



# ROTHAM Emergency Help



Helping Others Made Easy (H.O.M.E.) is a campaign to make it easier for the public to help others who find themselves rough sleeping or begging.

The campaign is supported by local charities, Rotherham Metropolitan Borough Council, and other services who work together to help people make long-term, positive changes.

Visit our website at:

[www.homerotherham.uk](http://www.homerotherham.uk)

## Housing Support

- 1 Rotherham Council's Homelessness Service**  
We offer support and help whether you're homeless or worried about becoming homeless. We'll give you advice 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. Monday to Friday 8:30am – 5.00pm  
[housingsolutionsteam@rotherham.gov.uk](mailto:housingsolutionsteam@rotherham.gov.uk) [www.rotherham.gov.uk](http://www.rotherham.gov.uk)
- 2 Shiloh Rotherham**  
We offer personalised one to one support to adults who are homeless or at risk of homelessness. We can help you; find and move into affordable accommodation; understand the housing and benefits systems; access training, wellbeing & volunteering activities. Self-referrals welcome.  
**15 Station Road, Rotherham, S60 1HN**  
Tel: 01709 559504 Monday to Friday 8:30am – 4.30pm  
[contact@shilohrotherham.org.uk](mailto:contact@shilohrotherham.org.uk) [www.shilohrotherham.org.uk](http://www.shilohrotherham.org.uk)
- 3 Rush House Limited**  
Rush House provide accommodation and support to homeless and inappropriately housed young people aged 16-25. Housing related information advice and guidance is also available. Our Homeless provision is offered in partnership with Roundabout.  
**18-19 Lindum Terrace, Doncaster Road, Rotherham, S65 1NJ**  
Tel: 01709 369295  
[info@rushhouse.co.uk](mailto:info@rushhouse.co.uk) [www.rushhouse.co.uk](http://www.rushhouse.co.uk)
- 4 Vulnerable Adult Pathway – Rotherham Housing Related Support Services**  
We provide housing related support to clients age 18 to 65. Our aim is for customers to establish and maintain independent living. Self-referrals welcome.  
**6 Genesis Business Park Sheffield Road Rotherham S60 1DX**  
Tel: 0300 230 750 Monday to Friday 9am to 5pm  
[info@actionorg.uk](mailto:info@actionorg.uk) [www.actionorg.uk](http://www.actionorg.uk)
- 5 Rotherham Thursday Project**  
We provide housing related support to individuals and families. Support is specific to customer needs to establish a successful tenancy and live independently without support.  
**Osborne House, 1 – 2 Highfields, Doncaster Road, S65 1DZ**  
Tel: 01709 369 153  
[enquiries@syha.co.uk](mailto:enquiries@syha.co.uk)

## Abuse

- 6 Rotherham Rise**  
We provide help and support for survivors of domestic abuse and child sexual exploitation. **18 High Street, Rotherham, S60 1PP**  
Tel: 0330 2020571 For 24/7 support, freephone 0808 200 0247 for the National Domestic Violence Helpline.  
[enquiries@rotherhamrise.org.uk](mailto:enquiries@rotherhamrise.org.uk) [www.rotherhamrise.org.uk](http://www.rotherhamrise.org.uk)

## Health

- 7 Yorkshire MESMAC**  
Sexual health charity that offers 1-2-1 support relating to sexual health and sexuality. We can also offer STI testing for HIV, Syphilis, Chlamydia and Gonorrhoea.  
**11 Mansfield Road, Rotherham, S60 2DR**  
Tel: 01709 242202 Monday to Friday at various times  
[rotherham@mesmac.co.uk](mailto:rotherham@mesmac.co.uk) [www.mesmac.co.uk](http://www.mesmac.co.uk)
- 8 UECC (Urgent Emergency Care Centre)**  
Treatment for anyone with an urgent or emergency care need.  
Rotherham Hospital, Moorgate Road, Rotherham, S60 2UD  
Tel: 01709 424455  
[www.therotherhamft.nhs.uk/](http://www.therotherhamft.nhs.uk/)
- 9 Gate Surgery**  
Gate Surgery provide primary health care to the socially excluded and vulnerable groups within the Rotherham Borough.  
The Gate Surgery, Chatham House, Chatham Street, Rotherham S65 1DJ  
Tel: 01709 373371 Monday to Friday between 8:00am - 6.30pm  
[www.thegatesurgery.nhs.uk](http://www.thegatesurgery.nhs.uk)

## Alcohol & Substance Misuse

- 10 CGL Rotherham**  
A free and confidential drug and alcohol service for adults in Rotherham.  
**Carnson House, 1 Moorgate Rd, Rotherham S60 2EN**  
Tel: 01709 917649 Monday, Wednesday, Friday: 9.00am – 5.00pm, Tuesday & Thursday: 9.00am – 8.00pm, Saturday: 10am - 1pm  
[Rotherham.Admin@cgl.org.uk](mailto:Rotherham.Admin@cgl.org.uk)

- 11 DIVERT Young Person's Substance Misuse Service.**  
A free and confidential drug and alcohol service for young people up to age of 18 in Rotherham.  
**Carnson House, 1 Moorgate Rd, Rotherham S60 2EN**  
Tel: 01709 917649. Monday-Friday 9:00-17:00 (appointments can be offered outside these hours) Operate on an outreach basis and see young people in the community.  
[divert@cgl.org.uk](http://divert@cgl.org.uk).

## Drop-in Centres

- 12 British Red Cross**  
We help people in crisis, wherever and wherever they are.  
**Unit 9A Brookfields Way, Rotherham S63 5DL**  
Tel: 0300 456 1914
- 13 Shiloh Rotherham**  
Our drop-in service is for adults who are homeless or at risk of homelessness. We offer housing & benefits advice; free internet & computer use; hot food & drinks; clothing & showers; social activities. Partner organisations also attend, including Rotherham Council's Homelessness Service, NHS Mental Health Nurse & CGL Rotherham.  
**15 Station Road, Rotherham, S60 1HN**  
Tel: 01709 559504 Wednesday 11.00am-1.00pm  
[contact@shilohrotherham.org.uk](mailto:contact@shilohrotherham.org.uk) [www.shilohrotherham.org.uk](http://www.shilohrotherham.org.uk)

## Food

- 14 Liberty Church**  
Food parcels and hot meals available to anyone in need. Self-referrals welcome with food bank needs assessment given on arrival. Hot meals open to anyone in need.  
**Station Road, Masbrough, Rotherham, S60 1JH**  
Tel: 01709 562076 Food Bank on Monday, Tuesday, Wednesday Thursday 10.00am-1.00pm. Hot Meals on Tuesdays 2.30pm-4.30pm.  
[www.libertyrotherham.org](http://www.libertyrotherham.org)
- 15 The Unity Centre. Food Bank**  
Food bank for those facing an emergency or crisis and signposting to specialist support services.  
**The Unity Centre, St Leonards Road, Rotherham, S65 1PD**  
Tel: 01709 836440 9.00am – 5.00pm  
[info@theunitycentre.org.uk](mailto:info@theunitycentre.org.uk)

## Asylum Seeker & Refugees

- 16 REMA. Asylum Seeker & Refugee Advice**  
Office of the Immigration Service Commissioner (O.I.S.C) Level 1 accredited drop-in advice service on asylum applications, family reunion, welfare, education, employment, housing, healthcare.  
**The Unity Centre, St Leonards Road, Rotherham, S65 1PD**  
Tel: 07799 485 588  
[msithule@yahoo.co.uk](mailto:msithule@yahoo.co.uk)
- 17 British Red Cross Refugee Support**  
Drop-in advice service for asylum seekers and refugees.  
**MyPlace, St Ann's Road, Rotherham S65 1PH**  
Tel: 0114 2427385 Open: Thursdays 12.30-3.30pm  
[RefugeeSupportSY@redcross.org.uk](mailto:RefugeeSupportSY@redcross.org.uk)

## Advice

- 18 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.  
Tel: 03444 111 444 (general advice) or 01709 794980 (debt advice) phone lines open 9am-4pm. Open: Advice Centre open Monday - Friday 9:00am – 5.00pm  
[www.citizensadviceotherham.org.uk](http://www.citizensadviceotherham.org.uk)
- 19 REMA. Roma Drop-in Advice service**  
General advice and advocacy service on issues involving benefits, health services, crime, housing, education and community involvement.  
**The Unity Centre, St Leonards Road, Rotherham, S65 1PD**  
Tel: 01709 720744 Open: Mondays 9:00am-2.00pm, Thursday 9.00am-2.00pm  
[team@rema-online.org.uk](mailto:team@rema-online.org.uk)
- 20 Job Centre Plus**  
Chantry House, Douglas St, Rotherham S60 2DL
- 21 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 255526. By appointment only - Advocacy & Appeals Service,  
[advocacyandappeals@rotherham.gov.uk](mailto:advocacyandappeals@rotherham.gov.uk)

# Helplines & Key Contact Numbers

## Asylum Seekers & Refugees

Migrant Help  
Tel: 0808 801 0503 (Mon – Fri 8.00am-5.30pm)

## Mental Health & Emotional Support

Mental Health Crisis Team Rotherham (Adults)  
Tel: 01709 302670 Out of Hours

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

Papyrus Helpline (Under 35 Years)  
Tel: 0800 0684141 or Text 07786209697  
(Monday – Friday 9am-12am, Saturday – Sunday/  
Bank Hols – 2pm-10pm)

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

## Domestic Violence

National Helpline  
Tel: 0808 200 0247

## Housing Emergency

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

Roundabout helpline (for young people at risk of homelessness)  
Tel: 01709 372079, 24hrs a day

Shelter (help and advice on all housing and homelessness issues)  
Tel: 0344 515 1515

## 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

