



January 2024

ROTHERHAM Emergency Help

Homelessness

1 Rotherham Council's Homelessness Service
Support and help is available whether you're homeless or worried about becoming homeless. Advice given is based on your own circumstances. There are lots of services to help you stay in your current home. If that's not an option we can help you to find a different home.
Riverside House, Main Street, Rotherham, S60 1AE
Tel: 01709 336009 or 07748143170 (outside of these hours). Monday to Friday 8:30am – 5:00pm
housingsolutionsteam@rotherham.gov.uk www.rotherham.gov.uk

2 Shiloh Rotherham
Shiloh offer help and advice to adults who are homeless or at risk of becoming homeless, especially if you are sleeping rough and in need of practical support. Staff are usually available at the Centre from Monday to Friday between 8.30am- 4.30pm. Shiloh also run three drop-in sessions a week:

Mondays & Fridays 10am-1pm: Shiloh & the RMBC Homeless team can help you resolve queries and understand your housing options.
Wednesdays 11am-1pm: Multi-agency drop-in session with RMBC Homeless team, ROADS (drug/alcohol service), Action Housing, Job Centre Plus, Employment Solutions, Citizens Advice, NHS nurses and a mental health clinician. Free hot food, drinks, computer access and pastoral support are also available.
15 Station Road, Rotherham, S60 1HN
Tel: 01709 559504
contact@shilohrotherham.org.uk www.shilohrotherham.org.uk

Housing & Tenancy Support

3 Young People's Support Pathway
Provides support and accommodation services for young people aged 16-24 who are experiencing homelessness or who are vulnerably housed. This service offers a pathway to young people to gain independent living skills and to be supported to achieve their goals and aspirations.
Referrals made via RMBC homeless team on 01709 336009.

4 Vulnerable Adult Pathway – Rotherham Housing Related Support Services
Community based prevention support offers direct housing related support to individuals or families in the community, remotely or directly within their home (private tenancies) to enable people to sustain their tenancy.
Referrals made via RMBC homeless team on 01709 336009.

5 Supported Accommodation for Vulnerable Adults (single, couples or families).
Provides short term accommodation with support and guidance to enable stable and secure move on accommodation.
Referrals made via RMBC homeless team on 01709 336009.

6 Rotherham Council's Financial Inclusion Team (Tenancy Support)
The Financial Inclusion Team can offer Tenancy Support to RMBC tenants.
Riverside House, Main St, Rotherham, S60 1AE
rotherhamtenancysupport@rotherham.gov.uk

Domestic Abuse

7 Rotherham Rise
Supports adults, young people and children affected by Domestic Abuse and Child Sexual Exploitation in Rotherham.
Tel: 0330 303 0571 Monday - Friday 9am - 5pm
help@rotherhamrise.org.uk www.rotherhamrise.org.uk
You can also call the freephone National Domestic Abuse Helpline 24/7 on 0800 2000 247.

Health

8 Rotherham Safe Space
Anybody aged 18+ with a Rotherham GP can use the safe space from 6pm-midnight, Friday to Monday. 1:1 support is available for you if you are in a crisis or struggling with your mental health.
Tassibee Centre, 36 Godstone Road, Rotherham S60 2PU
To refer yourself, please call **freephone 0800 175 3991** between 6-7pm on the night you want to visit.

9 Yorkshire MESMAC
Sexual Health charity offering free sexual health testing, contraception advice, free condoms, lube and period products, pregnancy testing and sexual health and wellbeing support.
11 Mansfield Road, Rotherham, S60 2DR
Tel: 01709 242202 Monday to Friday at various times
www.mesmac.co.uk/our-services/rotherham

10 UECC (Urgent Emergency Care Centre)
Provides care for those who need urgent medical attention. The department provides clinical care to people of any age for a range of problems, from life-threatening conditions to injury and illness.
Rotherham Hospital, Moorgate Road, Rotherham, S60 2UD
Tel: 01709 424455 24 hours a day, 7 days a week
www.therotherhamft.nhs.uk/services/UECC

11 Gate Surgery
Gate Surgery provide primary health care to the socially excluded and vulnerable groups within the Rotherham Borough.
Chatham House, Doncaster Gate, Rotherham S65 1DJ
Tel: 01709 373371 Monday to Friday between 8:00am - 6.30pm
www.thegatesurgery.nhs.uk

Alcohol & Substance Misuse

12 ROADS – Rotherham Alcohol and Drug Service (With You)
A free and confidential drug and alcohol service for both adults and young people in Rotherham.
Carnson House, 1 Moorgate Rd, Rotherham S60 2EN
Tel: 0800 175 3981. Monday, Wednesday, Friday: 9.00am – 5.00pm, Tuesday & Thursday: 9.00am – 7.00pm.
www.wearewithyou.org.uk

Food

Help Through Hardship
Talk confidentially to a trained Citizens Advice adviser help address your crisis and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they'll issue you with a voucher so you can get an emergency food parcel from your local food bank.
Tel: 0800 208 2138 Open Monday to Friday, 9am – 5pm.
www.trusselltrust.org/get-help

13 Safe Haven
A volunteer run community group that offers free food and hot drinks to adults in need. The service is open most weeks subject to volunteer capacity.
38-40 College Street, Rotherham, S65 1AG
Opens Wednesday and Friday evenings between 6.45pm-7.30pm

Asylum Seeker & Refugees

14 Migration Drop-in
Multi-agency drop-in providing information, support and a friendly welcome. Support and advice on migration, housing, finding work, English classes, social activities and education/training. Support is available from agencies including Citizens Advice Rotherham, REMA, British Red Cross, Job Centre Plus and Rotherham Council.
Unity Centre, St Leonards Road, Rotherham S65 1PD
Runs every fortnight on Tuesdays 1:00pm-3:00pm.
Contact REMA for details of the next session.

15 REMA
OISC Level 1 advice available by appointment only for immigration advice. Community Navigators offering advice and support with health, education, moving on, bills and benefits. Please call or email for an appointment
The Unity Centre, St Leonards Road, Rotherham, S65 1PD
Tel: 01709 720744
team@rema-online.org.uk

16 British Red Cross Refugee Support
Drop-in advice service for asylum seekers and refugees.
The Unity Centre, St Leonard's Road, Rotherham, S65 1PD
Tel: 0114 2427385
RefugeeSupportSY@redcross.org.uk

Advice

Citizens Advice Rotherham
Offers practical up-to-date information and advice that is free, confidential, independent and impartial. We also have a team of debt advisers that give advice either in person or by phone.
Please call our **freephone advice line on 0800 278 7911** or for **Debt Advice please call 01709 515680** Monday - Friday 9am - 5pm
www.citizensadvice-rotherham.org.uk

Open Arms
Open Arms is a community based drop-in session in ten locations across Rotherham. At the sessions you can access cost of living support in a warm, welcoming and safe space and find out what help, support and advice is available to you from RotherFed, Citizens Advice Rotherham and LASER Credit Union.
Tel: 01709 368515
Drop in session times are from 9:30am to 3:30pm. Call or email to find out where the next session is.
info@rotherfed.org

17 REMA Roma Drop-In Advice Service
Roma and Slovak speaking Advice worker. General advice and advocacy service on issues involving benefits, health, crime, housing, education and status.
The Unity Centre, St Leonards Road, Rotherham, S65 1PD
Drop In available **Tel: 01709 720744** Monday to Friday 9am to 1pm

18 Job Centre Plus
Open 9am - 5pm and based at:
Chantry House, Douglas St, Rotherham S60 2DL

19 Rotherham Council's Advocacy & Appeals Service
Offer advice and support to challenge benefit decisions when it has been refused, reduced or when there has been a benefit overpayment or a sanction is being applied.
Riverside House, Main St, Rotherham, S60 1AE
Tel: 01709 25552. By appointment only - Advocacy & Appeals Service, advocacyandappeals@rotherham.gov.uk

Helplines & Key Contact Numbers

Asylum Seekers & Refugees

Migrant Help
Tel: 0800 801 0503 (Mon – Fri 8.00am-5.30pm)

Mental Health & Emotional Support

Mental Health Crisis Team Rotherham (Adults)
24/7 Tel 0800 652 9571

Samaritans Helpline
Freephone 116 123, 24 hours a day,
7 days a week, 365 days a year

RotherHive provides a range of verified practical mental health and wellbeing information, support and advice for adults in Rotherham
Rotherhive.co.uk

Papyrus Helpline (Under 35 years)
Tel: 0800 0684141 or Text 07860039967
Monday to Friday 9am - 12am
Saturday - Sunday/ Bank Hols - 2pm -10pm

The Silver Line Helpline (Older People)
Tel: 0800 4708090

Qwell - Online live chat with accredited advisers. Join the chat queue when you are ready to chat. www.qwell.io

Domestic Violence

National Helpline - Tel: 0800 200 0247

Housing Emergency

Rotherham Council's Homelessness Service
Tel: 01709 336009 Mon – Fri 8.30am - 5.00pm.

Shelter - help and advice on all housing and homelessness issues. Tel: 0800 800 4444

thestreetlink.org.uk - Support for people sleeping rough and want to find out about local support services.
StreetLink can be used by anyone in England and Wales to send an alert about someone who is sleeping or preparing to sleep rough.

Emergency Services

Tel: 999 (Free)

Police - Tel: 101

Medical Help

NHS 111
Tel: 111 or Call Textphone (If hard of hearing or difficulties communication): 18001 111

Other Support

Safe@Last (Children & Young People)
Tel: 0800 335 7233 or Text Safe to 60777



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Rotherham Council



11 Gate Surgery



2 Shiloh Rotherham



7 Rotherham Rise



8 Rotherham Safe Space



9 Yorkshire MESMAC



12 ROADS



10 UECC (Urgent Emergency Care Centre)



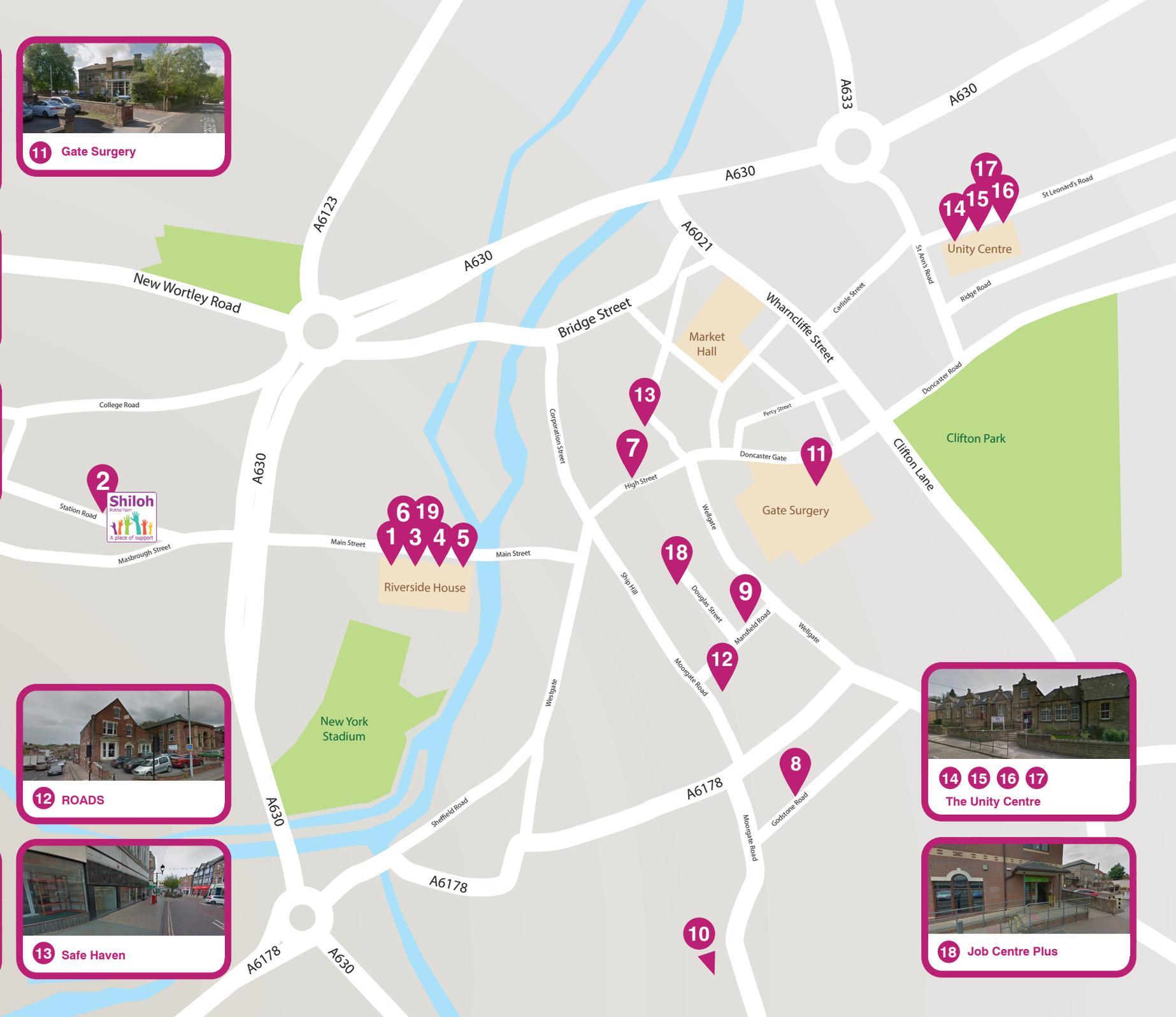
13 Safe Haven



14 15 16 17
The Unity Centre



18 Job Centre Plus



Riverside House



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Unity Centre