

**Penumbra** is a leading Scottish voluntary organisation providing services for people who are experiencing mental ill health. We provide a range of person centred, recovery-based support services across Scotland. We also aim to raise awareness of mental health issues and reduce stigma and discrimination.

Penumbra pioneer services to fill gaps in mental health service provision.

### Our Staff

All staff at Penumbra are fully trained in person centred planning techniques and providing recovery focused support.



### Freephone

**0333 444 0324**

Monday—Friday

10am—6pm

### Walk In Service

**20 Back Wynd**

**Aberdeen**

**AB10 1JP**

Please contact us for our opening times on the above phone number or email below

### Email

[aberdeen1stresponse@penumbra.org.uk](mailto:aberdeen1stresponse@penumbra.org.uk)

**Penumbra**, Norton Park, 57 Albion Road, Edinburgh, EH7 5QY  
T 0131 475 2380 | F 0131 475 2391  
E [enquiries@penumbra.org.uk](mailto:enquiries@penumbra.org.uk)

Penumbra is a charity (SC 010387) and a company limited by guarantee (SC 091542) registered in Scotland

The Penumbra logo features the word 'penumbra' in a bold, lowercase, sans-serif font. Below it, the tagline 'your way to a brighter future' is written in a smaller, lowercase font. The logo is set against a dark red background that is part of a larger graphic element on the right side of the page.

**penumbra**  
your way to a brighter future

The '1st Response' logo features the text '1st Response' in a bold, white, sans-serif font. The letter 'o' in 'Response' is replaced by a colorful spiral icon, matching the Penumbra logo. The logo is set against a dark red background that is part of a larger graphic element on the right side of the page.

**1st Response**

[penumbra.org.uk](http://penumbra.org.uk)

## 1st Response

The 1st response service provides a first response and information service



for people in Aberdeen aged 16



years and above with mental health problems who may require immediate

short term support; people receive sensitive, one to one support, information and signposting.



No application is needed to access 1st response as it is designed to

offer help to people who are in need of immediate support.



## Services Provided

### Walk In

We provide a centrally located walk in service



where people can come in and meet with our staff team who can assist people who require immediate support, information or require signposting on to other services.



We work with people who access this service, using

planning tools, to support them to manage next steps and feel supported in their current circumstances



## Information and Signposting



Penumbra employ experienced staff who have a wealth of knowledge and

who can work in a person centred way to help people access other services such as Health, Social Work, Housing, Benefits Advice and other 3rd Sector Providers.

If you require more information please feel free to contact us or come in and meet with our team.



**0333 444 0324**