Content

Introduction ...................................................................................... 3

What is Modern Slavery? ................................................................. 4
  Background .............................................................................. 4
  Definitions .............................................................................. 4

General Indicators ............................................................................ 9
  Physical Appearance .................................................................. 9
  Restricted Freedom ................................................................... 9
  Isolation .................................................................................. 10
  Work ...................................................................................... 10
  Children .................................................................................. 11

The National Referral Mechanism (NRM) ..................................... 13
  NRM Summary ........................................................................ 13
  NRM Pathway ......................................................................... 14
  NRM Support .......................................................................... 15
  NRM Referral .......................................................................... 16

What to do if you Identify a Potential Victim (PV) ....................... 19

Helplines ........................................................................................ 22

Barnsley ......................................................................................... 24
  Accommodation ....................................................................... 24
  Advocacy & Family Support ......................................................... 26
  Domestic & Sexual Abuse Services ........................................... 28
  Education & Employment ............................................................. 32
  Food ........................................................................................ 34
  Health ..................................................................................... 34
  Legal Support .......................................................................... 36
  Mental Health .......................................................................... 37
  Modern Slavery Support ............................................................. 39
  Refugee & Asylum Seeker support ............................................ 44
  Substance Misuse Services .......................................................... 47

Doncaster ....................................................................................... 49
  Accommodation ....................................................................... 49
  Advocacy & Family Support ......................................................... 52
  Domestic & Sexual Abuse Services ........................................... 54

Education & Employment ............................................................... 57
  Food ........................................................................................ 59
  Health ..................................................................................... 59
  Legal Support .......................................................................... 61
  Mental Health .......................................................................... 62
  Modern Slavery Support ............................................................. 64
  Refugee & Asylum Seeker support ............................................ 68
  Substance Misuse Services .......................................................... 73

Rotherham ....................................................................................... 75
  Accommodation ....................................................................... 75
  Advocacy & Family Support ......................................................... 78
  Domestic & Sexual Abuse Services ........................................... 80
  Education & Employment ............................................................. 84
  Food ........................................................................................ 86
  Health ..................................................................................... 87
  Legal Support .......................................................................... 88
  Mental Health .......................................................................... 89
  Modern Slavery Support ............................................................. 92
  Refugee & Asylum Seeker support ............................................ 98
  Substance Misuse Services .......................................................... 103

Sheffield ......................................................................................... 105
  Accommodation ....................................................................... 105
  Advocacy & Family Support ......................................................... 107
  Domestic & Sexual Abuse Services ........................................... 110
  Education & Employment ............................................................. 114
  Food ........................................................................................ 116
  Health ..................................................................................... 117
  Legal Support .......................................................................... 119
  Mental Health .......................................................................... 121
  Modern Slavery Support ............................................................. 126
  Refugee & Asylum Seeker support ............................................ 131
  Substance Misuse Services .......................................................... 139

Glossary ......................................................................................... 142
Introduction

This Pocketbook is for frontline professionals and community groups working across South Yorkshire who may encounter potential victims of modern slavery or those at risk of exploitation.

The Pocketbook is intended to support professionals by:

- Explaining what modern slavery and human trafficking are and the indicators to look out for.
- Outlining the referral process for potential victims of modern slavery - known as the National Referral Mechanism.
- Offering helpful guidance on how to support a potential victim of modern slavery.
- Signposting relevant local services across Barnsley, Doncaster, Rotherham and Sheffield.

The Pocketbook has been developed by The South Yorkshire Modern Slavery Partnership (SYMSP) to support those working in several sectors including: the police, healthcare, housing, benefits, social care, immigration solicitors, charities and community groups.

At time of printing, all information in this Pocketbook was correct. If you notice any inaccuracies or changes, please email the Partnership Coordinator SYMSP@ashianasheffield.org.

What is Modern Slavery?

Background

According to the Global Slavery Index\(^1\), it is estimated that 136,000 people are in situations of modern slavery in the UK at any one time. However, due to the hidden nature of modern slavery we cannot be sure. The introduction of the UK Modern Slavery Act 2015 redefined the legal terms of modern slavery and human trafficking. It also provided new responsibilities for several organisations including public bodies, businesses and charities.

SYMSP is working with its partners to ensure professionals understand how to spot the signs of modern slavery, report potential incidents and ensure those exploited receive appropriate support.

Definitions

Modern Slavery is an umbrella term for activities involved in the exploitation of person(s) for the benefit of others.

The UK Modern Slavery Act 2015\(^2\) consolidated existing offenses and provided new legal definitions for:

1. Slavery, Servitude, Forced or Compulsory Labour
2. Human Trafficking
3. Meaning of Exploitation

---

What is Modern Slavery?

1. Slavery, Servitude, Forced or Compulsory Labour

These activities are defined in the Modern Slavery Act and refer to when a person or group holds other person(s) in conditions of slavery or servitude, or requires them to perform forced or compulsory labour.

Slavery, Servitude, Forced or Compulsory Labour consists of:

- **The means** – being held, either physically or through threat of penalty e.g. threat or use of force, coercion, abduction, debt bondage deception, abuse of a position of vulnerability.
  - **N.B.** there does not need to be a means used for children.

- **Service** – the victim(s) provides a service e.g. manual labour, domestic services, begging.

2. Human Trafficking

The terms ‘modern slavery’ and ‘human trafficking’ are often used interchangeably. Human trafficking is considered a form of modern slavery and the element of movement makes it distinct.

Human trafficking consists of:

- **The act** – what actions are taken: recruitment, transportation, transfer, harbouring and receiving of victim(s).
  - **N.B.** a person may be moved internally e.g. from Doncaster to Sheffield.

- **The means** – how it’s done: including but not limited to threats of force, coercion, abduction, debt bondage deception, abuse of a position of vulnerability.
  - **N.B.** there does not need to be a means used for children.

- **The purpose** – why it’s done: refers to the type of exploitation which takes place.
What is Modern Slavery?

Human Trafficking is also often confused with ‘smuggling’ as they both involve movement of people. However, they are three distinct differences:

1. Location
   - Human Trafficking: Can be across international borders or internal.
   - Smuggling: Crosses international borders.

2. Consent
   - Human Trafficking: Involves the deception or coercion of a person. Even though a person may consent to travel, it is often under false pretences.
   - Smuggling: Is a service a person may ask/pay for, despite the danger to their own safety.

3. Exploitation
   - Human Trafficking: Once a person reaches their destination, they are exploited by those involved in their movement.
   - Smuggling: Once a person reaches their destination, they are free to move on.

Forms of exploitation include but are not limited to:

- **Sexual exploitation** – this includes sexual abuse, forced prostitution and forms of child sexual exploitation.

- **Labour exploitation** – victims are forced to work long hours for little or no pay in various industries including, but not limited to, construction, agriculture, hospitality, waste management and fishing.

- **Forced criminality** – victims are compelled to commit crimes to benefit other persons e.g. shoplifting, cannabis cultivation, fraud.

- **Domestic servitude** – victims live and work in their ‘employers’ household and are forced to work long hours undertaking a variety of domestic tasks for very little or no pay. This is one of the most difficult forms of exploitation to uncover due to its hidden nature.

- **Organ harvesting** – the surgical removal of parts of the body, sold for huge profits. Whilst it is rare in the UK, it still happens.

1. https://www.stopthetraffik.org/smuggling-trafficking-knowing-differences/
Isolation

- Be fearful or distrustful when speaking to strangers especially those in a position of authority
- Have relationships which don’t seem right for instance a child accompanied by an unidentified older adult
- Have limited access to family or friends
- Be unfamiliar with the local language.

General Indicators

There is no one typical victim of modern slavery, but there are some general indicators which may suggest a person is being exploited.

A person in a situation of modern slavery may:

Physical Appearance

- Show signs of physical abuse including untreated injuries, look malnourished or unkempt
- Be wearing inappropriate clothing for the weather or type of work they are doing
- Appear agitated, anxious or withdrawn.

Restricted Freedom

- Show signs they are unable to move freely or are dependent on another for travel, food and/or money
- Have no identification or travel documents in their possession
- Be vague or unclear about the address where they live
- Have their communication controlled by another person who speaks on their behalf
- Be dropped off/collected for work, usually very early or late.

Work

- Be vague or unclear about what type of work they have been doing
- Be under the impression they have had to pay for a job in the UK
- Be working excessive hours and/or consistently asking for extra shifts but have very little money
- Be concerned they are in debt to another person for their accommodation, travel and/or job.
Although some of the general indicators may also relate to the exploitation of children, there are also some specific indicators that suggest a young person could be being exploited.

A young person may:

- Be found in areas away from home, or go missing for unexplained periods of time
- Be absent from school or disappear during school time
- Change their attitude and begin to display sexualised or violent behaviour or language
- Become disinterested with school or their hobbies
- Have money, gifts or items that they cannot afford and/or cannot explain
- Have unexplained injuries and/or sexually transmitted infections
- Appear withdrawn or afraid to talk especially to those in authority
- Give similar answers to other children or appear to have been coached in answering questions.

It is important to remember that these are general examples of exploitation and indicators. An individual may experience multiple forms of exploitation and/or abuse. Modern slavery can happen to people of all backgrounds, faiths, genders and nationalities, although there are several factors which could make a person more at-risk.

To read about other indicators visit: www.modernslaveryhelpline.org/about/spot-the-signs

Get Help

A few indicators recognised together should be cause for concern; if you think something is not right, it's always better to report it than to not.

Call the Modern Slavery Helpline on 08000 121 700 for advice or to report a suspected incident of modern slavery anonymously.

For more information on who to call for help, see page 22.
The National Referral Mechanism (NRM) is the UK Government’s framework for identifying and supporting potential victims of modern slavery. It is coordinated by the Home Office and entitles potential victims to support delivered by the Salvation Army through the Victim Care Contact.

The National Referral Mechanism (NRM)

*Introduced in 2009 to identify and provide support to potential victims of modern slavery.

*It is a two-stage decision process:
  - Reasonable Grounds Decision (RG) – within 5 days of referral
  - Conclusive Grounds Decision (CG) – after 45 days.

*There is one decision maker the ‘Single Competent Authority’ which sits within the Home Office.

*Support is provided by the Salvation Army and its subcontractors. Ashiana and City Hearts are the two subcontractors in South Yorkshire.

*Referrals to the NRM are made by First Responders and informed consent must be sought from adult victims.

*The NRM does not negate safeguarding responsibilities.

NRM Pathway

*Time taken to make decisions can often be much longer
The National Referral Mechanism (NRM)

NRM Support

Once a person is referred into the NRM and if they receive a positive Reasonable Grounds Decision (See NRM Pathway on page 14), they can access support through the Salvation Army and its subcontractors.

Support includes:

- Safe accommodation and material assistance
- Emergency medical treatment and care
- Counselling and emotional support
- Advice on immigration and legal rights and services
- Advice on the criminal justice system
- Access to education for any school aged children
- Safe and dignified return to the home country on a voluntary basis
- Translation and interpretation services, when appropriate

Ashiana and City Hearts are the two providers of this support in South Yorkshire and they receive their referrals through the Salvation Army.

If you are working with a potential victim that needs support, call the Salvation Army Modern Slavery Helpline on 0300 303 8151.

NRM Referral

Only First Responders can refer people into the NRM, although anyone can report their concerns to the Modern Slavery Helpline on 08000 121 700.

The following organisations are First Responders:

- Police forces
- Certain parts of the Home Office:
  - UK Visas and Immigration
  - Border Force
  - Immigration Enforcement
- National Crime Agency
- Local Authorities
- Gangmasters and Labour Abuse Authority (GLAA)
- Health and Social Care Trusts (Northern Ireland)
- Salvation Army
- Migrant Help
- Medaille Trust
- Kalayaan
- Barnardo’s
- Unseen
- Tara Project (Scotland)
- NSPCC (Child Trafficking Advice Centre)
- BAWSO
- New Pathways
- Refugee Council
Before making a referral into the NRM, First Responders should:

- Consider the person’s immediate needs.
- Explain the NRM in a language/format the PV understands. This explanation should cover:
  - what the NRM is
  - what support is available through the NRM
  - what the possible outcomes are for an individual being referred
  - that information may be shared or sought by the Single Competent Authority (within the Home Office) from other public authorities e.g. police to gather further evidence for an NRM referral.
- Get informed consent from adults (18+) to refer them into the NRM. Where there are concerns around a person’s capacity to consent, first responders should seek advice from the social services.
- Safeguard a child before making a referral into the NRM – they do not need to give consent.
- Explain that a referral into the NRM is NOT dependant on cooperation with law enforcement investigations.
- Always ensure a PV is safeguarded - the NRM does NOT negate the usual safeguarding requirements.

How to make a referral

First Responders can access the online NRM form on the government website: [www.modernslavery.gov.uk/start](http://www.modernslavery.gov.uk/start)

Here First Responders can:

- Refer PVs of any age to the NRM
- Help PVs receive support and medical care
- Complete and submit a Duty to Notify

What to do if an adult refuses the NRM

If an adult (18+) refuses the NRM you should ensure they are safeguarded and signpost them to other appropriate support e.g. domestic violence service. If you work for a public authority, you also have a ‘Duty to Notify’ and must complete an MS1 form. Find out more about the Duty to Notify here:


To find out more about the NRM visit:
What to do if you Identify a Potential Victim (PV)

**STEP 1 - Immediate Risk**
- If the PV is in immediate danger, call the police on 999.
- Where you can, put the PV at ease and ensure their immediate physical needs are met.

*Always ensure you keep yourself safe. For advice, ring the Modern Slavery Helpline 08000 121 700.*

**STEP 2 – Initial Contact**

*The first contact with a PV is an important opportunity to build rapport and ensure they receive the appropriate support.*

- Where you can, ensure the PV is in a safe place and try to put them at ease.
- Start from a standpoint of belief, and avoid making assumptions or judgements.
- Consider the need for an appropriate interpreter – always use a professional interpreting service and where possible take into account a PV's preference.
- Take into account the impact of trauma on a PV's memory recall or behaviour. They may not recognise them self as a victim.
- Maintain an accurate record of your contact with the PV.

If you are a First Responder go onto STEP 3. If you are not a First Responder go onto to STEP 3a - see page 21.

**STEP 3 – Your organisation is a First Responder**

If you have one, refer to your organisation's *Modern Slavery Victim Referral Pathway.***

- If the PV is a child, Children's Social Care Services in your Local Authority should be contacted.
- If the PV is an adult, consider carrying out an initial needs assessment and explain the National Referral Mechanism to them - *see page 13.*
- If an adult PV gives consent, make a referral into the NRM. This does not negate your safeguarding duties. If they are destitute and there is no duty on the LA to provide housing, call the Salvation Army (TSA) on 0300 303 8151 to arrange safe accommodation.
- If a PV does not consent to the NRM, ensure they are safeguarded and signposted to the appropriate support – review Pocketbook for services in your area.
- Submit a Duty to Notify MS1 form – *see page 18.*

Refer to the Human Trafficking Foundation's *Trafficking and Survivor Care Standards* for further guidance.
What to do if you Identify a Potential Victim

**Helplines**

**Modern Slavery Helpline**
To report a suspicion anonymously or to seek advice.

- Call 0800 012 1700 (Available 24/7)
- Report online at www.modernslaveryhelpline.org/report

Salvation Army Modern Slavery Helpline
If someone you know is a victim of modern slavery and needs assistance or for advice on the NRM.

- Call 0300 303 8151 (Available 24/7)

**The Police**
Call 101 to report a non-urgent incident.
Always call 999 if you think someone is in immediate danger.

**NSPCC Child Trafficking Advice Centre**
For specialist advice on working with children or young people who may have been trafficked.

- Call 0808 800 5000 (Monday - Friday, 8am - 10pm and 9am - 6am on the weekend)

**Gangmasters Labour & Abuse Authority (GLAA)**
To report the mistreatment of workers or unscrupulous labour providers.

- Call 0800 432 0804 (Monday to Friday 9am - 5pm)

---

**STEP 3a – Your organisation is not a First Responder**

- Follow your own organisation’s safeguarding policies.
- Depending on the PVs circumstances, they may not want any enforcement agency to be contacted. In this case, consider calling the Modern Slavery Helpline for advice on 08000 121 700 or The Salvation Army (TSA) for support 0300 303 8151.
- If they want to report what has happened to them to the police, but they are not in immediate danger, call 101.
National Crime Agency (NCA)
The NCA has 4 Tactical Advisors working in different geographical locations who are experienced in trafficking investigations and have full NCA enforcement powers.

**NCA Tactical Advisors:**
- Offer advice on a variety of issues, principally where a victim has been identified and real time issues are present.
- Work with Senior Investigating Officer’s and Lead Officers, to advise on best evidence/operational practice, Risk Assessment and Management, Victim Care, and the NRM.
- Support investigations operationally.
- Work closely with NCA International and specialist units in other countries to develop links to UK law enforcement investigations.
- Sign post to other NCA Assets.

Call an NCA Tactical Advisor: 0844 778 2406 (Available 24/7)

Samaritans
A helpline for anybody who is struggling with their mental health.

Call 116 123 (Available 24/7)

---

**Barnsley Council - Housing Solution Service**

01226 773870 / 01226 787789 (Out of hours)
adviceservices@barnsley.gov.uk
Civic Hall, Eldon Street, S70 2JL
www.barnsley.gov.uk

The team can assess support available for those who are homeless or threatened with homelessness.

Monday, Tuesday and Thursday 10am - 5pm; Wednesday 10:30am - 5pm; Friday 10am - 4:30pm

**Bridge-It Housing**

01226 824773
Unit 7 & 8 Burleigh Court, Burleigh Street, Barnsley, S70 1XY
www.bridge-ithousing.org.uk

Bridge-it work with the local council to tackle housing related issues. They provide housing and support to families, single males and females.

**Centrepoint**

0800 587 5158
www.centrepoint.org.uk/barnsley

Centrepoint work with the local authority and partners in Barnsley to provide accommodation for young people. Along with a safe place to stay, they also offer technical and practical support to help young people move on to live independently.
**Advocacy & Family Support**

**Baby Basics Barnsley**

- **Phone:** 0114 283 0651
- **Email:** Catherine.Dodd@salvationarmy.org.uk
- **Website:** www.baby-basics.org.uk

Baby Basics provides much needed essentials and equipment to mothers and families who are unable to provide these items for themselves; including but not limited to teenage mums, people seeking asylum and women fleeing domestic abuse and trafficking. People can be referred to Barnsley Baby Basics via community midwives.

**Safe@Last - Depaul**

- **Phone:** 01909 566977
- **Helpline:** 0800 335 7233 (24/7)
- **Email:** admin@safelast.org.uk
- **Website:** uk.depaulcharity.org/safelast

SAFE@LAST provides services and support for children and young people who are 16 and under who are at risk of harm before, during and after running away. They provide a range of services from prevention to crisis intervention, including a 24-hour helpline, one-to-one support for children and young people and the preventative education programme.

**South Yorkshire Housing Association**

- **Phone:** 0114 290 0200 or 0800 138 0380
- **Email:** enquiries@syha.co.uk
- **Address:** 152 Rockingham Street, Sheffield S1 4EB
- **Website:** www.syha.co.uk

South Yorkshire Housing Association (SYHA) manage private housing available to rent and a number of other projects to support those with more complex needs.

Open Mon–Fri, 9am–5pm

**British Red Cross - International Family Tracing**

- **Phone:** 0114 242 7384
- **Email:** tracingsouthyorks@redcross.org.uk
- **Website:** www.redcross.org.uk/get-help

The International Family Tracing service helps families finding missing relatives abroad, who have been separated by war, natural disaster or migration. It is a free and confidential service to help families reconnect. Help through the service can include:

- Finding missing family
- Sending a message to family (but not money or packages)
- Obtaining a certificate of detention for people who have been imprisoned
- Health and welfare checks

Support is by appointment only.
Citizens Advice - Barnsley

0344 111444 (Advice Line open Monday - Friday, 10am - 4pm)
1st Floor, Wellington House, 36 Wellington Street, Barnsley, S70 1WA
www.barnsleycab.org.uk

Citizens Advice is a network of independent charities which give free, confidential information and advice to assist people with money, legal, consumer and other problems.

Victim Support

0300 303 1976
(9am - 8pm Monday to Friday, 9am - 1pm on Saturdays)
humbersouthyorks.vs@victimsupport.org.uk
humbersouthyorks.victimsupport.org.uk

Victim Support is an independent charity that supports victims of crime and traumatic events. Victim Support has fully trained Victim Care Advocates who can support victims of crime, even if the incident hasn’t been reported to the police. Victim Support has a dedicated Children and Young People service and we provide practical and emotional support as well as advocacy support. They operate across South Yorkshire.

Live Chat is available Monday – Friday between 9am and 5pm and accessed via our website

Domestic & Sexual Abuse Services

Barnsley Sexual Abuse and Rape Crisis Services (BRARCS)
01226 320140
info@bsarcs.org
PO BOX 775 Barnsley, S70 9PL
www.bsarcs.org.uk

BSARCS (Barnsley Sexual Abuse and Rape Crisis Services) offers specialist services to people whose lives have been affected by rape, or any form of sexual abuse, at any time in their lives. BSARCS offers advocacy, support through the justice process, counselling, therapy and support groups free of charge to anyone living in the Barnsley area.

Galop - National LGBT+ Domestic Abuse Helpline
0800 999 5428
help@galop.org.uk
www.galop.org.uk

Galop is the UK’s only specialist LGBT+ anti-violence charity. They provide advice, support and advocacy to people who have experienced hate crime, domestic abuse and sexual violence. Galop is an independent organisation and their services are confidential and free.
Independent Domestic Abuse Service (IDAS) - Barnsley

0300 011 0110 (Helpline);
01226 320112 (Outreach);
01226 384054 (Refuge)

info@idas.org.uk
www.idas.org.uk

IDAS run the Barnsley Domestic Abuse Helpline which offers confidential support over the phone to people all genders and ages. IDAS also provides community-based support, high quality refuge and dispersed accommodation for people who need to escape violence, help for children and young people, peer mentoring and group work.

Make a Referral online:
www.idas.org.uk/contact/make-a-referral/

Independent Sexual Violence Advocacy (ISVA)

01226 320140
admin@drasacs.org.uk
www.drasacs.org.uk

Independent Sexual Violence Advocacy is available across South Yorkshire from a central referral hub managed centrally by DRASACS and funded by the South Yorkshire Police and Crime Commissioner

The service is available to adult females & males (ISVA) and children (CHISVA). The ISVA worker will give information to help a victim decide whether they want to report the incident(s) to the police. If they decide not to report the matter, they can still access the services. If a victim does decide to report the matter, the ISVA worker will help them through the whole process, including working with the police and the rest of the criminal justice system.

You can refer someone into the ISVA service by completing the secure form at:
isva-referral.drasacs.org.uk
Karma Nirvana

0800 599 9247 (Monday-Friday, 9am-5pm)
info@karmanirvana.org.uk
karmanirvana.org.uk

Karma Nirvana is a national charity supporting victims of ‘honour-based’ abuse and forced marriage. Honour crimes are not determined by age, faith, gender or sexuality, they support and work with all victims. Karma Nirvana also operate a National helpline to support both victims and professionals.

National Domestic Violence Helpline

0808 200 0247
www.nationaldahelpline.org.uk

This charity provide support to those who are experiencing domestic violence and need to find a place of refuge. Their free confidential helpline is open 24/7.

Education & Employment

Bright Future

Brightfuture@cityhearts.co.uk

The award-winning Bright Future Partnership Programme was born out of a desire to remove barriers to employment, accelerating survivors towards a bright future. This is achieved by providing a fast track into work with major companies on a human rights basis. The programme was developed alongside the Co-op, and has since expanded to involve 28 charities and 21 businesses. Since it began in 2017, Bright Future has helped a survivor into direct permanent employment every month!

Feels Like Home

01226 772500
The Learning Hub, Experience Barnsley, Town Hall, Barnsley, S70 2TA
www.experience-barnsley.com

Open to anyone (including children) whom English is their second language, wanting to know more about Barnsley and learning English. The group make friends, share cultures, go on trips and do fun museum activities.

Wednesday 4:30pm for tea/coffee then
5pm - 6:15pm (term time only)
Learning English
www.learningenglish.org.uk

Learning English in Yorkshire and the Humber is managed by Migrant English Support Hub (MESH) and helps people to find information about English language classes across the region. The website allows users to find out which classes are free, where they are held, at what level and whether childcare is available.

Northern College
01226 776000
jwilliamson@northern.ac.uk
Northern College, Wentworth Castle, Stainborough, Barnsley, S75 3ET
www.northern.ac.uk/freethinking

The Northern College Free Thinking Programme provides free residential education for survivors of modern slavery. The programme aims to rebuild self-confidence and independence and provides opportunities to develop English and ICT skills.

Food

Barnsley Foodbank
07741 414810
manager@barnsley.foodbank.org.uk
Various locations across Barnsley
www.barnsley.foodbank.org.uk

This Foodbank is supported by the Trussell Trust and provides three days’ nutritionally balanced emergency food and support to local people who are referred in crisis. Referrals are made by a range of organisations, contact the Foodbank to find out who is a referral agency in your area.

Health

Accident and Emergency - Barnsley Hospital
01226 730000
Gawber Road, Barnsley S75 2EP

i-Heart Barnsley
01226 242419

NHS service offering same-day over the phone appointments with a nurse or GP. A confidential interpreter service is available - simply mention the language you need when your call is answered.
Spectrum Sexual Health Barnsley

Gateway Clinic, Unit 1, Gateway Plaza, Sackville Street, Barnsley S70 2RD

Gateway Clinic combines sexual health and contraceptive services to provide a full service for all sexual health needs.

Legal Support

ATLEU (Anti-Trafficking and Labour Exploitation Unit)

020 7700 7311

advice@atleu.org.uk (Advice)
referrals@atleu.org.uk (Referrals)

www.atleu.org.uk

ATLEU assists survivors of modern slavery to obtain safety and justice.

ATLEU provide legal aid representation to survivors of modern slavery in the areas of immigration, public law, housing and support and compensation.

Alongside their one to one work for clients, they provide free advice for lawyers, advocates and support providers working with survivors via their advice line. ATLEU advise on any cases they cannot take on themselves or discuss potential referrals into the National Referral Mechanism. Unfortunately, they cannot review documents as part of this service.

ATLEU try to answer queries between the following times each week:

- Immigration - Thursdays 11am - 1pm
- Compensation - Thursdays 11am - 1pm
- Housing and support - Thursdays 2:30pm - 4:30pm
Barnsley - Child and Adolescent Mental Health Service (CAMHS)

电话: 01226 644829

地址: New Street Health Centre, Upper New Street, Barnsley S70 1LP

Barnsley’s Child and Adolescent Mental Health Service (CAMHS) works with children and young people up to the age of 18 who have mental health or emotional difficulties.

周一至周五，9am - 5pm

Community Mental Health Teams

电话: 01226 645000（新转介的单点接入）

有四个团队在Barnsley为16岁以上的人提供服务，他们正在经历急性或长期的精神健康问题。这些团队包括社区精神科护士（有时被称为CPNs）、社会工作者、职业治疗师、心理学家、支持工作者、顾问、认知分析治疗师、心理治疗师和认知行为心理治疗师。

这些团队根据GP和区域组织，并在周一至周五，9am - 5pm开放。

Bankfield Heath

电话: 0114 3570240

电子邮件: enquiries@bankfieldheath.co.uk

地址: Bankfield Heath Solicitors, 6 Woodseats Road, Sheffield South Yorkshire, S8 0PD

网址: www.bankfieldheath.co.uk

Bankfield Heath Solicitors 提供南约克郡个人和企业的法律建议和代表，涉及移民、庇护、人权和司法审查等问题。他们有法律援助合同，为那些有资格并提供免费20分钟咨询。他们还提供免费服务，如家庭暴力国内暴力临时减免。

电子邮件: enquiries@bankfieldheath.co.uk

地址: Bankfield Heath Solicitors, 6 Woodseats Road, Sheffield South Yorkshire, S8 0PD

Barnsley IAPT (Improving Access to Psychological Therapies)

电话: 01226 644900（周一至周五，9am - 5pm）

网址: www.barnsleyiapt.co.uk

Barnsley IAPT是一个免费的、保密的NHS服务，帮助16岁以上的人获得支持，以应对轻至中度的常见精神健康问题，如抑郁、焦虑和压力。他们与当地GP合作，团队包括认知行为治疗师和顾问，以非评判和支持性的方式帮助人们理解和/或管理当前的情绪，以获得新的理解，从而更好地处理它们。

电子邮件: SWY-TR.BarnsleyIAPT@nhs.net

自荐是可能的，网站（24小时）或通过电话联系。

Mental Health

Bankfield Heath

电话: 0114 3570240

电子邮件: enquiries@bankfieldheath.co.uk

地址: Bankfield Heath Solicitors, 6 Woodseats Road, Sheffield South Yorkshire, S8 0PD

网址: www.bankfieldheath.co.uk

Bankfield Heath Solicitors 提供南约克郡个人和企业的法律建议和代表，涉及移民、庇护、人权和司法审查等问题。他们有法律援助合同，为那些有资格并提供免费20分钟咨询。他们还提供免费服务，如家庭暴力国内暴力临时减免。

电子邮件: enquiries@bankfieldheath.co.uk

地址: Bankfield Heath Solicitors, 6 Woodseats Road, Sheffield South Yorkshire, S8 0PD

Barnsley IAPT (Improving Access to Psychological Therapies)

电话: 01226 644900（周一至周五，9am - 5pm）

网址: www.barnsleyiapt.co.uk

Barnsley IAPT是一个免费的、保密的NHS服务，帮助16岁以上的人获得支持，以应对轻至中度的常见精神健康问题，如抑郁、焦虑和压力。他们与当地GP合作，团队包括认知行为治疗师和顾问，以非评判和支持性的方式帮助人们理解和/或管理当前的情绪，以获得新的理解，从而更好地处理它们。

电子邮件: SWY-TR.BarnsleyIAPT@nhs.net

自荐是可能的，网站（24小时）或通过电话联系。
Ashiana

0114 2555740
info@ashianasheffield.org

www.ashianasheffield.org

As a subcontractor to the national contract currently held by the Salvation Army, Ashiana are one of the main providers of support for victims of modern slavery in the North of England. They support adults across South Yorkshire who have been recognised as potential victims of modern slavery and are in the National Referral Mechanism (NRM). Support is delivered through safehouse accommodation and on an outreach basis.

Outreach workers meet with clients on a 1:1 basis in the community to discuss their needs, provide subsistence and develop a support plan.

Ashiana receive their modern slavery referrals through the Salvation Army. If someone you’re working with needs support call the Salvation Army Helpline on 0300 303 8151.

Monday-Friday 9am - 5pm

British Red Cross - Pathways Project

07872 839885
antitrafficking@redcross.org.uk

Through the Pathways Project in South Yorkshire, the British Red Cross (BRC) are able to work with survivors of human trafficking who are third country nationals (from outside the EU). Support includes:

Longer-Term Casework Support

Specialist casework support aims to increase independence and integration for survivors of human trafficking. This longer-term support is available for:

- Those who are survivors of trafficking; those who have been historically trafficked, and those currently in exploitation or at risk of trafficking;
- Those who are not currently in the NRM, and require information about their options;
- Those who have been through the NRM and received:
  - a negative reasonable grounds decision
  - a negative or positive conclusive grounds decision;
- Those who are in the NRM but not currently receiving support.

Where external agencies are seeking to refer cases, the Pathways project is keen to consider and prioritise referrals from areas where other support providers are not available. To make a referral for casework support or for more information about services, please contact the Pathways Anti-Trafficking Officer at antitrafficking@redcross.org.uk.
Short-Term Accommodation and Material Support
BRC also have limited funds to provide emergency support to potential victims of trafficking who are third country nationals (those from outside the EU), who are unsure whether about entering the NRM and need more thinking time or information before making a decision, but who would otherwise be destitute.

- Short-term practical support includes: 3 nights accommodation, financial support, clothing, toiletries and a basic mobile phone.
- Casework support: providing non-directive information and advice on their options, so that survivors of trafficking understand the choices and options available to them, and receive the necessary support to act.

This short-term support is particularly aimed at survivors who have no recourse to public funds, and may have barriers to engaging with statutory services. To make a referral for accommodation, please contact the Pathways Anti-Trafficking Officer on 07872 839885. Please note this is a limited service that can be provided subject to capacity and funds.

City Hearts

- 0114 2132063
- info@cityhearts.co.uk
- The Megacentre, Bernard Road, Sheffield, S2 5BQ
- www.cityhearts.co.uk

City Hearts exists to support some of society’s most vulnerable people, including survivors of modern slavery. Over the past five years they have supported over 3000 individuals through their safe houses and support programmes. They offer immediate and long-term support to survivors of modern slavery, helping survivors integrate into the community through their ISP programme, and providing opportunities for employment through their Bright Future Partnership programme with the Co-op. City Hearts are dedicated to each person’s recovery and to restoring their broken lives and futures. Potential victims of modern slavery are referred to them through The Salvation Army, under the National Referral Mechanism (NRM).

Refugee Council - Trafficked Children’s Project

- traffickedchildren@refugeecouncil.org.uk
- www.refugeecouncil.org.uk/get-support/services/trafficked-childrens-project

Direct support for children and young people who are victims of trafficking as well as advice, support and training for professionals working with them.

Make a referral online
Snowdrop Project

0333 880 5008
barnsley@snowdropproject.co.uk
www.snowdropproject.co.uk

The Snowdrop Project exists to provide specialist, long-term support for survivors of human trafficking. The holistic, wrap-around support is not time limited but designed to empower the person towards independence and/or to ensure that they are accessing all the services that they are entitled to. We work with our clients on an individual basis to ensure their needs, which are often complex, are met. The Snowdrop Project also provide telephone advice and guidance to any professionals currently supporting a survivor who is uncertain what to do next or what the options are for that person.

Services provided include:

- Casework/advocacy which is delivered through social workers and trained volunteers
- Drop-in support
- Counselling (currently only available for Sheffield and Rotherham)
- Community activities
- A house renovation service (for those who are already in Snowdrop support)

For the casework support, referrals can be made for any survivor of human trafficking who:

- Has had a positive conclusive decision from the NRM
- Has had a negative conclusive decision from the NRM
- Has opted not to enter the NRM or to leave the NRM

Snowdrop Project accepts both professional and self referrals. Referral forms can be downloaded from the website at www.snowdropproject.co.uk/contact-us/make-a-referral or sent to you via email. Please note that all referrals are reviewed by the casework team. If the referral is urgent, please call to discuss the referral.

Snowdrop support the travel costs for any survivors accessing their service in the area.

Refugee & Asylum Seeker support

Barnsley Refugee Integration Service

01226 787602
adVICESERVICES@barnsley.gov.uk
Civic Hall, Eldon Street, Barnsley, S70 2JL
www.migrationyorkshire.org.uk/integration

In partnership with Migration Yorkshire Barnsley Council offers free support for new refugees who have received a positive asylum decision. Get in touch to find out more.

Monday - Friday, 9am - 5pm
The new Family Reunion Integration Service supports those who have arrived through refugee family reunion to the UK who need help with post arrival support and integration. Support is provided through tailored casework and integration support including:

- Benefits advice eg. Universal Credit applications
- Help to access mainstream housing services
- Support to obtain a NINO
- Destitution support & help sourcing furniture
- Accessing local health, ESOL and education services
- One to one advice and welcome information
- Weekly group sessions covering cultural orientation, rights and responsibilities, English learning/sharing, various group activities, and guest speakers.
- Peer buddy support providing befriending, orientation and intercultural mediation.

Support is by appointment only.

---

The Help Through Crisis (HTC) project provides focussed specialist advice and advocacy across South Yorkshire to refused asylum seekers. On options for accessing accommodation, support and legal advice, with a particular focus on individuals who are long term destitute, who have children, who are street homeless or are experiencing concerns with their mental health.

Outreach support by appointment only.

---

The Refugee Council offer a range of free, regular activities for refugees and asylum seekers living in Barnsley, including an ESOL class, conversation club, a women's group and a men's group.

Through their Refugee Advice Project, the Refugee Council also provide support for refugees and people seeking asylum living in Barnsley. People can access advice and support by attending their drop ins:

**Monday, 10am - 1pm**
**Tuesday, 1pm - 4pm**
**Thursday, 10am - 1pm**
Refugee Council - Children's Advice Project

020 7346 1134
children@refugeecouncil.org.uk

A national service providing advice and support to children who arrive in the UK on their own seeking asylum. Refugee Council helps children through the asylum system and ensures that they are protected and represented. They also provide information to carers and other professionals who work with children and young people.

Substance Misuse Services

Drug and alcohol service - NHS Burleigh Court

01226 779066
9-10 Burleigh Court, Burleigh St, Barnsley, S70 1XY

Burleigh Court deliver a range of substance misuse interventions to help people address their drug and, or alcohol issues. These include medical assessment with risk assessment and initial advice as well stabilisation on to substitute prescribed medication and planned reduction. They also initiate access to inpatient detoxification as appropriate.

Available Monday-Friday, 9am-5pm

Talk to Frank

0300 123 6600 (Helpline open 24/7 with advice available in 120 languages)
www.talktofrank.com

Talk to Frank is a national organisation which provides free friendly and confidential advice about drugs to adults and children.

Young People Substance Misuse Service

01226 705980
youngpeoplessubstancemisuseservice@barnsley.gov.uk
18 Regent Street, Barnsley, S70 2HG

Young People's Substance Misuse Service is a free and confidential service offering advice and information about drugs and alcohol to any young person aged 10 to 18 years old and their family.
Doncaster Council Home Options and Homeless Advice

01302 736000 (Monday to Friday, 8:30am - 5pm),
01302 323444 (Out of hours)

housingoptionsteam@doncaster.gov.uk

One-Stop-Shop, Civic Office, Waterdale, Doncaster, DN1 3BU

www.doncaster.gov.uk

Through a process of working closely with colleagues from Adult Social Care, the Doncaster Children’s Trust, St Leger Homes and Public Health, Doncaster Council identifies the particular housing requirements of individual groups and will provide a suitable choice of accommodation solutions for vulnerable people.

Monday - Friday between 8:30am - 5pm

Doncaster Foyer

01302 764800

www.saha.org.uk

A modern support housing development providing self-catered en suite rooms and support services to young people aged 16-24 experiencing homelessness.

Doncaster Foyer accepts self-referrals

Doncaster Homeless Floating Support Service

01302 558014

info@riverside.org.uk

Wharf House, Wharf Road, Doncaster, DH1 2ST

www.riverside.org.uk

Doncaster Homeless Floating Support is a community-based service, helping people to maintain their tenancy and or property as well as supporting clients to find and secure new properties. They also help single people or families in their own homes.

Roundabout - Transitional Housing Service

01302 370757

www.roundabouthomeless.org

Doncaster Transitional Housing Service supports young people who are in transition, often leaving care or the Youth Justice System. This service is normally accessed by Doncaster Social Workers; however they do welcome referrals from other local authorities.
SAFE@LAST provides services and support for children and young people who are 16 and under who are at risk of harm before, during and after running away. They provide a range of services from prevention to crisis intervention, including a 24-hour helpline, one-to-one support for children and young people and the preventative education programme.

South Yorkshire Housing Association

South Yorkshire Housing Association (SYHA) manage private housing available to rent and a number of other projects to support those with more complex needs.

YMCA

The YMCA provide supported accommodation for young men and women in Doncaster aged 16 to 30.

Advocacy & Family Support

British Red Cross - International Family Tracing

The International Family Tracing service helps families finding missing relatives abroad, who have been separated by war, natural disaster or migration. It is a free and confidential service to help families reconnect. Help through the service can include:

- Finding missing family
- Sending a message to family (but not money or packages)
- Obtaining a certificate of detention for people who have been imprisoned
- Health and welfare checks

Support is by appointment only.
Victim Support

0300 303 1976 (9am - 8pm Monday to Friday, 9am - 1pm on Saturdays)
humbersouthyorks.vs@victimsupport.org.uk

Victim Support is an independent charity that supports victims of crime and traumatic events. Victim Support has fully trained Victim Care Advocates who can support victims of crime, even if the incident hasn't been reported to the police. Victim Support has a dedicated Children and Young People service and we provide practical and emotional support as well as advocacy support. They operate across South Yorkshire.

Live Chat is available Monday – Friday between 9am and 5pm and accessed via our website.

Citizens Advice - Doncaster

03444 994137 (Advice line open Monday - Wednesday, 10am-12pm and 2pm-4pm)
www.citizensadvice.org.uk
5 Queensgate Waterdale, Doncaster, South Yorkshire DN1 3JN (Main Office)

Citizens Advice is a network of independent charities which give free, confidential information and advice to assist people with money, legal, consumer and other problems.

Drop-in for initial check, information and advice:
10am - 1pm, Fridays

Domestic & Sexual Abuse Services

Doncaster Abuse Hub
01302 737080
dahub@doncaster.gov.uk

The Hub provides confidential advice, information and support over the phone.

This service is available Monday-Friday, 9am - 4:30pm

Doncaster Rape and Sexual Abuse Counselling Service
01302 341572
admin@drasacs.org.uk
www.drasacs.org.uk

DRASACS - Doncaster, Rape and Sexual Abuse Counselling Service - offers specialist support to Women, Men and children, whose lives have been affected by rape, sexual abuse, sexual assault or any kind of sexual violence (acute or historical).
Galop - National LGBT+ Domestic Abuse Helpline

0800 999 5428
help@galop.org.uk
www.galop.org.uk

Galop is the UK’s only specialist LGBT+ anti-violence charity. They provide advice, support and advocacy to people who have experienced hate crime, domestic abuse and sexual violence. Galop is an independent organisation and their services are confidential and free.

Independent Sexual Violence Advocacy (ISVA)

01302 341572
admin@drasacs.org.uk
www.drasacs.org.uk

Independent Sexual Violence Advocacy is available across South Yorkshire from a central referral hub managed centrally by DRASACS and funded by the South Yorkshire Police and Crime Commissioner.

The service is available to adult females & males (ISVA) and children (CHISVA). The ISVA worker will give information to help a victim decide whether they want to report the incident(s) to the police. If they decide not to report the matter, they can still access the services. If a victim does decide to report the matter, the ISVA worker will help them through the whole process, including working with the police and the rest of the criminal justice system.

You can refer someone into the ISVA service by completing the secure form at: isva-referral.drasacs.org.uk

Karma Nirvana

0800 599 9247 (Monday-Friday, 9am-5pm)
info@karmanirvana.org.uk
karmanirvana.org.uk

Karma Nirvana is a national charity supporting victims of ‘honour-based’ abuse and forced marriage. Honour crimes are not determined by age, faith, gender or sexuality, they support and work with all victims. Karma Nirvana also operate a National helpline to support both victims and professionals.

National Domestic Violence Helpline

0808 200 0247
www.nationaldahelpline.org.uk

This charity provide support to those who are experiencing domestic violence and need to find a place of refuge. Their free confidential helpline is open 24/7.
The award-winning Bright Future Partnership Programme was born out of a desire to remove barriers to employment, accelerating survivors towards a bright future. This is achieved by providing a fast track into work with major companies on a human rights basis. The programme was developed alongside the Co-op, and has since expanded to involve 28 charities and 21 businesses. Since it began in 2017, Bright Future has helped a survivor into direct permanent employment every month!

Jobcentre Plus
0800 169 0190
Crossgate House, Wood Street, Doncaster DN1 3LL
Jobcentre Plus is a government-funded employment agency and social security office whose aim it is to help people of working age find employment. They also administer claims for benefits.

Learning English
www.learningenglish.org.uk

Learning English in Yorkshire and the Humber is managed by Migrant English Support Hub (MESH), and helps people to find information about English language classes across the region. The website allows users to find out which classes are free, where they are held, at what level and whether childcare is available.

Northern College
01226 776000
jwilliamson@northern.ac.uk
Northern College, Wentworth Castle, Stainborough, Barnsley, S75 3ET
www.northern.ac.uk/freethinking

The Northern College Free Thinking Programme provides free residential education for survivors of modern slavery. The programme aims to rebuild self-confidence and independence and provides opportunities to develop English and ICT skills.
Doncaster

Food

Doncaster Foodbank
- 07568 247288
- info@doncaster.foodbank.org.uk
- Various locations across Doncaster
- www.doncaster.foodbank.org.uk

This Foodbank is supported by the Trussell Trust and provides three days’ nutritionally balanced emergency food and support to local people who are referred to us in crisis. Referrals are made by a range of organisations, contact the Foodbank to find out who is a referral agency in your area.

Health

Accident and Emergency - Doncaster Royal Infirmary
- 01302 366666
- Thorne Road, Doncaster, Yorkshire, DN2 5LT

Family Planning & Emergency contraception - Trihealth Doncaster Sexual Health Service
- 01302 640040
- East Laith Gate House, Doncaster, DN1 1JE
  
  Closed on Wednesdays

Non-Emergency - Doncaster Same Day Health Centre
- 0300 123 3103
- Cavendish Court, Doncaster, DN1 2DJ
  
  8am - 8pm
  
  (Appointment only)

Project 3
- 01302 640032
- Young Peoples Health and Wellbeing Service, East Laith Gate House, East Laith Gate, Doncaster, South Yorkshire DN1 1JE

Project 3 works with young people aged 18 years and under who need advice information, help, support and intervention around; sexual health and contraception, drugs, alcohol and legal highs, quitting smoking, education and hidden harm support.
**Legal Support**

ATLEU (Anti-Trafficking and Labour Exploitation Unit)

- **Phone:** 020 7700 7311
- **Email:** advice@atleu.org.uk (Advice)
- **Email:** referrals@atleu.org.uk (Referrals)
- **Website:** www.atleu.org.uk

ATLEU assists survivors of modern slavery to obtain safety and justice.

ATLEU provide legal aid representation to survivors of modern slavery in the areas of immigration, public law, housing and support and compensation.

Alongside their one to one work for clients, they provide free advice for lawyers, advocates and support providers working with survivors via their advice line. ATLEU advise on any cases they cannot take on themselves or discuss potential referrals into the National Referral Mechanism. Unfortunately, they cannot review documents as part of this service.

ATLEU try to answer queries between the following times each week:

- **Immigration:** Thursdays 11am - 1pm
- **Compensation:** Thursdays 11am - 1pm
- **Housing and support:** Thursdays 2:30pm - 4:30pm

---

**Mental Health**

Bankfield Heath

- **Phone:** 0114 3570240
- **Email:** enquiries@bankfieldheath.co.uk
- **Address:** Bankfield Heath Solicitors, 6 Woodseats Road, Sheffield South Yorkshire, S8 0PD
- **Website:** www.bankfieldheath.co.uk

Bankfield Heath Solicitors provide legal advice and representation to individuals and businesses across South Yorkshire on issues including immigration, asylum, human rights and judicial review with staff specialising in human trafficking and domestic violence. They have a Legal Aid Contract for those who are eligible and offer free 20 minute consultations. Pro Bono work is offered where available on applications such as the Destitution Domestic Violence Concession.

---

Adult Mental Health - Doncaster Access Team

- **Phone:** 01302 566999
- **Address:** Opal Centre, Tickhill Road Site, Weston Road, Balby, Doncaster DN4 8QN

The Access Team provide an initial assessment of all specialist mental health referrals to identify individual need and the most appropriate service to meet that need. The team consists of community psychiatric nurses, social workers, approved mental health professionals, assessment officers, consultant psychiatrists and psychological therapists.
Doncaster Mind

Doncaster Mind offers free one to one counselling for people over 18 who experience some difficulty coping with life. People can self-refer by telephone or email. Referrals are also taken from healthworkers, social services and NGO’s.

Doncaster- Child and Adolescent Mental Health Service (CAMHS)

During office hours contact the CAMHS team on 01302 796191

Child and Adolescent Mental Health Service (CAMHS) works with children and young people up to the age of 18 who have mental health or emotional difficulties. Needs to be referred to the service by a professional.

Monday-Friday, 9am-5pm

Doncaster IAPT (Improving Access to Psychological Therapies)

The Flying Scotsman Centre, St Sepulchre Gate West, Doncaster, DN1 3AP

The Doncaster Improving Access to Psychological Therapies (IAPT) service offer patients a variety of different treatments tailored to their needs. Their team is primarily made up of psychological wellbeing practitioners, cognitive behavioural therapists and counsellors.

Modern Slavery Support

Ashiana

0114 2555740
info@ashiansheffield.org
www.ashiansheffield.org

As a subcontractor to the national contract currently held by the Salvation Army, Ashiana are one of the main providers of support for victims of modern slavery in the North of England. They support adults across South Yorkshire who have been recognised as potential victims of modern slavery and are in the National Referral Mechanism (NRM). Support is delivered through safehouse accommodation and on an outreach basis.

Outreach workers meet with clients on a 1:1 basis in the community to discuss their needs, provide subsistence and develop a support plan.

Ashiana receive their modern slavery referrals through the Salvation Army. If someone you’re working with needs support call the Salvation Army Helpline on 0300 303 8151.

Monday-Friday 9am - 5pm
City Hearts

0114 2132063
info@cityhearts.co.uk
The Megacentre, Bernard Road, Sheffield, S2 5BQ
www.cityhearts.co.uk

City Hearts exists to support some of society’s most vulnerable people, including survivors of modern slavery. Over the past five years they have supported over 3000 individuals through their safe houses and support programmes. They offer immediate and long-term support to survivors of modern slavery, helping survivors integrate into the community through their ISP programme, and providing opportunities for employment through their Bright Future Partnership programme with the Co-op. City Hearts are dedicated to each person’s recovery and to restoring their broken lives and futures.
Potential victims of modern slavery are referred to them through The Salvation Army, under the National Referral Mechanism (NRM).

British Red Cross - Pathways Project

07872 839885
antitrafficking@redcross.org.uk

Through the Pathways Project in South Yorkshire, the British Red Cross (BRC) are able to work with survivors of human trafficking who are third country nationals (from outside the EU). Support includes:

Longer-Term Casework Support
Specialist casework support aims to increase independence and integration for survivors of human trafficking. This longer-term support is available for:

- Those who are survivors of trafficking; those who have been historically trafficked, and those currently in exploitation or at risk of trafficking;
- Those who are not currently in the NRM, and require information about their options;
- Those who have been through the NRM and received:
  - a negative reasonable grounds decision
  - a negative or positive conclusive grounds decision;
- Those who are in the NRM but not currently receiving support.

Where external agencies are seeking to refer cases, the Pathways project is keen to consider and prioritise referrals from areas where other support providers are not available. To make a referral for casework support or for more information about services, please contact the Pathways Anti-Trafficking Officer at antitrafficking@redcross.org.uk.
Refugee & Asylum Seeker support

British Red Cross - Family Reunion Integration Service
0114 2427370
FamilyReunionYorkshire@redcross.org.uk
www.redcross.org.uk/get-help/get-help-as-a-refugee

The new Family Reunion Integration Service supports those who have arrived through refugee family reunion to the UK who need help with post arrival support and integration. Support is provided through tailored casework and integration support including:

- Benefits advice eg. Universal Credit applications
- Help to access mainstream housing services
- Support to obtain a NINO
- Destitution support & help sourcing furniture
- Accessing local health, ESOL and education services
- One to one advice and welcome information
- Weekly group sessions covering cultural orientation, rights and responsibilities, English learning/sharing, various group activities, and guest speakers
- Peer buddy support providing befriending, orientation and intercultural mediation.

Support is by appointment only.

Short-Term Accommodation and Material Support
BRC also have limited funds to provide emergency support to potential victims of trafficking who are third country nationals (those from outside the EU), who are unsure whether about entering the NRM and need more thinking time or information before making a decision, but who would otherwise be destitute.

- Short-term practical support includes: 3 nights accommodation, financial support, clothing, toiletries and a basic mobile phone.
- Casework support: providing non-directive information and advice on their options, so that survivors of trafficking understand the choices and options available to them, and receive the necessary support to act.

This short-term support is particularly aimed at survivors who have no recourse to public funds, and may have barriers to engaging with statutory services. To make a referral for accommodation, please contact the Pathways Anti-Trafficking Officer on 07872 839885. Please note this is a limited service that can be provided subject to capacity and funds.

Refugee Council - Trafficked Children’s Project
traffickedchildren@refugeecouncil.org.uk
www.refugeecouncil.org.uk/get-support/services/trafficked-childrens-project

Direct support for children and young people who are victims of trafficking as well as advice, support and training for professionals working with them.

Make a referral online
Doncaster Refugee Integration Service provided by Doncaster Metropolitan Borough Council

01302 215352
Doncaster Interpretation and Translation Unit, Floor 3, Civic Office, Waterdale, Doncaster, DN1 3BU
www.migrationyorkshire.org.uk/integration

In partnership with Migration Yorkshire, Doncaster Council offers free support for new refugees who have received a positive asylum decision. Get in touch to find out more.

Monday - Friday, 9am - 5pm

---

British Red Cross - Help Through Crisis

0114 2427385
refugeesupportsy@redcross.org.uk
Quaker Meeting House, Oxford Place, St James Street, Doncaster, DN1 3SL
www.redcross.org.uk/get-help

The Help Through Crisis (HTC) project provides focussed specialist advice and advocacy across South Yorkshire to refused asylum seekers. On options for accessing accommodation, support and legal advice, with a particular focus on individuals who are long term destitute, who have children, who are street homeless or are experiencing concerns with their mental health.

Support by appointment only on
Thursday, 1:30pm - 3pm

---

Doncaster Conversation Club

07505 454115
Quaker Meeting House, Oxford Place, St. James Street, Doncaster, DN1 3SL

Signposting and support for asylum seekers and refugees. Informal learning including a chance to practice use of English. Social and recreational activities.

Every Thursday, 12pm - 4pm

---
Migrant Help

0808 801 0503 (Free Asylum Helpline open 24/7)
info@migranthelpuk.org
www.migranthelpuk.org

Migrant Help provides independent advice and guidance to assist asylum seekers in the UK to move through and understand the asylum process. Their teams are based across the country and offer face to face advice to asylum seekers in initial accommodation sites, as well as outreach services to vulnerable clients.

Contact Migrant Help regarding:
- Advice on the claiming asylum
- Maintenance issues within asylum accommodation
- Request for assistance for an asylum seeker and/or their family
- Asylum payment issues
- Complaints regarding the services provided by Migrant Help, asylum accommodation provider, asylum payments provider or the Home Office
- Feedback regarding the asylum journey.

Translated support is available over the phone.

Webchat on Migrant Help's Service User Portal:
www.migranthelpuk.org/su-portal

Refugee Council - Children’s Advice Project

020 7346 1134
children@refugeecouncil.org.uk

A national service providing advice and support to children who arrive in the UK on their own seeking asylum. Refugee Council helps children through the asylum system and ensures that they are protected and represented. They also provide information to carers and other professionals who work with children and young people.
Substance Misuse Services

Aspire Drug and Alcohol Services

01302 730956
37 Thorne Road, Doncaster, DN1 3EZ
www.aspire.community

Talk to Frank

0300 123 6600 (Helpline open 24/7 with advice available in 120 languages)
www.talktofrank.com

Talk to Frank is a national organisation which provides free friendly and confidential advice about drugs to adults and children.

Doncaster – Single Point of Access (SPOA)
Rosslyn House, 37 Thorne Road, Doncaster, DN1 2EZ
Drop-in:
Mondays and Thursdays, 9am to 7pm,
Tuesdays, Wednesdays and Fridays, 9am to 5pm.

Mexborough Hub – Tel (01709) 590665
Hallgate, Mexborough, S64 0DQ
Drop-in: Mondays and Thursdays, 9am to 5pm

Bentley Hub – Tel (01302) 821422
The Jade Centre, Askern Road, Bentley, DN5 0JR
Drop-in: Tuesdays and Fridays, 9am to 5pm

Stainforth Hub – Tel (01302) 841400
Stainforth Clinic, Church Road, Stainforth, DN7 5PW
Drop-in: Mondays and Thursdays, 9am to 5pm
Rotherham MBC Homeless Service

01709 336009 (8:30am - 5pm)
07748 143170 (Outside hours)

Riverside House, Main Street Rotherham, S60 1AE
www.rotherham.gov.uk

The Homelessness service provides help and advice to people who are at risk of being homeless or who are homeless.

If you are calling about someone you are supporting, they will need to be with you when you call.

Rotherham Thursday Project

01709 837459

thursdayrotherhamproject@syha.co.uk

The Rotherham Thursday Project provides housing related support to those who have recently experienced a period of homelessness or are at significant risk of homelessness. Anyone can be referred to Rotherham Thursday Project over the age of 16.

Self-referrals are accepted

Roundabout

01709 372079

www.roundabouthomeless.org

Roundabout commissioned by Rotherham Metropolitan Borough Council (RMBC), provide support and accommodation services for young people aged 16 -25 who are experiencing homelessness or who are vulnerably housed. Accommodation includes emergency accommodation, supported accommodation and semi-supported accommodation.

Safe@Last - Depaul

01909 566977
0800 335 7233 (24/7 Helpline)

admin@safeatlast.org.uk

uk.depaulcharity.org/safelast

SAFE@LAST provides services and support for children and young people who are 16 and under who are at risk of harm before, during and after running away. They provide a range of services from prevention to crisis intervention, including a 24-hour helpline, one-to-one support for children and young people and the preventative education programme.
South Yorkshire Housing Association

0114 2900200 or 0800 138 0380
enquiries@syha.co.uk
152 Rockingham Street, Sheffield S1 4EB
www.syha.co.uk

South Yorkshire Housing Association (SYHA) manage private housing available to rent and a number of other projects to support those with more complex needs.

Open Mon–Fri, 9am–5pm

Advocacy & Family Support

British Red Cross - International Family Tracing

0114 2427384
tracingsouthyorks@redcross.org.uk
www.redcross.org.uk/get-help

The International Family Tracing service helps families finding missing relatives abroad, who have been separated by war, natural disaster or migration. It is a free and confidential service to help families reconnect.

Help through the service can include:

- Finding missing family
- Sending a message to family (but not money or packages)
- Obtaining a certificate of detention for people who have been imprisoned
- Health and welfare checks

Support is by appointment only
Citizens Advice - Rotherham

0344 111444 (Advice line open Monday - Friday 9am-4pm)

The RAIN Building Eastwood Lane, Rotherham, South Yorkshire S65 1EQ (Main Office)

www.citizensadviceprotherham.org.uk

Citizens Advice is a network of independent charities which give free, confidential information and advice to assist people with money, legal, consumer and other problems.

Drop-in service:
9:30am - 4:30pm, Monday-Friday

Victim Support

0300 303 1976 (Monday to Friday, 9am - 8pm and Saturdays, 9am - 1pm)

humbersouthyorksvs@victimsupport.org.uk

Victim Support is an independent charity that supports victims of crime and traumatic events. Victim Support has fully trained Victim Care Advocates who can support victims of crime, even if the incident hasn’t been reported to the police. Victim Support has a dedicated Children and Young People service and we provide practical and emotional support as well as advocacy support. They operate across South Yorkshire.

Live Chat is available Monday – Friday between 9am and 5pm and accessed via our website

Domestic & Sexual Abuse Services

Apna Haq

01709 519212 / 01709 519211

The Spectrum, Coke Hill, Rotherham, S60 2HX

info@apnahaq.org.uk

www.apnahaq.org.uk

Apna Haq supports women and girls from black and minority ethnic (BME) communities who are living in Rotherham and are escaping violence.

Galop - National LGBT+ Domestic Abuse Helpline

0800 999 5428

help@galop.org.uk

www.galop.org.uk

Galop is the UK’s only specialist LGBT+ anti-violence charity. They provide advice, support and advocacy to people who have experienced hate crime, domestic abuse and sexual violence. Galop is an independent organisation and their services are confidential and free.
Independent Sexual Violence Advocacy (ISVA)

01302 341572
admin@drasacs.org.uk
www.drasacs.org.uk

Independent Sexual Violence Advocacy is available across South Yorkshire from a central referral hub managed centrally by DRASACS and funded by the South Yorkshire Police and Crime Commissioner.

The service is available to adult females & males (ISVA) and children (CHISVA). The ISVA worker will give information to help a victim decide whether they want to report the incident(s) to the police. If they decide not to report the matter, they can still access the services. If a victim does decide to report the matter, the ISVA worker will help them through the whole process, including working with the police and the rest of the criminal justice system.

You can refer someone into the ISVA service by completing the secure form at:

isva-referral.drasacs.org.uk

Karma Nirvana

0800 599 9247 (Monday-Friday, 9am-5pm)
info@karmanirvana.org.uk
karmanirvana.org.uk

Karma Nirvana is a national charity supporting victims of ‘honour-based’ abuse and forced marriage. Honour crimes are not determined by age, faith, gender or sexuality, they support and work with all victims. Karma Nirvana also operate a National helpline to support both victims and professionals.

National Domestic Violence Helpline

0808 200 0247
www.nationaldahelpline.org.uk

This charity provide support to those who are experiencing domestic violence and need to find a place of refuge. Their free confidential helpline is open 24/7.
Rotherham

Rotherham, Abuse Counselling Service

01709 835482
Rotherham Abuse Counselling Service, 38 Moorgate Road, Rotherham S60 2AG
info@rothacs.org.uk
www.rothacs.org.uk

Rotherham Abuse Counselling Service provides specialist therapeutic counselling support to help survivors of sexual, physical or mental abuse and domestic violence. Their trained counsellors can offer sessions to those living or working in Rotherham.

Rotherham Rise

0330 2020571
Rotherham Rise, PO Box 769, Rotherham, S60 9JJ
enquiries@rotherhamrise.org.uk
www.rotherhamrise.org.uk

Rotherham Rise provide support to women and children fleeing domestic violence. They offer accommodation based support as well as outreach support and refuge services. They also have a dedication children and young people’s support service.

Education & Employment

Bright Future

Brightfuture@cityhearts.co.uk

The award-winning Bright Future Partnership Programme was born out of a desire to remove barriers to employment, accelerating survivors towards a bright future. This is achieved by providing a fast track into work with major companies on a human rights basis. The programme was developed alongside the Co-op, and has since expanded to involve 28 charities and 21 businesses. Since it began in 2017, Bright Future has helped a survivor into direct permanent employment every month!

Jobcentre Plus

0800 169 0190
Chantry House, Douglas Street, Rotherham S60 2DL

Jobcentre Plus is a government-funded employment agency and social security office whose aim it is to help people of working age find employment. They also administer claims for benefits.
Learning English

www.learningenglish.org.uk

Learning English in Yorkshire and the Humber is managed by Migrant English Support Hub (MESH), and helps people to find information about English language classes across the region. The website allows users to find out which classes are free, where they are held, at what level and whether childcare is available.

Northern College

01226 776000
Northern College, Wentworth Castle, Stainborough, Barnsley, S75 3ET
jwilliamson@northern.ac.uk
www.northern.ac.uk/freethinking

The Northern College Free Thinking Programme provides free residential education for survivors of modern slavery.

The programme aims to rebuild self-confidence and independence and provides opportunities to develop English and ICT skills.

Rotherham Foodbank

01709 372104
Hope Centre, Grove Road, Rotherham, S60 2ER
Full Life Church, High Street, Maltby, Rotherham, S66 8LF
stephen@rotherham.foodbank.org.uk
www.rotherham.foodbank.org.uk

This Foodbank is supported by the Trussel Trust and provides three days’ nutritionally balanced emergency food and support to local people who are referred to us in crisis. Referrals are made by a range of organisations, contact the Foodbank to find out who is a referral agency in your area.
Health

**Accident and Emergency - Rotherham General Hospital**

- **01709 820000**
- **Rotherham Hospital, Moorgate Road, Rotherham, S60 2UD**
- 24/7 - accident and emergency only

**Family Planning & Emergency contraception**

- **01709 427777**
- **Central Clinic, C Level, Rotherham Hospital, Moorgate Road, Rotherham, S60 2UD**

All sexual health treatment, advice and a full range of contraceptive services for all ages are available from the Integrated Sexual Health.

Service based at Rotherham Hospital

**Urgent and Emergency Care Centre**

- **Rotherham General Hospital, Moorgate Road, Rotherham S60 2UD**

The Urgent and Emergency Care Centre provides a single urgent and emergency care service for the people of Rotherham, giving you the right care, first time when you need to access NHS care urgently.

Legal Support

**ATLEU (Anti-Trafficking and Labour Exploitation Unit)**

- **020 7700 7311**
- **advice@atleu.org.uk (Advice)**
- **referrals@atleu.org.uk (Referrals)**
- **www.atleu.org.uk**

ATLEU assists survivors of modern slavery to obtain safety and justice.

ATLEU provide legal aid representation to survivors of modern slavery in the areas of immigration, public law, housing and support and compensation.

Alongside their one to one work for clients, they provide free advice for lawyers, advocates and support providers working with survivors via their advice line. ATLEU advise on any cases they cannot take on themselves or discuss potential referrals into the National Referral Mechanism. Unfortunately, they cannot review documents as part of this service.

ATLEU try to answer queries between the following times each week:

- **Immigration** - Thursdays 11am - 1pm
- **Compensation** - Thursdays 11am - 1pm
- **Housing and support** - Thursdays 2:30pm - 4:30pm
Bankfield Heath

电话: 0114 3570240
电子邮件: enquiries@bankfieldheath.co.uk
地址: Bankfield Heath Solicitors, 6 Woodseats Road, Sheffield, South Yorkshire, S8 0PD

Bankfield Heath Solicitors provide legal advice and representation to individuals and businesses across South Yorkshire on issues including immigration, asylum, human rights and judicial review with staff specialising in human trafficking and domestic violence. They have a Legal Aid Contract for those who are eligible and offer free 20 minute consultations. Pro Bono work is offered where available on applications such as the Destitution Domestic Violence Concession.

MIND

电话: 01709 919929
网址: www.rbmind.co.uk

Rotherham & Barnsley Mind is an independent local provider of high-quality mental health services in Rotherham, Barnsley and its surrounding areas. They aim to empower individuals to start on the pathway to recovery, and that their condition should never define the person.

Rotherham IAPT

电话: 01709 447755
地址: 23a Clifton Lane, Rotherham, S65 2AA

IAPT services provide evidence-based psychological therapies to people with anxiety disorders and depression.

Rotherham Adult Mental Health Service

电话: 01709 302670
地址: Swallowsnest Court, Aughton Road, Swallownest, Rotherham, S26 4TH

Rotherham - Child and Adolescent Mental Health Service (CAMHS)

电话: 01709 304808
地址: Kimberworth Place, Kimberworht Road, Kimberworth, Rotherham, S61 1HE

Child and Adolescent Mental Health Service (CAMHS) works with children and young people up to the age of 18 who have mental health or emotional difficulties. Needs to be referred to the service by a professional.
Modern Slavery Support

Ashiana

0114 2555740
info@ashianasheffield.org
www.ashianasheffield.org

As a subcontractor to the national contract currently held by the Salvation Army, Ashiana are one of the main providers of support for victims of modern slavery in the North of England. They support adults across South Yorkshire who have been recognised as potential victims of modern slavery and are in the National Referral Mechanism (NRM). Support is delivered through safehouse accommodation and on an outreach basis.

Outreach workers meet with clients on a 1:1 basis in the community to discuss their needs, provide subsistence and develop a support plan.

Ashiana receive their modern slavery referrals through the Salvation Army. If someone you’re working with needs support call the Salvation Army Helpline on 0300 303 8151.

Monday-Friday 9am - 5pm

Snowdrop Project - Counselling

0333 880 5008
info@snowdropproject.co.uk
www.snowdropproject.co.uk

The Snowdrop Project provides tailored one-to-one counselling and group therapy for survivors of human trafficking. The counselling is specifically designed to help survivors deal with the implications and impact of the trauma of their experiences. Group counselling focuses on coping techniques for every day life such as: help with sleep, depression and anxiety, as well as managing the symptoms of trauma. At various points in the year, other therapeutic options may be available such as art therapy or yoga.

Referrals can be made for any survivor of human trafficking who:

- is still being considered by the NRM
- has had a decision from the NRM
- have opted not to enter the NRM

Snowdrop Project accepts both professional and self referrals. Referral forms can be downloaded from the website at www.snowdropproject.co.uk/contact-us/make-a-referral/ or sent to you via email.

Snowdrop support the travel costs for any survivors accessing their service in the area.
Rotherham

British Red Cross - Pathways Project

Through the Pathways Project in South Yorkshire, the British Red Cross (BRC) are able to work with survivors of human trafficking who are third country nationals (from outside the EU). Support includes:

**Short-Term Accommodation and Material Support**

BRC also have limited funds to provide emergency support to potential victims of trafficking who are third country nationals (those from outside the EU), who are unsure whether about entering the NRM and need more thinking time or information before making a decision, but who would otherwise be destitute.

- Short-term practical support includes: 3 nights accommodation, financial support, clothing, toiletries and a basic mobile phone.
- Casework support: providing non-directive information and advice on their options, so that survivors of trafficking understand the choices and options available to them, and receive the necessary support to act.

This short-term support is particularly aimed at survivors who have no recourse to public funds, and may have barriers to engaging with statutory services. To make a referral for accommodation, please contact the Pathways Anti-Trafficking Officer on 07872 839885. Please note this is a limited service that can be provided subject to capacity and funds.

**Longer-Term Casework Support**

Specialist casework support aims to increase independence and integration for survivors of human trafficking. This longer-term support is available for:

- Those who are survivors of trafficking; those who have been historically trafficked, and those currently in exploitation or at risk of trafficking;
- Those who are not currently in the NRM, and require information about their options;
- Those who have been through the NRM and received:
  - a negative reasonable grounds decision
  - a negative or positive conclusive grounds decision;
- Those who are in the NRM but not currently receiving support.

Where external agencies are seeking to refer cases, the Pathways project is keen to consider and prioritise referrals from areas where other support providers are not available. To make a referral for casework support or for more information about services, please contact the Pathways Anti-Trafficking Officer at antitrafficking@redcross.org.uk.
City Hearts

0114 2132063
ingo@cityhearts.co.uk

The Megacentre, Bernard Road, Sheffield, S2 5BQ

www.cityhearts.co.uk

City Hearts exists to support some of society’s most vulnerable people, including survivors of modern slavery.

Over the past five years they have supported over 3000 individuals through their safe houses and support programmes.

They offer immediate and long-term support to survivors of modern slavery, helping survivors integrate into the community through their ISP programme, and providing opportunities for employment through their Bright Future Partnership programme with the Co-op.

City Hearts are dedicated to each person’s recovery and to restoring their broken lives and futures.

Potential victims of modern slavery are referred to them through The Salvation Army, under the National Referral Mechanism (NRM).

Refugee Council - Trafficked Children’s Project

traffickedchildren@refugeecouncil.org.uk

www.refugeecouncil.org.uk/get-support/services/trafficked-childrens-project

Direct support for children and young people who are victims of trafficking as well as advice, support and training for professionals working with them.

Make a referral online

Snowdrop Project

0333 880 5008

info@snowdropproject.co.uk

www.snowdropproject.co.uk

The Snowdrop Project exists to provide specialist, long-term support for survivors of human trafficking. The holistic, wrap-around support is not time limited but designed to empower the person towards independence and/or to ensure that they are accessing all the services that they are entitled to. We work with our clients on an individual basis to ensure their needs, which are often complex, are met.

The Snowdrop Project also provide telephone advice and guidance to any professionals currently supporting a survivor who is uncertain what to do next or what the options are for that person.

Services provided include:

- Casework/advocacy which is delivered through social workers and trained volunteers
- Drop-in support
- Counselling (see page 91 for more detailed information, currently only available for Sheffield and Rotherham)
- Community activities
- A house renovation service (for those who are already in Snowdrop support)
For the casework support, referrals can be made for any survivor of human trafficking who:

- Has had a positive conclusive decision from the NRM
- Has had a negative conclusive decision from the NRM
- Has opted not to enter the NRM or to leave the NRM

Snowdrop Project accepts both professional and self referrals. Referral forms can be downloaded from the website at [www.snowdropproject.co.uk/contact-us/make-a-referral](http://www.snowdropproject.co.uk/contact-us/make-a-referral) or sent to you via email. Please note that all referrals are reviewed by the casework team. If the referral is urgent, please call to discuss the referral.

Snowdrop support the travel costs for any survivors accessing their service in the area.

**Monday - Friday, 9am - 5pm**

---

**Refugee & Asylum Seeker support**

**British Red Cross - Family Reunion Integration Service**

0114 2427370

[FamilyReunionYorkshire@redcross.org.uk](mailto:FamilyReunionYorkshire@redcross.org.uk)


The new Family Reunion Integration Service supports those who have arrived through refugee family reunion to the UK who need help with post arrival support and integration. Support is provided through tailored casework and integration support including:

- Benefits advice eg. Universal Credit applications
- Help to access mainstream housing services
- Support to obtain a NINO
- Destitution support & help sourcing furniture
- Accessing local health, ESOL and education services
- One to one advice and welcome information
- Weekly group sessions covering cultural orientation, rights and responsibilities, English learning/sharing, various group activities, and guest speakers.
- A peer buddy scheme providing befriending, orientation and intercultural mediation.

Support is by appointment only.
Rotherham

British Red Cross - Help Through Crisis

0114 2427385
refugeesupportsy@redcross.org.uk
www.redcross.org.uk/get-help

The Help Through Crisis (HTC) project provides focussed specialist advice and advocacy across South Yorkshire to refused asylum seekers. On options for accessing accommodation, support and legal advice, with a particular focus on individuals who are long term destitute, who have children, who are street homeless or are experiencing concerns with their mental health.

Outreach support by appointment only

British Red Cross - Refugee Support

0114 2427385
refugeesupportsy@redcross.org.uk
Myplace Rotherham, St Ann’s Road, Rotherham, S65 1PH
www.redcross.org.uk/get-help

The British Red Cross provides support to destitute asylum seekers through weekly drop-in services in Sheffield and Rotherham. Weekly casework drop-in services provide practical and emotional support to refugees and asylum seekers and other vulnerable migrants. Red Cross can provide:

- Information and knowledge about asylum issues
- One-to-one advice and support if you are at risk of becoming destitute

British Red Cross - Strategic National Asylum Programme

0114 2427385
refugeesupportsy@redcross.org.uk
www.redcross.org.uk/get-help

The Strategic National Asylum Programme (SNAP) project delivers ‘Establishing oneself’ sessions through peer support, peer orientation and host community interactive opportunities in Rotherham.

Support is by appointment only

- Emergency provisions including food parcels and blankets
- Help with accessing health, education, welfare and legal services
- Details of other services and agencies supporting refugees and asylum seekers

Casework appointments for more complex issues are offered through the SNAP and HTC projects.

Weekly drop-in:
Thursday, 12:30pm - 3:30pm
Rotherham

Migrant Help

0808 8010 503 (Free Asylum Helpline open 24/7)
info@migranthelpuk.org
www.migranthelpuk.org

Migrant Help provides independent advice and guidance to assist asylum seekers in the UK to move through and understand the asylum process. Their teams are based across the country and offer face to face advice to asylum seekers in initial accommodation sites, as well as outreach services to vulnerable clients.

Contact Migrant Help regarding:

- Advice on the claiming asylum
- Maintenance issues withing asylum accommodation
- Request for assistance for an asylum seeker and/or their family
- Asylum payment issues
- Complaints regarding the services provided by Migrant Help, asylum accommodation provider, asylum payments provider or the Home Office
- Feedback regarding the asylum journey.

Translated support is available over the phone.

Webchat on Migranthelpuk’s Service User Portal:
www.migranthelpuk.org/su-portal

Refugee Council - Children’s Advice Project

020 7346 1134
children@refugeecouncil.org.uk
www.refugeecouncil.org.uk

A national service providing advice and support to children who arrive in the UK on their own seeking asylum. Refugee Council helps children through the asylum system and ensures that they are protected and represented. They also provide information to carers and other professionals who work with children and young people.

Rotherham Refugee Integration Service

01709 336009
Homeless team, Adult Care, Housing & Public Health, Rotherham Metropolitan Borough Council, Riverside House, Main Street, Rotherham, S60 1AE
www.migrationyorkshire.org.uk/integration

In partnership with Migration Yorkshire, Rotherham Council offers free support for new refugees who have received a positive asylum decision. Get in touch to find out more.

Monday - Friday, 9am - 5pm
Change Grow Live - Drug and Alcohol Recovery Service Rotherham

01709 917649
rotherham.admin@cgl.org.uk
1 Moorgate Road, Rotherham S60 2EN
www.changegrowlive.org

Change Grow Live help people who have issues with drugs and alcohol. Whether they want to learn how to use safely, reduce usage or stop completely they support people in a tailored way to suit them.

Divert

01709 917651
divert@cgl.org.uk
Carnson House, 1 Moorgate Road, Rotherham, S60 2EN
www.changegrowlive.org/divert-rotherham

DIVERT is a specialist substance misuse support service for young people affected by drugs or alcohol living in Rotherham.

Talk to Frank

0300 123 6600 (Helpline open 24/7 with advice available in 120 languages)
www.talktofrank.com

Talk to Frank is a national organisation which provides free friendly and confidential advice about drugs to adults and children.
Sheffield

**Accommodation**

**Roundabout**

- 0114 2536789
- Roundabout Limited, The Circle, 33 Rockingham Lane, Sheffield S1 4FW
- www.roundabouthomeless.org

Roundabout provide a number of services to support young people who are experiencing difficulties with their housing. This includes emergency accommodation, transitioning services for those leaving care of the Youth Justice System, tenancy support and drugs and alcohol services.

**Safe@Last - Depaul**

- 01909 566977
- 0800 335 7233 (24/7 Helpline)
- admin@safelast.org.uk
- uk.depaulcharity.org/safelast

SAFE@LAST provides services and support for children and young people who are 16 and under who are at risk of harm before, during and after running away. They provide a range of services from prevention to crisis intervention, including a 24-hour helpline, one-to-one support for children and young people and the preventative education programme.

**Sheffield City Council - Housing Solutions**

- 0114 2736306 (8:30am - 5pm, Monday - Friday);
- 0800 731 1689 (in case of an emergency out of hours)
- www.sheffield.gov.uk
- First Point Howden House, 1 Union Street, Sheffield, S1 2SH

Provides advice, help and support for anyone who is homeless, could become homeless in the near future, or has a housing problem which they need help to resolve. If they can't resolve your housing issue immediately your case will be referred to one of the casework teams so that further work can be done.

**Salvation Army - Charter Row Lifehouse**

- 0114 2725158
- Charter Row, 126 Charter Row, Sheffield S1 4HR
- www.salvationarmy.org.uk/charter-row-lifehouse

The Salvation Army provide supported accommodation for homeless men aged 18+ with a range of support needs including issues around substance misuse, poor mental health or emotional wellbeing, offending behaviour or with a lack of independent living skills.
Sheffield

South Yorkshire Housing Association

0114 2900200 or 0800 138 0380
enquiries@syha.co.uk
152 Rockingham Street, Sheffield S1 4EB
www.syha.co.uk

South Yorkshire Housing Association (SYHA) manage private housing available to rent and a number of other projects to support those with more complex needs.

Open Mon–Fri, 9am–5pm

Advocacy & Family Support

Baby Basics Sheffield

0114 2787262
sheffield@baby-basics.org.uk
267 Glossop Road, Sheffield, S10 2HB
www.baby-basics.org.uk

Baby Basics provides much needed essentials and equipment to mothers and families who are unable to provide these items for themselves; including but not limited to teenage mums, people seeking asylum and women fleeing domestic abuse and trafficking.

British Red Cross - International Family Tracing

0114 2427384
tracingsouthyorks@redcross.org.uk
www.redcross.org.uk/get-help

The International Family Tracing service helps families finding missing relatives abroad, who have been separated by war, natural disaster or migration. It is a free and confidential service to help families reconnect. Help through the service can include:

- Finding missing family
- Sending a message to family (but not money or packages)
- Obtaining a certificate of detention for people who have been imprisoned
- Health and welfare checks

Support is by appointment only

Citizens Advice - Sheffield

03444 113111 (Advice line open Monday - Friday, 10am-4pm)
The Circle, 33 Rockingham Lane, Sheffield S1 4FW (Main Office)
www.citizensadvicesheffield.org.uk

Citizens Advice is a network of independent charities which give free, confidential information and advice to assist people with money, legal, consumer and other problems.

There are several offices across Sheffield, visit the website to find a local drop-in service.
Sheffield Working Women’s Opportunities Project (SWWOP)

0114 2536899
info@swwop.org
SWWOP, 63A Wicker, WMS House, Wicker, Sheffield S3 8HT
www.swwop.org

SWWOP provide non-judgemental, intensive & practical support to a socially isolated and vulnerable group of women involved in street prostitution. They offer both outreach and drop-in sessions to improve the health and safety of the women they work alongside with.

Outreach sessions:
Mon: 7:00pm – 10:30pm
Weds-Thurs: 8:00pm – 11:30pm
Fri: 7:30pm – 11:00pm

Victim Support

0300 303 1976
humbersouthyorks.vs@victimsupport.org.uk
humbersouthyorks.victimsupport.org.uk

Victim Support is an independent charity that supports victims of crime and traumatic events. Victim Support has fully trained Victim Care Advocates who can support victims of crime, even if the incident hasn’t been reported to the police. Victim Support has a dedicated Children and Young People service and we provide practical and emotional support as well as advocacy support. They operate across South Yorkshire.

Live Chat is available Monday – Friday between 9am and 5pm and accessed via our website

Domestic & Sexual Abuse Services

Ashiana

0114 2555740
info@ashianasheffield.org
www.ashianasheffield.org

Ashiana’s advocacy team supports Black, Asian, Minority Ethnic and Refugee (BAMER) women and young people, who have experienced any form of abuse including domestic and sexual abuse forced marriage, female genital mutilation, gang violence and ‘honour’ based violence. Their Advocacy team works with women in Sheffield on a one to one basis to provide practical and emotional support.

Eva’s Therapy Service

0114 2750101
www.vidasheffield.org.uk

Eva Therapy Service is for women and girls who have experienced domestic and sexual abuse and trauma which can include experiences related to trafficking, gangs and sexual exploitation.

Information about referrals can be found at www.vida.co.uk.
Galop - National LGBT+ Domestic Abuse Helpline

0800 999 5428
help@galop.org.uk
www.galop.org.uk

Galop is the UK’s only specialist LGBT+ anti-violence charity. They provide advice, support and advocacy to people who have experienced hate crime, domestic abuse and sexual violence. Galop is an independent organisation and their services are confidential and free.

Independent Domestic Abuse Service (IDAS) - Sheffield

0808 808 2241
info@idas.org.uk
www.idas.org.uk

IDAS run the Sheffield Domestic Abuse Helpline which offers confidential support over the phone to people all genders and ages. IDAS also provides community-based support, high quality refuge and dispersed accommodation for people who need to escape violence, help for children and young people, peer mentoring and group work.

Make a Referral online:
www.idas.org.uk/contact/make-a-referral/

Independent Sexual Violence Advocacy (ISVA)

0808 802 0013
admin@drasacs.org.uk
srasac.org.uk/isva

Independent Sexual Violence Advocacy is available across South Yorkshire from a central referral hub managed centrally by DRASACS and funded by the South Yorkshire Police and Crime Commissioner.

The service is available to adult females & males (ISVA) and children (CHISVA). The ISVA worker will give information to help a victim decide whether they want to report the incident(s) to the police. If they decide not to report the matter, they can still access the services. If a victim does decide to report the matter, the ISVA worker will help them through the whole process, including working with the police and the rest of the criminal justice system.

You can refer someone into the ISVA service by completing the secure form at: isva-referral.drasacs.org.uk

Karma Nirvana

0800 599 9247 (Monday-Friday, 9am-5pm)
info@karmanirvana.org.uk
karmanirvana.org.uk

Karma Nirvana is a national charity supporting victims of ‘honour-based’ abuse and forced marriage. Honour crimes are not determined by age, faith, gender or sexuality, they support and work with all victims. Karma Nirvana also operate a National helpline to support both victims and professionals.
National Domestic Violence Helpline

- 0808 200 0247
- www.nationaldahelpline.org.uk

This charity provide support to those who are experiencing domestic violence and need to find a place of refuge. Their free confidential helpline is open 24/7.

Sheffield Rape and Sexual Abuse Centre (SRASAC)

- 0114 2412766
- info@srasac.org.uk
- www.srasac.org.uk

SRASACs specialist counselling service is for anyone aged 13 and above who lives in Sheffield. They are a dedicated team, working hard to support anyone who has experienced rape or sexual abuse at any time, providing free, confidential and non-judgemental counselling support for people accessing our service.

Information about referrals can be found at:
- www.srasac.org.uk

Education & Employment

Bright Future

@ Brightfuture@cityhearts.co.uk

The award-winning Bright Future Partnership Programme was born out of a desire to remove barriers to employment, accelerating survivors towards a bright future. This is achieved by providing a fast track into work with major companies on a human rights basis. The programme was developed alongside the Co-op, and has since expanded to involve 28 charities and 21 businesses. Since it began in 2017, Bright Future has helped a survivor into direct permanent employment every month!

Learning English

- www.learningenglish.org.uk

Learning English in Yorkshire and the Humber is managed by Migrant English Support Hub (MESH) and helps people to find information about English language classes across the region. The website allows users to find out which classes are free, where they are held, at what level and whether childcare is available.
Jobcentre Plus

- 0800 169 0190
- Cavendish Court, 9 Bank Street, Sheffield S1 2DR

Jobcentre Plus is a government-funded employment agency and social security office whose aim it is to help people of working age find employment. They also administer claims for benefits.

Northern College

- 01226 776000
- jwilliamson@northern.ac.uk
- Northern College, Wentworth Castle, Stainborough, Barnsley, S75 3ET
- www.northern.ac.uk/freethinking

The Northern College Free Thinking Programme provides free residential education for survivors of modern slavery. The programme aims to rebuild self-confidence and independence and provides opportunities to develop English and ICT skills.

Sheffield Association for the Voluntary Teaching of English

- 0114 2536644
- savte@savte.org.uk
- The Circle, Rockingham Lane, Sheffield S1 4FW
- www.savte.org.uk

SAVTE provides English Language Support to people in Sheffield who cannot go to an English class. Our language volunteers help learners in their communities or in their homes. They also have several conversation clubs across the city.

Sheffield Foodbanks

- Various locations
- www.sheffieldfoodbank.org.uk

Sheffield has a range of foodbanks located around the city to provide emergency food for those who need it. A list of foodbanks can be found on the website, with a list of the details.
Sheffield Health

Accident and Emergency - Northern General Hospital

- 0114 2434343
- 24/7 - accident and emergency only

Herries Rd, Sheffield, S5 7AU

Non-Emergency - Mulberry Practice

- 0114 3054050
- 1 Mulberry Street, Sheffield, South Yorkshire, S1 2PJ

The Mulberry Practice provides health care services for people living in Sheffield who are seeking asylum in the UK, homeless or living in temporary or unstable accommodation.

Non-Emergency - NHS Walk-in Centre

- 0114 2412700
- Rockingham House, Broad Lane, Sheffield, S1 3PB

Sexual Health Sheffield

- 0114 2268888
- 11a, B Road, Royal Hallamshire Hospital, Glossop Road, S10 2JF
- www.sexualhealthsheffield.nhs.uk

Sexual Health Sheffield offers a welcoming and confidential service to people of all ages including pregnancy testing and advice, contraception choices and advice, and the screening and treatment of sexually transmitted infections, including HIV. They also coordinate the Youth Clinic (for those aged 18 and under) and Pitstop+ (for gay and bisexual men).
ATLEU (Anti-Trafficking and Labour Exploitation Unit)

020 7700 7311
advice@atleu.org.uk (Advice)
referrals@atleu.org.uk (Referrals)
www.atleu.org.uk

ATLEU assists survivors of modern slavery to obtain safety and justice.

ATLEU provide legal aid representation to survivors of modern slavery in the areas of immigration, public law, housing and support and compensation.

Alongside their one to one work for clients, they provide free advice for lawyers, advocates and support providers working with survivors via their advice line. ATLEU advise on any cases they cannot take on themselves or discuss potential referrals into the National Referral Mechanism. Unfortunately, they cannot review documents as part of this service.

ATLEU try to answer queries between the following times each week:

- Immigration - Thursdays 11am - 1pm
- Compensation - Thursdays 11am - 1pm
- Housing and support - Thursdays 2:30pm - 4:30pm

Bankfield Heath Solicitors

0114 3570240
enquiries@bankfieldheath.co.uk
Bankfield Heath Solicitors, 6 Woodseats Road, Sheffield South Yorkshire, S8 0PD
www.bankfieldheath.co.uk

Bankfield Heath Solicitors provide legal advice and representation to individuals and businesses across South Yorkshire on issues including immigration, asylum, human rights and judicial review with staff specialising in human trafficking and domestic violence. They have a Legal Aid Contract for those who are eligible and offer free 20 minute consultations. Pro Bono work is offered where available on applications such as the Destitution Domestic Violence Concession.

Legal Justice Solicitors

0114 2494744
info@legaljusticesolicitors.co.uk
Unit 2, 12'O Clock Court, Attercliffe Road, Sheffield, S4 7WW
www.legaljusticesolicitors.co.uk

Legal Justice Solicitors specialise in UK immigration, asylum and nationality law. They are regulated by the Solicitors Regulation Authority and have a Legal Aid Contract.
South Yorkshire Refugee Law & Justice helps refused asylum seekers to collate evidence to support fresh claims and appeals. They see people by appointment only.

Phonelines open:
- Tuesday, 10am - 5pm
- Wednesday, 10 am - 5pm

Mental Health

Saffron: Sheffield Women's Counselling and Therapy Service

Saffron is a free counselling service for women in Sheffield who have experienced trauma or abuse. They also offer therapeutic group activities.

People are invited to register online at

www.saffronsheffield.org.uk/how-to-access-our-service
for further information

----------------------------------------------

Single Point of Access

SPA work alongside the Out-of-Hours Team to provide crisis support to the people of Sheffield 24 hours a day, seven days a week. The Single Point of Access team cover 8am to 8pm, with the Out-of-Hours Team operating 8pm to 8am.

----------------------------------------------

SHARE

Share offer a range of different therapy services for those 18 and over, including those who are economically disadvantaged or who, for other reasons, cannot obtain such help. Their sliding scale of fees ensures fees are realistic in relation to a person’s income.
Sheffield - Child and Adolescent Mental Health Service (CAMHS)

Brighton Community CAMHS 0114 3053106
Centenary Community CAMHS 0114 3053218

@ camhsspa@nhs.net

Child and Adolescent Mental Health Service (CAMHS) works with children and young people up to the age of 18 who have mental health or emotional difficulties. Needs to be referred to the service by a professional.

Sheffield IAPT

0114 2264380

Sheffield IAPT - Argyll House 9 Williamson Road, Sheffield, S11 9AR

www.iaptsheffield.nhs.uk

Sheffield Improving Access to Psychological Therapies (IAPT) is an NHS adult service offering a range of free psychological therapies to people who work and/or live in Sheffield. They can offer a range of local therapies that can help with stress, anxiety and depression.

Sheffield Mind

0114 2584489

therapy@sheffieldmind.co.uk

Sheffield Mind, Wellbeing Centre, 110 Sharrow Lane, Sheffield S11 8AL

www.sheffieldmind.co.uk

Sheffield Mind offers a free individual counselling service to men and women and some group work including supportive social groups: weekly Friendly Friday sessions, a weekly Dementia friendly Café and monthly Vintage Tea Room. All their services (apart from the Listening Post) are free to access and open to anyone above the age of 18. They accept self-referrals or referrals from other professionals.

More information about referrals can be found at www.sheffieldmind.co.uk/Pages/Category/counselling-and-therapy-services

Sheffield Mental Health Guide

www.sheffieldmentalhealth.co.uk

An online resource featuring a searchable directory of mental health and wellbeing related services and activities in Sheffield, as well as other useful information and self-help resources.
The Snowdrop Project provides tailored one-to-one counselling and group therapy for survivors of human trafficking. The counselling is specifically designed to help survivors deal with the implications and impact of the trauma of their experiences. Group counselling focuses on coping techniques for every day life such as: help with sleep, depression and anxiety, as well as managing the symptoms of trauma. At various points in the year, other therapeutic options may be available such as art therapy or yoga.

Referrals can be made for any survivor of human trafficking who:

- is still being considered by the NRM
- has had a decision from the NRM
- have opted not to enter the NRM

Snowdrop Project accepts both professional and self referrals. Referral forms can be downloaded from the website at www.snowdropproject.co.uk/contact-us/make-a-referral/ or sent to you via email.

Snowdrop support the travel costs for any survivors accessing their service in the area.

As a subcontractor to the national contract currently held by the Salvation Army, Ashiana are one of the main providers of support for victims of modern slavery in the North of England. They support adults across South Yorkshire who have been recognised as potential victims of modern slavery and are in the National Referral Mechanism (NRM). Support is delivered through safehouse accommodation and on an outreach basis.

Outreach workers meet with clients on a 1:1 basis in the community to discuss their needs, provide subsistence and develop a support plan. See page 110 to find out more about Ashiana’s Domestic and Sexual Abuse Service.

Ashiana receive their modern slavery referrals through the Salvation Army. If someone you’re working with needs support call the Salvation Army Helpline on 0300 303 8151.

Monday-Friday 9am - 5pm
British Red Cross - Pathways Project

07872 839885
antitrafficking@redcross.org.uk

Through the Pathways Project in South Yorkshire, the British Red Cross (BRC) are able to work with survivors of human trafficking who are third country nationals (from outside the EU). Support includes:

Short-Term Accommodation and Material Support

BRC also have limited funds to provide emergency support to potential victims of trafficking who are third country nationals (those from outside the EU), who are unsure whether about entering the NRM and need more thinking time or information before making a decision, but who would otherwise be destitute.

- Short-term practical support includes: 3 nights accommodation, financial support, clothing, toiletries and a basic mobile phone.
- Casework support: providing non-directive information and advice on their options, so that survivors of trafficking understand the choices and options available to them, and receive the necessary support to act.

This short-term support is particularly aimed at survivors who have no recourse to public funds, and may have barriers to engaging with statutory services. To make a referral for accommodation, please contact the Pathways Anti-Trafficking Officer on 07872 839885. Please note this is a limited service that can be provided subject to capacity and funds.

Longer-Term Casework Support

Specialist casework support aims to increase independence and integration for survivors of human trafficking. This longer-term support is available for:

- Those who are survivors of trafficking; those who have been historically trafficked, and those currently in exploitation or at risk of trafficking;
- Those who are not currently in the NRM, and require information about their options;
- Those who have been through the NRM and received:
  - a negative reasonable grounds decision
  - a negative or positive conclusive grounds decision;
- Those who are in the NRM but not currently receiving support.

Where external agencies are seeking to refer cases, the Pathways project is keen to consider and prioritise referrals from areas where other support providers are not available. To make a referral for casework support or for more information about services, please contact the Pathways Anti-Trafficking Officer at antitrafficking@redcross.org.uk.
City Hearts

0114 2132063
info@cityhearts.co.uk
The Megacentre, Bernard Road, Sheffield, S2 5BQ
www.cityhearts.co.uk

City Hearts exists to support some of society's most vulnerable people, including survivors of modern slavery.

Over the past five years they have supported over 3000 individuals through their safe houses and support programmes.

They offer immediate and long-term support to survivors of modern slavery, helping survivors integrate into the community through their ISP programme, and providing opportunities for employment through their Bright Future Partnership programme with the Co-op.

City Hearts are dedicated to each person's recovery and to restoring their broken lives and futures.

Potential victims of modern slavery are referred to them through The Salvation Army, under the National Referral Mechanism (NRM).

Refugee Council - Trafficked Children's Project

traffickedchildren@refugeecouncil.org.uk
www.refugeecouncil.org.uk/get-support/services/trafficked-childrens-project

Direct support for children and young people who are victims of trafficking as well as advice, support and training for professionals working with them. Make a referral online.

Snowdrop Project

0333 8805008
info@snowdropproject.co.uk
www.snowdropproject.co.uk

The Snowdrop Project exists to provide specialist, long-term support for survivors of human trafficking. The holistic, wrap-around support is not time limited but designed to empower the person towards independence and/or to ensure that they are accessing all the services that they are entitled to. We work with our clients on an individual basis to ensure their needs, which are often complex, are met.

The Snowdrop Project also provide telephone advice and guidance to any professionals currently supporting a survivor who is uncertain what to do next or what the options are for that person.

Services provided include:

- Casework/advocacy which is delivered through social workers and trained volunteers
- Drop-in support
- Counselling (see page 125 for more detailed information, currently only available for Sheffield and Rotherham)
- Community activities
- A house renovation service (for those who are already in Snowdrop support)

For the casework support, referrals can be made for any survivor of human trafficking who:
Support is available for destitute asylum seekers who have been unsuccessful in their applications for asylum.

To access support people should visit the Help Desk during the drop-in at Victoria Hall on a Wednesday, 1pm - 3pm.

British Red Cross - Family Reunion Integration Service

- Has had a positive conclusive decision from the NRM
- Has had a negative conclusive decision from the NRM
- Has opted not to enter the NRM or to leave the NRM

Snowdrop Project accepts both professional and self referrals. Referral forms can be downloaded from the website at www.snowdropproject.co.uk/contact-us/make-a-referral or sent to you via email. Please note that all referrals are reviewed by the casework team. If the referral is urgent, please call to discuss the referral.

Snowdrop support the travel costs for any survivors accessing their service in the area.

Monday-Friday 9am - 5pm

Refugee & Asylum Seeker support

ASSIST Sheffield

0114 2754960

Support is available for destitute asylum seekers who have been unsuccessful in their applications for asylum.

To access support people should visit the Help Desk during the drop-in at Victoria Hall on a Wednesday, 1pm - 3pm.

- Benefits advice eg. Universal Credit applications
- Help to access mainstream housing services
- Support to obtain a NINO
- Destitution support & help sourcing furniture
- Accessing local health, ESOL and education services
- One to one advice and welcome information
- Weekly group sessions covering cultural orientation, rights and responsibilities, English learning/sharing, various group activities, and guest speakers.
- A peer buddy scheme providing befriending, orientation and intercultural mediation.

Support is by appointment only
The Help Through Crisis (HTC) project provides focussed specialist advice and advocacy across South Yorkshire to refused asylum seekers. On options for accessing accommodation, support and legal advice, with a particular focus on individuals who are long term destitute, who have children, who are street homeless or are experiencing concerns with their mental health.

Outreach support by appointment only

The British Red Cross provides support to destitute asylum seekers through weekly drop-in services in Sheffield and Rotherham. Weekly casework drop-in services provide practical and emotional support to refugees and asylum seekers and other vulnerable migrants. Red Cross can provide:

- Information and knowledge about asylum issues
- One-to-one advice and support if you are at risk of becoming destitute
- Emergency provisions including food parcels and blankets
- Help with accessing health, education, welfare and legal services
- Details of other services and agencies supporting refugees and asylum seekers

Casework appointments for more complex issues are offered through the SNAP and HTC projects.

**Weekly drop-in:**
Wednesday, 1pm - 4pm
City of Sanctuary

0114 2211845
The Sanctuary, 37-39 Chapel Walk, Sheffield, S1 2PD
sheffield.cityofsanctuary.org

The Sanctuary is an open door through which new arrivals can come to chat, meet local people, use a computer, have a cup of tea, read the paper, or simply sit and keep warm.

The SPRING project is a partnership between six agencies – City of Sanctuary, Voluntary Action Sheffield, SOLACE, SAVTE (English teaching), Citizens Advice and Sheffield City Council. The project provides move on support for those who those granted status to help refugees make the transition to settled life in the UK.

Health & wellbeing:
Wednesday, 1pm - 4pm

Welcome project:
Wednesday, 9:30am - 11:30am

SPRING project:
Monday - Thursday, 10am - 4pm

Conversation Club

www.conversationclub.org.uk
07807 584657

The club offers English practice and some basic English teaching together with quite a lot of orientation and cultural input plus fun, welcome and friendship.

Victoria Hall, Norfolk Street Sheffield S1 2JB -
Wednesday, 1pm - 4pm

Central United Reformed Church (upstairs) 60 Norfolk Street,
Sheffield S1 2JB
Friday, 1pm - 4pm

A place for women to practice their English.

womensconvclub@gmail.com

Together Women Project, 106 Arundel Lane, Sheffield S1
Thursday, 12:30pm - 2:30pm (Closed during school half-terms and holidays.)
Migrant Help

0808 8010 503 (Free Asylum Helpline open 24/7)
info@migranthelpuk.org
www.migranthelpuk.org

Migrant Help provides independent advice and guidance to assist asylum seekers in the UK to move through and understand the asylum process. Their teams are based across the country and offer face to face advice to asylum seekers in initial accommodation sites, as well as outreach services to vulnerable clients.

Contact Migrant Help regarding:

- Advice on the claiming asylum
- Maintenance issues within asylum accommodation
- Request for assistance for an asylum seeker and/or their family
- Asylum payment issues
- Complaints regarding the services provided by Migrant Help, asylum accommodation provider, asylum payments provider or the Home Office
- Feedback regarding the asylum journey.

Translated support is available over the phone.

Webchat on Migrant Help’s Service User Portal:
www.migranthelpuk.org/su-portal

Multi-agency drop-in, managed by City of Sanctuary

0114 2427385
Victoria Hall, Norfolk Street Sheffield, S1 2JB

A multi-agency drop-in service available every week. Organisations represented at the drop-in include: City of Sanctuary, Red Cross and ASSIST.

Wednesday 1pm - 4pm

Refugee Council - Children’s Advice Project

020 7346 1134
children@refugeecouncil.org.uk

A national service providing advice and support to children who arrive in the UK on their own seeking asylum. Refugee Council helps children through the asylum system and ensures that they are protected and represented. They also provide information to carers and other professionals who work with children and young people.
Substance Misuse Services

CGL - The Corner

0114 2752051
thecorner.sheffield@cgl.org.uk
91 Division Street, Sheffield, South Yorkshire, S1 4GE
www.thecorner.sheffield.com

The Corner provides advice to young people aged 10-18 about drinking and drugs. Self-referrals are welcome.

Open Monday-Friday 9am - 5pm

Sheffield Drugs and Alcohol Co-ordination Team (DACT)

Drug support helpline: 0114 2721481
Alcohol support helpline: 0114 3050500
www.sheffielddact.org.uk/drugs-alcohol

DACT work with partners to reduce the number of people misusing drugs in Sheffield, provide safe and appropriate treatment for those misusing drugs, and reducing the harms from drug misuse.

Sheffield NHS - Alcohol service

0114 3050500
sct-ctr.fitzwilliamcentrereferrals@nhs.net
Alcohol Service 44 Sidney Street, Sheffield S1 4RH

The Alcohol Service offers free support to anyone over the age of 18 who lives in Sheffield and needs information, advice, support and treatment to help make changes to their drinking and begin their recovery journey. Self-referrals can be done over the phone, email or in person. Referrals from professionals such as GPs, social workers, pharmacists or probation workers are also accepted.

Monday, Tuesday, Wednesday and Friday, 9am-5pm; Thursdays, 12pm-8pm

Sheffield NHS - Non-Opiates Drug service

0114 3050500
sct-ctr.fitzwilliamcentrereferrals@nhs.net
44 Sidney Street, Sheffield S1 4RH

The Non-Opiates Service offers free support to anyone using non-opiate drugs who is over the age of 18 and lives in Sheffield. Self-referrals can be done over the phone, email or in person. Referrals from professionals such as GPs, social workers, pharmacists or probation workers are also accepted.

Monday, Tuesday, Wednesday and Friday, 9am-5pm; Thursdays, 9am - 7pm
Sheffield NHS - Opiates Drug Service

0114 3050500
sct-ctr.fitzwilliamcentrereferrals@nhs.net
START Opiate Service, Fitzwilliam Centre, 143-145 Fitzwilliam Street, Sheffield S1 4JP

Opiates Service - offers free support to anyone who is using opiate drugs who is over the age of 18 and lives in Sheffield. Self-referrals can be done over the phone, email or in person. Referrals from professionals such as GPs, social workers, pharmacists or probation workers are also accepted.

Monday, Tuesday and Friday, 9am - 5pm; Wednesday and Thursday, 9am - 8pm

Talk to Frank

0300 123 6600 (Helpline open 24/7 with advice available in 120 languages)
www.talktofrank.com

Talk to Frank is a national organisation which provides free friendly and confidential advice about drugs to adults and children.

Glossary

CAMHS – Child and Adolescent Mental Health Services
CG – Conclusive Grounds (final decision given as part of the NRM process)
CMHT – Community Mental Health Teams
CTAC – Child Trafficking Advice Centre
ECAT – European Convention on Action Against Trafficking in Human Beings
GLAA – Gangmasters Labour and Abuse Authority
MSHT – Modern Slavery and Human Trafficking
NCA – National Crime Agency
NRM – National Referral Mechanism
PV – Potential Victim
RG – Reasonable Grounds (first decision given as part of the NRM process)
SYMSP – South Yorkshire Modern Slavery Partnership
VCC – Victim Care Contract
Thank you to all our partners for supporting the development of this Pocketbook for Professionals, particularly Joy French and Judith Daley from the Sheffield Diocese for bringing this idea to us.

Thanks also to the Sheffield Diocese, the Police and Crime Commissioner, Barnsley MBC, Doncaster MBC, Rotherham MBC and Sheffield CC for funding the development and printing of this Pocketbook.

The Partnership would also like to thank Connor Cashell a student from the University of Sheffield, for his support in reviewing this Pocketbook.