

SOUTH YORKSHIRE MODERN SLAVERY

POCKETBOOK FOR
PROFESSIONALS

2020



South Yorkshire
Modern Slavery
Partnership



Contents

Introduction	3	Education & Employment	57
What is Modern Slavery?.....	4	Food	59
Background.....	4	Health.....	59
Definitions	4	Legal Support.....	61
General Indicators	9	Mental Health.....	62
Physical Appearance	9	Modern Slavery Support	64
Restricted Freedom	9	Refugee & Asylum Seeker support	68
Isolation	10	Substance Misuse Services	73
Work	10	Rotherham.....	75
Children.....	11	Accommodation	75
The National Referral Mechanism (NRM)	13	Advocacy & Family Support	78
NRM Summary	13	Domestic & Sexual Abuse Services	80
NRM Pathway.....	14	Education & Employment	84
NRM Support	15	Food	86
NRM Referral.....	16	Health.....	87
What to do if you Identify a Potential Victim (PV)	19	Legal Support.....	88
Helplines	22	Mental Health.....	89
Barnsley	24	Modern Slavery Support	92
Accommodation	24	Refugee & Asylum Seeker support	98
Advocacy & Family Support	26	Substance Misuse Services	103
Domestic & Sexual Abuse Services	28	Sheffield	105
Education & Employment	32	Accommodation	105
Food	34	Advocacy & Family Support	107
Health.....	34	Domestic & Sexual Abuse Services	110
Legal Support.....	36	Education & Employment	114
Mental Health.....	37	Food	116
Modern Slavery Support	39	Health.....	117
Refugee & Asylum Seeker support	44	Legal Support.....	119
Substance Misuse Services	47	Mental Health.....	121
Doncaster.....	49	Modern Slavery Support	126
Accommodation	49	Refugee & Asylum Seeker support	131
Advocacy & Family Support	52	Substance Misuse Services	139
Domestic & Sexual Abuse Services	54	Glossary.....	142

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.

Background

According to the **Global Slavery Index¹**, 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 2015²** consolidated existing offenses and provided new legal definitions for:

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

¹ <https://www.globalslaveryindex.org/2018/data/country-data/united-kingdom/>

² <https://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

📌 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 victims(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 differences¹:

	Human Trafficking	Smuggling
Location	Can be across international borders or internal.	Crosses international borders.
Consent	Involves the deception or coercion of a person. Even though a person may consent to travel, it is often under false pretences.	Is a service a person may ask/pay for, despite the danger to their own safety.
Exploitation	Once a person reaches their destination, they are exploited by those involved in their movement.	Once a person reaches their destination, they are free to move on.

3. Exploitation

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.stophetraffik.org/smuggling-trafficking-knowing-differences/>

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.

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.

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.

Children

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**.

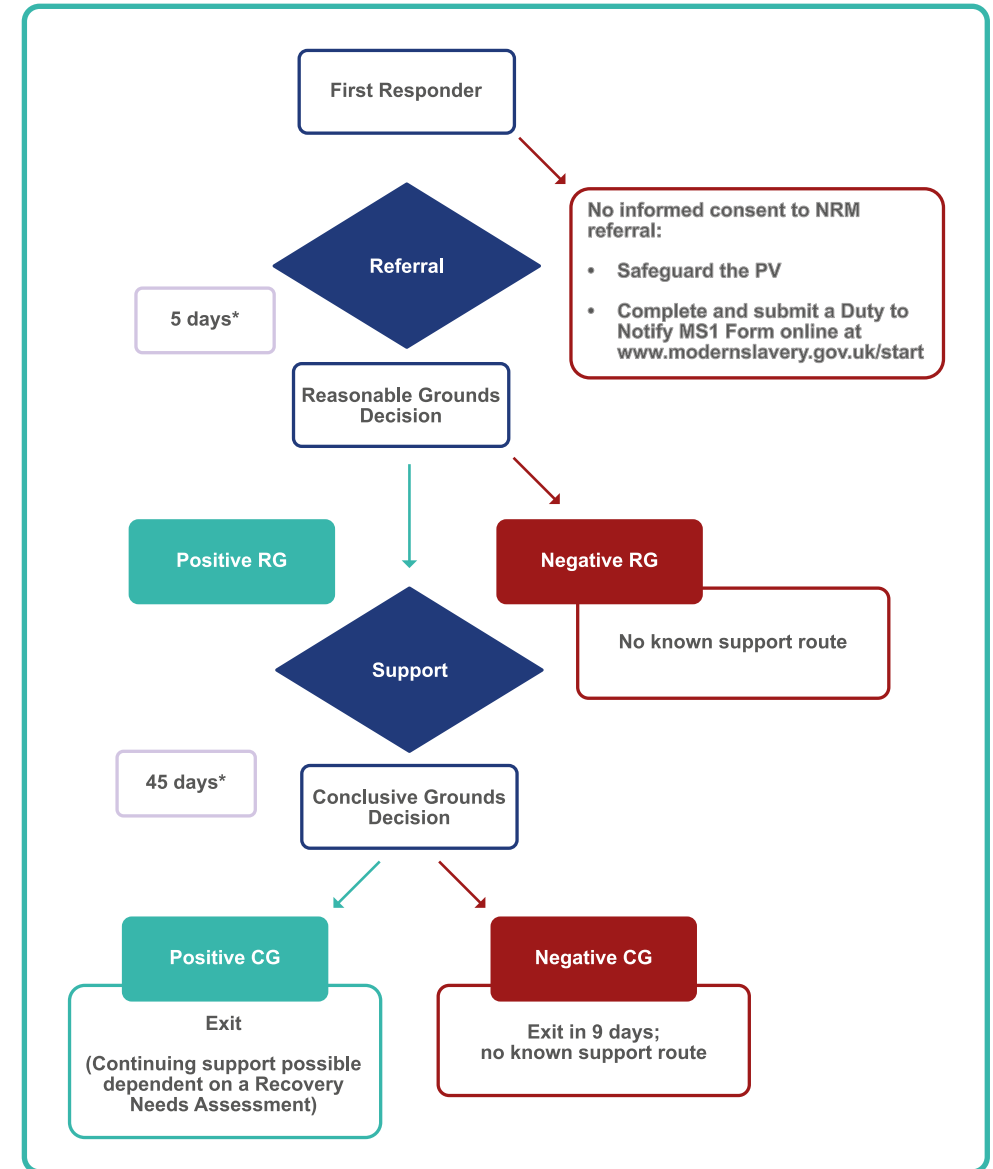
The National Referral Mechanism (NRM)

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.

NRM Summary

- Introduced in 2009 to identify and provide support to potential victims of modern slavery.
- It is a two-stage decision process:
 - o Reasonable Grounds Decision (RG) – within 5 days of referral
 - o 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

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 0800 808 3733.

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:
 - o UK Visas and Immigration
 - o Border Force
 - o 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

The National Referral Mechanism (NRM)

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:
 - o what the NRM is
 - o what support is available through the NRM
 - o what the possible outcomes are for an individual being referred
 - o 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

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'.

Find out more about the Duty to Notify here:

www.gov.uk/government/publications/duty-to-notify-the-home-office-of-potential-victims-of-modern-slavery

To find out more about the NRM visit:
www.gov.uk/government/publications/human-trafficking-victims-referral-and-assessment-forms/guidance-on-the-national-referral-mechanism-for-potential-adult-victims-of-modern-slavery-england-and-wales



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 0800 808 3733 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 – [see page 18](#).

Refer to the Human Trafficking Foundation's [Trafficking and Survivor Care Standards](#) for further guidance.



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 0800 808 3733.
- If they want to report what has happened to them to the police, but they are not in immediate danger, call 101.

📞 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 0800 808 3733 (Available 24/7)

The Police

📞 Call 101 to report a non-urgent incident.

Always call 999 if you think someone is in immediate danger.

Gangmasters Labour & Abuse Authority (GLAA)

To report the mistreatment of workers or unscrupulous labour providers.

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

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)

Accommodation

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.

Safe@Last - Depaul

 01909 566977
0800 335 7233 (24/7 Helpline)

 admin@safelatlast.org.uk

 uk.depaulcharity.org/safelat

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 290 0200 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 Barnsley**

 0114 283 0651

 Catherine.Dodd@salvationarmy.org.uk

 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.





British Red Cross - International Family Tracing

 0114 242 7384

 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 - Barnsley

-  03444 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

 0800 055 6442

 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

Bankfield Heath

 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.

Mental Health

Barnsley - Child and Adolescent Mental Health Service (CAMHS)

 01226 644829

 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.

Monday - Friday, 9am - 5pm

Community Mental Health Teams

 01226 645000 (Single point of access for new referrals)

There are four teams in Barnsley that care for adults over 16 years of age who are experiencing acute or long term mental health problems. The teams include community psychiatric nurses (sometimes referred to as CPNs), social workers, occupational therapists, psychologists, support workers, counsellors, cognitive analytical therapists, psychotherapists and cognitive behavioural psychotherapists.

The teams are organised by GP and area, and are open
Monday - Friday, 9am - 5pm.

Barnsley IAPT (Improving Access to Psychological Therapies)

 01226 644900 (9am - 5pm, Monday - Friday)

 SWY-TR.BarnsleyIAPT@nhs.net

 www.barnsleyiapt.co.uk

A free and confidential NHS service, helping people (16+) access the therapy needed to support mild to moderate common mental health difficulties such as depression, anxiety and stress. Working alongside local GP's, they have a team of experienced professionals specialising in Cognitive Behavioural Therapy (CBT) and Counselling to help people address current emotions in a non-judgemental and supportive environment and to gain a new understanding of how to manage and/or cope with them better.

Self-referral is possible via the service website
(24hrs) or contact can be made by calling.

MIND

 01226 211188

 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.

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 0800 808 3733.

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


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.

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.

Refugee Council - Barnsley

 01226 320111

 The Refugee Council, Barnsley CVS Building, 23 Queens Road, Barnsley S71 1AN

 www.refugeecouncil.org.uk/get-support/services/refugee-advice-service-barnsley

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


 youngpeoplesubstancemisuseservice@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.

Accommodation

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 - Depaul

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

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




YMCA

-  01302 342148
-  YMCA Doncaster, 31 Wood Street, Doncaster DN1 3LH
-  ymcadoncaster.org.uk/





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


-  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 - 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

Victim Support

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

 humbersouthyorks.vs@victimsupport.org.uk

 www.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

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.

Education & Employment

Bright Future

 01226 776000

 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

 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.

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)

-  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

-  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.

Mental Health

Adult Mental Health - Doncaster Access Team

-  01302 566999
-  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- 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)

 **01302 565556**

 **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.

Doncaster Mind

 **01302 309800**

 **counselling@doncastermind.org.uk**


 **www.doncastermind.org.uk**

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.

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 0800 808 3733.

Monday-Friday 9am - 5pm

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 info@cityhearts.co.uk

 The Megacentre, Bernard Road, Sheffield, S2 5BQ

 www.cityhearts.co.uk

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 antitrafficking@redcross.org.uk

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-  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.

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

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.

British Red Cross - Help Through Crisis

0114 2427385



refugeesupportsy@redcross.org.uk

Quaker Meeting House, Oxford Place, St James Street, Doncaster
DN1 3SLwww.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

**Doncaster Refugee Integration Service provided by
Doncaster Metropolitan Borough Council**

01302 215352

Doncaster Interpretation and Translation Unit, Floor 3,
Civic Office, Waterdale, Doncaster, DN1 3BUwww.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

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 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 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

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


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.

Accommodation

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 homeless 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@safelatlast.org.uk

 uk.depaulcharity.org/safelat

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

 03444 111444 (Advice line open Monday - Friday 9am-4pm)


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

 www.citizensadvicerotherham.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)

 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

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, 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.

Food

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

 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.

Mental Health

MIND

 01709 919929

 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

 01709 447755

 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

 01709 302670

 **Swallowsnest Court, Aughton Road, Swallownest, Rotherham,
S26 4TH**




Rotherham - Child and Adolescent Mental Health Service (CAMHS)

 01709 304808

 **Kimberworth Place, Kimberworth 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.

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.

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 0800 808 3733.

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
-  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 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


 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.
- A peer buddy scheme providing befriending, orientation and intercultural mediation.

Support is by appointment only

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

-  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

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

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 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.

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





Substance Misuse Services

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.




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@safelatlast.org.uk
-  uk.depaulcharity.org/safelat




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.

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 City Council - Housing Solutions

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

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.

Monday - Friday, 8am - 6pm

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.

Food

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.

Health

Accident and Emergency - Northern General Hospital

 0114 2434343

 Herries Rd, Sheffield, S5 7AU

24/7 - accident and emergency only

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)

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

-  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



-  07853 867215 or 07724 536249
-  info@syrjlj.org.uk
-  c/o The Sanctuary, 37-39 Chapel Walk, Sheffield S1 2PD
-  www.syrjlj.org.uk

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

-  0114 2752157
-  office@saffronsheffield.org.uk
-  www.saffronsheffield.org.uk

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

-  0114 2263636 (SPA and Out of hours number)
-  SPA_AdultMentalHealth@shsc.nhs.uk
-  Longley Centre, Norwood Grange Drive, Sheffield S5 7JT

The Single Point of Access (SPA) is the Trust's single route for referrals for adults aged 18 to 65 who are in a mental health crisis.



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

-  0114 2730200
-  office@sharepsychotherapy.org
-  Share Psychotherapy, 73 Wilkinson Street, Sheffield S10 2GJ
-  www.sharepsychotherapy.org

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)

-  Beighton 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 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.




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

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.

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. 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 0800 808 3733.

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 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:

- 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.

British Red Cross - Family Reunion Integration Service

 0114 2427370

 FamilyReunionYorkshire@redcross.org.uk

 Victoria Hall, Norfolk Street Sheffield, S1 2JB





 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.
- A peer buddy scheme providing befriending, orientation and intercultural mediation.

Support is by appointment only





British Red Cross - Help Through Crisis

-  0114 2427385
-  refugeesupportsy@redcross.org.uk
-  The Sanctuary, 37-39 Chapel Walk, Sheffield, S1 2PD
-  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
-  Victoria Hall, Norfolk Street, Sheffield, S1 2JB
-  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
-  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

British Red Cross - Strategic National Asylum Programme

-  0114 2427385
-  refugeesupportsy@redcross.org.uk
-  The Sanctuary, 37-39 Chapel Walk, Sheffield, S1 2PD
-  www.redcross.org.uk/get-help

The Strategic National Asylum Programme (SNAP) project provides complex casework support to meet critical gaps in the provision of asylum and immigration advice, and public law to support clients to access the right advice and their entitlements. Support is provided via appointments within Sheffield.

Support is by appointment only

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 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 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.thecornersheffield.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.

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

NSPCC – National Society for the Prevention of Cruelty to Children

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

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