeen food bank website or call **01224 651000**.

❖ **Support from our own Langstane Support Service team**

There is plenty of help and advice along with a limited number of food parcels available from our own team of Support Workers within our Langstane Housing Support Service.

Please contact **01224 423000** ask for **Housing Support Service** to discuss any support or to see if you can get delivery of one of the food parcels.

### ❖ **St Mary's Cathedral**

- Services include:
  - **Tuesdays** – the cathedral works with the St Vincent de Paul Society handing out food parcels
  - **Thursdays** – hot take away food on offer which is normally available for you to sit down and eat inside
  - Food will also be available to be handed out throughout the week
  - Food deliveries can also be made

Please contact on **01224 640160** to discuss what help you need.

### ❖ **Help for communities – New Assistant Hub now open!**

A new **website** and **phone line** have been launched, providing people all across Grampian with information on how to access social, practical and emotional support on Coronavirus (COVID-19).

The new Assistance Hub was launched on the 30<sup>th</sup> March and pulls together links to the latest advice from a range of partners. The partners include all three local authorities, Police, Health, Red Cross, volunteers and community information. It is a site for anyone in Aberdeen City, Aberdeenshire and Moray, with information for residents and businesses alike.

Please click [here](#) to access the website or call **0808 196 3384** between 8am to 8pm - 7 days a week.

The website is full of links with up-to-date information. The main reason for the hub is as a focal point for information and assistance for anyone affected by coronavirus anywhere in Grampian. It is also a way for residents to offer their support which they can safely deliver in their communities. Staff are on the phone to provide callers with up to date information, or to link them up with the right person who can quickly answer questions.

Another important feature is that the site can be used to request help on behalf of someone else, allowing friends and neighbours to signpost to someone in need.

**Amanda Croft is the Chief Executive of NHS Grampian and is chair of the Grampian Local Resilience Partnership who set up the new Assistance Hub.** She said: “These are unprecedented times for people across Grampian and the community resilience we are seeing is outstanding. Partner agencies who are providing first line care for people came together (virtually) and as a result we have, together, established a single source of support. The main aim of the website and phone line is to allow people to reach out for help, as well as providing a way for people to offer their help safely in their own communities.

“In a pandemic, we know that people feel isolated and scared, and I am hopeful that they will see this virtual Assistance Hub as somewhere they can go to get the help they need.”

The site and phone line have been set up in partnership between members of the Local Resilience Partnership, principally:

- Aberdeenshire Council
- The Moray Council
- Aberdeen City Council
- NHS Grampian
- Police Scotland
- Scottish Fire & Rescue Service
- Scottish Ambulance Service
- HM Coastguard
- Scottish Environment Protection Agency (SEPA)
- Ministry of Defense (MOD)
- Scottish and Southern Electricity Networks (SSEN)

❖ **Further information and advice from Langstane**

If there is anything you are not sure of please do not hesitate to contact our **Housing Support Service** for extra help and advice. Please call **01224 423000** and ask to speak to a member of the team.

Alternatively please contact us via Facebook at [www.facebook.com/Langstane/](https://www.facebook.com/Langstane/) or email [info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk).