

Fairer Sheffield: a user-friendly guide to support and services

This guide contains information about the range of services and providers in Sheffield that can work with and help people who are struggling to make ends meet or who need other types of support. However, **those living and working in Sheffield know best** what services and agencies are there to provide support and advice, so you can **add your own contacts** to this guide.

The guide is organised according to the **challenges** that people sometimes face and includes suggested questions that might help you to access help for your particular situation, or if you are supporting someone else, to help them feel able to confide in you. There is further advice on supporting others on the next page too. **Click on a challenge below to see the kinds of services available**, and to find out the contact details for these services. We also recommend the Sheffield Directory: www.sheffielddirectory.org.uk which has lots of useful and up to date contact information.

Find contacts for:

Claiming benefits, maximising income	Employment	Housing
Debt, budgeting and consumer advice	Skills and qualifications; English language skills	Homelessness
Paying for fuel	Children's education and learning	Health issues
Insurance	Parenting, behaviour and family relationships	Disability issues
Opening a bank or savings account	Childcare	Mental health issues
Getting a loan or emergency money		Substance use
Emergency food	Public Transport	Criminal behaviour and ex-offenders
	Supporting people in the community	Domestic abuse
	Other services and agencies	Immigration status

We cannot guarantee that all the links and contact details provided in this contacts planner are up to date. To report broken links or inaccurate contact details get in touch with Adele Robinson: Adele.Robinson@sheffield.gov.uk

Supporting other people

Supporting someone else, either as part of your job or as a friend or family member can be daunting – it can be difficult to know what questions to ask and to have the confidence to feel able to access the right kind of help. This guide is designed to help you with this.

However, supporting someone isn't just about asking the right questions but about **building trust**:

“If you gain someone’s trust and get to know that person, sooner or later you will know if something isn’t right. It’s not about sitting in front of someone with a checklist. That doesn’t build the relationship. It’s hard work to admit you need help. But if somebody who is struggling to get by trusts you they will, sooner or later, come to you for that help. If they don’t trust you then they’re just on their own, they’re too scared.”

- Young Person in Sheffield

Sometimes you can make a difference by supporting someone who is struggling directly as part of your job

But if you can’t help directly, people have told us that you can still make a big difference to them by...

- **Talking to and approaching them in a supportive and open way, and**
- **Signposting and referring them to another person or service**

Different levels of support might be needed at different times:

My support worker co-ordinates all our appointments at the moment which we struggled with before and I have learnt from that so I will be able to do the same in the future. She has come along to our appointments for support, for example, I was very worried and upset because my family was going to be made homeless. I tried talking to the housing provider but they would not listen to me and I felt powerless. My support worker got involved and now the decision to repossess have been overturned. Now we are talking about redecorating my house, as I know we can stay in our home, which is great.

- Sheffield Resident

You may find it helpful to seek out local support networks, provided by voluntary, community and faith organisations to access ongoing support if the person you’re helping needs more than one referral. The Sheffield Directory is a good place to start for this:

www.sheffielddirectory.org.uk.

Challenge	Service		Information	Contact
<p>Claiming benefits and maximising income</p> <p>Do you want to check the amount of benefits you are receiving is the maximum amount you're entitled to?</p> <p>Do you need to challenge the amount of benefits awarded to you?</p> <p>Have you recently returned to work?</p>	Information and advice	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
		JOBCENTRE PLUS	Offers a wide range of advice services to working-age customers and employers. Administers benefits such as Jobseeker's Allowance, Universal Credit, Employment and Support Allowance, Disability Living Allowance and Personal Independence Payments.	Website: https://www.gov.uk/contact-jobcentre-plus Address: 112 West Street, Bailey Court, Sheffield, S1 3SY Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline Email: contact-us@jobcentreplus.gsi.gov.uk
		AGE UK SHEFFIELD	Provides advice and support with the process of claiming older people's benefits, such as Attendance Allowance, Pension Credit, Carer's Allowance and Council Tax Benefit.	Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk
		<i>Insert other services here</i>		
	Benefit sources	UNIVERSAL CREDIT	Universal Credit is being rolled out across Sheffield and will gradually replace benefits including Income Support, Income-based Jobseekers Allowance, Income Related Employment and Support Allowance, Housing Benefit and Tax Credits. Speak to Jobcentre Plus about this.	Website: www.gov.uk/universal-credit/overview www.gov.uk/contact-jobcentre-plus Address: 112 West Street, Bailey Court, Sheffield, S1 3SY Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline Email: contact-us@jobcentreplus.gsi.gov.uk
		CHILD BENEFIT – HM Revenue and Customs	Child Benefit is a payment that can be claimed for children. It is usually paid every four weeks but in some cases can be paid weekly,	Website: www.hmrc.gov.uk/childbenefit Address: PO Box 1, Newcastle upon Tyne,

			and there are separate rates for each child.	Tyne and Wear, NE88 1AA Email: child.benefit@hmrc.gsi.gov.uk Tel: 0845 302 1444
		CHILD AND WORKING TAX CREDITS – HM Revenue and Customs	Tax credits are payments from the government. If you're responsible for at least one child or young person, you may qualify for Child Tax Credit. If you work, but are on a low income, you may qualify for Working Tax Credit. You can often get both types of tax credits.	Website: www.gov.uk/topic/benefits-credits/tax-credits Tel: Tax Credit Helpline Telephone: 0345 300 3900 Textphone: 0345 300 3909 Calls from outside the UK: +44 2890 538 192 Monday to Friday 8am to 8pm Saturday 8am to 4pm Sunday 9am to 5pm
		HOUSING BENEFIT AND COUNCIL TAX SUPPORT – Sheffield City Council	These are benefits that help people on low incomes pay rent and council tax for the homes they live in. There is also a Council Tax Hardship Scheme which helps people who already receive Council Tax Support and who are in severe financial hardship.	Website: www.sheffield.gov.uk/home/benefits Email: benefits@sheffield.gov.uk Tel: 0114 273 6777
		FREE SCHOOL MEALS and help with some other school costs – Sheffield City Council	Free meals are provided to school pupils whose parents are on a low income. There may also be some help available for other things.	Website: www.sheffield.gov.uk/home/schools-childcare/school-meals Email: schoolfoodservice@sheffield.gov.uk Tel: 0114 273 4567
		Help with childcare and other child-related costs	Provides advice about what financial and other support there is available to help parents, including information on getting help with pre-school costs and child maintenance options.	Website: www.gov.uk/browse/benefits/families

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Challenge	Service	Information	Contact
<p>Debt, budgeting and consumer advice</p> <p>Are you struggling with debt?</p> <p>Do you find yourself struggling to make ends meet week after week?</p> <p>Have you received correspondence about your financial situation that you don't understand?</p>	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
	MONEY ADVICE SERVICE	Clear, unbiased money advice to help people make informed choices. This includes: webchat, telephone, online information such as Universal Credit calculator.	Website: www.moneyadviceservice.org.uk Tel: 0300 500 5000
	DEBT ADVICE ORGANISATIONS	Money Advice Service has a comprehensive list of organisations where you can access free debt advice whether online, via telephone or face to face. This includes National Debt Line, Step Change and PayPlan, Debt Advice Foundation, Citizens Advice, and Debt Counsellors Charitable Trust.	Website: www.moneyadviceservice.org.uk/en/tools/debt-advice-locator
	ILLEGAL MONEY-LENDING TEAM	Report, in confidence, illegal money-lending / loan sharks and receive support if you are affected.	Website: www.stoploansharks.co.uk/ Tel: 0300 555 222
	AGE UK SHEFFIELD	Advice and advocacy in addressing older people's financial issues, including housing, residential and non-residential care issues, and fuel poverty (switching tariffs and suppliers).	Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk
	CONTACT A FAMILY	National charity for families with disabled children . Provides information and support, including full assessment to check that families are receiving the benefits they are entitled to.	Website: www.cafamily.org.uk Free helpline: 0808 808 3555
	<i>Insert other services here</i>		

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Challenge	Service	Information	Contact
<p>Paying for fuel</p> <p>Do you struggle with paying to heat your home?</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 78</p>	Local schemes and support	Sheffield City Council information on reducing fuel costs and the Big Sheffield Switch site.	www.sheffield.gov.uk/home/housing/ways-to-reduce-your-fuel-bills www.energyhelpline.com/bigsheffieldswitch
	<p>Affordable Warmth Schemes</p> <p>National schemes and support</p>	<p>Warm Home Discount: Vulnerable residents could get a £140 discount on electricity bills through the Warm Home Discount Scheme.</p>	www.gov.uk/the-warm-home-discount-scheme
		<p>Cold Weather Payment: Payments are made when local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days. Payments of £25 are given for each 7 day period of very cold weather between 1 November and 31 March.</p>	www.gov.uk/cold-weather-payment
		<p>Winter Fuel Payment: Residents could get between £100 and £300 tax-free to help pay for heating bills if they were born on or before 5 May 1953. Most payments are made automatically between Nov and Dec. Winter Fuel Payments are usually awarded automatically to those who get State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).</p>	www.gov.uk/winter-fuel-payment
		<p>Go Energy Shopping: Ofgem website that covers all the information you need about changing and complaining about your energy supplier.</p>	www.goenergysshopping.co.uk/en-gb
		<p>Energy Saving Advice Service: Telephone helpline funded by the Department of Energy and Climate Change run by the Energy Saving Trust to give residents information about Green Deal, ECO and general energy saving advice.</p>	<p>0300 123 1234 (local call rate) www.energysavingtrust.org.uk/</p>
	<p>AGE UK SHEFFIELD</p>	<p>Support for older people to switch tariff and/or supplier, advice on eliminating drafts and ventilating properties, advocacy to liaise with landlords where a property is in poor condition.</p>	<p>Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk</p>
<p><i>Insert other services here</i></p>			

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Challenge	Service	Information	Contact
<p>Insurance</p> <p>Do you have home / car / contents insurance?</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 79</p>	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
	<p>MONEY ADVICE SERVICE</p>	<p>Clear, unbiased money advice to help people make informed choices.</p>	<p>Website: www.moneyadviceservice.org.uk/en/categories/insurance</p>
	<p>SOCIAL LANDLORDS/HOUSING ASSOCIATIONS</p>	<p>Some social landlords (including Council Housing Service) can help you access simple contents insurance if you rent from them.</p>	<p>List of social landlords (Housing Associations) in Sheffield: www.sheffield.gov.uk/home/housing/housing-associations</p>
	<p>AGE UK SHEFFIELD ENTERPRISES</p>	<p>Age UK Sheffield Enterprises is the trading arm of the charity Age UK Sheffield, and offers home, travel and motor insurance products which are designed for people over 50.</p>	<p>Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Insurance Tel: (0114) 399 8670 Email: enquiries@ageuksheffield.org.uk</p>
	<p><i>Insert other services here</i></p>		

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Challenge	Service		Information	Contact
<p>Opening a bank or savings account</p> <p>Do you have a bank account?</p> <p>Do you want an easy way to store, spend and save money?</p>	Information and advice	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
		<p>MONEY ADVICE SERVICE</p>	<p>Clear, unbiased money advice to help people make informed choices.</p>	<p>Website: www.moneyadviceservice.org.uk Tel: 0300 500 5000</p>
		<p><i>Insert other services here</i></p>		
	Services	<p>SHEFFIELD CREDIT UNION</p>	<p>Not-for-profit community savings and affordable loan cooperative. You can save as much or as little as you like (minimum £1 per week). Open to anyone who lives or works within the city boundary. Instant loans also available.</p>	<p>Website: www.sheffieldcreditunion.com Address: Sheffield Credit Union, 16 Commercial Street, Sheffield S1 2AT Email: admin@sheffieldcreditunion.com Tel: 0114 276 0787</p>
<p><i>Insert other services here</i></p>				

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Saving even a small amount over time helps people feel more in control of their finances and their lives. It means being more able to replace something that has broken or to save for a holiday.

In addition, saving with a Credit Union allows members to borrow money at a lower rate than they would otherwise be able to.

Challenge	Service		Information	Contact
<p>Getting a loan or emergency money</p> <p>Do you need to borrow money at a low cost?</p> <p>Do you need emergency money following a crisis or to tide you over?</p>	Information and advice	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
		MONEY ADVICE SERVICE	Clear, unbiased money advice to help people make informed choices.	Website: www.moneyadviceservice.org.uk Tel: 0300 500 5000
		ILLEGAL MONEY-LENDING TEAM	Report, in confidence, illegal money-lending / loan sharks and receive support if you are affected.	Website: http://www.stoploansharks.co.uk/ Tel: 0300 555 222
		<i>Insert other services here</i>		
	Services and sources of support	SHEFFIELD CREDIT UNION	Not-for-profit community savings and affordable loan cooperative. You can save as much or as little as you like (minimum £1 per week). Open to anyone who lives or works within the city boundary. Instant loans also available.	Website: www.sheffieldcreditunion.com Address: Sheffield Credit Union, 16 Commercial Street, Sheffield S1 2AT Email: admin@sheffieldcreditunion.com Tel: 0114 276 0787
		FIVE LAMPS	Social enterprise that provides affordable instant personal loans. Based in the North-East but available to Sheffield residents.	Website: www.fivelamps.org.uk/our-services/conduit/personal-loans/ Tel: 0300 111 0556 Email: info@fivelamps.org.uk
		BUDGETING LOANS	Interest-free loan from the DWP for people who have been claiming certain benefits for more than half a year to help pay for specific important costs. Not available to those on Universal Credit.	Website: www.gov.uk/budgeting-help-benefits
		BUDGETING ADVANCE	Short-term advances of benefit will be available to claimants of contributory or income-related social security benefit, including Universal Credit. To be eligible for a short-term advance, the claimant must be able to demonstrate that they are in financial need. Only available via Jobcentre.	Further information from CAB: www.citizensadvice.org.uk/benefits/universal-credit/on-universal-credit/budgeting-advance/ Access is via JCP advisers only.
		Local Assistance Scheme	This scheme is provided by Sheffield City Council to support independent living and help Sheffield residents in crisis.	Website: www.sheffield.gov.uk/home/benefits/local-

				assistance-scheme Email: LAS@sheffield.gov.uk Phone: 0114 2734567
		<i>Insert other services here</i>		

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Challenge	Service	Information	Contact
<p>Emergency food</p> <p>Do you need emergency food following a crisis or to tide you over?</p>	<p>Food banks</p>	<p>Food banks operate from a number of locations across Sheffield, providing short-term emergency food parcels. Each food bank operates its own eligibility criteria, so it is worth checking these before making a referral. Many (but not all) of the food banks work on a referral basis, so the best advice we can give in advance of needing to make a referral is to contact the most appropriate food bank(s) on the 'food bank list' page and introduce yourself - it'll save a lot of time when you do need to make a referral, and you'll be giving the most up-to-date advice that you can to your client.</p> <p>Food banks are the referral of last resort - if another solution is available, please make use of it first.</p>	<p>www.sheffieldfoodbank.org.uk lists all of the food banks in Sheffield, their contact details and provides a postcode list of which food banks operate in which locality</p>
	<p><i>Insert other services here</i></p>		

Challenge	Service	Information	Contact
<p>Employment</p> <p>Do you want help finding work?</p> <p>Do you lack confidence in applying for jobs?</p> <p>Do you feel out of touch with the job market?</p> <p>Would you like to do some work experience to brush up your skills and get an up to date work reference?</p>	<p>JOBCENTRE PLUS</p>	<p>Offers a wide range of advice services to working-age customers and employers. Offers job search advice, help with CVs, interview skills and training for those looking for work, as well as a number of programmes and services to help unemployed people with health problems and disabilities and others who may need extra help with finding work. Website provides a directory of available jobs.</p>	<p>Website: www.gov.uk/contact-jobcentre-plus</p> <p>Address: 112 West Street, Bailey Court, Sheffield, S1 3SY</p> <p>Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline</p> <p>Email: contact-us@jobcentreplus.gsi.gov.uk</p>
	<p>SHEFFIELD FUTURES</p>	<p>Supports young people to achieve their full potential in work, learning and life. Website provides listing of opportunities.</p>	<p>Website: https://www.sheffieldfutures.org.uk/</p> <p>Address: Star House 43 Division Street, City Centre, Sheffield, South Yorkshire, S1 4GE</p> <p>Email: enquiries@sheffieldfutures.org.uk</p> <p>Tel: 0114 201 2800</p>
	<p>Sheffield City Council LIFELONG LEARNING AND SKILLS</p>	<p>Deliver training programmes, courses and apprenticeships to individuals and groups from all ages, in the workplace, in the classroom, for leisure, and in the community, to improve career, job and employment prospects. Most courses are delivered at one of four centres across the city.</p>	<p>Website: http://www.lifelonglearningandskills.org/</p>
	<p><i>Insert other services here</i></p>		

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Challenge	Service		Information	Contact
<p>Skills and qualifications and English language</p> <p>Do you have trouble speaking, reading or writing in English?</p> <p>Do you need to update your skills?</p> <p>Do you want to improve your skills and qualifications to increase your chances of getting a job?</p>	Education and training provision	LEARNDIRECT	Online and nationally recognised training courses in maths, English, IT and more.	Website: www.learndirect.co.uk Tel: 0800 101 901
		Sheffield City Council LIFELONG LEARNING AND SKILLS	Deliver training programmes, courses and apprenticeships to individuals and groups from all ages, in the workplace, in the classroom, for leisure, and in the community, to improve career, job and employment prospects. Most courses are delivered at one of four centres across the city.	Website: http://www.lifelonglearningandskills.org/
		ADULT COMMUNITY LEARNING including LANGUAGE COURSES	Offers a wide range of courses (some free and with crèche facilities) for local residents. May offer concessionary rates for courses, meaning applicants who are unemployed pay less. Also includes courses including English for Speakers of Other Languages (ESOL).	Website: https://www.sheffield.gov.uk/home/schools-childcare/adult-community-learning
		<i>Insert other education and training opportunities here</i>		

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Challenge	Service		Information	Contact
<p>Children's education and learning</p> <p>Is your child getting all the educational opportunities they deserve? Are they having trouble at school?</p> <p>Page 86</p>	Information and advice	<p>SHEFFIELD FUTURES</p>	<p>Supports young people to achieve their full potential in work, learning and life.</p>	<p>Website: https://www.sheffieldfutures.org.uk/ Address: Star House 43 Division Street, City Centre, Sheffield, South Yorkshire, S1 4GE Email: enquiries@sheffieldfutures.org.uk Tel: 0114 201 2800</p>
		<p>Sheffield City Council – EDUCATIONAL PSYCHOLOGY SERVICE</p>	<p>Works to address the barriers to a child's learning, which may vary from learning difficulties to social or emotional problems. Carry out a wide range of tasks to enhance a child's learning and emotional development, and help teachers to become more aware of the social factors affecting teaching and learning.</p>	<p>Website: https://www.sheffield.gov.uk/home/schools-childcare/educational-psychology Address: Sheffield Educational Psychology Service, Moorfoot Building, S1 4PL Tel: 0114 250 6800</p>
		<p><i>Insert other services here</i></p>		
	Schools and other providers	<p>Sheffield City Council – SCHOOL ADMISSIONS</p>	<p>Details on how to apply for a reception, junior or secondary school place for your child.</p>	<p>Website: https://www.sheffield.gov.uk/home/schools-childcare/apply-school-place Tel: 0114 273 5766 (primary school admissions) / 0114 273 5790 (secondary school admissions)</p>
		<p>HELP WITH HOMEWORK and other after-school opportunities</p>	<p>Activities and support with children's education that supplements in-school teaching. Many schools provide support with homework on-site.</p>	<p>Children's University offers a range of out of school activities including study support https://www.sheffield.gov.uk/home/schools-childcare/childrens-university</p>
		<p><i>Insert other providers here</i></p>		

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Challenge	Service	Information	Contact
<p>Parenting, behaviour and family relationships</p> <p>Do you want to strengthen your family relationships?</p> <p>Would you like some advice on dealing with your child's behaviour?</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 87</p>	<p>EARLY HELP / MULTI AGENCY SUPPORT TEAMS</p>	<p>Raising a family is the most important job anyone can do. It has amazing rewards but it can also be very challenging.</p> <p>Your local Multi Agency Support Teams (MASTs) are here for you and your family should you need some extra help.</p>	<p>www.sheffield.gov.uk/home/social-care/multi-agency-support-teams</p>
	<p>CHILDREN'S CENTRES (soon to be renamed Family Centres)</p>	<p>Children's Centres give multi-agency support to families with children under five. They offer a range of services including access to integrated childcare and education, health and family support, help with finding jobs and training, drop-in sessions and groups.</p>	<p>Website: www.sheffielddirectory.org.uk/kb5/sheffield/directory/family.page?familychannel=6 Tel: 0114 2813763 Facebook: www.facebook.com/sheffieldchildrenscentre</p>
	<p>FAMILY LIVES HELPLINE (formerly PARENTLINE PLUS)</p>	<p>Provide support to anyone caring for children.</p>	<p>Website: http://www.familylives.org.uk/how-we-can-help/confidential-helpline/ Tel: 0808 800 2222</p>
	<p><i>Insert other services and providers here</i></p>		

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Challenge	Service		Information	Contact
<p>Childcare</p> <p>Do you need more information on locally funded and available childcare?</p> <p>Is a lack of available or affordable childcare affecting your ability to work or return to education?</p>	Information and advice	SHEFFIELD DIRECTORY CHILDCARE SECTION	Can help parents find childcare in their area.	Website: http://www.sheffielddirectory.org.uk/kb5/sheffield/directory/family.page?familychannel=1 If you require information on provision of childcare, leisure or family services in Sheffield then please call Sheffield City Council's Customer First on 0114 2734567
		CHILDREN'S CENTRES (Soon to be renamed Family Centres)	Children's Centres give multi-agency support to families with children under five. They offer a range of services including access to integrated childcare and education, health and family support, help with finding jobs and training, drop-in sessions and groups.	Website: www.sheffielddirectory.org.uk/kb5/sheffield/directory/family.page?familychannel=6 Tel: 0114 2813763 Facebook: https://www.facebook.com/sheffieldchildrenscentres
		Central government information – DIRECTGOV	Provides advice about what financial and other support there is available to help parents, including information on getting help with pre-school costs and child maintenance options.	Website: https://www.gov.uk/browse/benefits/families
		<i>Insert other services here</i>		

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Challenge	Service		Information	Contact
<p>Housing</p> <p>Are you having problems paying your rent or bills?</p> <p>Are you at risk of losing your home?</p> <p>Is your home too small for your family?</p>	Information and advice	<p>SHELTER</p>	<p>Provides guidance, support, information and telephone advice as well as training courses. Website provides a useful online toolkit including emergency housing rights checker and tenancy checker. They have an office in the city centre.</p>	<p>Website: http://england.shelter.org.uk/get_advice Address: Unit 28, Furnival House, Furnival Gate, Sheffield, S1 4QP Email: info@shelter.org.uk Tel: 0808 800 4444</p>
		<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
		<p>AGE UK SHEFFIELD</p>	<p>Offers free and independent advice about older people’s housing issues, aids and adaptations to the home, and retaining independence at home. Advice is also available on residential and non-residential care for older people.</p>	<p>Website: www.ageuk.org.uk/sheffield Address: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG Tel: (0114) 250 2850 Email: enquiries@ageuksheffield.org.uk</p>
		<p><i>Insert other services here</i></p>		
	Housing providers, housing benefit sources	<p>SHEFFIELD COUNCIL HOUSING SERVICE (formerly Sheffield Homes)</p>	<p>Manages Council housing in Sheffield.</p>	<p>Website: www.sheffield.gov.uk/home/council-housing Tel: 0114 2930000</p>
		<p>HOUSING BENEFIT – Sheffield City Council</p>	<p>A national benefit that helps people on low incomes pay rent.</p>	<p>Website: www.sheffield.gov.uk/home/benefits Email: benefits@sheffield.gov.uk Tel: 0114 273 6777</p>
		<p>HOUSING ASSOCIATIONS</p>	<p>Independent, non-profit making organisations that charge affordable rents and usually offer an assured tenancy, which provides considerable protection. There are around 15 Housing Associations in</p>	<p>Website: List of social landlords (Housing Associations) in Sheffield:</p>

		Sheffield.	www.sheffield.gov.uk/home/housing/housing-associations
		<i>Insert other providers here</i>	

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Challenge	Service	Information	Contact
<p>Homelessness</p> <p>Is your family at risk of being homeless?</p> <p>Are you homeless?</p> <p>Page 91</p>	<p>SHEFFIELD CITY COUNCIL HOUSING SOLUTIONS SERVICE</p>	<p>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.</p>	<p>www.sheffield.gov.uk/home/housing/housing-advice-options-line First Point, Howden House Telephone on 0114 273 5142, or 0800 7311689 (out of hours service between 5pm and 8:30am).</p>
	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
	<p>SHELTER</p>	<p>Provides guidance, support, information and telephone advice around housing and homelessness, as well as training courses.</p>	<p>Website: http://england.shelter.org.uk/get_advice Address: Unit 28, Furnival House, Furnival Gate, Sheffield, S1 4QP Email: info@shelter.org.uk Tel: 0344 515 1515</p>
	<p>CRISIS South Yorkshire</p>	<p>Provides a free programme of creative activities, education and skills sessions, advice on employment, volunteering and further education in partner venues across South Yorkshire.</p>	<p>Website: http://www.crisis.org.uk/pages/crisis-skylight-south-yorkshire.html Email: southyorkshire@crisis.org.uk Tel: 0114 317 7300</p>
	<p>NOMAD Sheffield</p>	<p>Advice and support for homeless people in Sheffield.</p>	<p>Website: www.nomadsheffield.co.uk Address: 12-14 Burngreave Road, Sheffield, S3 9DD Email: director@nomadsheffield.co.uk Tel: 0114 241 2080</p>
<p><i>Insert other services here</i></p>			

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Challenge	Service	Information	Contact
<p>Health issues</p> <p>Are you pregnant or have you recently had a baby?</p> <p>Do you want to make sure that you and your family are in good health?</p>	<p>GPs</p>	<p>Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services.</p>	<p>Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)</p>
	<p>NHS Choices</p>	<p>NHS website – information about all aspects of health</p>	<p>Website: www.nhs.uk Phone: 111 for non-urgent medical advice 999 in an emergency</p>
	<p>Local HEALTH VISITORS</p>	<p>Promote health and well-being by providing support in the home during pregnancy and early childhood.</p>	<p>Website: https://www.sheffieldchildrens.nhs.uk/services/health-visiting/</p>
	<p>People Keeping Well/Community Support Workers</p>	<p>Scheme that supports people to improve health and enjoy a more active lifestyle. Community Support Workers are based throughout Sheffield. They visit people in their own homes providing short-term support (usually up to 3 weeks), including helping people find local activities, understand travel options, check benefit entitlement, or help to plan for bad weather. People can refer themselves or be referred by a Health professional. It is not available to those who are already receiving a social care package.</p>	<p>Website: www.sheffield.gov.uk/csw Email: CSWReferrals@sheffield.gcsx.gov.uk Tel: 0114 2057120 (Weekdays)</p>
	<p>Breastfeeding in Sheffield</p>	<p>Information about breastfeeding in Sheffield, including support groups and breastfeeding-friendly venues.</p>	<p>Website: www.breastfeedinginsheffield.co.uk/</p>
	<p>Yorkshire Smoke Free</p>	<p>Support and advice to stop smoking.</p>	<p>Website: http://yorkshiresmokefree.nhs.uk/</p>
	<p>SHEFFIELD HEALTH AND SOCIAL CARE – NHS Foundation Trust</p>	<p>Providers of Mental Health, Learning Disability and Substance Misuse services. The Trust's services include a full range of specialist adult and older people's services, psychology and therapy agencies as well as specialist learning disability services.</p>	<p>Website: https://shsc.nhs.uk/</p>
	<p>SHEFFIELD CARERS CENTRE</p>	<p>Support for carers (people who look after family, friend or neighbour who without that support wouldn't cope). Provides advice, help, befriending, counselling, support with work, Carers Assessment and planning for an emergency.</p>	<p>Website: http://sheffieldcarers.org.uk/ Carers Advice Line: 0114 272 8362 (9-6 weekdays)</p>
<p><i>Insert other services here</i></p>			

Challenge	Service	Information	Contact
<p>Disability issues</p> <p>Is anyone in your family or household disabled? Do you need support with disability or in returning to work?</p>	Information and advice	<p>MENCAP (national)</p> <p>National charity for people with learning disabilities. Gives advice and information about community care, benefits, education, jobs, housing, holidays, family and personal relationships. Also runs the Learning Disability Helpline in England, which provides advice and information about individual budgets and self-directed support in relation to learning disability issues.</p>	<p>Website: www.mencap.org.uk Email: help@mencap.org.uk Tel: 0808 808 1111</p>
		<p>SHEFFIELD CENTRE FOR INDEPENDENT LIVING</p> <p>Provides information, advice and advocacy to disabled people and others on all aspects of living with a disability. Promotes independent living for disabled people in Sheffield.</p>	<p>Website: http://www.disabilitysheffield.org.uk/ Address: The Circle, 33 Rockingham Lane, Sheffield, S1 4FW Tel: 0114 253 6750</p>
		<p>SHEFFIELD CARERS CENTRE</p> <p>Support for carers (people who look after adult family, friend or neighbour who without that support wouldn't cope). Provides advice, help, befriending, counselling, support with work, Carers Assessment and planning for an emergency.</p>	<p>Website: http://sheffieldcarers.org.uk/ Carers Advice Line: 0114 272 8362 (9-6 weekdays)</p>
		<p>Sheffield Parent Carer Forum</p> <p>Independent group of parents and carers of children and young people (0-25) with disabilities and special educational needs to provide mutual support, exchange information and influence policy.</p>	<p>Website: http://sheffieldparentcarerforum.org.uk/ Tel: 0300 321 4721 (9.30-3pm weekdays)</p>
		<p>CONTACT A FAMILY</p> <p>National charity for families with disabled children. Provides information and support, including full assessment to check that families are receiving the benefits they are entitled to.</p>	<p>Website: www.cafamily.org.uk Free helpline: 0808 808 3555</p>
		<p><i>Insert other services here</i></p>	

Health workers , courses and financial support	SHEFFIELD HEALTH AND SOCIAL CARE – NHS Foundation Trust	Providers of Mental Health, Learning Disability and Substance Misuse services. The Trust's services include a full range of specialist adult and older people's services, psychology and therapy agencies as well as specialist learning disability services.	Website: https://shsc.nhs.uk/
	Sheffield MENCAP & Gateway	The Sheffield base of the national charity provides a number of local courses, services and activities in order to improve the quality of life of people in Sheffield with learning disabilities and their families.	Website: www.sheffieldmencap.org Address: Norfolk Lodge, Park Grange Road, Sheffield, S2 3QF Email: mencapoffice@sheffieldmencap.org.uk Tel: 0114 276 7757
	JOBCENTRE PLUS	Can provide courses and potential funding options to help people with disabilities remove barriers to taking up employment.	Website: https://www.gov.uk/government/organisations/department-for-work-pensions Address: 112 West Street, Bailey Court, Sheffield, S1 3SY Tel: 0345 608 8545 if calling from a mobile or 0845 608 8545 from a landline Email: contact-us@jobcentreplus.gsi.gov.uk
	GPs	Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services. A GP may also be able to support your application for Personal Independence Payments or provide relevant documentation to an application.	Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)
	<i>Insert other providers here</i>		

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Challenge	Service	Information	Contact
<p>Mental health issues</p> <p>Have you found yourself feeling down, depressed or helpless?</p> <p>Are you or someone in your family affected by depression or mental health issues?</p>	<p>GPs</p>	<p>Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services. A GP may also be able to support your application for Personal Independence Payments or provide relevant documentation to an application.</p>	<p>Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)</p>
	<p>MIND</p>	<p>Offer a wide range of support relating to mental health, including employment support services for people with mental health needs to help them get and maintain employment, training or voluntary work.</p>	<p>Website: www.mind.org.uk Email: info@mind.org.uk Tel: 0300 123 3393</p>
	<p>Sheffield CHILD AND ADOLESCENT MENTAL HEALTH SERVICES</p>	<p>Provides support to parents of children and adolescents with mental health issues. A Parenting Support worker within the CAMHS or CAMHS Parenting Team can provide specific and targeted forms of parenting support.</p>	<p>Website: https://www.sheffieldchildrens.nhs.uk/services/camhs/ Address: Becton Centre for Children and Young People, Sevenairs Road, Sheffield, S20 1NZ Tel: 0114 3053106</p>
	<p>SHEFFIELD HEALTH AND SOCIAL CARE – NHS Foundation Trust</p>	<p>Providers of Mental Health, Learning Disability and Substance Misuse services. The Trust's services include a full range of specialist adult and older people's services, psychology and therapy agencies as well as specialist learning disability services.</p>	<p>Website: https://shsc.nhs.uk/</p>
	<p><i>Insert other services here</i></p>		

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Challenge	Service		Information	Contact
<p>Substance use</p> <p>Is substance use or alcohol affecting you or any member of your family or household?</p> <p>Are you concerned about the behaviour of someone close to you and do you suspect that they may be abusing drugs or alcohol?</p>	Information, advice and support	ADFAM	Provides information, advice and access to support groups to families affected by alcohol or drug misuse.	Website: www.adfam.org.uk Tel: 020 7553 7640
		ALCOHOLICS ANONYMOUS	Provides free advice, information and guidance on tackling alcoholism. Also facilitates local support groups and meetings for alcoholics and/or their families to meet with others affected, relate their experiences and support each other to remain sober.	Website: www.alcoholics-anonymous.org.uk Tel: 0845 769 7555
		FRANK	Provides 24-hour free confidential and independent advice to anyone who misuses substances or knows someone who might. Also offers a referral advice and information on locally available support.	Website: www.talktofrank.com Tel: 0800 77 66 00
		CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
		<i>Insert other services here</i>		
	Services and providers	Sheffield Drug and Alcohol/Domestic Abuse Coordination Team (DACT)	Provides multi-agency support and counselling to those who misuse substances, are affected by substance misuse, or know someone who misuses substances. Provide advice on available drug treatments and can intervene to prevent harm to children and family members.	Website: http://www.sheffielddact.org.uk Tel: 08453451549 (alcohol services) 0114 272 1481 (drugs services)
		GPs	Provide a wide range of family health services, including advice on health problems, vaccinations, examinations and treatment, prescriptions for medicine, as well as referrals to other health services and social services.	Website: http://www.nhs.uk/Service-Search/GP/LocationSearch/4 (includes a function to search for local GPs)
		<i>Insert other providers here</i>		

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Challenge	Service	Information	Contact
<p>Criminal behaviour and ex-offenders</p> <p>Are you concerned that someone in your family / household is breaking the law?</p> <p>Are you about to have you recently been released from prison?</p> <p>Are you finding it hard to get work or support because you have a criminal record?</p>	<p>NACRO</p>	<p>Coordinate various projects for ex-offenders and offer support in gaining education and employment. National service with a Sheffield base.</p>	<p>Website: www.nacro.org.uk Address: 70 Earl Street, Sheffield, Yorkshire, S1 4PY Tel: 0114 241 2167</p>
	<p>ST GILES TRUST</p>	<p>Provide support around job hunting, confidence building, preparing a CV and handling interviews for ex-offenders.</p>	<p>Website: www.stgilestrust.org.uk Email: info@stgilestrust.org.uk Tel: 0207 703 7000</p>
	<p>CITIZENS ADVICE SHEFFIELD</p>	<p>Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.</p>	<p>Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111</p>
	<p>POLICE</p>	<p>Tackle all emergency and non-emergency issues around crime.</p>	<p>Website: http://www.southyorks.police.uk/ Tel: 999 (emergencies) / 101 (non-emergencies)</p>
	<p>CRIMESTOPPERS</p>	<p>An anonymous way to pass on information about crime.</p>	<p>Website: www.crimestoppers-uk.org Tel: 0800 555 111</p>
	<p>ILLEGAL MONEY-LENDING TEAM</p>	<p>Report, in confidence, illegal money-lending / loan sharks and receive support if you are affected.</p>	<p>Website: http://www.stoploansharks.co.uk/ Tel: 0300 555 222</p>
	<p><i>Insert other services here</i></p>		

Although the services provided are available for support and information, if you or another is the victim of a crime or in immediate risk, you should telephone the police on 999

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Challenge	Service	Information	Contact
<p>Domestic abuse</p> <p>Is someone at home hurting you?</p> <p>Are you afraid of someone you are in a relationship with (or have been in a relationship with)? Or a family member?</p> <p>Do you need temporary housing or advice as a result of domestic abuse?</p>	<p>Sheffield Domestic Abuse Helpline</p>	<p>For advice, information, to find somewhere safe to stay or simply want someone to listen. The Helpline can signpost you to or help you access other support services such as women’s refuges or one to one support or groups. Or you find information about local services on our website.</p>	<p>0808 808 2241 Free from landlines and most mobile networks Website www.sheffielddact.org.uk Email help@sheffielddact.org.uk</p>
	<p>NATIONAL DOMESTIC VIOLENCE HELPLINE</p>	<p>National helpline available at any time - 24 hours a day, seven days a week.</p>	<p>Freephone Helpline: 0808 2000 247 Website: www.nationaldomesticviolencehelpline.org.uk/</p>
	<p>VIDA (formerly Sheffield Domestic Abuse Forum)</p>	<p>Delivers specialist domestic and sexual abuse services and training, and engage with partners to work towards an end to domestic abuse, and violence against women and girls.</p>	<p>Website: http://www.vidasheffield.org.uk/</p>
	<p>Action Domestic Abuse Services (ADAS)</p>	<p>Provides helpline (See Sheffield Domestic Abuse Helpline above), Outreach and Power to Change work programme.</p>	<p>Website: www.actionorg.uk/our-services/action-services/by-area/sheffield/action-domestic-abuse-service-adas-sheffield/</p>
	<p>Ashiana</p>	<p>Supports and empowers those from Black, Asian, Minority Ethnic and Refugee communities whose lives have been affected by violence and abuse to take control of their lives and move forward into healthy, stable and safer futures.</p>	<p>Website: www.ashianasheffield.org/ Telephone (office hours, 9am-5pm): 0114 2555740</p>
	<p>Sheffield Rape and Sexual Abuse Centre</p>	<p>Free and confidential support to anyone who has experienced rape or sexual abuse at any times in their lives.</p>	<p>Website: http://www.sheffieldrapecrisis.org.uk/ Helpline: 0808 802 0013 (limited opening hours)</p>
	<p>Hackenthorpe Lodge - Sheffield Sexual Assault Referral Centre</p>	<p>Free support and practical help to anyone in South Yorkshire who has experienced sexual abuse. Our service is completely confidential and you do not have to give any personal information in order to get help.</p>	<p>Website: http://www.hackenthorpelodge.org/ Helpline: 0330 223 0938 (open 24/7)</p>
<p>Young Women’s Housing Project</p>	<p>Support and/or housing for young women (16-25 years) who have been affected by sexual abuse.</p>	<p>Website: https://www.ywhp.org.uk/ Phone: 0114 2680580</p>	

			Email: ywhp@ywhp.org.uk
	<i>Insert other services and support here</i>		
Although the services provided are available for support and information, if you or another is the victim of a crime or in immediate risk, you should telephone the police on 999			

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If you answer yes to one of more of these questions, you may be in an abusive relationship:

- Has your partner tried to keep you from seeing your friends or family?
- Has your partner prevented you – or made it hard for you – to study or go to work?
- Does your partner constantly check up on you or follow you?
- Does your partner unjustly accuse you of flirting or having affairs?
- Does your partner constantly belittle or humiliate you, or regularly criticise or insult you?
- Are you ever afraid of your partner?
- Have you ever changed you behaviour because you are afraid of what your partner might say or do to you?
- Has your partner ever destroyed any of your possessions deliberately?
- Has your partner every forced or harassed you to have sex or made you participate in sexual activities you were uncomfortable with?
- Has your partner ever tried to prevent you from leaving the house?
- Does your partner blame their use of alcohol/drugs, mental health condition or family history for their behaviour?
- Does your partner control your use of alcohol or drugs (for example by forcing your intake or by withholding supply)?

Further information: www.womensaid.org.uk/the-survivors-handbook/am-i-in-an-abusive-relationship/

Challenge	Service	Information	Contact
Immigration Status Do you need advice on your UK visa? Page 100	CITIZENS ADVICE SHEFFIELD	Provides free, confidential and independent advice about debt, welfare benefits and tax credits, debt, employment, family matters, housing and homelessness, immigration and consumer rights. Provides online advice, webchat, telephone advice and face-to-face support.	Website: https://citizensadvicesheffield.org.uk/ Tel: 03444 113 111
	ASSIST	ASSIST Sheffield helps destitute asylum seekers by providing accommodation, advice and other support to those in most need or distress.	Website: www.assistsheffield.org.uk/
	CITY OF SANCTUARY	Welcome newly arrived asylum seekers and give them a basic introduction to life in Sheffield, manage the multi-agency drop-in at Victoria Hall where asylum seekers and refugees come for help and advice.	https://sheffield.cityofsanctuary.org/contact/
	IMMIGRATION ADVICE – Office of the Immigration Services Commissioner	Directory of local registered immigration advisers, who provide advice and services on claims for asylum; applications for entry clearance or leave to enter or remain in the UK; immigration employment documents; nationality; residence; deportation or removal; bail applications; and appeals against deportation.	Website: http://oisc.homeoffice.gov.uk/how_to_find_a_regulated_immigration_adviser/
	<i>Insert other services here</i>		

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Challenge	Service	Information	Contact
Public Transport Do you need	Elderly persons English National Concession Scheme	Free off peak travel on buses across England (plus additional concessions in South Yorkshire) through the English National Concession Travel Scheme (ENCTS). Eligible once reaching the current female state pension age.	Website: www.travelsouthyorkshire.com/senior/
	Disabled persons English National Concession Scheme	Free off peak travel on buses across England (plus additional concessions in South Yorkshire) through the English National	SYPTE website with ENCTS information: www.travelsouthyorkshire.com/disabled/

advice or support to get around the city or to use public transport?		Concession Travel Scheme (ENCTS). Eligibility confirmed by local council or by appropriate benefit documents.	SYPT website to show appropriate documents: http://www.travelsouthyorkshire.com/applications/ Council website to get proof of eligibility: https://www.sheffield.gov.uk/home/disability-mental-health/disabled-travel-pass
Advice on child fares and tickets		Advice on children's bus passes and tickets	Website: http://www.travelsouthyorkshire.com/child-passes/
Community Transport for people unable to use mainstream transport		Pre-bookable door-2-door bus services for people unable to use conventional public transport. Has a small charge but works out cheaper than taxis.	Website: http://www.sheffieldct.co.uk/ Phone Sheffield Community Transport for more information or to register with the service: 0114 285 9906
	<i>Insert other services here</i>		

Challenge	Service	Information	Contact
<p>Supporting people within the community</p> <p>This section is gives information about where to find out about voluntary, faith and community organisations that provide local support networks</p>	Sheffield Directory	Comprehensive, up-to-date website with Sheffield activities, organisations, information and services. Includes information for adults, children & families and supporting children & young people with special educational needs & disabilities (Local Offer).	Website: www.sheffielddirectory.org.uk
	Voluntary Action Sheffield	Works to support voluntary and community action in the city – delivers services to voluntary and community organisations and promotes volunteering in the city.	Website: www.vas.org.uk Email: info@vas.org.uk
	People Keeping Well/Community Support Workers	Scheme that supports people to improve health and enjoy a more active lifestyle. Community Support Workers are based throughout Sheffield. They visit people in their own homes providing short-term support (usually up to 3 weeks), including helping people find local activities, understand travel options, check benefit entitlement, or help to plan for bad weather. People can refer themselves or be referred by a Health professional. It is not available to those who are already receiving a social care package.	Website: www.sheffield.gov.uk/csw Email: CSWReferrals@sheffield.gcsx.gov.uk Tel: 0114 2057120 (Weekdays)
	<i>Insert other services here</i>		

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	Service	Information	Contact
<p>Other services and agencies</p>	<i>Insert other services and agencies here</i>		
	<i>Insert other services and agencies here</i>		
	<i>Insert other services and agencies here</i>		

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