

Appendix of Agencies

Please note that advice is defined by the Scottish National Standards for Information and Advice Providers which makes a distinction between the passive provision of information through availability of leaflets and the active provision of information by providing assistance to the individual seeking help. See more information on the three types of advice defined in the Standards Framework here

<https://www.slab.org.uk/advice-agencies/scottish-national-standards-for-information-and-advice-partners/types-of-information-and-advice-under-the-snsiap/>

Debt/Money Advice

Aberdeen City Council Financial Inclusion Team

- **Location:** Marischal College, Broad Street, Aberdeen AB10 1AB
- **Outreach Locations:** Torry Hub (Greystone) every Monday 9 am to 12pm; Tillydrone Hub every Tues 9 am to 12pm, Tilly Flat every fortnight on a Tuesday 1pm to 4pm; Instant Neighbour second Friday of every month 9.15 am to 1.15pm
- **Contact:** 01224 069769
- **Services:** Provides free, confidential, and impartial advice on managing debts, preparing financial statements, and negotiating with creditors. They also offer outreach services at various locations.
- **Website:** [Aberdeen City Council Money Advice](#)

Aberdeen Citizens Advice Bureau (CAB)

- **Location:** 41 Union Street, Aberdeen AB11 5BN
- **Outreach Locations:** Powis Co9mmunity Centre Mon 10 am to 2pm; Torry Medical Centre Tuesday 10am to 2pm; Mastrick Community Centre Tuesday 10am to 3pm; Woodside Community Centre Wednesday 10am to 3pm and Northfield Community Centre Thursday 10am to 3pm.
- **Contact:** 01224 569 750
- **Services:** Provides free, confidential, and impartial advice on managing debts, preparing financial statements, and negotiating with creditors. They also offer outreach services at various locations.
- **Website:** [Aberdeen CAB](#)

Christians Against Poverty (CAP)

- **Contact:** 0800 328 0006
- **Services:** Provides free debt help and local support through community-based debt centres. They offer face-to-face debt advice and support individuals through their debt management processes.
- **Website:** [CAP UK](#)

Grampian Housing Association – SMART

- **Location:** Huntley House, 74 Huntley Street, Aberdeen, AB10 1TD
- **Contact:** 01224 202934
- **Services:** Provides free, confidential, and impartial advice on managing debts, preparing financial statements, and negotiating with creditors. For Grampian Housing Association Tenants only.
- **Website:** [Grampian Housing Association](#)

National Agencies

National Debtline

- **Contact:** 0808 808 4000
- **Services:** Offers free and confidential debt advice via phone and online chat, including budgeting help and debt solutions.
- **Website:** [National Debtline](#)

StepChange Debt Charity Scotland

- **Contact:** 0800 138 1111
- **Services:** Provides debt advice and solutions including the Debt Arrangement Scheme, Debt Management Plans, Protected Trust Deeds, Sequestration, Minimal Assets Process Bankruptcy, and Token Payment Plans, all tailored to Scottish residents.
- **Website:** [StepChange Scotland](#)

PayPlan

- **Contact:** 0800 3161833
- **Services:** They provide either an online, debt solution tool, PlanFinder, along with access to telephone advice on solutions the Debt Arrangement Scheme, Debt Management Plans, Protected Trust Deeds, Sequestration, Minimal Assets Process Bankruptcy, and Token Payment Plans, all tailored to Scottish residents.
- **Website:** [PayPlan](#)

Welfare Benefits Advice

Local Agencies

Aberdeen City Council Financial Inclusion Team

- **Location:** Marischal College, Broad Street, Aberdeen AB10 1AB
- **Outreach Locations:** Torry Hub (Greystone) every Monday 9 am to 12pm; Tillydrone Hub every Tues 9 am to 12pm, Tilly Flat every fortnight on a Tuesday 1pm to 4pm; Instant Neighbour second Friday of every month 9.15 am to 1.15pm
- **Contact:** 01224 069769
- **Services:** Offers advice on benefit entitlements, assistance with benefit claim forms, challenging benefit decisions, and representation at appeal tribunals.
- **Website:** [Aberdeen City Council Money Advice](#)

Aberdeen Citizens Advice Bureau (CAB)

- **Location:** 41 Union Street, Aberdeen AB11 5BN
- **Outreach Locations:** Powis Co9mmunity Centre Mon 10 am to 2pm; Torry Medical Centre Tuesday 10am to 2pm; Mastrick Community Centre Tuesday 10am to 3pm; Woodside Community Centre Wednesday 10am to 3pm and Northfield Community Centre Thursday 10am to 3pm.
- **Contact:** 01224 569 750
- **Services:** Provides free, confidential, and impartial advice on welfare benefits, including help with benefit claims, challenging benefit decisions, and representation at appeal tribunals
- **Website:** [Aberdeen CAB](#)

Community Food Initiatives Northeast (CFINE)

- **Location:** 2-4 Poynerook Road, Aberdeen AB11 5RW
- **Contact:** 01224 531386
- **Services:** Provides benefits and budgeting advice, assistance with crisis loans and community care grants, and support to ensure access to technology to manage benefits.
- **Website:** [CFINE](#)

Social Security Scotland

- **Location:** Local delivery service that provides in-person assistance at various locations in Aberdeen or virtual help.
- **Contact:** 0800 182 2222
- **Services:** Provides assistance to complete benefit forms for any Social Security Administered Benefits.
- **Website:** [Social Security Scotland Local Delivery](#)

Grampian Housing Association – SMART

- **Location:** Huntley House, 74 Huntley Street, Aberdeen, AB10 1TD
- **Contact:** 01224 202934
- **Services:** Provides free, confidential, and impartial advice on welfare benefits, including help with benefit claims, challenging benefit decisions, and representation at appeal tribunals. For Grampian Housing Association Tenants only.
- **Website:** [Grampian Housing Association](#)

Aberdeen Care and Repair

- **Location:** 4 Carden Place, Aberdeen, AB10 1UT
- **Contact:** 01224 625822
- **Services:** Provides free benefit checks along with advice and practical assistance to elderly and disabled people to allow them to continue to live within their own homes as independently as possible.
- **Website:** [Aberdeen Care and Repair](#)

Maggie's Aberdeen

- **Location:** Elizabeth Montgomerie Building, Aberdeen Royal Infirmary, Aberdeen, AB25 2UZ
- **Contact:** 01224 645928
- **Services:** Provide individual advice on claiming benefits and other support available, including filling out application forms and throughout the claims process. Only for people with cancer or those caring for someone who does have it.
- **Website:** [Maggie's Aberdeen](#)

Instant Neighbour

- **Location:** 5 St Machar Drive, Aberdeen, AB24 3YJ
- **Contact:** 01224 489955
- **Services:** Alongside emergency food provision, the Community Connector provides advice on welfare benefits, support with benefit claim forms, challenging benefit decisions, support with grant forms, budgeting advice, and signposting to other agencies. There is also access to technology where clients can apply for benefits, update CVs, apply for jobs and more.
- **Website:** <https://www.instantneighbour.co.uk/>

Langstane Housing Welfare Advice

- **Location:** 680 King Street, Aberdeen, AB24 1SL
- **Contact:** 01224 423086
- **Services:** Provides benefit checks, assistance with claiming benefits and help with any benefit related issue. For Langstane Housing Tenants only.
- **Website:** [Langstane Welfare Advice](#)

National Agency

Age UK Advice Line

- **Contact:** 0800 678 1602
- **Services:** Provides advice on benefits and how to claim them along with other advice on financial services, health and wellbeing for older people and signposting to local agencies.
- **Website:** [Age UK](#)

Pension Advice

Pension Wise

- **Locations:** Available across the UK.
- **Contact:** 0800 138 3944
- **Services:** Free Guidance for people aged 50+ with defined contribution pensions on options like annuities, drawdown, and lump sums.
- **Website:** [Pension Wise](#)

Civil Legal Aid

Scottish Legal Aid Board has a Solicitor Finder tool to search for registered solicitors who may be able to provide advice and represent someone under Civil Legal Aid.

<https://www.slab.org.uk/new-to-legal-aid/find-a-solicitor/>

Below is a list of the main solicitors within Aberdeen.

George Mathers & Co

- **Location:** 23 Adelphi, Aberdeen, AB11 5BL
- **Contact:** 01224 588599
- **Services:** Benefits including universal credit, Children's Cases, Complaints against profession ACTIVE, Consumer problems, Death related matters, Debt, money and tax, Family - divorce & separation, Family - contact & children, Family - domestic violence, Housing & homelessness, and Mental health
- **Website:** [George Mathers & Co](#)

Mullen & Co Solicitors

- **Location:** 1 Marischal Square, Broad Street, AB10 1BL
- **Contact:** 01224 602287
- **Services:** Children cases and family cases.
- **Website:** [Mullen & Co Solicitors](#)

Community Legal Assistance Office (CLAO):

- **Location:** Annexe, Migvie House, 23 North Silver Street, Aberdeen, AB10 1RJ
- **Contact:** 01224 402330
- **Services:** Provides help with housing and homelessness, certain types of debt, welfare benefits issues, child protection, and some family law matters
- **Website:** [\(CLAO\)](#).

James & George Collie Solicitors

- **Location:** Aberdeen
- **Contact:** 01224 581581, info@jgcollie.co.uk
- **Services:** Adults with incapacity and Power of Attorney
- **Website:** [James & George Collie](#)

Blackadders Solicitors

- **Location:** Aberdeen
- **Contact:** 01224 588913, Gareth.Masson@blackadders.co.uk
- **Services:** Adults with incapacity and Power of Attorney and family cases.
- **Website:** [Blackadders](#)

Grant Smith Law Practice

- **Location:** Union Street, Aberdeen
- **Contact:** 01224 621620, info@grantsmithlaw.co.uk
- **Services:** Adults with incapacity and Power of Attorney, children's cases, consumer problems, death related matters, debt, money and tax and family cases.
- **Website:** [Grant Smith Law](#)

Aberdein Considine & Co Solicitors

- **Location:** 5-7 Bon Accord Crescent, Aberdeen, AB11 6DN
- **Contact:** 01224 589700
- **Services:** Adults with incapacity and Power of Attorney
- **Website:** [Aberdein Considine & Co Solicitors](#)

Taggart Meil Mathers Solicitors

- **Location:** 20 Bon Accord Square, Aberdeen, AB11 6DJ
- **Contact:** 01224 588020, info@tmmsolicitors.co.uk
- **Services:** Adults with incapacity and Power of Attorney, Death related matters and family cases.
- **Website:** [TMM Solicitors](#)

Ledingham Chalmers Solicitors

- **Location:** Johnstone House, 52-54 Rose Street, Aberdeen, AB10 1HA
- **Contact:** 01224 408408
- **Services:** Adults with incapacity and Power of Attorney
- **Website:** [Ledingham Chalmers Solicitors](#)

Raeburn Christie Clark & Wallace LLP

- **Location:** 12-16 Albyn Place, Aberdeen, AB15 7UH
- **Contact:** 01224 332400
- **Services:** Adults with incapacity and Power of Attorney and other Civil Legal Aid work on a case-by-case basis.
- **Website:** [Raeburn Christie Clark & Wallace LLP](#)

Bruce MacDonald & Co Solicitor

- **Location:** 6 Albert Place, Aberdeen, AB25 1RG
- **Contact:** 01224 64332
- **Services:** Consumer problems, Death related matters, Debt, money, and tax.

Simpson & Marwick Solicitors T/A Clyde & Co

- **Location:** 4 Carden terrace, Aberdeen, AB10 1US
- **Contact:** 01224 624924
- **Services:** Civil
- **Website:** [Simpson & Marwick Solicitors](#)

Mackinnon's Solicitors

- **Location:** 14 Carden Place, Aberdeen, AB10 1UR
- **Contact:** 01224 632464
- **Services:** Civil
- **Website:** [Mackinnons Solicitors](#)

Murray Ormiston LLP

- **Location:** 25A Carden Place, Aberdeen, AB10 1UQ
- **Contact:** 01224 478822
- **Services:** Children and Family cases.
- **Website:** [Murray Ormiston LLP](#)

Balfour and Manson Solicitors

- **Location:** 6 Albyn Terrace, Aberdeen, AB10 1YP
- **Contact:** 01224 498080
- **Services:** Adults with incapacity and Power of Attorney; Consumer problems, Debt, money, and tax; Family cases; Housing and Homelessness And medical negligence.
- **Website:** [Balfour and Manson Solicitors](#)

Gilson Gray LLP Aberdeen

- **Location:** Blenheim Gate, Blenheim Place Aberdeen AB25 2DZ
- **Contact:** 01224 011 700
- **Services:** Adults with incapacity and Power of Attorney and Family Cases.

Woodward Lawson Solicitors Aberdeen

- **Location:** 7 Queens Gardens Aberdeen AB15 4YD
- **Contact:** 01224 619 330
- **Services:** Mental Health
- **Website:** [Woodward Lawson Solicitors](#)

Burnett & Reid Solicitors

- **Location:** Suit A, Ground Floor, 9 Queens Road, Aberdeen, AB15 4YL
- **Contact:** 01224 644333
- **Services:** Adults with incapacity and Power of Attorney
- **Website:** [Burnett & Reid](#)

The Aberdeen Law Project (ALP)

- **Location:** c/o School of Law, Taylor Building, The University of Aberdeen, AB24 3UB
- **Contact:** 01224 272434
- **Services:** Offers free legal advice and support across various areas, including housing, employment, charity, commerce, and consumer issues.
- **Website:** [The Aberdeen Law Project](#)

Shelter Scotland

- **Location:** 29 Crown Street, Aberdeen, AB11 6HA
- **Contact:** 0808 800 4444
- **Services:** Housing and Homelessness
- **Website:** [Shelter Scotland](#)

Energy Advice

Local Agency

SCARF

- **Location:** 1 Cotton Street, Aberdeen, AB11 5EE
- **Contact:** 01224 213005
- **Services:** Offering free and impartial energy saving advice to help people lower their fuel bills along with providing information about grants and funding, energy efficiency improvements for the home, fuel debt and billing.
- **Website:** [SCARF](#)

Aberdeen Care and Repair

- **Location:** 4 Carden Place, Aberdeen, AB10 1UT
- **Contact:** 01224 625822
- **Services:** Provides free energy advice to older people who own their home.
- **Website:** [Aberdeen Care and Repair](#)

National Agencies

Home Energy Scotland

- **Contact:** 0808 808 2282
- **Services:** Offering free, impartial advice on energy saving, keeping warm at home, renewable energy, greener travel and cutting water waste.
- **Website:** [Home Energy Scotland](#)

Energyadvice.scot

- **Contact:** 0808 196 8660
- **Services:** Offering free, practical advice and information on energy related matters to Citizen of Scotland.
- **Website:** [Energy Advice](#)

Change Works

- **Contact:** [Online Referral Form](#)
- **Services:** Offering free, practical advice and information on energy related matters to Citizen of Scotland.
- **Website:** [Change Works](#)

Credit Unions

Grampian Credit Union

- **Location:** 250 Union Street, Aberdeen, ASB10 1TN
- **Contact:** 01224 561506
- **Services:** Provides access to savings, loans, pre-paid cards and insurance to their members.
- **Website:** [Grampian Credit Union](#)

St Machar Credit Union

- **Location:** 433 Great Northern Road, Woodside, Aberdeen, AB24 2EU
- **Contact:** 01224 276994
- **Services:** Provides access to savings, loans, prepaid cards and insurance to people living or working in these areas of Aberdeen - Woodside, Tillydrone, Northfield, Seaton, Cummings Park, Sunnybank, Froghall, Old Aberdeen, Pittodrie, Hilton, Heathryfold, Printfield, and Middlefield
- **Website:** [St Machar Credit Union](#)

Signposting

Food Provision – [Map of locations for help with food](#)

Period Poverty – [Map of locations for help with free period products](#)

Scotland's Service Directory – [List of health-related advice services throughout Scotland](#)

Turn2US – [An online grants search tool to be matched against grant may be eligible for.](#)

ALISS - [A Local Information System for Scotland Find services, groups and activities for health and wellbeing across Scotland.](#)