

RNN GROUP



Welfare Guide

Contents

MONEY, EMPLOYMENT & FOOD	3
CHILD PROTECTION/SAFEGUARDING/PERSONAL SAFETY.....	8
EMOTIONAL SUPPORT	12
DOMESTIC VIOLENCE AND CRIME	15
HEALTH /MENTAL HEALTH.....	18
HOUSING / EMERGENCY HOUSING	27
IMMIGRATION/ASYLUM SEEKERS/ REFUGEES	32
SEXUAL HEALTH / SEXUAL EXPLOITATION.....	36
PROBATION & YOUTH OFFENDING SERVICES	41
TRAVEL INFORMATION	41

MONEY, EMPLOYMENT & FOOD

Benefits & Advice

Kiveton Park Independent Advice

Welfare advice / Benefits / Tax Credits / Debts / Housing and Employment advice

Kiveton Park Community Library
Wales Road
Kiveton Park
SHEFFIELD
S26 6RB

Telephone: 01909 773966 – Appointments can be made, and advice sought, over the phone. KPI also offer drop in sessions at a few venues in the Rotherham / Sheffield.

Email: info@kpadvice.org.uk

Website: www.kpadvice.org.uk

Christians Against Poverty

Offer free help and advice to anyone irrespective of race, gender or belief through our debt counselling team. Available Monday and Thursday 9am-5pm. Free debt counselling advice. Available Monday and Thursday 9am-5pm. Free debt counselling advice.

info@capuk.org

Email: www.capuk.org

The Well
Hospital Road
Retford
Nottinghamshire
DN22 7BD

Helpline 0800 328 0006
01274 760720

19+ Benefits

For All National Benefit Enquiries and Claims (Not Universal Credit which can be claimed for online at www.gov.uk/universal-credit)

0800 1690190

RMBC Benefits Service

Tel: 01709 336065

Email: benefits@rotherham.gov.uk

Rotherham Job Centre

Chantry House
Douglas Street
Rotherham
S60 2DL

Dinnington Job Centre

4 Church Lane
Dinnington
S25 2LZ

Worksop Job Centre

Queens Buildings,
Potter St,
Worksop
S80 2AH

Retford Job Centre

23A Grove St,
Retford
DN22 6JR

Welfare Rights Service Nottinghamshire Deaf Society

Welfare benefits service for Deaf and Hard of Hearing people who live in Nottingham and Nottinghamshire. The aim of the Service is to ensure that Deaf People are getting the right benefits, the right level of benefits and support they are entitled to. Support can...

Call 0115 970 0516S MS 0781 727 5253

Disability Nottinghamshire

Disability Nottinghamshire is a registered charity promoting the independence and choice of all persons with disabilities and impairments within the Nottinghamshire County Council area (excluding Nottingham City). They provide free, confidential and impartial information and advice in respect of any aspect of disability to people...

01623 625 891 (Monday-Wednesday 10am-3pm)

Ingeus

Employment agency in Worksop, referrals from job centre youth services and criminal justice system and others. Helping people improve their life chances through programs of support and training.

Dukeries Business Centre,
31-33 Retford Rd,
Worksop
S80 2PU

01909 712270

Rotherham and District Citizens Advice Bureau (CAB)

120-126 Wellgate
Rotherham
S60 2LN

Advice line www.rotherhamcab.org.uk

Tel: 0344411444 Advice line and appointments.

01709 515680 (for existing clients / General enquiries)

Email: debt.support@citizensadvice-rotherham.org.uk - (Appointments can be made for debt advice.

Bassetlaw Citizens Advice Bureau (CAB)

The Annexe, Queens Building
WORKSOP
Nottinghamshire
S80 2AE

Telephone Advice Line: Local Number - 0300 456 8369 (Mon - Fri 10am - 4pm)

Website: www.bassetlawcab.org.uk

Advice Guide

Online advice guide (part of CAB)

Web Chat: www.citizensadvice.org.uk

Money Advice Service (Impartial money advice)

www.moneyadviceservice.org

Advice Line – Tel: 0800 1387777

To book a face to face appointment - 0333 321 3434 or book online at:

<http://moneyadviceservice.a4e.co.uk/eService/viewcase.aspx>

National Debt Helpline

Offering free, confidential, independent debt advice:

Tel: 0808 808 4000

Professional & Career Development Loans

Loans to fund learning to enhance careers prospects

Website: www.gov.uk/career-development-loans

GROW – Womens Project / Food Bank

Support for women, including key-working, post abuse and also rehabilitation for women involved in the criminal justice system.

Chatham Villas,

1 Chatham Street

Rotherham

S65 1DP

Tel: 01709 511171 Email: info@growproject.org.uk

Rotherham Food Bank (Open Tues / Thurs 11 am – 2 pm)

Hope Centre, Grove Road

Rotherham

S60 2ER

Tel: 01709 372104

www.rotherham.foodbank.org.uk/contact-us/

Email: stephen@rotherham.foodbank.org.uk

For referrals and information about other food bank sources across Rotherham, please consult Welfare Officers, Mentors or Progress Tutors.

Bassetlaw Food Bank (Worksop)

80 Lowtown St,

Worksop

Notts

S80 2JR

01909 486770

Bassetlaw Food Bank (Retford)

Unit b Buttermarket house,

Retford
DN22 6BP
01777 710858

Limestone House Community and Visitors Centre, (Derbyshire)

Food bank and hot lunch club – deliveries mon and fri during lockdown.
50-54, Elmton Road,
Creswell,
S80 4JE
01909 724061 between 10am to 2pm (or MOB 07860473998)

Credit Unions

The following Credit Unions are based in the Rotherham area and are able to offer a savings scheme and a low cost loan service to members who live or work within the boundaries of Rotherham

Laser Credit Union

2 Effingham Square
Rotherham
S65 1AP

Tel: 01709 836500

Website: www.lasercreditunion.org.uk

Ryton Credit Union

Dinnington Community Information Centre
26 Laughton Road
S25 2PS

Tel: 01909 567439

www.findyourcreditunion.co.uk

Nottinghamshire and Derbyshire Credit Union

2 Shires Community Bank (credit union)

For people who reside in or are employed in the Local Authority areas of Bassetlaw or Bolsover or Warsop, Mansfield Woodhouse, Edwinstowe or Ollerton

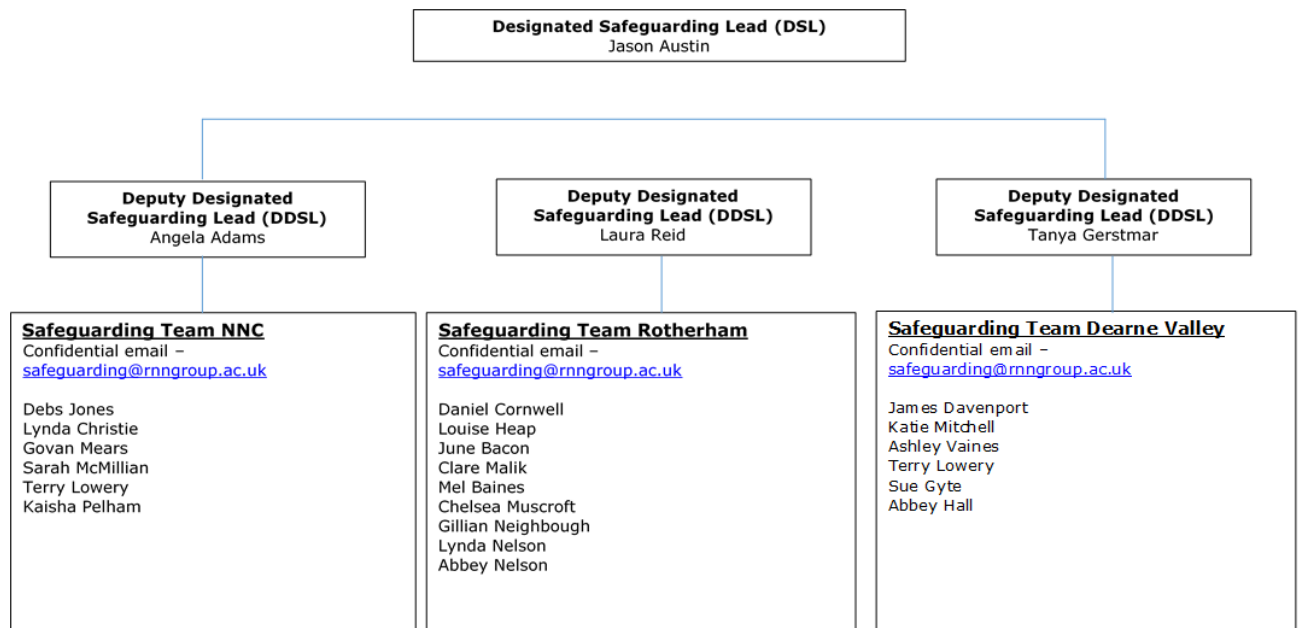
Queen's Building Annex,

Potter Street,
Worksop,
S80 2AE
01909 500575 info@2shires.org.uk

CHILD PROTECTION/SAFEGUARDING

In the first instance contact a member of the College Safeguarding Team. If no one is available contact a senior member of Staff or the college Welfare Team.

College Safeguarding Team



Primary Deputy Designated Lead: Laura Reid – 01709 722747 (Rotherham)

Deputy Designated Lead: Angela Adams – 01909504731 (North Notts)

Deputy designated Lead: Tanya Gerstmar – (DVC)

North Notts

Govan Mears (01909 504773)

Debra Jones (01909 504589)

Lynda Christie (01909 504778)

Michael Mason (01909 504689)

Kaisha Pelham (01909 504736)

Sarah MacMillan (01909 504511)

Dearne Valley

Katie Mitchell (01709 513333 Ext 1025)

James Davenport (01709 513333 – Ext 1005)
Sue Gyte (01709 513333 – Ext1304)
Terry Lowery (01709 513333 – Ext 1024)
Ashley Vaines (0780 0875339 – Ext 1032)

Rotherham

Louise Heap (01909 559254)
Daniel Cornwell (01709 722844)
Clare Malik (01709 722726)
Lynda Nelson (01709 722737)
Gillian Neighbour (ext 2752)
Abbey Nelson (ext 2737)
Mel Baines (ext. 2626)
Chelsea Muscroft (ext. 2754)

Confidential email addresses:

safeguarding@nnc.ac.uk

safeguarding@dearne-coll.ac.uk

safeguarding@rotherham.ac.uk

Safeguarding Contacts

North Notts Social Services:

Multi-Agency Safeguarding Hub (MASH) (New referrals): 0300 50080 90 (Out of Hours – 0300 456 4546)

Social Care Reception / Assessment:

Retford: 01623 520520

(Learner known to Services) 01623 254925

Adult Services (Ollerton): 01623 861340

Notts Early Help Unit:

0115 8041248

RMBC Social Services:

Contact and Referral Team (MASH–multi agency safeguarding hub)

For referrals to Children’s Social Care – 01709 336080 (Can be used for advice as well as referral)

Children (Under 18 years of age)

Rotherham Safeguarding Children's Board – Tel 01709 822690 / 822319
(Advice given regarding concerns – Or if not satisfied with MASH response)

Rotherham Children's Social Care Access Team (referrals)

01709 336080 – After hours service starts at 5:30pm

Vulnerable Adults

Rotherham Metropolitan Borough Council – Safeguarding Vulnerable Adults
Single Point of Access

(Advice given regarding concerns, and referrals)

Tel: 01709 822330 – 8:30am – 5:30pm

And – out of hours – 5:30pm – 10:00pm

Confidential text: 07748 142816

Email: singlepointofaccess@rotherham.gov.uk

Secure line: singlepointofaccess@rotherham.gcsx.gov.uk

Early Help - Rotherham

A step down from social care deals with Rotherham based clients up to 19 years of age.
Support , family support, Counselling.

Early Help Triage – 01709 334950

Support is allocated centrally and then dispersed through locality teams – An Early Help EHAS referral can be made by a Mentor or Welfare Officer

Sheffield Safeguarding Hub – 01142734855**Doncaster Safeguarding Hub – 01302 737777****Doncaster Early Help Team – 01302 734110****Prevent (FE/HE) – Contact : Chris Sybenga – 07384456640****Anti-Terrorist Hotline: 0800 789 324****Rotherham Mental Health Crisis Team**

01709 302670

South Yorkshire Police

Tel: 0114 2202020 or 101

Bullying

Useful websites:

<http://www.anti-bullyingalliance.org.uk/>

<http://www.bullying.co.uk/>

<http://www.nationalbullyinghelpline.co.uk/>

Personal safety

Advice about personal safety can be given by members of the safeguarding team / Mentors / Welfare Officers / Progress Tutors – ‘Safety around College’ hand outs and personal alarms can be distributed by Mentors and welfare Officers.

EMOTIONAL SUPPORT

External Support

Early Help Team

Family Issues / 1 to 1 support for young people under the age of 19
South Yorks
Triage – 01709 822636

Nottinghamshire

early.help@nottscc.gov.uk Phone 0115 804 1248

Referrals can be made by completion of an EHAS referral form by a Mentor or Welfare Officer.

The Samaritans

Confidential emotional support for anyone in crisis
22, Percy Street, Rotherham, S65 1ED
Tel: 01709 361717 (Face to face appointments possible)
Tel: 116 123 (24 hours a day)
Email: jo@samaritans.org
Txt: 07725 909090

Tel: 0330 094 5717

www.samaritans.org.uk (Nearest branch can be located through website)

MIND

Counselling, peer support, creative therapies, information

Worksop office

6 Hardy Street,

Worksop

Notts

S80 1EH

0800 470 0203 or email our team through admin@nottinghamshiremind.org.uk.

Mind Café available two evenings a week at the Crossing Community café, Newcastle Avenue Worksop.

Childline

A free helpline for children and young people in the UK - Help for bullying / Body image/Relationships/Families/School, College, work issues.

Tel: 0800 1111 (calls don't show up on the bill) 1to 1 counsellor chats available.

www.childline.org

Bereavement

CRUSE - Counselling for bereavement for children and adults via the telephone.

Young people can visit the website 'Hope Again': www.hopeagain.org.uk and send an email to: helpline@cruse.org.uk

Email: www.cruse.org.uk

To talk to someone direct, phone the free helpline on: 0808 808 1677

Sheffield Office – 0114 2493328

Email: www.sheffieldcruse.org.uk

Bassetlaw Bereavement Care

Bassetlaw District General Hospital,
Kilton Hill,
Worksop
S81 0BD
01909 502779

Lesbian, Gay, Bi-sexual and Transgender

The Rainbow Project

Support and social activities for the LGBT community in Rotherham – visit website -

Facebook - <https://www.facebook.com/The-Rainbow-Project-1477951792480287>

Email - rotherham.lgbt@gmail.com

Switchboard – There for people who identify as gay, lesbian, bisexual or transgender.

Helpline: 0300 330 0630 – 10am – 10pm every day (Phone operators all identify as LGBT+)

Email: <https://switchboard.lgbt/> (webchat available)

Notts LGBT+ Network

Formerly Notts switchboard

Info and support.

Call: 0115 9348485

Text: 07481 344040

info@nottslgbt.com

LGBT+ Service Nottinghamshire at Centre Place

11-16 AND 16-25s SUPPORT

Providers of a range of specialist services for children and young people aged 11-25 who identify as LGBT+ (lesbian, gay, bisexual, trans and any other sexual orientation or gender identity), or may be questioning this. Also provide training and consultancy services for professionals across the private, public and voluntary sector.

confidential one-to-one and group support providing specialist services to young people on a weekly basis.

Weekly group session opening times: 11-16 LGBT+ Group- Thursday, 3pm- 6pm 16-25 LGBT+ Group - Wednesdays, 5pm-8pm Additional one-to-one appointments are available outside of these session times.

Abbey Street Community Centre

Worksop

Nottinghamshire

S80 2LA

info@lgbtplusnotts.org.uk 01909 479191 / 07538 318462

DOMESTIC VIOLENCE AND CRIME

National Domestic Violence Helpline

Run in partnership by Refuge and Women's Aid, providing safe accommodation for women experiencing domestic violence

Freephone: 0808 2000 247

Website: www.womensaid.org.uk (24 hr national helpline)

Email: info@womensaid.org.uk

Victim Support

Offering emotional support and practical advice for anyone affected by crime

National Helpline Tel: 08081689111

Rotherham: 01709 361076 (Triage)

www.victimsupport.org.uk

Nottinghamshire Victim CARE on 0800 304 7575.

You do not need to report the crime to the police to get help.

Hate Crime Officer (South Yorks)

PC 1055 – Chris Nicholson – Tel – 01709 832707 or email

christopher.nicholson@southyorks.pnn.uk

Nottinghamshire Victim CARE

Tel: 0800 304 7575

You do not need to report the crime to the police to get help.

Women's Aid -Farr Centre

Women's only resource centre that aims to provide a safe and welcoming space where women can empower themselves, make new friends and learn new skills. Providing help and signposting with any issues that may be affecting you as a woman, from drug and alcohol issues, welfare rights and legal advice, lack of confidence and self-esteem, help with budgeting and other life-skills such as basic IT skills, CV writing and making healthy lifestyle choices.

The Farr Centre

Chapel Walk

Westgate

Worksop

Notts

S80 1LR

Appointments system In Service for Domestic Abuse Support please contact 01909 533610.

Derbyshire Domestic Abuse

24 Hour Helpline 0800 0198 668.

National Domestic Violence Helpline 0808 200 0247 .

Crossroads Derbyshire 01457 856675

Derbyshire Domestic Violence and Sexual Abuse Service

6 Fairfield Road, Chesterfield S40 4TP

01246 540464

Apna Haq

Support for Asian / BME women (& children) experiencing domestic violence / forced marriage / Honour based violence. Can support one to one and can support in terms of finding women a place at a refuge.

Tel: 01709 519212 / 01709 519211

apnahaq1@gmail.com

www.apna-haq.co.uk

Rotherham Rise (Refuge, Information, Support, Equality) For Men and Women

Support / advice / counselling service for those subject to domestic abuse / Sexual abuse /sexual exploitation / refuge – Incorporating ‘Project survive’ and ‘Rotherham Women’s Refuge’, as was.

Tel: 03302020571 (outreach service)

www.rotherhamrise.org.uk

Refuge: 0870 850 2247

Email: enquiries@rotherhamrise.org.uk

(Project Survive)

Post abuse support for young people and adults affected by child sexual exploitation

Referrals: visit website; www.rothwr.co.uk

Email: enquiries@rothwr.co.uk

Men’s Adviceline

Advice and support for men experiencing domestic violence and abuse.

0808 8010 327

www.mensadviceline.org.uk

Hate Crime Officer (South Yorks)

PC 1055 – Chris Nicholson – Tel – 01709 832707 or email
christopher.nicholson@southyorks.pnn.uk

Prevent / Channel

For Concerns about radicalisation / extremist activity, follow College safeguarding procedures and contact a member of the College safeguarding team.

If You are having difficulty making an appointment with your GP, a College Mentor or Welfare Officer may be able to help you to do so.

Kimberworth Park Community Partnership

'Opening Doors' project

Involvement and inclusion activities for all ages.

The Chislett Centre

Kimberworth Park Road

S61 3JT

Tel: 01709 559805

Email: openingdoors@kimberworthpark.org.uk

Website: www.kimberworthpark.org.uk

PALS – Patient advice and liaison service.

dbth.pals.dbh@nhs.net

When you need advice, have concerns, or don't know where to turn, PALS will:

- Offer advice and support
- Help sort out problems quickly
- Assist with any problems relating to language or disability
- Provide information about health services
- Listen to concerns, suggestions and queries
- Point you in the right direction
- Explain how to make a formal complaint or provide leaflets explaining the process
- Signpost external advocacy, if required
- Explain how you may access your medical records.

If you would prefer to speak with someone outside of the department you are concerned with you can contact the Patient Experience Team on 01302 642764, 01302 642767, or email dbth.pals.dbh@nhs.net.

Written communications can also be sent to:

Patient Experience Team

Doncaster Royal Infirmary

Armthorpe Road

Doncaster

DN2 5LT

Places for Leisure

RMBC

Fit for Health Scheme – 12-week exercise programme for anyone 16 and over with a medical condition.

Referral form can be requested via the telephone and can be sent directly to GP, if requested.

Walk Rotherham project – Encouraging more people to walk for health

Tel: 01709 722567

Website: www.placesleisure.org

Worksop Leisure Centre

Valley Road

Worksop

Notts

S81 7EN

01909 473937

Retford Leisure Centre

Old Hall Drive

Retford

Notts

DN22 7EA

01777 706500

Creswell Leisure Centre

Duke St, Creswell

01909 721371

Mental Health

The group has Mentors, Welfare Officers and Counsellors who can offer support to learners with mental health issues – Counsellors are by appointment only (Contact directly or speak to Tutor/Progress Tutor/Mentors/Welfare Officers - to make appointment)

Mentors / Welfare Officers can be accessed by drop-in or appointment.

Counsellors:

Julie Dowell (DVC) jdowell@rnngroup.ac.uk Tel 01709 51333 Ext 1030

Michael Mason (NNC) MMason@rnngroup.ac.uk Tel 01909504689

Elaine Mirza (TCC) emirza@rnngroup.ac.uk Tel 01709 272625

Mentors:

Debra Jones (NNC) DebraJones@rnngroup.ac.uk Tel 01909504589

Katie Mitchell (DVC) kmitchell@dearne-coll.ac.uk

Welfare Officers:

Louise Heap (TCC) lheap@rnngroup.ac.uk Tel 01909 559 254

Daniel Cornwell (TCC) dcornwell@rnngroup.ac.uk Tel 01709 722844

Mencap

Support for people with learning disabilities, their families & carers

Telephone: 0808 808 1111

Email: information@menicap.org.uk

Website: www.mencap.org.uk

Rotherham Mind - Barnsley and Rotherham Service

Mental health issues – Including counselling / Group sessions / Anger management.

Osborne House, 1-2 Highfield, Doncaster Rd, S65 1DZ.

Tel: Rotherham 01709 919 929 / Barnsley Office 01226 211188 (Rotherham service Monday to Thursday, other days the phone diverts to the Barnsley Office)

Email: contactus@rbmind.co.uk

Website: www.rbmind.co.uk

Rotherham Crisis Team

Emergency / crisis mental health contact:

Tel: 01709 302670

Samaritans

Someone to talk to at any time of the day, about anything you need to talk about. The person does not have to be suicidal.

National telephone number; 116 123 (24 hours per day)

Local Samaritans

22 Percy Street,

Rotherham,

South Yorkshire,

S65 1ED

T: 01709 36 17 17 (Face to face sessions are bookable)

CAMHs – Child and Adolescent Mental Health Services (Under 18)

Provide mental health assessments, therapy and intervention for Children and young people up to 18

Referrals can be made by College's, GP's, Early Help team.

Also, advice can be given to professionals over the telephone.

CAMH's locality team can offer advice in regards to clients / cases – Speak to a mentor / Welfare Officer to arrange.

Kimberwoth Place
Kimberworth Road
Rotherham
S61 1HE

Tel: 01709304808

Email: www.camhs.rdash.nhs.uk

Notts Camhs

Telephone 0115 969 1300

This line is available 24 hours a day

Referrals can be made via email – not-tr.CAMHSreferrals@nhs.net

Self referrals from young people and parents/carers – via NHS trust website
<https://www.nottinghamshirehealthcare.nhs.uk/camhs> or their GP.

Suicide Prevention

Papyrus is a nation charity dedicated to the prevention of suicide of the young (Under 35's)

If you are a young person at risk of suicide or are worried about a young person at risk of suicide:

CALL: 0800 068 41 41

TEXT: 0778 620 9697

EMAIL: pat@papyrus-uk.org

OPENING HOURS

Mon-Fri 9:00 am to 10:00 pm

Weekends 2:00 pm to 10:00 pm

Bank Holidays 2:00 pm to 10:00 pm

Campaign Against Living Miserably (CALM) – for men

Call 0800 58 58 58 – 5pm to midnight every day

Website: www.thecalmzone.net

Saneline - Support line for mental health issues.

Helpline – 0300 304 7000

SHOUT - Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer

Shout is an affiliate of Crisis Text Line® in the UK that provides free, confidential support, 24/7 via text. It's the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere. Shout is available in England, Scotland, Wales, and Northern Ireland

Every texter is connected with a real-life human being trained to bring people from a hot moment to a cool calm place through active listening and collaborative problem-solving. All of our Crisis Volunteers donate their time to helping people in crisis.

Drugs & Alcohol

Rotherham Drug and Alcohol Service (Change, Grow, Live)

Information, advice, counseling & treatment for substance misuse.

'Divert' is young persons, under 18 service.

Carnson House

No. 1 Moorgate Road

Rotherham

S60 2EN

01709 917649 (Young Persons service – 01709 917651

Web Site: www.changegrowlive.org

Change Grow Live Worksop

Crown House, Newcastle Ave, Worksop S80 1ET

0115 896 0798

Drink line

Advice, information and support for anyone concerned about their own or someone else's drinking.

Tel: Freephone (Prefix 91656 from College phone) 0300 123 1110 (9am – 8pm Mon – Friday
11am – 4pm Weekends)

Alcoholics Anonymous – Support / Help with drinking problems.

0800 9177 650 (national)

<http://www.alcoholics-anonymous.org.uk/>

Re-Solv

Solvent and volatile substance abuse (A community for recovery)

01785 810762 (helpline)
Text or WhatsApp 07496959930
www.re-solv.org
Email – c4r@re-solve.org

Frank

Information Alcohol / Substance misuse.
Tel: Freephone 03001236600 (24 hours a day)
www.talktofrank.com

Rotherham Community Alcohol Service

Information, advice, counselling and treatment for drinkers and people affected by someone else's drinking.

SMART Recovery

Science based programme to help people manage their recovery from any type of addictive behaviour. (Self Management **and** Recovery Training)
Tel : 0330 053 6022
Website : http: www.smartrecovery.org.uk

Eating Disorders

NHS Direct

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Freed Beeches

Holistic support for eating disorder sufferers and their carers.

39 Park Street

Worksop

Notts

S80 1HW

Tel: 01909 479922

Email – Info@freedbeeches.org.uk

South Yorkshire Eating disorders (SYEDA)

Information and advice, runs support services for people with eating disorders and their 'carers'. Care defined as anyone who cares about someone with an eating disorder: family, friends, partners, colleagues.

Tel: 0114 272 8822

<http://www.syeda.org.uk/>

Health Costs

Website of all related info: <https://www.nhsbsa.nhs.uk>

Free NHS prescriptions

Some groups are automatically entitled to free NHS prescriptions. Others can apply for certificates that entitle them to free NHS prescriptions.

Some prescribed items are always free, including contraceptives and medication given to hospital inpatients. Your prescriber can give you more information.

You're entitled to free NHS prescriptions if you're:

Age

Under 16

Aged 16-18 and in full time education

Aged 60 or over

If your date of birth is printed electronically on your prescription, you don't need to provide proof of your age when claiming free prescriptions. If you're 16, 17 or 18, you may need to show proof that you're in full time education.

Benefits

Income-based benefits

You are automatically entitled to free NHS prescriptions if you're included in award for:

Income Support

Income-based Jobseeker's Allowance

Income-related Employment and Support Allowance

If you're getting one of these benefits, your partner and any dependent young people under 20 are also entitled to free NHS prescriptions.

Use your award notice as proof that you're entitled.

Low Income

You are entitled to free NHS prescriptions if your annual family income used to work out your tax credits is £15,276 or less and you receive either:

Child Tax Credit

Working Tax Credit and Child Tax Credit paid together

Working Tax Credit including a disability element

If you meet these conditions, you will automatically receive an NHS tax credit exemption certificate.

Other Exemptions

If you are pregnant or have had a baby in the last 12 months, you are only entitled to free NHS prescriptions if you have a valid maternity exemption certificate. Show your certificate as proof that you're entitled.

You can only get free NHS prescriptions because of your medical condition if you have a valid medical exemption certificate. Show your certificate as proof that you're entitled.

Ex- Services

You can get free NHS prescriptions if you have a valid war pension exemption certificate and your prescription is for your accepted disability.

You're also entitled to free NHS wigs and fabric supports if they relate to your accepted disability and you have a valid war pension exemption certificate.

You can claim money back for dental treatment, NHS travel costs, sight test, glasses or contact lenses if you receive War Pension Scheme or Armed Forces Compensation Scheme payments and the treatment is for your accepted disability. Write to:

The Treatment Group

Veterans UK

Norcross

Blackpool

FY5 3WP

Or phone: 0808 1914218

NHS Low Income Scheme

If you have a low income, the NHS Low Income Scheme could help you pay for:

NHS prescription charges

NHS dental treatment charges

The cost of sight tests, glasses and contact lenses

The cost of travelling to receive NHS treatment

NHS wigs and fabric supports (check with your hospital for their arrangements for supplying NHS wigs)

The amount of help you're entitled to depends on your household income and outgoings. Any help you're entitled to is also available to your partner, if you have one.

If you have already paid for treatment, you can apply for a refund at the same time as you apply for the scheme.

Anyone can apply as long as they don't have savings or investments over a certain limit. You can't get help if you or your partner (or both) have more than:

Who can apply

£16,000 in savings, investments or property (not including the place where you live)

£23,250 in savings, investments or property if you live permanently in a care home (£24,000 if you live in Wales)

Some people can now apply online for the NHS Low Income Scheme.

If you are over 60, don't live with a partner and your only income is from a pension, you might be able to apply online. You can use our eligibility checker to find out if you can apply.

Who doesn't need to apply

You don't need to apply if you're already entitled to full help with health costs.

You already get full help with health costs if you or your partner get:

Income Support

Income-based Jobseeker's Allowance

Income-related Employment and Support Allowance

Pension Credit Guarantee Credit

Universal Credit - if your earnings during your last complete assessment period were £435 or less, or £935 or less if you had a child element or had limited capability for work

You're also entitled to full help if you are named on, or entitled to, an NHS tax credit exemption certificate. Any dependent children under 20 included on your benefit or tax credit claim are also entitled to the same help.

HC1 Form is downloadable from:

<https://www.nhsbsa.nhs.uk/sites/default/files/2018-09/HC1%20September%202018.pdf>

Help with Dental Treatment

See website: <https://www.nhsbsa.nhs.uk/help-nhs-dental-costs>

Help with Eyecare treatment

See website: <https://www.nhsbsa.nhs.uk/help-travel-eye-care-wigs-and-fabric-support-costs>

HOUSING / EMERGENCY HOUSING

Roundabout (South Yorkshire Wide Service)

Roundabout supports young people aged 16 – 24 who are either homeless or at risk of homelessness, in private rented accommodation.

Can support with:

- Help the young person look at options in the private sector
- Property search help – (throughout South Yorks)
- Go to viewings with the client
- Help with benefits, especially housing benefits.
- Supply a 'paper- bond' to the prospective landlord (where the young person may not have the money for a bond)
- Provide a £200 'moving in grant' – which can be put towards furniture etc.
- Provide ongoing tenancy support once in the accommodation
- Help plan savings for the next deposit
- Clare is happy to work with single persons / couples and people with young children.

Contact – Claire Owen - Mobile: 07801023427 (Claire is happy to make initial contact over the phone – Referrals can also be made via Mentors/ Welfare Officers)

www.roundabouthomeless.org

www.twitter.com/RoundaboutSheff

www.facebook.com/roundaboutsheffield

Action Housing & Support – LTD

Vulnerable Adults Pathways – Floating support offered to vulnerable adults living in a property already.

Tel: 01709 527532

Email: info@actionorg.uk

www.actionorg.uk

KEY CHOICES - Register with them

A first point of contact for all housing and homelessness enquiries for the Rotherham area.

Can offer emergency, and longer-term solutions to housing issues and links to council housing lists. Age Range - All ages.

Riverside House

Main Street

Rotherham

Tel: 01709 336009 Mon - Friday 8.30am to 5.30pm

Emergency/out of hours – 07748143170

www.rotherhamkeychoices.org.uk – Service can be accessed online, this includes registration

Jan Frost (RMBC Housing) - Will consider clients SY wide.

Jan can offer information and support for young people needing help approaching local housing services. Also support for those experiencing issues with the accommodation they are living in.

Tel: 07795306659 / 01709 823449

jan.frost@rotherham.gov.uk

Nomad

Support for homeless or those at risk of homelessness. Aged 18-35. Accommodation is private and shared. Clients must attend an assessment at Nomad's premises. Clients from outside of Sheffield considered.

NOMAD

Blades Enterprise Centre (Bramall Lane)

John St

Sheffield

S2 4SW

Email: smartsteps@nomadsheffield.co.uk

The Lighthouse Project (Men and Women's project)

Support and housing for the homeless. Age range 25 and upwards (Exceptional circumstances for other ages considered)

Women's accommodation is near Barnsley, Men's is in Rotherham

71 West Gate

Rotherham

S60 1BQ

Tel 01709 364600 (Men's)

Tel 01709 760055 (Women's) – Referrals can be made over the phone and will involve an assessment.

Email: info@lighthousehomes.co.uk

www.lighthousehomes.co.uk

South Yorkshire Housing Association (SYHA)

Affordable and Supported accommodation.

Age range – all ages

Tel: 01142 900200

Email: enquiries@syha.co.uk

Web site: www.syha.co.uk

Shelter

Offers support for people struggling with bad housing or homelessness. All ages
Monday – Friday – 8am-8pm
Weekends – 9am-5pm
Tel 0808 800 4444
Email via website www.shelter.org.uk

Leaving Care Team

Tel: 01709 822673 (Duty Number)

Refugee Support, Rotherham (British Red Cross)

Advocacy Re housing for refugees / asylum seekers

My Place
St Ann's Road
RotherhamS65 1PH
0114 2427385
Drop in Service: Thursday – 12:30pm – 3:30pm

Safe @ Last

Under 16 homeless support – One to one and family support
Tel: 01909 566977
Helpline – 0800 3357233
www.safeatlast.org.uk

DEPAUL – Sheffield – Post 16 – 16-25

Homeless pathway project, for young people based in the Sheffield area.
Clients must present at Howden House in Sheffield.

1 Union Street
Howden House
Sheffield
S1 2SH

Mon – Friday – 9am-5pm

Tel: 0114 2787152

'Night Stop service' for young people – 0207 9391254 – Emergency contact number to identify short term options overnight to prevent young people ending up on the streets

Sheffield Homelessness Team

Based at Howden House Sheffield – One-stop-shop for all ages (Clients must be Sheffield based)

Clients must present at Howden House or ring:

0114 2736306

Mon – Friday – 8:30am – 5pm

Email: housingoptionsandadvice@sheffield.gov.uk

Website: www.sheffield.gov.uk/home/housing-advice-options-line

1 Union Street

Howden House

Sheffield

S1 2SH

REMA – Rotherham Ethnic Minority Alliance

Support and Advice for refugees and Asylum Seekers on a range of issues including housing

Drop in Fridays 9:30am – 5pm

Contact: Sithule Moyo

REMA

Unity Centre

St Leonards Road

Rotherham

Tel: 01709 720744

British Red Cross – Rotherham – Refugee / Asylum Seeker Support

General advice given including housing

My place Rotherham

St Ann's Road

Rotherham

S65 1PH

Drop in sessions: Thursday 12:30pm – 3:30pm

Tel: 0114 2427385

Bassetlaw District Council - Housing Needs

Queen's Buildings

Potter Street

Worksop

Nottinghamshire
S80 2AH
01909 533455
housing.needs@bassetlaw.gov.uk
<http://www.bassetlaw.gov.uk>

Advice, assistance and information aimed at preventing people becoming homeless. Emergency accommodation may be provided to those deemed homeless and in priority need. Out of hours emergencies phone 01909 534999.

Notts Housing Advice
Rodney House
Castle Gate
Nottingham
NG1 7AW
0115 945 3970
admin@nottshousingadvice.org.uk
www.nottshousingadvice.org.uk
Outreach sessions available in Mansfield and Newark

NCHA inc Young peoples supported housing,

0115 8443541 Bassetlaw
NCHABassetlawConnect@ncha.org.uk
Nottingham Community Housing Association Bassetlaw Connect's website

Branching Out Young Person's Service

1 Kings Road, Newark, Nottinghamshire, NG24 1EW
Tel: 01636 673 077
Email: BranchingOutNewark@ncha.org.uk

Retford Branching out accommodation.

59 Cobwell Road, Retford, Nottinghamshire, DN22 7BW
Tel: 01777 700 782
Email: BranchingOutRetford@ncha.org.uk

General Enquiries Tel: 0345 650 1202
SMaRT 24 Hour Helpline: 0345 650 5599
Short Term, SMaRT 24hr Support, Service User Involvement, Person Centred Planning

New Roots Housing Project

2 Overend Rd
Worksop
S80 1QF

01909 501732

info@newrootshousing.org.uk

<http://www.newrootshousing.org.uk>

Framework = mental health supported housing

51-57 Potter Street

Worksop

S80 2HQ

01909 475799

<http://www.frameworkha.org>

Hope Community Services – overnight refuge and support

24 hour help line **01909 489990**

dayservice@hopeservices.org.uk

If people do not have access to telephones or the internet, they can drop into the hostel 10-4pm mon-fri to make an appointment with a Support Worker.

We also have a Tenancy Support Worker who will offer advice and support regarding housing and tenancies, and will work on a 1:1 basis with an individual to help them secure a tenancy agreement.

Housing Ambition - young people's housing support

North Derbyshire Housing Ambition Co-ordinator joanna.hayes@ne-derbyshire.gov.uk .

Housing Needs Team Bolsover council (inc. support for Whitwell and Cresswell area)

01246 242424

enquiries@bolsover.gov.uk

IMMIGRATION

What are Asylum Seekers entitled to?

Eligible for SFA Funding

Learners aged 19 years or older and who meet one or more of the following criteria are considered as home students for fee purposes (i.e. not classed as overseas/international students)

- people who are receiving Section 4 support²
- asylum seekers granted refugee status, discretionary leave to remain, humanitarian protection or
- exceptional leave to remain, their spouses and dependents
- learners granted indefinite leave to remain (settled) and who have been ordinarily resident in the UK for 3 years before the start of the course

- learners who were granted Exceptional Leave to Remain, Discretionary leave to remain, refugee
- status with 5 years leave to remain or Humanitarian Protection and have applied for further leave
- to remain in time should be considered as having continuing leave to remain

Eligible for Full Fee Remission

Learners who are considered home students for fee purposes by meeting one or more of the criteria above can get their fees paid for by the SFA if they meet one or more of the following:

- all learners in receipt of Jobseekers Allowance (JSA) or Employment and Support Allowance,
- work-related activity group (ESA)
- all learners taking Adult Basic Skills or Functional Skills in literacy and numeracy, other than
- all learners aged 19- 23 studying their first full level 2 qualification (equivalent to 5 GCSEs A*-C)
- learners aged between 19-23 and taking their first full level 3 qualification (equivalent to 2 or more A levels)

Eligible for co-funding

Co-funding is where the SFA funding covers part of the fees, usually half. The learner, or employer, is responsible for the rest. However, colleges can decide to waive or reduce the learner' contribution.

Learners in receipt of the following benefits are eligible for co-funding:

- Council Tax Benefit
- Housing Benefit
- Income Support
- Working Tax Credit
- Pension Credit
- Contribution based Employment and Support Allowance

R

16-18 year old learners

16-18 year old asylum seekers and refugees are eligible for funding the Young Peoples Learning Agency (YPLA) and this continues throughout the duration of the course.

The YPLA will consider the following groups of 16–18 year-old learners as eligible for funding:

- 16-18 year-olds who are accompanying or joining parents who have the right of abode or leave to enter or remain in the UK (or accompanying or joining parents who are EEA nationals), or those who are children of diplomats.
- 16-18 year-olds who are dependants of teachers coming to the UK on a teacher-exchange scheme.

- 16-18 year-olds entering the UK (where not accompanied by their parents) who are British (or EEA) citizens, or 16-18 year olds whose passports have been endorsed to show they have the right of abode in this country.
- All 16–18-year-olds asylum seekers.
- All 16-18 year-old learners (including unaccompanied asylum seekers) who are placed in the care of social services.

Refugee Support

The Refugee Council

Support for refugees

Tel: 020 7346 6700 for general enquiries – see website for specific numbers dependant on area of support needed.

Website: www.refugeecouncil.org.uk

Advisers working with children

Yorkshire Office:

Email: leedschildren@refugeecouncil.org.uk

Tel: Ewan Galbraith – 0113 4688125 / 07387090849

National Office: 020 7346 1134

email children@refugeecouncil.org.uk

British Red Cross

- Short term, one to one advice and support in adjusting to a new environment.
- Help with accessing health, education, welfare and legal services.
- Emergency support if at risk of becoming destitute.
- Information about local facilities such as libraries, pharmacies and the post office.
- Links to local community groups, play groups and English language support.
- Details and signposting to other services and agencies that support refugees and asylum seekers.
-

Drop in service Thursdays: 12:30pm – 3.30pm

Myplace Rotherham

St Ann's Road

Rotherham

S65 1PH

Tel: 0114 2427385

REMA – Rotherham Ethnic Minority Alliance

REMA is a Rotherham based charity that support BME communities with a variety of support services. They include:

- **Advice and signposting service**
Drop-in surgeries at the Unity Centre, Ferham Children Centre, Rotherham Evangelical Church (Wellgate) provide appointments to people needing support with Debt, Housing, Benefits, Jobs, Community Safety and Health issues. Appointments are available in English, Czech, Slovak, and Roma languages
- **Refugee and Asylum Seeker advice**
Drop-in and pre booked appointment for refugees and asylum seeker for support with home office, immigration and related issues. Some language support is available.

Drop ins Friday: 9:30am – 5pm

Sithule Moyo

Unity Centre,
St Leonards Road
Rotherham
S65 1PD

Tel: 01709 720744

E-Mail: team@rema-online.org.uk

Website: www.rema-online.org.uk

Modern Slavery / Human Trafficking

- Whether they are women forced into prostitution, men forced to work in agriculture or construction, children in sweatshops or girls forced to marry older men, their lives are controlled by their exploiters, they no longer have a free choice and they have to do as they're told. They are in slavery.
- Today slavery is less about people literally owning other people – although that still exists – but more about being exploited and completely controlled by someone else, without being able to leave.
- Modern Slavery Act 2015 commissioned

Call the Modern Slavery Helpline on 08000 121 700 or fill out an online form if you have any concerns or want advice

Alternatively: Contact the Gang masters and Labour Abuse Authority to report concerns about the mistreatment of workers on 0800 432 0804, or by email intelligence@glaa.gsi.gov.uk

SEXUAL HEALTH

MESMAC

Yorkshire MESMAC is one of the oldest and largest sexual health organisations in the country. They offer services to various communities and have specialist workers for LGBT and BME people.

Services include screening for chlamydia, gonorrhoea and HIV as well as offering pregnancy testing and free condoms and lube.

In College sessions offered at DVC, Dinnington and Town Centre Rotherham sites (Speak to Progress Tutors / Mentors / Welfare Officers about scheduled sessions)

The drop-in service is open to anyone aged 16+ and is strictly confidential

Youth Clinics

Tuesday 2-6pm

Wednesday 4-7pm

11 Mansfield Road
Rotherham
S60 2DR

Tel: 01709 242202

Email: rotherham@mesmac.co.uk

Website; www.mesmac.co.uk

Contact a worker:

Esther Majoro (Community Development Worker) M: 07715 213 639 E: e.majoro@mesmac.co.uk

Bradley Smith (Community Development Worker) M: 07715 213 640 E: b.smith@mesmac.co.uk

Amelia Thorp (Community Development Worker) M: 07561 422 675 E: a.thorp@mesmac.co.uk

Rotherham Integrated Sexual Health Services

This service offers free condoms and contraception, emergency contraception, pregnancy testing, STI checks, general sexual health advice and support, psychosexual support, family planning support

Rotherham Hospital
Moorgate Road
Rotherham
S60 2UD
Level C

Telephone: 01709 427777

Email – cash.rotherham@nhs.net

Opening hours:

Monday- Thursday 9.00am – 8.00pm

Friday 9.00am - 5.00pm

Saturday 10.00am – 2.00pm (under 25s)

Website : www.rotherhamchlamydia.co.uk

Pregnancy Advisory Service (terminations)

Rotherham NHS Foundation Trust

Moorgate Road

Rotherham

S60 2UD

Tel: 01709424542

Can self refer (by appointment only)

Private organisation for Pregnancy Terminations

www.bpas.org (03457 30 40 30 – To book appointments)

Ccard service – free condom and referral service at College

See Debbie Jones Mentors office 01909 504589

TriHealth Bassetlaw Sexual Health Worksop

Drop in and appointments available

The Ryton Street Centre, Worksop, Nottinghamshire, S80 2AU.

01909 571571

TriHealth Bassetlaw Sexual Health Retford

Retford Hospital, North Road,

Retford, Nottinghamshire, DN22 7XF

01777 200177

Sexual Assault/ Exploitation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity, in exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Police

Non-Emergency Number - 101

When ringing choose option for your local force (or the force local to client) and ask for 'communications' to log incident

Child Sexual Exploitation Service (NSPCC)

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-exploitation>

For help when dealing with a child you suspect is being sexually exploited – speak to a trained advisor 24/7 - 0808 800 5000 or email - help@nspcc.org.uk

Help for Children – Childline - 08001111

Rotherham Rise

Help and support for survivors of sexual exploitation
Counselling available.

Confidential Advice Line on:

0330 2020571

Web site: www.rotherhamrise.org.uk

Barnardo's Rotherham

Reach Out Project

ReachOut is an independent, preventative CSE service.

ReachOut works with schools, communities and individual children to help raise awareness of sexual exploitation and reduce the risk to all children but targeting those identified as being particularly vulnerable.

Counselling also available

To make a referral: 01709 377 157 (Tuesday -9am- 3pm and Thursday 9am-3pm)

Or email: reachoutrotherham@barnardos.org.uk

Web site: www.barnardos.org.uk/reachout-cse.htm

The Junction Project

Professionals from a range of backgrounds with experience in working with harmful or concerning sexual behaviour (Up to 17 years old)

10 Nightingale Court

Moorgate

Rotherham

S60 2AB

Refer via Tel: 01709 377157 (Tuesday -9am- 3pm and Thursday 9am-3pm)

www.rotherham.gov.uk/directory_record/115645/barnardos_the_junction

SARC (Sexual Assault Referral Centre)

Can offer support for assault of a sexual nature.

Mountain Health Care

Hackenthorpe Lodge

South Yorkshire Sexual Assault Referral Centre

126 Occupation Lane

Hackenthorpe

Sheffield

S12 4PQ

Tel: 03302230938 – 03302230099 (24hrs)

Email: hackenthorpelodge.csarc@nhs.net

APNA HAQ – Specialist support for BME (Black Minority Ethnic) women.

Tel 01709 519212/ 519211 – hours – 9am-5pm

Email apnahaq1@gmail.com

Sheffield Rape and Sexual Abuse Counselling Service

Support and counselling (Available from the ages of 13 upwards) Referrals can be made online or over the phone.

HELPLINE: 08088020013 (Volunteer service)

Open Mondays between 1-3pm, Tuesdays 6 – 8pm, Wednesdays and Fridays 10am -12pm and 1-3pm

OFFICE: 0114 2412766

Email: info@srasac.org.uk

Rape and Sexual Abuse Support Line:-

National Helpline 08088029999 (OPEN 12-2:30pm and 7pm – 9:30pm)

Website: www.sheffieldrapecrisis.org.uk

Through this service there is also access to an ISVA (Independent Sexual Violence Advisor)

Forced Marriage Unit

Tel 020 7008 0151 hours - Mon to Fri 9am-5pm

Website - www.gov.uk/guidance/forced-marriage

Out of hours calls go to a response centre for screening

EMERGENCIES WILL BE RESPONDED TO

Email FMU@fco.gov.uk

Karma Nirvana

Supporting victims of Force marriage / Honour based violence.

Culture, Religion and Tradition are not an excuse; forced marriage is illegal in the UK.

UK Helpline: 0800 5999 247

Monday - Friday: 9am - 5pm.

Email: info@karmanirvana.org.uk

Website: www.karmanirvana.org.uk

PROBATION & YOUTH OFFENDING SERVICES

Her Majesty's Prison and Probation Service

Website <https://www.gov.uk/government/organisations/national-probation-service>

Youth Offending Teams - Rotherham (Comes under Early Help Service)

Eric Mann's Building

Tel: 01709 255266 / 822123 (Duty Team)

Sheffield YOS

Star House

43 Division St

Sheffield

S1 4GE

Tel: 01142 288555

Chesterfield YOS

56 Cobden Road

Chesterfield

Derbyshire

S40 4TD

Tel: 01629 537615

TRAVEL INFORMATION

Rotherham Community Transport

Also known as Door2Door. Flexible transport for people with mobility difficulties & community groups

485b Fitzwilliam Road

Eastwood

Rotherham

S65 1LY

Tel:- 01709 517100

Website: <http://www.door2door.org.uk/>

South Yorkshire Passenger Transport Executive (SYPTe) - South Yorkshire Travel

Traveline is Travel South Yorkshire's transport helpline. We operate seven days a week, 363 days a year (only closing on Christmas and New Year's Day).

Tel: 01709 515151

Fax: 01142 759908

Email: traveline@sypte.co.uk

Website: www.sypte.co.uk