

DOMESTIC ABUSE

A Guide to Local Barnsley Services

B A R N S L E Y
SAFER & STRONGER
communities partnership



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FOREWORD

I am pleased to present this guide to domestic abuse services in Barnsley. The purpose of this directory is to provide information for anyone who works with domestic abuse, those experiencing from domestic abuse and its consequences and for those committing domestic abuse. The directory is about the availability of services which we know are required by men, women and children. The directory recognises that domestic abuse is a mainstream issue and consequently all agencies which may be needed by a person in such a situation are included.

The primary focus of this directory is the safety and well being of women and children, however the majority of agencies included are not purely focussed on women, their services may be used by men as necessary.

The Barnsley Domestic Abuse Forum defines domestic abuse as:-

“any abuse between current and former partners in an intimate relationship, wherever the abuse occurs. The abuse may include physical, sexual, emotional and financial abuse.” Domestic abuse occurs across society regardless of age, gender, race, sexuality, wealth and geography”.

The overwhelming majority of cases are against women but it is recognised that men can suffer from domestic abuse in either heterosexual relationships or same sex relationships. Domestic abuse is not limited by social group, age, culture, ability or class and occurs across the social spectrum. Children in the family are recognised as being at risk either as direct victims or by association.

Domestic abuse is grossly under reported for many reasons. Some people think that domestic abuse is the norm or a cultural thing. Many men and women have watched their parents being abusive and ended up in the same position themselves. The reasons why people stay in abusive relationships are varied. Some stay for the sake of children, some out of fear, some have suffered abuse for so long that they develop low self worth and perhaps just don't have the energy or are too frightened to get help. Some have been threatened by their partner when they have tried to do something about it. Historically, domestic abuse has not been dealt with very sensitively by the authorities resulting in loss of confidence in the system. Bringing the perpetrator to justice has involved lengthy delays allowing more time and space for the perpetrator to threaten violence or wear the partner/ex partner down.

A few facts about domestic abuse nationally:-

Only 2% of domestic abuse is reported.

98% of domestic abuse occurs against women.

50% of all rape is carried out by husbands or male partners.

50% of all murders are committed against women by male partners.

33% of all suicide attempts by women are linked to their experience of abuse.

- On average, women endure an average of 35 violent assaults before reporting their partners to the police.
- On average a woman will suffer domestic abuse for 7 years before leaving home.
- 36 men a year die from domestic abuse
- 1 in 4 women will experience domestic violence at some point in their lives.
- Domestic abuse knows no barriers, it occurs regardless of age, income, disability, education, race, culture and social class.
- In Barnsley It is estimated there were 1,516 domestic abuse incidents that became crimes April 2005 to March 2006.
- At least 43% of offences were committed under the influence of alcohol or drugs,

The information included in this booklet will assist everyone working with, or experiencing domestic abuse.



Sarah Mainwaring
Partnership Director

TACKLING DOMESTIC ABUSE IN BARNSELEY

The Safer and Stronger Communities Partnership is the local partnership set up in response to the Crime and Disorder Act 1998. The partnership involves statutory, voluntary, community and business sector agencies working together to reduce crime, fear of crime and victimisation. The partnership in Barnsley is determined to work to reduce crime, the fear of crime and victimisation in Barnsley to make it a safer place for everyone.

In Barnsley, many measures have been put together focusing on domestic abuse to bring about a much better system to enable us to give people the best possible support.

Specifically:-

- Court trials now take only six weeks they used to take at least nine months to be scheduled.
- Statutory and Voluntary agencies are much better at working together to provide a highly skilled co-ordinated community response to domestic abuse.
- Voluntary and Compulsory Perpetrator programmes are in place to provide help for the perpetrator to change their abusive ways.
- Our courts have specially trained magistrates and prosecutors to sensitively deal with domestic abuse.
- The Victim Support Witness Service ensures that you are supported should you need to attend court. There is a special room to ensure that the perpetrator is kept away from you. Special measures can be put in place, for example, screens so you won't have to face the perpetrator and sometimes the trial can be held with a video link.
- Special meetings called MARAC (Multi Agency Risk Assessment Conferences) are now being held as part of the co-ordinated community response, to ensure your safety and provide the correct support for you and your children.
- Specially trained advocates are in place with various agencies. Should you decide that you would like to talk to someone on a longer term basis, specially trained counsellors are available to help you.
- An ongoing training programme for front line agency workers is continuing to ensure that they are specially trained to sensitively deal with domestic abuse.
- In the past, those who have been experiencing abuse have had to flee their own homes in fear. Special measures have now been put in place to help you to stay in your own home and feel safe.

We know that the thought of doing something about domestic abuse can be a very frightening thing. Professionals supporting you are not going to take over your life. The decisions that are correct for you have to be made by you. All professionals will help you to help yourself. They will support you in the best way possible by giving you as much or as little support as you want. They are specially trained and alongside this training, they realise that you are the expert in your life, even if at times you may doubt your own ability.

For further information, please feel free to contact any of the agencies or telephone Colin Brotherston (Domestic Abuse Development Worker) with the Safer and Stronger Communities Partnership on 01226 774966 or e-mail on:- colinbrotherston@barnsley.gov.uk.

YOUR SAFETY PLAN

Why Have a Plan?

If you are experiencing domestic abuse, it is important that you have a personal safety plan. This plan will allow you to think how you can improve your safety if and when further violence or abuse occurs. This plan will not guarantee your safety, but will help improve it.

If you or your family are in immediate danger, call the police on 999.

Your personal safety plan may include some of the following:

- Tell someone you can trust what is happening.
- A password with either a friend, neighbour or family member that you can use to explain there is an emergency and you need help quickly.
- How you will leave the home safely in an emergency
- A safe place to go to should you need to leave quickly.
- A prepared bag of clothes, medication and other essentials for yourself and children. You may need important documents such as driving licence, birth certificates, passports, financial/insurance information, bank statements, benefit books or letters, etc. Hide the bag where you can get to it in a hurry, or leave the bag with family or a friend.
- Keep your address book and diary (containing any important and emergency telephone numbers, your GP's, local police domestic abuse unit etc) with you.
- If you have a car, make an extra set of keys and hide them where you can get to them if you need to.
- Teach your children to call 999 in an emergency and what they would need to say (for example, their full name, address and telephone number).
- Find out where the nearest phone is or if you have a mobile phone, try to keep it and the charger with you.
- Try to keep a small amount of money and your credit and/or debit cards on you at all times – including change for the phone.
- If you think your partner is about to attack you, try to get to a safer place, such as rooms that have a way out and access to a telephone. Try to avoid rooms that have potential weapons in them, such as the kitchen or garage, and rooms like the bathroom where it is easier for them to trap you.
- Keep any abusive letters, emails and text messages as evidence of abuse.
- If your partner injures you go to a doctor or hospital for treatment so there is a record of the abuse.

If you are thinking of leaving your partner

If you are planning to leave your partner, think about how you can do this as safely as possible. Sometimes this can be the most dangerous time for you. If your partner knows you are planning to leave, they may become more violent and abusive.

Your leaving plan may include some of the following:

- A plan to leave at a time you know your partner will not be around.
- If you have legal custody of children, take them with you as there may be further complications if you don't.
- Ensure you have somewhere safe to go, for example, friends or family.

If you have already left the relationship and are still being harassed:

- Tell someone you can trust what is going on.
- Try not to isolate yourself. Work out the safest routes to and from home, work and school and use them. If you can't do this try to travel with someone else.
- Make sure your home is safe. Think about getting your locks changed and make sure that all doors and windows are locked. Your local Crime Reduction Safety Officer maybe able to help with this. You can find their details later in this directory.

COVER YOUR TRACKS

Internet Activities and Your Abuser

Please remember that an abuser can discover your internet activities. In order to increase your safety when using the internet, please read the warnings below.

This information may not completely hide your tracks. Many browser types have features that display recently visited sites. The safest way to find information on the internet, would be at a local library, a friend's house, or at work.

E-mail

If an abuser has access to your email account, they may be able to read your incoming and outgoing mail. If you believe your account is secure, make sure you choose a password that an abuser will not be able to guess. If an abuser sends you threatening or harassing email messages, print then save them as evidence of the abuse.

History / Cache file

If an abuser knows how to read your computer's history or cache file (automatically saved web pages and graphics), they may be able to see information you have viewed recently on the internet.

You can clear your history or cache file in your browser's settings:

- **Internet Explorer**

Pull down Tools menu, select Internet Options.
On General page, under Temporary Internet Files, click on "Delete Files".
Under History click on "Clear History".

- **Netscape**

Pull down Edit menu, select Preferences.
Click on Navigator on choose 'Clear History'.
Click on Advanced then select Cache.
Click on "Clear Disk Cache".

On older versions of Netscape:
Pull down Options menu.
Select Network Options, Select Cache.
Click on "Clear Disk Cache".

• **AOL**

Pull down Members menu, select Preferences.
Click on WWW icon. Then select Advanced.
Purge Cache.

Additionally, you need to make sure that the "Use Inline Autocomplete" box is NOT checked. Whilst checked, this function will complete a partial web address while typing a location in the address bar at the top of the browser. If you are using Internet Explorer, this box can be found on the MS Internet Explorer Page by clicking on the "View" icon at the top, then "Internet Options", and then the "Advanced" tab. About halfway down there is a "Use Autocomplete" box that can be checked and unchecked by clicking on it.

COUNSELLING

What is Counselling?

There are many definitions of counselling. Really, it is a way of helping you to explore and manage what is happening in your life. The overall aim of counselling is to provide an opportunity for you to work towards a more satisfying and resourceful experience of life. Many of us use some of these skills in our daily lives and often appreciate support from friends, colleagues and family members. Sometimes however, our usual sources of support can be too close, inappropriate – or sometimes part of the problem. Counsellors who have been trained over many years have been shown to be particularly effective in helping, especially in difficult or sensitive situations. They are independent, neutral and professional and **they respect your privacy.**

Naturally, each person's needs are different. Counselling may be concerned with:-

- addressing and resolving specific problems
- making decisions
- coping with crisis
- developing personal insight and knowledge
- working through feelings or inner conflict
- improving relationships with others
- personal development issues

Or any number of other issues, large or small, which crop up in everyday life. The counsellor's role is to facilitate your life in ways that respect your values, personal resources and capacity for choice within your cultural context.

Counselling can be helpful to clarify our problems and challenges, identify changes we would like to make, gain fresh perspectives, consider the consequences of various options and acknowledge the impact of life events such as domestic abuse on our emotional wellbeing.

Why Counselling

People enter into counselling for a wide variety of reasons including:-

- loss of confidence or motivation
- stress
- bereavement, whether the death of someone close, or the effects of bereavement on a loved one
- depression, a common and very preventable illness, often responds well to counselling if undertaken promptly
- health problems, coping with poor health or that of a loved one
- alcohol and/or substance misuse
- domestic abuse, can result in experiencing many of the symptoms above.
- problems with anger. Some agencies offer specialist anger management courses and most counsellors should be able to help on a one to one basis

Counsellors have helped people to make important changes in their lives, but equally have helped people to live more creatively with situations that cannot easily be changed. Some clients find that the ability to discuss their difficulties openly with someone they can trust is sufficient reason on its own to enter counselling, just explaining things to someone impartial can often clarify the situation.

How Counselling Works

You have to enter counselling willingly. Sometimes, a well meaning friend or family member, who might be concerned for you but unable to help directly, might suggest counselling. You might go to a first session of counselling to see what it is all about. To take full advantage of the counselling you must decide for yourself that it is worthwhile. You can certainly stop at any time. Many people have received enough assistance after one contact with a counsellor, for others more sessions can be better.

Counselling will be a specific arrangement between you and your counsellor. It will be entirely private except in exceptional circumstances. Counselling is not about making judgements. The counsellor will accept you whoever you are, regardless of status, lifestyle or whatever the issues you face.

Your Counsellor

Counselling works best if your counsellor is properly trained and qualified. Pathways is a counselling provider in Barnsley (See entry in this directory). They provide expert help to people experiencing domestic abuse.

An important professional body is the British Association for Counselling and Psychotherapy (BACP) (www.bacp.co.uk) which can supply details of registered counsellors.

HOUSING ADVICE AND HELP FOR HOMELESS PEOPLE

Barnsley Council will help you if you are homeless or threatened with homelessness. You will qualify for help if you are 'eligible for assistance', legally homeless, or threatened with homelessness, in priority need and not intentionally homeless. If you are fleeing your home because of domestic abuse the Homelessness and Housing Advice Service can offer advice and support.

Barnsley's Adult Social Care Services also have responsibility for some homeless people. They have a duty to provide accommodation for children and young people over 16 who are leaving care, or who are in need for other reasons.

In Barnsley we offer a housing advice service that aims to work with people to prevent them becoming homeless. **If you think you might become homeless, it is important that you contact the service as soon as possible.**

In Barnsley we have a sanctuary scheme that helps some people stay safely in their home and avoids them having to leave.

Eligible for Assistance

Some people who arrive in this country, or who are returning from a period living abroad do not qualify for housing under homelessness laws. For example, many asylum seekers (but not all) are excluded, as is someone who has spent significant time living away from the UK even if they are a UK citizen.

The rules on eligibility are complex and if you are arriving in or returning to the UK, you should seek specialist advice at the Barnsley Citizens Advice Bureau, whose contact details can be found later in this Directory.

Homeless or Threatened with Homelessness

You will be considered legally homeless if you have no accommodation available, which is reasonable for you and your household to live in. This includes accommodation in another country. You will also be homeless if you have accommodation but cannot get into it. For example, if you have somewhere to stay with friends or relatives, but have been asked to leave, or you are at risk of abuse in your home. You will be considered to be 'threatened with homelessness' if you are likely to be homeless within 28 days.

Priority Need

You will be counted as in 'priority need' for housing if you are homeless and

- You are pregnant
- You have dependent children under 16, or under 19 if they are in full time education
- You are homeless because of an emergency such as a flood or a fire
- You are aged 16 or 17

You may also be in priority need if you fall into one of the following groups. In some cases, you may have to show that your situation has made you vulnerable:-

- **You are at risk of domestic abuse or other threats of violence**
- You are elderly, or have a physical or mental illness or disability
- You are over 18 but at risk of exploitation or have been in care
- You are homeless after leaving hospital, prison or the armed forces

If you think you fall into a priority need group you can check this with a specialist advisor, contact homeless and housing advice.

Intentionally Homeless

You may be considered 'intentionally homeless' if you have deliberately done something which has made you lose your home. However, the definition of intentionally homeless is complicated and a decision made by the local authority can often be challenged. For example, if you have become homeless because of rent or mortgage arrears you should not automatically be considered to be intentionally homeless. The Council will look at each case individually. If you lost your home because of genuine financial problems you will not be homeless through your own fault. **You would not be considered intentionally homeless if you had to flee your home due to domestic abuse.**

Local Connection

Barnsley Council may refuse to accept responsibility if it thinks that you have no connection with the area where you are looking for help with housing. You would usually be expected to live, work or have family links to have a local connection. In this situation, you may be referred to an area where you do have a connection.

What Action Will the Council Take?

If you qualify as homeless, the Council will help you. It may not be able to provide accommodation from its own properties. The Council can house you in various ways, for example, by referring you to a housing association, or arranging accommodation with a private landlord.

The Council needs time to carry out enquiries to understand your situation. If it seems that you are homeless and in priority need, they will make sure you have somewhere to live while this is done.

If the Council decides that you are not homeless, it does not have to arrange long term accommodation for you. However, it will provide advice and assistance to help you finding accommodation, or provide a temporary place to stay while you find a permanent home.

Housing Associations

Housing associations are 'not for profit' organisation that provide housing for rent. There are many housing associations providing a range of accommodation. Some provide housing for certain types of people, for example, single parents or people with disabilities. Others provide general housing in the same way as a Council.

Only some housing associations accept direct applications. Most require you to be nominated by the Council, which means that you will need to apply to go on the Berneslai Homes waiting list and ask to be nominated. Where a housing association does not insist on this, it may require that you are nominated by a local agency, for example, Council's Homelessness Advice Service or the Adult Social Care Services department. If a housing association does accept a direct application, the criteria each has for selecting tenants will vary.

In some areas the housing associations and the Council have joint waiting lists. This means you can register with the Council, and housing associations, on the same form.

If you are seeking accommodation from a registered Housing Association you may want to get more information from an experienced advisor.

Details of Barnsley's HHA Service can be found in this directory, or further information is available from www.barnsley.gov.uk

Housing Associations in Barnsley

Ashby Court (Sheltered Housing): 25 Ashby Court Barnsley S70 6JQ Tel:01226 294257	English Churches Housing Group 2 Holden Court/Race Street Barnsley S70 1BY Tel: 01226 779292	English Churches Housing Group 3 Barley Close Worsborough Barnsley S70 5AH Tel: 01226 321211
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Hanover Housing Association 1 Hanover Court Worsborough Barnsley S70 5BZ Tel: 01226 205821	Hapinteg Ltd 19 Bronte Close Barnsley S71 2B Tel: 01226 203267	South Yorkshire Housing Association 38 Pitt Street Barnsley S70 1BB Tel: 01226 770017
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Yorkshire Metropolitan Housing Association Chestnut Court Barnsley S70 4HW Tel: 01226 287511	Yorkshire Metropolitan Housing Association St Edwins Croft/Edwins Close Barnsley S71 3BH Tel: 01226 283051	Yorkshire Metropolitan 49 Church Street Barnsley S70 2AH Tel: 01226 298378
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Northern Counties
Somerset Court
Co-operative Street
Cudworth
Barnsley
S72 8DR
Tel: 01226 711999

LEGAL HELP

All of the agencies listed in this directory can offer advice to help you in your situation, most of them are not qualified to offer legal advice. Some websites and agencies can point you in the right direction to get the help you require. If you want to discuss legal protection for you and your children, it is better to see a solicitor who is experienced in domestic abuse and matrimonial work.

The website 'South Yorkshire Women on Line (SYWOL)' has a link enabling women to get free legal advice from local solicitors. <http://www.sywol.org/>

The website for Community Legal Service Direct www.clsdirect.org.uk has free legal information leaflets and legal fact sheets. It also has links for you to search for a legal advisor or solicitor. In addition, there are links to over 300 sites offering legal information on benefits, employment, health and social care, money and tax and many other categories. There are also links for you to find out if you qualify for public funding (previously known as legal aid).

The National Centre for Domestic Violence www.ncdv.org.uk specialises in obtaining non molestation orders and injunctions (please see below for a brief explanation on these orders). If you qualify for public funding, this can be arranged by a solicitor. If you are not eligible for public funding, they will offer you assistance at Court (called a "McKenzie Friend"), who can accompany you and sit with you through the Court process. There is no charge for this service

What legal options are there?

Injunction

An Injunction will ban a violent or abusive partner or ex partner (called a respondent) from using or threatening violence against you, pestering, intimidating or harassing you. A power of arrest will usually be attached to the order, allowing the Police to arrest the respondent if the order is breached.

The following is an explanation of some legal processes available. Your solicitor will take the time to explain the legal processes.

Court orders (injunctions) you can get to protect you

Who is eligible to apply for an injunction?

In order for you to apply for one of these orders you must be an 'associated person'. This means you and your partner or ex-partner must be related or associated with each other in one of the following ways:

- You are to have been married to each other
- You are cohabitants or former cohabitants
- You live or have lived in the same household
- You are relatives
- You have formally agreed to marry each other (even if that agreement has now ended)
- You have a child together (this can include those who are parents of the same child, and those who have parental responsibility for the same child)
- You are both involved in the same family proceedings (e.g. divorce or child contact)

Recent legislation (the Domestic Violence Crime and Victims Act 2004) will amend the Family Law Act so that cohabiting same sex couples will be able to apply for occupation orders, as well as couples who do not live together or have children together, will also be able to apply for non-molestation orders.

Court orders generally fall into two parts:

- Orders about the way your partner should behave in future – 'non-molestation orders'
- Orders saying who has the right to live in the home – 'occupation orders'

1. Non-Molestation Order

This order tells your partner they must not use or threaten to use violence against you, or 'harass, pester or intimidate' you or any children living with you. The order is generally written in wide terms to stop all forms of unpleasant behaviour including, for example, threatening phone calls. It will stop your partner getting someone else to harass you.

2. Occupation Order

If your partner's behaviour has been serious enough for them to be kept apart from you so as to protect you, then you will need an order saying who can live in the home.

An occupation order can order any number of the following:

- one partner to leave the home;
- one partner to let the other return to the home;
- one partner not to return to the home;
- One partner to keep away from the home; or
- One partner to stay out of parts of the home

The court can also make orders about:

- who will repair and maintain the home;
- who will pay the mortgage or rent and other costs; and
- who can use and care for things in the home

You can't use an occupation order to change the ownership of the property. You may need to sort this out through separate legal proceedings, and you should seek legal advice about this.

What will I have to tel the court?

For a non-molestation order, you will have to tell the court about how the violence or abuse has affected you. If you have received medical treatment because of the violence or abuse, it helps if you can prove this. A doctor's report and photographs of any injuries are useful for this.

For an occupation order, the court needs more information. The judge also needs to know more about:

- you and your partner's housing needs (and the needs of any children you have);
- how much money you both have;
- how any order will affect you ad your partner's (and any children's h) health, safety and well-being; and
- how you and your partner have behaved towards each other.

If you are not married the judge also needs to know:

- how long you have been living together;
- whether you have children or stepchildren;
- how long you have been separated;
- whether you are in any other legal proceedings together, such as other court proceedings about your family.

What will happen at court?

Your solicitor (if you have one) should arrange for you to have a solicitor or barrister at court, who will speak for you to the judge. If you do not have a lawyer, you will speak directly to the judge. The judge will read the forms you have filled in, and your statement about what has happened and what your partner has done.

Your partner will be able to reply to what you have said about them. If they have had enough time before the hearing, they may state their reply in writing. If your partner does not really dispute what has happened and wants to sort something out, they may offer the court an 'undertaking'. This is a solemn promise about their future behaviour, similar to an injunction. Sometimes you may also be asked to give an undertaking about your behaviour.

The judge does not have to accept an undertaking – it depends on whether it looks as if this will keep you safe enough in the future.

When the judge has heard from both of you, they will make an order or set out the terms on which the court accepts an undertaking.

What if my partner isn't there?

Your partner may not be at the hearing for various reasons:

- you may have gone to court as an emergency without serving the paper on your partner;
- it may not be possible to serve the papers on your partner before the hearing;
- or
- your partner has been served with the papers and does not turn up to court

The judge can make an order if your partner does not come to the hearing.

If your partner has not been served with the papers (because you have gone to court for an emergency hearing or your partner can't be traced), then the judge will fix another date in the near future to give you another chance to serve the papers. The judge may also make a short-term non-molestation order to protect you until that hearing. The judge will not normally make an occupation order if your partner has not been served with the papers, but may also do this if it seems the best way to protect you until the next hearing.

If your partner has been served with the papers and has not come to court, the judge will make whatever orders he or she thinks are appropriate to protect you.

If you want to find out more information, you can find it at www.clsdirect.org.uk

The Family Law Act 1996 (Part IV)

You can apply for any of the orders below if you are associated with the abuser in any of the following ways:-

- If you are or were married
- If you, (one male and one female), live together or have lived together
- If you are related
- The parties live or lived at the same residence, for example one being the tenant.
- If you have a child together.

Children under the age of 16 can apply for an order if they have sufficient understanding of the circumstances.

1. Non-Molestation Order

Molestation is using or threatening to use physical violence, harassing, pestering or intimidating someone. You can get a non molestation injunction order made to prevent a person from carrying these acts out against you.

A non-molestation order can be made within existing proceedings or by itself, to get an order there needs to be proof of molestation. To get a non-molestation order the following must apply:-

- (a) There must be evidence of molestation (harassment, intimidation, pestering, violence or threats of violence)
- (b) The Applicant (or child) must need protection; and
- (c) The judge must be satisfied (on the balance of probabilities) that legal intervention is required to control the behaviour which you are complaining about.

The Applicant or relevant child must be at risk of 'significant harm' if no order is made.

There are two ways of getting a non molestation order:-

By way of an urgent application to the Court on what is known as an "ex parte basis". This is only done in the most urgent and serious of cases. This means that the order is made before the other party has any knowledge of the application. Once an ex parte order is made, it has to be served upon the other party. An order is only effective and enforceable once served upon the party named in it.

Public Funding (Previously Known As Legal Aid)

If you are on a low income or are receiving state benefits (such as Income Support or income-based Job Seeker's Allowance) and have little or no money in savings, you may be eligible for **civil legal aid** (now called public funding or Community Legal Services funding). The income of your partner does not count if you are taking legal action against them. The Community Legal Services website has information about applying for this funding, and there is a calculator enabling you to work out whether or not you are likely to be eligible. The CLS web address is www.clsdirect.org.uk. You can also call them on 0845 345 4345 for legal help and advice. The CLS website has a directory that enables you to find a solicitor in your area. All solicitors listed there hold the CLS 'quality mark'.

Applying for funds to pursue a case may take time, but in the case of an urgent application for a domestic violence injunction, a solicitor who is contracted with the Legal Services Commission can grant an emergency certificate of legal representation.

If you are not eligible for public funding, and cannot afford a solicitor, you could get free advice from a law centre or from the Citizens' Advice Bureau. It is also possible to make you won application for an injunction. Your local County Court office will be able to give you the forms and a leaflet, 'Part IV of the Family Law Act: How can it help me?', or you can download these from the Court Service website at www.courtservice.gov.uk

Cost Orders

The person applying for the orders may ask the court to make a costs order against the other party. This is not always granted even if the application for the order is successful.

HEALTH

Domestic abuse can severely affect your health. Apart from the obvious external injuries such as bruising, bleeding or broken limbs from a physical attack, sometimes this can result in internal injuries which are initially not so obvious. Suffering continual abuse from a partner or family member can also affect your mental health greatly. Women who are pregnant risk harm to themselves and/or the unborn child as a result of a physical attack. It is extremely important that you get immediate treatment. You can either make an appointment with your doctor, or in the case of serious injury, at the accident and emergency department of Barnsley District General Hospital.

Women who are pregnant can speak with a health visitor. Health Visitors are qualified nurses with additional special training and experience in child health, health promotion and education. It is not uncommon for domestic abuse to increase during pregnancy.

Depression can happen as a result of the abuse. Often this makes you extremely tired and can give you feelings of low self esteem.. Your doctor can sometimes prescribe anti-depressants or recommend counselling. You can also self refer for counselling at the agencies in this directory.

It is important that you look after your health, and early care can stop more serious harm coming to you. You should never, feel that you are being a burden or that your doctor has more serious patients to see. Your health is important to you and your children.

Further information about your health and doctor services can be found in this Directory or by going to www.barnsleypct.nhs.uk, www.bhnft.nhs.uk or www.nhsdirect.nhs.uk.

POLICE

Research tells us that many people will have experienced on average, 35 episodes of domestic abuse before contacting the Police. **If you or your family are in immediate danger, call 999.**

Some people feel that domestic abuse is a normal everyday experience and that most people 'put up' and 'shut up'. Some believe that it is the culture and should be accepted. Some feel that their complaint might not be taken seriously or are worried about the consequences to their partner and the repercussions on them. Many are threatened by the abuser that they will be severely punished if they contact the Police. Many people depend on their partner financially and are worried about the future.

The domestic abuse officers are specially trained and sensitive to domestic abuse issues. They have years of experience in helping people who are suffering abuse. They are at the end of a phone to help you when it is not appropriate to call 999. Your complaint will be dealt with swiftly and sensitively and they will help you to access the support appropriate to your situation.

The legal and other measures mentioned earlier in this directory, are all part of the co-ordinated community response to improving services for anyone experiencing domestic abuse. If you are not sure what to do in your situation, give them a call. You will find their friendly, supportive approach helpful. They will be able to inform you of what action can be taken and what action is most appropriate to your situation. They can also refer you to other specialist assistance from any of the agencies mentioned in this directory.

SOCIAL CARE SERVICES

Social Care Services offer a range of services to support people who are experiencing domestic abuse.

There is support available for everyone, women, men, children and young people. Information and services are always confidential; except in very exceptional circumstances. Your options are always discussed and agreed with you. A wide range of services are available to you including:

- A 24 hour emergency access to support
- Referral to specialist services, for example, Mental Health, substance misuse, sanctuary scheme
- Support from a social worker
- Advice about benefit entitlement and welfare rights
- Housing advice and homelessness
- Safeguarding adults
- Parenting skills
- Support for children and young people
- Safeguarding children

Details of how to contact Social Care Service for adults, children, young people and homelessness are contained in this directory.

ALCOHOL AND SUBSTANCE MISUSE

The relationship between alcohol or other substance abuse and domestic abuse is complicated. A prevailing myth about domestic abuse is that alcohol and drugs are the major causes of domestic abuse. In reality, some abusers rely on substance use (and abuse) as an excuse for becoming violent. Some abusers may try to justify their abusive behaviour as a result of drinking or drug taking. While an abuser's use of alcohol may have an effect on the severity of the abuse or the ease with which the abuser can justify their actions, an abuser does not become violent "because" drinking or drug taking causes them to lose control of their temper.

Drugs/alcohol affects the user's ability to perceive, integrate and process information. This distortion in the user's thinking does not cause abuse, but may increase the risk that the user will misinterpret their partner or other people's behaviour.

Sometimes people experiencing abuse can turn to alcohol or drugs as an escape from the pain they are experiencing. Before long, the user can become dependant. needing help with this alongside the domestic abuse. If you are experiencing a dependency on alcohol or drugs, the agencies in this directory can either directly offer you help, or by referral to ensure that you get the help you need. You are still entitled to support and protection from domestic abuse, even if you have substance misuse issues.

In Barnsley, we have a number of organisations that can help you with your substance misuse issues, specifically:-

- Barnsley Alcohol & Drugs Advisory Service (BADAS)
- The BARN

These details can be found in this service directory.

GAY, LESBIAN, BISEXUAL, TRANSGENDER (LGBT) AND SAME SEX RELATIONSHIPS

Research shows that domestic abuse is prevalent in mixed sex and same sex relationships. In Barnsley, domestic abuse is taken seriously no matter what relationship or sexual orientation. It is realised that people from same sex relationships may not be 'out' and that this may be one of the reasons that this type of crime is under reported. The front line staff from the agencies contained in this booklet are sensitive to this and realise that relationships are unique to everyone, and no two relationships are the same.

Similarities and Differences

Domestic violence and abuse has long been one of the LGBT community's nastiest secrets. In some ways violence in LGBT relationships resembles violence in heterosexual relationships. In other ways however, violence in LGBT relationships differs from violence in heterosexual relationships.

Similarities

Violence can be physical, emotional, sexual, financial.

The purpose of abuse is to get and maintain control and power over one's intimate partner.

The victim may feel isolated, terrified and debilitated by the violence and abuse.

Abuse does not happen all the time, it often occurs in a cyclical manner.

Unpredictable attacks are part of the abuse.

The victim/survivor may feel they cannot do anything right.

Domestic abuse can be lethal.

Differences

LGBT people who are abused have much more difficulty finding support.

The isolation, that already accompanies being an LGBT person in a heterosexual society, is compounded and made worse by domestic abuse. The silence about domestic abuse within LGBT communities further isolates the victim/survivor and the perpetrator as well.

The myth persists that abuse is a relationship problem and may be mutual.

Perpetrators may work as advocates for victims, or take on other high profile political or professional work and hide the terror they wield at home.

Most research shows that violence and abuse in LGBT relationships occurs at the same rate as heterosexual relationships, between one in three and one in four.

Race, class, religion, politics, education and professional or social status do not indicate whether or not abuse will take place in an intimate relationship.

Financial dependence may be a major factor when assisting victims.

Perpetrators believe that they have the right to feel good about themselves by making others feel bad.

Abuse in the home severely impacts on children living in that home, whether or not they are a direct recipient of abuse.

Substance abuse may make domestic abuse more dangerous and damaging.

Utilising existing services may be almost the same as 'coming out' which is a major life decision. It is assumed that two men in a fight constitutes a fight between equals. GBT men often reject the idea that they can be victims within their own community. We often assume that the size of a person or the role they may favour in a relationship is a determinate of who may be the perpetrator.

LGBT people approach most statutory agencies with great caution. For fear of further victimisation.

In rural areas and smaller towns LGBT communities are small and often isolated. Privacy is difficult to maintain and the likelihood is that the victim will be 'outed' and rejected or excluded from the LGBT community for speaking out.

Victims may not be as financially dependent on their partners, and children may not be a consideration as often.

The following is from the Crown Prosecution Service to help you have confidence in the criminal justice system:-

“We recognise that domestic abuse has been happening to lesbian, gay and transsexual people within their families. We call this homophobic and transphobic domestic abuse but, in the past, it was often wrongly described as queer bashing, bullying or hate crime.

Well over a third of young LGBT people face domestic abuse from family members, often forced to leave home too soon. Many have to deal with this as well as homophobic bullying in school and lose out on their right to a decent education.

Domestic abuse is so common that at least 1 in 4 people will experience it at some time in their lives. It is so hidden in the community that many don't recognise when it is happening. Like heterosexual relationships, often they hide the abuse from their family and friends.

Your right to fair treatment

We aim to respond appropriately to the needs of all victims of domestic abuse regardless of their gender or that of their abuser. We believe that people have a right to feel safe and be safe in their personal relationships and in their sexual orientation.

When prosecuting cases of domestic abuse, the definition used is ‘any criminal offence arising out of physical, sexual, psychological, emotional or financial abuse by one person against a current or former partner in a close relationship, or against a current or former family member’.

This definition includes all forms of violent and controlling behaviour, for example harassment, assaults or threats. Further examples can be seen at www.cps.gov.uk - Policy for Prosecuting Cases of Domestic Violence.”

In Barnsley, we regard domestic abuse as particularly serious because there is often a continuing threat to the victim's safety and, in the worst cases, the victim's life and the lives of others (including children's) may be at risk. When we are deciding whether or not to prosecute, the safety of the victim, children and any other vulnerable people involved, will be a priority for us.

We know that barriers exist that may make it difficult for some members of the LGBT communities to report offences or to support the prosecution. We want to create an environment in which those affected by domestic abuse have the confidence to report what has happened and to support any prosecution that follows.

INFORMATION FOR PEOPLE FROM BLACK AND ETHNIC MINORITY COMMUNITIES

Domestic abuse affects people from all ethnic groups and the form the abuse takes can vary. Maybe your partner or husband is hurting you, or you could be escaping violence from other members of your family which may include forced marriage or female genital mutilation.

You may feel isolated by language barriers, or you may be afraid of rejection from your own community if you ask for help. You may have to overcome religious and cultural pressures, or you may be worried of bringing shame onto the 'family honor', however you shouldn't let this stop you seeking support. If your first language is not English you may find it much harder to understand the support available or to access appropriate sources of help.

If you have approached the Police, Barneslai Homes or Barnsley Council for help they offer you an independent interpreter if you need one. If you are unhappy with the interpreter or are afraid they may breach your confidence or pressure you in any way, ask the agency to change the interpreter. Only use a trusted friend or relative to interpret for you if it is an emergency and no one else is immediately available.

Other services offering alternative languages are:

Barnsley Black & Ethnic Minority Initiative (BBEMI)

Phone: 01226 284477
e-mail: info@bbemi.org
Website: www.bbemi.org

Unit 4 Burleigh Court
Burleigh Street
Barnsley
South Yorkshire
S70 1XY

Muslim Women's Helpline

A telephone counselling service for all Muslim women, regardless of ethnicity. It provides information and refers to local services when appropriate.

Phone: 0208 904 8193 / 0208 908 6715
Monday - Friday 10am - 4pm
Email: mwhl@amrnet.demon.co.uk
Website: www.mwhl.org

Chinese Information and Advice Centre

For Chinese people on a low income, or who have difficulty communicating in English to access mainstream support services.

Domestic Violence Line: 0207 462 1281

Legal Advice Line: 0207 462 1285

Jewish Women's Aid (JWA)

JWA aims to break the silence surrounding domestic abuse through education and awareness-raising programmes.

Free phone: 0800 591 203

Doncaster Women's Aid

Advice helpline - 01302 340063

Tuesday 10am - 12 noon and Thursday 1pm - 3pm

Languages: Hindi, Urdu, Punjabi, Mirpuri and Pahari

NSPCC

Has separate child protection helplines in a variety of Asian languages:

Bengali 0800 096 7714

Gujurati 0800 096 7715

Hindi 0800 096 7716

Punjabi 0800 096 7717

Urdu 0800 096 7718

Website: www.nspcc.org.uk

If your immigration status is insecure, you may be afraid to approach anyone for help in case you are deported or if your immigration status is dependent on you remaining with your husband or partner you may feel trapped and believe there is nothing you can do. Whatever your immigration status, you have a right to health care and to protection from the Police. You also have the right to apply for a court order (injunction) to protect you from your abuser. There are also refuge organisations which will provide you with accommodation and support you even if, due to your immigration status, you have no right to live permanently in the UK or to claim welfare benefits.

For more information about immigration you can contact:

Immigration Advisory Service (Barnsley Outreach)

IAS is run at a surgery at Barnsley Citizens Advice Bureau
(CAB) 1 Shambles Street,
Barnsley,
S70 2SQ
Wednesdays from 10.00 - 12.30

To make an appointment, please ring Barnsley CAB direct on 01226 206 492
IAS website: www.iasuk.org

You may prefer to get support from someone from the same ethnic, religious or cultural group as yourself. On the other hand, you may be concerned that if workers at a local service come from the same cultural group as yourself, they may also know your family, and it may be easier for your husband, partner or extended family to trace you.

If you would prefer culturally specific support the following local services are available:

Ashiana: Asian Women's Refuge

Located in South Yorkshire. Run by women who understand the cultural background and specific needs of Asian women, we offer advice, support and safe accommodation to women and children fleeing violence and abuse in the home.

Ashiana,
PO BOX 367,
Sheffield, S1 1HX
TEL: (0114) 2555740

Doncaster Women's Aid

Asian Women's Advice Service – face to face or over the telephone.
Advice Help Line 01302 326411
Monday, Tuesday & Thursday: 11am to 2pm
Email: mail@doncaster-womens-aid.co.uk

New Arrivals

A website offering advice to new arrivals in Barnsley is:
<http://www.barnsley.gov.uk/newarrivals>

PERPETRATOR PROGRAMMES

Victims of abuse are not the only people that need help, those responsible are usually desperate, or at the very least, need to change. If you want to change your behaviour, there is help available to you.

Perpetrator programmes are designed to help people to change their behaviour and develop respectful, non-abusive relationships. Most perpetrator programmes work with men and occasionally with women.

Most programmes are usually small groups of 8-15 people who have been violent or abusive in a current or previous relationship. They generally include a wide range of abusers of all races, classes and backgrounds.

What do perpetrator programmes involve?

The groups are usually run by two or three experienced group-workers, at least one man and at least one woman. There are many different programmes, and the content will vary, but on the whole they will cover these issues:

- What is violence and abuse?
- Understanding why I'm abusive.
- Learning that I am in control of my own behaviour and can choose not to be abusive.
- Taking responsibility for my behaviour, without blaming others or minimising it.
- Understanding the impact of violence and abuse on my partner and children.
- Learning how to notice when I am becoming abusive - and how to stop.
- Learning different, non-abusive ways of dealing with difficulties in my relationship.
- Dealing non-abusively with my partner's anger.
- Recognising how I get wound up - and learning how to wind myself down.
- Negotiation and listening - how to build a respectful relationship

Groups use a variety of interactive exercises to make the learning realistic, stimulating and relevant to people's own situations.

Most programmes will ask each person to report any violence or abuse they have used since the last group and any difficulties or problems in their relationship they want to raise. The emphasis of this round, as with the whole programme, should be on safety.

How long do they last for?

Programmes will differ in length and content, but the Home Office guidelines (Respect) recommend the following:

- Changing behaviour is a long-term process - especially for someone who has used violence and abuse for a long time. Programmes should be at least 75 hours - usually this will mean that each client attends at least 24 weekly sessions of 2-3 hours.
- Each group session will have a particular theme. Some themes will last over several weeks.
- Some groups will be closed - this means that all the clients join at the same time and complete the group together. Others will be rolling programmes - where there are new clients who join every 4-6 weeks.

How can you join?

Some programmes take abusers who self-refer, some take people who are mandated to attend by the courts as part of a probation order, or as a recommendation from the family courts. In Barnsley, Pathways and the National Probation Service run perpetrator programmes. (See their entry in this directory for contact details).

Those who refer themselves will generally meet with a worker for an assessment interview. This is to enable both the worker and the client to check that the programme is suitable and to sign a contract. Once a person is accepted onto a programme they will usually join a group at the next intake session.

Sometimes, people's abusive behaviour can get worse before it gets better, both before and when they are on a programme.

MYTHS ABOUT DOMESTIC ABUSE

MYTHS

Domestic abuse is just one of those things to be expected.

I probably deserve it, after all if I was a better person I wouldn't be treated this way

An odd slap here and there never hurt anyone

I must have provoked him / her. I'm just as guilty as they are.

FACTS

Whilst domestic abuse affects many people, this is no reason why you should have to put up with it. Most people in relationships do not experience domestic abuse.

No-one deserves to be abused and you are no different. This is one of the common ploys of the abuser to make the partner think they deserve it.

A slap can kill .35% of all women who arrive at doctors' offices or hospital seeking emergency treatment are victims of domestic violence. Battering causes emotional disability and physical disability, including blindness, deafness, paralysis - even death. Nearly one-half of all women murdered are killed by a male partner.

Studies have repeatedly shown that what a victim does or doesn't do has no effect on reducing the abuse in a relationship. The abuser is responsible for their abuse, not the victim. Domestic abuse is often characterized by a syndrome called the "cycle of violence." First, there is a period of incredible tension. The abused partner may feel like they are "walking on eggs." This tension heightens and finally explodes in violence, often including rape. In fact, because victims know the violence is inevitable, they may consciously "trigger" the violent episode so they can get it over with sooner rather than later. This is a way of maintaining some control over an uncontrollable situation -- they may not have any say over whether the beating happens, but they might have some control over when it happens. The violence often ends with a "honeymoon" period, when the abuser is remorseful, repentant and loving. This behaviour entraps the victim even more, as they truly believe the abusers promises to change. Over time, the cycle may grow shorter and shorter, with abuse becoming more frequent and the honeymoon phase shrinking and eventually disappearing.

You can't be raped by your partner

In as many as half of all abusive relationships, rape is part of the abuse.

It's because of the alcohol. After all, it only happens when they've had a drink.

Not all abusers are users of alcohol or drugs and not all people who use alcohol and drugs are abusers. Even men or women who are chronic substance abusers resort to violence when they are sober. Alcohol and drugs are an excuse for abuse, not the cause. Victims may use drugs and alcohol to mask their pain and escape the violence, and then become addicted. Sometimes victims are forced into drug dependency by abusive partners and then blackmailed into not seeking legal or emotional help. Services are available to help people with their substance misuse issues.

It's only domestic abuse if it occurs in heterosexual relationships

While it isn't clear just how common it is, abuse does happen in lesbian and gay relationships. The abuse is similar to that in heterosexual couples, but it may be more invisible. Many programs for women are beginning to address this issue. However, more groups which support survivors of domestic abuse are recognising the issue and working to become as welcoming to lesbian and gay survivors as heterosexual survivors.

They say that they will call Social Services telling them that I'm a bad parent and they will come and take my children away from me.

This is a tactic that happens frequently. Social Services are aware of this as are all other agencies in this directory. Providing the child/children are being looked after, it is in their interest to be supported by a responsible caring parent. Many people have found enormous support by having contact with Social Services.

The police will say it's just a 'lovers tiff' or a bit of a domestic.

The Police receive intensive training on domestic abuse and they take each call very seriously. In Barnsley, there are specialist domestic abuse officers who support many victims of domestic abuse.

They say it won't happen again and that they are truly sorry.

Maybe it won't happen again. It is unlikely though. Research shows that often the abuse escalates, making the frequency of abuse quicker.

I'm gay, therefore I won't be taken seriously or I will need to come out to everyone if I report this.

Firstly, you will be taken seriously. Police and agency workers receive specialised training on LGBT issues. There is however always a risk of your partner or ex partner outing you. This is often a tactic used by abusers to stop you reporting the abuse. Agencies are sensitive to issues that matter to you and there are ways of dealing with it without your sexuality being an issue.

They say that they will kill me or make my life hell if I leave.

Firstly, a threat to kill is an arrestable offence. Secondly, because of the joined up working from the agencies in Barnsley, your safety is the first concern. The Multi Agency Risk Assessment Conferences (MARACS) are designed with your safety in mind. All the agencies attending the MARACs will assess the risk to and help to reduce the risk. Part of this will also be putting measures into place to deal with the perpetrator. If you are concerned for your safety you should notify the police.

It must be me; I always seem to attract these kinds of partners.

There is no doubt that some people seem to repeat history and become involved with similar types, just like the way that we seem to be attracted emotionally and physically to similar characters. Other people's determination to abuse you is not your responsibility, it's theirs. Thinking that you are attracting these types is taking the responsibility from them.

If I get help, they'll take over and expect me to leave.

Leaving the home is only one option that is available. Specially trained professionals are there to help you make the best decision for you. It's about supporting you with your choices, helping you and giving you information that can help you make these choices.

It's their word against mine.

It's very difficult for abusers to pretend they are not being abusive. Where there is physical violence, this often leaves signs and these can be documented and/or photographed. Often there are witnesses to the abuse. Specialists know every trick in the book undertaken by abusers. One of the most common ways to prevent you doing anything is by making you think that you are all alone and that no-one cares what happens to you.

If I do something about it I'll have to end the relationship.

Sometimes ending the relationship is the right choice and sometimes it's not. What is important is that you are safe. This can involve any number of measures taken to help you remain safe. One of these measures is for the perpetrator to get help to stop the abusing. If you decide to stay in the relationship, remember it is your partner's responsibility to stop the abuse, not yours.

I cannot be raped if I'm married or in a relationship

Most abused people have experienced some form of sexual abuse within their relationship. It is also known that ex partners or ex-spouses sometimes use rape as a form of retaliation. Men and women can be raped in same sex relationships too.

COMPLIMENTS AND COMPLAINTS

All agencies providing services are committed to providing services of the best possible quality. To do this all services are closely monitored for quality and staff are given support and training so that they can deliver a high standard of help and care. A key part of ensuring agencies maintains high standards is to listen to what you have to say. Those providing services like to know when they are doing well or when something is wrong, so that they can make sure future service developments are more responsive to needs.

If you are unhappy about the way you have been treated or feel that you have not been assessed fairly for services, you have the right to complain and have your complaint investigated. It is often possible to resolve any difficulties by firstly talking to a senior member of staff. If you wish, a relative or friend can complain on your behalf. If you prefer not to do this or are still unhappy, contact the person responsible for dealing with formal complaints about the service. For most organisations, this will be the complaints manager.

If you have a complaint about any aspect of the **Health Service**, the Patient Advice and Liaison Service will be able to advise you.

Patient Advice and Liaison Service, Barnsley Hospital NHS Foundation Trust, Gawber Road, Barnsley, Tel: 01226 777706

If you have a problem with any service provided by **Barnsley Council**, you have a right to complain. All council departments view complaints as a means of improving services and putting things right so that similar problems do not arise for someone else. You can make a complaint in person or over the phone. If you prefer to make your complaint in writing, ask for a copy of the leaflet "Your complaints and comments" from any council reception point which explains the different ways in which you can make a complaint and how the matter will be dealt with.

Adult Social Care Services also have a list of voluntary organisations that can help you in making a complaint to Social Care. (Social Services)

If you would like to make a compliment or want to tell anyone about a problem with any service you receive or have applied for from Social Services, ask for the leaflet "Compliments and Complaints Procedure" or contact the Complaints Manager, Adult Services, Wellington House, 36 Wellington Street, Barnsley, S70 1WA. **Tel: 01226 772433**

To make a complaint about **Barneslai Homes**, ask for a copy of the Barneslai Homes Complaints Procedure, or contact the Complaints Officer on 01226 772720

USEFUL CONTACTS

Barnsley Council, Tel 01226 770770
Website: www.barnsley.gov.uk

Emergency Duty Team Adults and Children (out of office hours)
Tel: 0844 9842800

Children in Need South East Team
Goldthorpe Primary Care Centre, Goldthorpe Green, Rotherham, S63 9EH
Telephone 01709 886201

Children in Need West Team
Hoyland Town Hall, Hoyland, Barnsley, S74 9AD
Telephone 01226 775441

Children in Need North East Team
Brierley Hall, Church Street, Brierely, Barnsley, S72 9HT
Telephone 01226 775930

Children in Need Central Team
Worsbrough Primary Care Centre, West Street, Worsbrough, Barnsley, S70
5DJ. Telephone 01226 648020

Welfare Benefits Advice 01226 775656

Equipment and Adaptations 01226 775800

Domestic Abuse Co-ordinator 01226 774966

Berneslai Homes
Central Office, Berneslai Homes, Springfield House, Springfield Street,
Barnsley, S70 6HH Telephone 01226 773700

Berneslai Homes Property Shop 12-14 Eldon Street, Barnsley, S70 2JB
Telephone 01226 787333

BBEMI (Barnsley Black and Ethnic Minority Initiative)
Unit 4, Burleigh Court,
Burleigh Street, Barnsley S70 1XY.
Telephone 01226 284477

HEALTH

Barnsley District Hospital NHS Trust, Gawber Road, Barnsley, S75 2EP.
Telephone 01226 730000

Barnsley Primary Care Trust, Kendray Hospital, Doncaster Road,
Barnsley, S70 3RD.
Telephone 01226 777811.

PALS (Patient Advice and Liaison Service)
Barnsley District Hospital, Gawber Road, Barnsley, S75 2EP
Telephone 01226 777706

HEALTH CENTRES

Apollo Court Medical Centre (Dodworth), High Street, Dodworth, Barnsley.
Telephone 01226 203881.

Athersley Clinic, Laithes Lane, Athersley, Barnsley.
Telephone 01226 282535.

Birdwell Clinic, Sheffield Road, Birdwell, Barnsley.
Telephone 01226 777848.

Cudworth Health Centre Rose Tree Avenue, Cudworth, Barnsley.
Telephone 01226 780773.

Darton Health Centre, Church Street, Darton, Barnsley.
Telephone 01226 390721.

Garland House Surgery, Church Street, Darfield, Barnsley.
Telephone 01226 759622.

Goldthorpe Primary Care Trust Centre, Goldthorpe Green, Goldthorpe,
Rotherham. Telephone 01709 886250.

Great Houghton Clinic, Oakhaven Avenue, Great Houghton, Barnsley.
Telephone 01226 340098.

Grimethorpe Clinic, Cemetery Road, Grimethorpe, Barnsley.
Telephone 01226 780274.

Hoyland Health Centre, Duke Street, Hoyland, Barnsley.
Telephone 01226 350222.

Lundwood Health Centre, Littleworth Lane, Lundwood, Barnsley.
Telephone 01226 777853.

Mapplewell Health Centre, 276 Darton Lane, Mapplewell, Barnsley.
Telephone 01226 390251

Monk Bretton Health Centre, High Street, Monk Bretton, Barnsley.
Telephone 01226 777854

Mount Pleasant Primary Care Centre, West Street, Worsbrough, Barnsley.
Telephone 01226 648080

New Street Health Centre, Upper New Street, Barnsley.
Telephone 01226 777849.

Oaks Park Primary Care Centre (formerly Stairfoot Clinic), Thornton
Road, Kendray, Barnsley.
Telephone 01226 282280.

Penistone Clinic, Shrewsbury Road, Penistone, Sheffield.
Telephone 01226 763205.

Royston Clinic, Church Street, Royston, Barnsley.
Telephone 01226 700669.

Silkstone Health Centre, High Street, Silkstone, Barnsley.
Telephone 01226 7901036.

Thurnscoe Health Centre, Holly Bush Drive, Thurnscoe, Rotherham.
Telephone 0845 1222543.

Wombwell Clinic, Summer Lane, Wombwell, Barnsley.
Telephone 01226 340220.

Worsbrough Primary Care Centre, West Street, Worsbrough, Barnsley.
Telephone 01226 648080

Equipment Loans Service, Kendray Hospital, Doncaster Road, Barnsley.
Telephone 01226 777834.

HEALTH

NHS Direct 0845 464748 www.nhsdirect.nhs.uk

Depression Alliance, 0845 1232320, www.depressionalliance.org

Sexual Health Helpline, 0800 567123

HIV/AIDS

National AIDS and Sexual Health Line 0800 567123

ADVICE, INFORMATION AND SUPPORT GROUPS

Citizen's Advice Bureau, 1 Shambles Street, Barnsley, S70 2SQ.
Telephone 01226 206492.

The Independent Advocacy Service,
40 Doncaster Road, Barnsley, S70 1TL.
Telephone 01226 218900.

Victim Support Barnsley (Offers emotional and practical support to victims of crime). 2 Eldon Street, Barnsley, S70 2JB.
Telephone 01226 243761.

National Debt Line, 0808 808 4000

Worst Kept Secret. Freephone confidential help for people who are affected by domestic violence. Calls to this number will not show up on landline phone bills. 0800 028 3398

Job Centre Plus, 0845 8500363

Samaritans 0845 7909090, **national Crisis Line**, 0345 909090
www.samaritans.org.uk

Shelter, housing information, 0808 800 4444 www.shelter.org.uk

BENEFITS AND FINANCIAL INFORMATION

Welfare Benefits, Telephone 0800 915 3339 or 01226 775656

Department for Work and Pensions (DSS), John Rideal House, 29 Shambles Street, Barnsley, S70 2SA. Telephone 01226 777222.

Benefits Agency www.dwp.gov.uk
The Benefit Enquiry Line, 0800 882200

LEARNING DISABILITIES

Community Learning Disability Team, Birk House, Calder Crescent, Kendray, Barnsley, S70 3JF, Telephone 01226 775377.

Learning Disability Helpline, 0808 8081111, email help@mencap.org.uk

Education – IPSEA (Independent Panel for Special Education Advice) – Children, 0800 0184016, www.ipsea.org.uk

MENCAP, 0808 8081111 or 0121 707 7877, www.mencap.org.uk and www.askmencap.info

PHYSICAL DISABILITIES AND SENSORY IMPAIRMENTS

Physical and Sensory Disability Team, 18/19 Keresforth Close, Off Broadway, Barnsley, S70 6RS, Telephone 01226 290043.

Equipment and Adaptations Team, Wellington House, 36 Wellington Street, Barnsley, S70 1WA, Telephone 01226 775800

Blind and Partially Sighted Association, 22 Regent Street South, Barnsley, S70 2HT. Telephone 01226 200618.

Disability Information Services – Queen Elizabeth Foundation, 01372 841395, www.diss.org.uk

Disabled living foundation, 0845 130 9177, email advice@dlf.org.uk

Leonard Cheshire, 020 7802 8200, www.leonard-cheshire.org

New Deal for Disabled, Employment issues, 0800 028 3037

RADAR, 020 7250 3222, www.radar.org.uk

RNIB – Royal National Institute of the Blind,
020 7388 1266, www.rnib.org.uk

RNID – Royal National Institute for Deaf People,
0808 808 0123, textphone 0808 8089000, www.rnid.org.uk

SCOPE, 0808 8003333, www.scope.org.uk

Disabled Living Foundation 0845 1309177 www.dlf.org.uk

DRUGS AND ALCOHOL

BADAS, 9-10 Burleigh Court, Burleigh Street, Barnsley, S70 1XY,
Telephone 01226 779066

BARN, For anyone under 18 years old, Telephone 01226 206492

Barnsley PCT Substance Misuse Team, Unit 1, Burleigh Court, Barnsley,
S70 1XY, Telephone 01226 787316

Phoenix Futures, Structured Day Care, 3 Blucher Street, Barnsley,
S70 1AP, Telephone 01226 208739.

Barnsley DIP, 1-3 Regent Street, S70 2EG, Telephone 01226 787010.

Frank (Formerly National Drugs Helpline), 0800 776600,
www.talktofrank.co.uk

YOUNG CARERS

CHILDLINE, 0800 1111, www.childline.org.uk

NSPCC (National Society for the Prevention of Cruelty to Children),
0800 800 5000, www.nspcc.org.uk

TRANSPORT

South Yorkshire Traveline (Buses and rail in South Yorkshire),
01709 515151

National Rail enquiries, 08457 484950

SOCIAL AND LEISURE

Passport to Leisure, Telephone 01226 774477.

DIRECTORY

Agency Name	Children, Young People & Family Services – Social Care
Who the service is for	Children, young people and families experiencing domestic abuse
Service Provided	<p>Advice and assistance to victims of domestic abuse either directly or by referral to other specialist services</p> <p>The main focus will be the safety and wellbeing of any children living in a household where there is evidence of domestic abuse and may include direct work with any child(ren) as well as advice and support for the non abusing parent aimed at strengthening their parenting skills and assisting them to make safe choices for their child(ren).</p> <p>In order to identify what is required the social worker will need to complete an initial assessment which will require discussion with members of the family to try and get a clear understanding of what is happening. The social worker will be sensitive to the risks which may be posed by contact with the abusive partner and in some cases will not involve them where it is believed this will increase the risks.</p>
Address	Assessment Team East : Brierley Hall , Church Street , Brierley Assessment Team West : Wellington House , Wellington Street . Barnsley
Telephone	Assessment Team East Tel : 01226 775130 Assessment Team West Tel : 01226 772423 Emergency Duty Team 0844 9841800 (Low cost number)
Opening Times	A duty social worker is available Mon – Thurs 9am – 5pm , 9-4.30pm on Friday
Accessibility and Referrals	For emergency situations outside these hours a social worker is available at the Emergency Duty Team Self referrals ; referrals from other agencies via Common Assessment Framework

Agency Name **Adults Social Care Services**

Who the service is for Adults experiencing Domestic Abuse

Service Provided Able to offer a range of services including:

- A 24 hour emergency access to support
- Referral to specialist services, for example, mental health, substance misuse, sanctuary scheme
- Support from a social worker
- Advice about benefit entitlement and welfare rights
- Housing advice and homelessness
- Safeguarding adults
- Parenting skills

All Services are confidential, except in exceptional circumstances

Disabled Access Yes

Address County Way Barnsley S70 2TL

Telephone 01226 770770 office hours. Out of office hours
Emergency Duty Team 0844 9841800

Website www.barnsley.gov.uk

Opening Times Monday – Friday 9.00am – 5.00pm

Accessibility and Referrals Self referral, through contacts above

Agency Name **Barnsley Alcohol & Drug Advisory Service (BADAS)**

Who the service is for Anyone needing support around drug and alcohol issues

Service Provided BADAS provide needle exchange, complementary therapies, counselling and group work interventions for people who are affected by their own or someone else's drug or alcohol use.

The Open Access and Assessment Service provides people with information, advice and support around drug and alcohol issues, as well as being a gateway to other treatment services, after a comprehensive assessment of need has been carried out.

The Counselling service provides structured counselling, primarily using Cognitive Behavioural Therapy, for people experiencing problems with their drug or alcohol use.

BADAS Training service delivers a range of training courses in the drug and alcohol field, aimed at adult learners with a strong interest in working with drug and alcohol users.

Disabled Access Yes

Address 9-10, Burleigh Court, Barnsley. S70 1XY

Telephone 01226 779066

Fax 01226 731584

Website www.badas.org.uk

Opening Times Monday 9.00am – 5.00pm
Tuesday 9.00am – 8.00pm
Wednesday 9.00am – 5.00pm
Thursday 11.00am– 8.00pm Answerphone only 9am–11am
Friday 9.00am – 5.00pm

Accessibility and Referrals Self referrals and referrals from other agencies.
Open access – no appointment necessary.
Referrals to structured counselling require an assessment of need to be carried out.

Agency Name	Barnardos Priory Family Centre
Who the service is for	Any child or young person aged 0 to 18years, their families and carers in Barnsley.
Service Provided	<p>The Barnardo's Priory Family Centre is a partnership service between Barnsley Council Children's Services Department and Barnardo's Yorkshire Region.</p> <p>There is a staff team of social workers, nursery nurses, volunteer coordinators, community development workers and administration support. There are different but interlinking elements to the service. Nursery (working within the high scope model) direct work around issues of child abuse and trauma, group work with children, young people and parents/carers, community development work and work with and by volunteers.</p> <p>Barnardo's Priory Family Centre offer a wide range of services for the people of Barnsley including working with asylum seeker refugee families across the Borough. The family centre has disabled access and facilities, is child friendly and is welcoming to all. The service works closely with the local community and other agencies to assist children and families to reach their potential.</p>
Disabled Access	Full disabled access
Address	Priory Family Centre, Priory Campus, Pontefract Road Lundwood, Barnsley S71 5PN
Telephone	01226 770619
Fax	01226 770311
Website	www.barnardos.org.uk
Opening Times	<p>Open Access to baby group (0-2 years) Thursday 1pm – 3pm Drop-In (0 – 8 Years) Friday 9am – 11am</p> <p>Nursery: Monday to Wednesday 9am – 11.30am & 12:45pm – 3:15pm</p>
Accessibility and Referrals	Any professional or Individual can make a referral for the services via the inter-agency referral form for a nursery place.

Agency Name	Barnsley College
Who the service is for	All students and staff at the College
Service Provided	Counselling offers you the opportunity to talk about important issues, to be listened to, and gain new understanding and awareness. All Counsellors will take your concerns very seriously and give you time, space, and support, to look at them afresh. It is hoped that this process will help you to reach a better understanding of yourself and of possible choices and solutions. No problem is too small or too big, to bring to counselling. Examples of issues which might trouble you include, domestic abuse, family and relationship problems; anxiety; self confidence; depression; anger; grief and loss and friendships. Counselling will be offered for one, a few or many sessions, depending on what is needed. You will be able to discuss how often you want to see your counsellor and ask any questions you may have at your first session.
Disabled Access	Full Disabled Access
Address	Room B304 Old Mill Lane Site, Barnsley
Telephone	01226 216340
Website	www.barnsley.ac.uk/student-services/counselling.asp
Opening Times	Reception: 8:30 - 5:00 Monday - Thursday 8:30 - 4:30 Friday Appointments: 9:00 - 4:00 Monday - Thursday 9:00 - 3:30 Friday Appointments are available outside these times by prior arrangement.
Accessibility and Referrals	Call or drop in for an appointment

Agency Name **Barnsley Council Educational Psychology Service**

- Who the service is for**
- Individual and groups of children (0-19)
 - Teachers
 - Other adults in schools
 - Families
 - Staff, children and families from children centres

Service Provided All schools have a consultation meeting with an educational psychologist at the start of each term where any concerns the school has may be discussed for example:

- Vulnerable children/young people
- Staff development
- Policy, systems and project work.

Address BMBC Education Services
Psychological Service, Berneslai Close
Barnsley, S70 2HS

Telephone 01226 773577

Fax 01226 773599

Website www.barnsley.gov.uk

Opening Times Office hours:
Mon - Fri: 8am-5pm

Accessibility and Referrals Through schools

Agency Name **Barnsley Hospital NHS Foundation Trust**

Who the service is for **Everyone**

Service Provided **Health Services**

Accident & Emergency Dept.

Open 24 hours. Provides advice, support and leaflets for domestic abuse support agencies.

Genito-Urinary Medicine (GUM).

GUM is a free and confidential service which provides services on sexual health issues. Services include, male/female doctors, nurses and Health Advisors, male only, female only, mixed patients sessions, sexual health education and promotion, same day screening, diagnosis and therapy, pre and post HIV discussion, emergency contraception and Hepatitis B vaccination.

GUM is situated within Barnsley Hospital and referral can be made via a doctor or through self assessment. Urgent cases can be accommodated on the same day following a phone call. Routine appointments are usually within 3 days of referral.

Opening times

Monday 8am - 5pm
 Tuesday 8am - 7pm.
 Wednesday 7.30 - 11.30am.
 Thursday 8am - 5pm.
 Friday 8am - 4pm.
 Saturday & Sunday Closed
 Telephone: 01226 730011 (appointments)
 01226 730061 (Health Advisor)

Disabled Access Yes

Address Gawber Road, Barnsley. S75 2EP

Telephone 01226 730000

Website www.bhnft.nhs.uk

Opening Times 24hour access through A+E Dept.

Accessibility and Referrals Self referral

Agency Name	Barnsley Council Homelessness and Housing Advice Service
Service Provided	<p>A comprehensive housing advice service for people who have concerns about their current housing or may become homeless.</p> <p>BMBC Homelessness and Housing Advice Service provide confidential homelessness and housing advice to people experiencing domestic abuse.</p> <p>If a person leaves a home due to domestic abuse, they are considered to be homeless and the Council will provide temporary accommodation irrespective of the current home. Provision of temporary safe refuge and move on accommodation will be arranged as required, and signposting to other agencies will be undertaken if and as appropriate.</p> <p>A housing Advisor is available Monday, Tuesday and Thursday (9am – 5pm), and Friday (9am – 4pm). Only emergencies are dealt with on Wednesdays.</p> <p>There is also an emergency duty team for out of hours. These can be reached on 0844 9841800</p>
Disabled Access	Full disabled access
Address	1st Floor, Wellington House, 36 Wellington Street Barnsley S70 1WA
Telephone	01226 773870
Opening Times	Monday, Tuesday and Thursday (9am – 4.15pm), and Friday (9am – 4pm). Only emergencies for temporary accommodation are dealt with on Wednesdays.
Accessibility and Referrals	Self referral or via statutory or voluntary sector.

Agency Name **Barnsley Primary Care Trust**

Who the service is for Everyone

Service Provided The PCT commissions Multi Agency staff awareness raising on domestic abuse and counselling (through Pathways) for people experiencing domestic abuse.

Disabled Access Yes

Address Barnsley Primary Care Trust,
Public Health Department,
Hillder House, 49/51 Gawber Road
Barnsley S75 2PY

Telephone 01226 770285
01226 770378

Website www.barnsleypct.nhs.uk

Opening Times Monday to Friday 9am to 5pm

Agency Name	Barnsley Sexual Abuse & Rape Crisis Helpline (BSARCH)
Who the service is for	For women aged 16 or over who have been raped or sexually abused at any time in their lives. The helpline is available for anyone who is caring for or working with a survivor of rape or sexual abuse.
Service Provided	<p>BSARCH provides helpline support and face-to-face counselling to women (aged 16+) who have been raped or sexually abused at any time in their lives. They also offer listening, support and information over the helpline to anyone who is caring for or working with a survivor of rape or sexual abuse.</p> <p>All BSARCH counsellors and helpline workers are fully-trained, women volunteers and their services are free and confidential. They are organisational members of the Telephone Helplines Association, the British Association for Counselling and Psychotherapy (BACP), The Survivors' Trust and the Rape Crisis Network. They can deliver talks and training workshops to schools and other agencies as required.</p> <p>A specialist Independent Sexual Abuse Advocate (ISVA) is in post to support women who have experienced sexual abuse</p>
Disabled Access	Full disabled access
Address	Details can be accessed by contacting the helpline
Telephone	Helpline: 01226 298560
Fax	01226 208971
Website	www.bsarch.org
Opening Times	Current helpline opening times are 6-8pm every Tuesday, Wednesday & Thursday evening, and we will be adding a 6-8pm session on a Monday evening from November of this year. There is also a 24-hour answer machine and our volunteers are happy to ring callers back on request. Face-to-face counselling is available both in the evening and during the day and appointments should be arranged via the helpline.
Accessibility and Referrals	By telephoning the helpline number.

Agency Name	Berneslai Homes
Who the service is for	Anyone seeking council housing and advice on other housing options
Service Provided	<p>Berneslai Homes Property shop manages the councils Housing Register (Waiting List)</p> <p>They assess people's application to join the housing register and offer advice on the various housing options in the Barnsley area.</p> <p>Staff also deal with the national HOMES and Homeswap mobility schemes</p> <p>Berneslai Homes staff can advise people on how to contact other Housing Associations.</p>
Disabled Access	Yes
Address	The Property Shop, 12/14 Eldon Street Barnsley, South Yorkshire S70 2JB
Telephone	01226 787333
Fax	01226 249459
Website	www.berneslaihomes.co.uk
Opening Times	Mon, Tues, Wed, Fri- 9.30am to 4.00pm Thurs- 9.30am to 1.00pm Sat- 9.30am to 1.00pm
Accessibility and Referrals	Staff are available for referrals during the full opening period

Agency Name	Broken Rainbow
Who the service is for	Lesbian, Gay, Bisexual and Transgender people experiencing domestic abuse
Service Provided	Funded by the Home Office, Broken Rainbow offers Support for lesbian, gay, bisexual and transgender (LGBT) people experiencing domestic abuse.
Address	Broken Rainbow, PO Box 38498, London SE16 2WN
Telephone	HELPLINE 08452 60 44 60
Website	www.broken-rainbow.org.uk
Opening Times	Mondays to Fridays 9am- 1pm and 2pm - 5pm Staffed by LGBT people.
Accessibility and Referrals	Self referral

Agency Name **Childline**

Who the service is for Children and young people

Service Provided When you phone ChildLine you will be able to talk to a counsellor - someone who will listen to you and help you find ways of sorting out your problems and worries. If you want, the counsellor can put you in touch with other people who can also help you. Although Childline counsellors are experienced in dealing with domestic abuse, they also are able to help with a wide range of issues. Some of the things children phone about are feeling lonely or unloved, worries about their future, problems about school, bullying, drugs, pregnancy, HIV and AIDS, physical and sexual abuse, running away and concerns about parents, brothers, sisters and friends.

You don't have to give your name.

ChildLine is confidential – that means that whatever you say is just between you and ChildLine, unless you want them to talk to somebody for you or you are in great danger. ChildLine does not record calls, although other people from ChildLine may also listen in to your call to make sure that we can help you the best that we can.

Childline also provide a special helpline called The Line for any young person living away from home. This is the helpline for you if you live in a foster home or children's home, if you're at boarding school or you've been in hospital for a long time. you can call The Line on 0800 88 44 44 from 3.30pm to 9.30pm on weekdays and 2pm to 8pm at weekends.

If you prefer you can write to ChildLine and one of their counsellors will reply to your letter.

Address ChildLine, Freepost NATN1111, London E1 6BR

Telephone Helpline 0800 1111

Website www.childline.org.uk

Opening Times 24hr helpline

Accessibility and Referrals Self referral

Agency Name Citizens Advice Bureau (CAB)

Who the service is for Everyone

Service Provided The Citizens Advice Bureau offer professional support on a whole range of issue including debt, housing, benefits, splitting up, employment and consumer issues
All advice is free, impartial and confidential.

Address 1 Shambles Street
Barnsley S70 2SQ

Telephone 01226 206492

Opening Times

Drop-in

Monday	10am – 12.30pm
Tuesday	10am – 12.30pm
Wednesday	12.30pm – 4pm
Thursday	10am – 12.30pm
Friday	12.30pm – 4pm

Telephone advice

Monday	1.30pm – 4pm
Tuesday	1.30pm – 4pm
Wednesday	10am – 12.30pm
Friday	10am – 12.30pm

Accessibility and Referrals Self referral

Agency Name **Crown Prosecution Service**

Who the service is for Victims and witnesses

Service Provided Witness care provided for victims and witnesses. The Crown Prosecution Service takes domestic abuse very seriously.

Zero Tolerance

In the past, if an offence of abuse occurred in a domestic context, it was sometimes considered to be less serious than a similar offence in a non-domestic context - in effect, the domestic context was viewed almost as an excuse.

Today, far from being considered an excuse, domestic abuse is seen by society as an aggravating factor because it amounts to a fundamental breach of trust - everyone is entitled to feel safe in his or her personal relationships.

Safety of Victims or Children

CPS regards domestic abuse as particularly serious as it often involves a continuing threat to a victim's safety and, in the worst cases, the victim's life and the lives of others (including children) may be at risk.

When deciding whether or not to prosecute, the safety of the victim, children or any other vulnerable person is to be a priority

Cultural Issues

Cultural difference is not a reason for failing to protect minority ethnic community victims of domestic abuse.

Address Criminal Justice Unit
15-18 Churchfield Court
Churchfields, Barnsley S70 2DL

Telephone 0114 229 8600

Fax 01226 736185

Website www.cps.gov.uk

Opening Times 09.00 – 17.00 Mon- Fri

Agency Name	Disablement Information Advice Line (DIAL)
Service Provided	DIAL Barnsley provides advice and information for disabled people and carers on a whole range of subjects including domestic abuse . DIAL Barnsley employs two female advice workers who can give advice in confidence, either by telephone or by appointment.
Disabled Access	Full disabled access
Address	9 Doncaster Road Barnsley S70 1TH
Telephone	01226 240273
Opening Times	Monday to Thursday 9am – 5pm Friday 9am – 2pm

Agency Name **Family Planning Clinics**

Who the service is for Everyone

Service Provided Family Planning Clinics are open in Barnsley for contraceptive advice and products, and also for screening (smears and breast checks) Information and screening on sexual health is also available.

Drop in sessions for 13 – 20 year old's

Counselling and psycho-sexual counselling is also available.

Emergency Contraceptive Pill (Morning After Pill) is available form Queens Road Clinic, 12.00 till 2.00 on Saturday's

Disabled Access Yes

Address	Athersley Laites Lane	Grimethorpe Cemetery Road
	Goldthorpe Welfare Road	Thurnscoe Welfare Road
	Wombwell Summer Lane	Barnsley Queens Road Clinic

Telephone 01226 249949

Fax 01226 786304

Website www.barnsleypct.nhs.uk

Opening Times Contact the above number for opening times and appointments for all venues

Accessibility and Referrals Self/Multi Agency referral

Agency Name Health Visiting Services

Who the service is for For the whole community

Service Provided The aim of the health visiting service is to promote the health of the whole community and to help in promoting healthy lifestyles addressing concerns about physical and mental wellbeing.

Health visitors are integral to the NHS' community health services. All health visitors are qualified nurses with additional special training and experience in child health and health promotion and education. We can offer practical support and advise in a host of diverse situations. Every family with children under 5 has a named health visitor who can advise on everyday difficulties such as immunisations programmes, feeding issues, sleeping, teething, parenting classes, managing difficult behaviour and any special needs your child may have. However, this is not the complete picture:

Health visitors are there not just to support your baby but the whole family. Health visitors can:

- Domestic abuse, addressing conflicts within the family and giving information and support on parenting and parenting practices
- Advise on benefits and employment issues
- Support fathers-to-be and reassure new dads about their role
- Give information on local support networks including information on antenatal classes, leisure activities, learning opportunities, parent and toddler groups etc.
- Advise on childcare options locally
- Provide support for single parents

Health visitors can point the way to more specialist help should you be coping with problems such as, unemployment, debt issues, bereavement, an unhappy or violent relationship, illness, disability or family conflicts. Health visitors can also help advise and help with HIV/AIDS, health screening, stopping smoking, substance misuse, sexual health and contraception, homelessness and housing issues and isolation and depression.

Contact your health visitor now through your local doctors surgery

Disabled Access	Yes
Address	Barnsley primary care trust
Telephone	Contact via GP surgery/clinic
Fax	Via individual GP surgeries
Website	www.barnsleypct.nhs.uk
Opening Times	Mon – Fri 9-5pm (or according to needs of the role)
Accessibility and Referrals	Health visitors are the most accessible health professionals in the community. Contacting your local surgery or clinic will put you in touch with a health visitor who can help or advise on any health related issue.

Agency Name	Home Start Barnsley
Who the service is for	All families in Barnsley, with at least one child under 5
Service Provided	<p>Home Start Barnsley is a voluntary organisation committed to promoting welfare of families living in Barnsley with at least one child under the age of five. Typically a supported family could be lonely, socially isolated, suffering mental or physical ill health or be experiencing stress as a result of relationship difficulties or abuse in the home.</p> <p>It aims to work alongside parents to enable them to develop confidence and self esteem by enhancing their parenting and other life skills; developing effective coping strategies; effectively using community resources as well as other support services and generally helping them to experience a more pleasurable and stable family life.</p> <p>Home Start Barnsley offers services which include home visiting, family drop ins, a baby and child equipment loan scheme and social and educational outings and events. All services are free and confidential.</p>
Address	Mount Osborne Business Centre, Oakwell View, Barnsley, S711HH
Telephone	01226 245985
Fax	01226 245985
Opening Times	9.00 a.m. to 5.00 p.m. Monday to Friday (answering machine out of these hours) Drop in sessions available at various venues via the above number
Accessibility and Referrals	Referrals are accepted from any source including self referrals.

Agency Name	Kendray Community House
Who the service is for	Everyone in the Kendray area
Service Provided	The Community House acts as a confidential one-stop-shop for information services for people in the Kendray area. Residents can come to the House with any type of issue/enquiry. Space within the house is available for agencies to carry out sessional outreach work, these include a Welfare Rights/Money Advice Worker.
Address	27/29 Birk Avenue, Kendray, Barnsley S70 3AG
Telephone	01226 201898
Website	www.kendray.net
Opening Times	Monday, Tuesday and Thursday: 9:30am- 12:30pm and 1:30pm – 3:30pm Wednesday 1:30pm – 3:30pm Friday 9:30am – 12:30pm
Accessibility and Referrals	Self referral

Agency Name	Men's Advice Line
Who the service is for	Men experiencing Domestic abuse. If you are a perpetrator of domestic abuse they can also chat to you and put you in touch with other agencies that can offer help
Service Provided	<p>The MALE helpline provides a range of services aimed primarily at men experiencing domestic abuse from their partner. They do this by:</p> <ul style="list-style-type: none">• Giving men a chance to talk about their experiences• Providing emotional support• Providing practical advice• Providing sign-posting to a range of services including housing and legal options• Providing solutions that are focussed on the needs of our callers• Non-judgmental approach• Informed by research• Led by practice <p>MALE also provides a range of services to professionals from both the statutory and voluntary sector. These include:</p> <ul style="list-style-type: none">• Best practice when working with male victims of domestic violence• Information and advice about local service provision for male victims of domestic violence• Provision of resources• Provision of training <p>MALE works in conjunction with Broken Rainbow, Respect and the National 24 Domestic Violence Helpline, operated in partnership between Women's Aid and Refuge</p>
Address	1st Floor Downstream Building, 1 London Bridge London SE1 9BG
Telephone	0845 064 6800
Fax	01242 580915
Website	www.mensadviceline.org.uk
Opening Times	Monday to Wednesday, 10am-1pm and 2pm-5pm
Accessibility and Referrals	Self referral

Agency Name	MIND in Barnsley
Who the service is for	Anyone experiencing mental health issues
Service Provided	Drop-In: Social evening Thursday 6 pm – 8 pm or afternoon Monday 1.30 pm – 4 p.m. Men's Group 9.45 am – 11.45 am Anger Management 1.30 pm - 4.30 pm Women's Group 1 pm – 3 pm Employment Group 10 am – 12 pm Creativity Group 1 pm – 3.30 pm Confidence Building 10 am – 12 pm Stress Management Group 1.30 pm – 3 pm Counselling service – Self referral
Disabled Access	Yes, lift is provided
Address	Arcadia House 72 Market Street Barnsley S70 1SN
Telephone	01226 211188
Fax	01226 211189
Opening Times	9 a.m. – 4p.m.
Accessibility and Referrals	Self referrals, informal chat before accessing groups.

Agency Name	NCH (National Action for Children) – St Edwin's Family Centre
Who the service is for	Children and their families experiencing domestic abuse
Service Provided	<p>NCH is a voluntary social work agency whose purpose is to support children and their families. St Edwin's Family Centre is a partnership project between NCH and Barnsley Council. To achieve its work, the Centre has developed a range of quality services for children and parents.</p> <p>Services include support work (Child/parenting issues). Assessment work (many families referred for this involve child protection concerns and may be involved in Court proceedings). Referrals for these particular services can be made by Social Workers, Health Visitors, Education and Community workers. Some families may choose to self-refer by contacting the centre directly.</p> <p>Group work has been established according to need and has included positive parenting and cooking. Staff are involved in facilitating the Webster/Stratton Group work programme with multi-agency colleagues.</p>
Disabled Access	No
Address	St Edwin's Family Centre NHS Keresforth Centre, 5 Keresforth Close, Barnsley S70 6RS
Telephone	01226 241171
Fax	01226 207133
Website	www.nch.org.uk
Opening Times	8.30 am to 4.30 pm
Accessibility and Referrals	Either self referral or through Social Workers, Health Visitors, Educational and Community workers.

Agency Name National Association for People Abused in Childhood.
(NAPAC)

Who the service is for Anyone who has experienced abuse in childhood

Service Provided NAPAC is the National Association for People Abused in Childhood. They are a registered charity which provides support and information for people abused in childhood.

Support Line
NAPAC provide the freephone NAPAC Support Line. Their trained volunteers give information for survivors of abuse.

Support groups directory
NAPAC offer a support groups directory for the whole of the UK and Ireland, as well as information on other relevant organisations.

Publications
NAPAC send out publications such as a resource pack and booklist, legal advice and a newsletter.

Booklist
A comprehensive booklist details relevant publications for survivors, partners of survivors, professionals and other books that you may find useful.

Postal/email service
NAPAC respond to each letter and email with detailed information on support in their area.

Address NAPAC, 42 Curtain Road, London EC2A 3NH

Telephone Support Line 0800 085 3330

Website www.napac.org.uk/

Opening Times

- Monday to Friday 10.30am to 3pm.
- Monday evenings 6.30 to 8.30pm.
- Tuesday evenings from 7 to 9pm.
- Wednesdays evenings from 7 to 9pm.
- Thursday evenings from 5.30 to 9pm.
- On weekends it is open every 3rd Saturday of the month from 12 noon to 4pm.

An answerphone will leave details of any change in the opening hours.

Accessibility and Referrals Self Referral

Agency Name	National Centre for Domestic Violence
Who the service is for	Anyone experiencing Domestic abuse.
Service Provided	The National Centre for Domestic Violence specialises in helping victims of domestic violence obtain non-molestation and other orders (injunctions) from court.
Address	Suite 129 456-458 Strand London WC2R 0DZ
Telephone	National numbers 08709 220704 08009 70 20 70 (Free phone) Sheffield 0114 3216209
Website	www.ncdv.org.uk
Opening Times	National helpline is 24hrs.
Accessibility and Referrals	Self Referral

Agency Name National Probation Service

Who the service is for For offenders

Service Provided Apart from offenders services the National Probation Service also provides:

Victim Contact Officer - to offer contact and information when an offender has received 12 months imprisonment or more for a violent or sexual offence under the Criminal Justice and Court Services Act 2000 and the Victim's Charter.

Women's Safety Worker – to offer contact and information to victims of Domestic abuse where the perpetrator has received a Community Order with a requirement to attend the National Probation Service's Integrated Domestic abuse Programme.

Perpetrators of domestic abuse are sometimes required to complete an 'Integrated Domestic Abuse Programme' (IDAP). This helps perpetrators examine, understand and take responsibility of their abusive behaviour. It also helps them learn how to use non-controlling behaviour in relationships in order to prevent future abuse.

Disabled Access Yes

Address Barnsley Offices:
 6 Victoria Road Court House
 Barnsley Churchfield
 S70 2BB Barnsley
 S70 2HW

Telephone 01226 283411 01226 243331

Fax 01226 287441 01226 294908

Opening Times Mon to Fri 9 am to 5 pm. Thursdays 9 am to 7 pm

Accessibility and Referrals Through Criminal Justice Process

Agency Name	NSPCC Barnsley Churchfields
Who the service is for	Children and young people of Barnsley
Service Provided	<p>We offer two main services to children and young people of Barnsley.</p> <p>The therapeutic service works with children and young people up to the age of 18 who are assessed as being in a safe and stable space from which to make use of therapy.</p> <p>Therapeutic work is offered by a range of different child centred methods to help recovery from abusive or traumatic experiences.</p> <p>Work is also offered to parents and young children by our positive families programme to help repair or strengthen their attachment /bond.</p> <p>We also provide a separate children's rights and independent visitor scheme to support children and young people who are looked after by Barnsley social care services.</p>
Disabled Access	Yes on the ground floor
Address	9 Churchfield Court Barnsley S70 2JT
Telephone	01226 779494
Fax	01226 771997
Website	www.nspcc.org.uk
Opening Times	9.00 – 5.00 Monday to Friday.
Accessibility and Referrals	Referrals can be made by anyone with the consent of the child or young person. Inter-agency referral forms are requested from professionals working with the family. Anyone else can refer by telephone or office visit.

Agency Name	Pathways Centre (BDVG)
Who the service is for	Anyone (male or female) over the age of 16 who has previously or is currently experiencing domestic abuse.
Service Provided	Support & Information sessions Place of safety referral (refuges) Women's Freedom Programme Legal Advice Counselling Group Therapy (Holistic) Individual Holistic therapy Personal Development Programmes Support for parents at Safeguarding Children Groups Creche available Tuesday & Wednesday (child places must be booked) Support with housing & DWP Training room for hire for Groups and Soc Services Core Groups/Conferences
Disabled Access	Pathways holds the licence to both deliver and provide training on the Male Freedom Programme. Pathways are currently looking for alternative premises
Telephone	Helpline 01226 249800
Fax	01226 731812
Website	www.barnsleydvg.org and www.itsnotokay.org.uk
Opening Times	Monday, Thursday & Friday 9am – 4pm Tuesday & Wednesday 9am – 9pm
Accessibility and Referrals	Self and other agency referrals accepted

Agency Name	Refuge
Who the service is for	Women experiencing domestic abuse
Service Provided	<p>Refuge's network of safe houses provides emergency accommodation for women and children when they are most in need.</p> <p>24hr Helpline offers practical and emotional support</p> <p>Outreach services work with abused women in their homes or when they move from a refuge into a new community.</p> <p>Refuge's Asian Services team runs a specialist South Asian women's project offering a bi-lingual service. The refuge provides safe temporary accommodation for South Asian women and children (although not locally). Call the team direct on 01332 200027 or after 5pm on 0772 524 5383.</p>
Address	2-8 Maltravers Street, London, WC2R 3EE.
Telephone	0808 2000 247
Website	www.refuge.org.uk
Opening Times	24hr National Domestic Violence Helpline (run in partnership between Women's Aid and Refuge)
Accessibility and Referrals	Self referral

Agency Name	Respect
Who the service is for	Children and young people
Service Provided	<p>The Respect Phonenumber offers information and advice to domestic abuse perpetrators, their (ex) partners, friends and family and to frontline workers who come into contact with perpetrators in their work. Respect has just launched an email service and a text-messaging service.</p> <p>phoneline@respect.uk.net: 07624 818 326 (for text messages only)</p> <p>RNID typetalk – textphone users dial 18001 0845 122 8609</p> <p>Language line – If English is not your first language, call and ask for an interpreter</p>
Address	<p>Respect 1st Floor Downstream Building 1 London Bridge London SE1 9BG</p>
Telephone	0845 122 8609
Website	www.respect.uk.net
Opening Times	Monday, Tuesday, Wednesday and Friday 10-1am and 2-5pm
Accessibility and Referrals	Self referral

Agency Name	Samaritans
Who the service is for	Everyone
Service Provided	<p>Samaritans provides confidential emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide. You don't have to be suicidal to call us. We are here for you if you're worried about something, feel upset or confused, or you just want to talk to someone. If you prefer, you can write to the following address.</p> <p>Chris P.O. Box 90 90 Stirling FK8 2SA</p>
Disabled Access	Yes
Address	<p>77 Pitt Street West BARNSELY South Yorkshire S70 1BN</p>
Telephone	<p>National helpline 08457 90 90 90 Local number 01226 202222</p>
Website	<p>www.samaritans.org.uk</p>
Opening Times	<p>Open to receive callers: 9am - 8pm in person or there is a 24hr helpline: 08457 90 90 90</p>
Accessibility and Referrals	Self referral

Agency Name	South Yorkshire Police
Who the service is for	Everyone
Service Provided	<p>South Yorkshire Police have a commitment to dealing with Domestic abuse in a positive and pro-active manner.</p> <p>At Barnsley Police Station there are two full-time Police Officers who specialise in Domestic abuse and who are normally available between 8am and 4pm Monday to Friday, although this can be adapted to suit the needs of the client.</p> <p>The officers can be spoken to in confidence, can offer support and advice to women and men and can also take positive action where required. These officers will also provide advice and assistance to other agencies.</p> <p>Please request PC 3153 Joanne Fretwell or DC 775 Tim Fish.</p>
Disabled Access	Full Disabled Access
Address	Barnsley Police Station, Churchfields, Barnsley S70 2DL
Telephone	01142 202020 in an emergency dial 999
Website	www.syp.co.uk
Opening Times	Monday to Friday: 8am – 4pm or a 24hour emergency line.
Accessibility and Referrals	Anyone experiencing domestic abuse, witnessing domestic abuse or working with someone who is experiencing domestic abuse.

Agency Name	South Yorkshire Women on Line (SYWOL)
Who the service is for	All women in South Yorkshire
Service Provided	<p>The website called, 'One Click Away is by the South Yorkshire Women's Development Trust The site is a resource for women across the region on which women can find information, express their views and get your questions answered.</p> <p>FREE Legal Advice in partnership with volunteer solicitors from Irwin Mitchell Solicitors, is available through the SYWOL website.</p> <p>Please visit the website for surgery times and topics.</p>
Address	Through website
Website	www.sywol.org
Opening Times	Please visit website for details of surgery times.
Accessibility and Referrals	Self referral

Agency Name	Sure Start												
Who the service is for	Expectant mothers, birth mothers & families with children under the age of four.												
Service Provided	<p>Sure Start is a Government programme which aims to achieve better outcomes for children, parents and communities by:</p> <ul style="list-style-type: none"> • increasing the availability of childcare for all children • improving health and emotional development for young children • supporting parents as parents and in their aspirations towards employment. <p>Sure Start achieve their aims by:</p> <ul style="list-style-type: none"> • helping service development in disadvantaged areas alongside financial help for parents to afford childcare • rolling out the principles driving the Sure Start approach to all services for children and parents. <p>Sure Start covers children from conception through to age 14, and up to age 16 for those with special educational needs and disabilities. It also aims to help parents and communities across the borough.</p> <p>Programmes within Barnsley</p> <table border="0"> <tr> <td>Programme</td> <td>Sure Start setting</td> </tr> <tr> <td>Hoyland & Jump</td> <td>Local programme 01226 747082</td> </tr> <tr> <td>Kendray and Worsbrough</td> <td>Local programme 01226 294604</td> </tr> <tr> <td>Sure Start Bolton and Goldthorpe</td> <td>Sure Start Children's Centre 01709 890303</td> </tr> <tr> <td>The Secret Garden Children's Centre</td> <td>Sure Start Children's Centre 01226 296969</td> </tr> <tr> <td>Thurnscoe Sure Start Children's Centre</td> <td>Sure Start Children's Centre 01709 899050</td> </tr> </table>	Programme	Sure Start setting	Hoyland & Jump	Local programme 01226 747082	Kendray and Worsbrough	Local programme 01226 294604	Sure Start Bolton and Goldthorpe	Sure Start Children's Centre 01709 890303	The Secret Garden Children's Centre	Sure Start Children's Centre 01226 296969	Thurnscoe Sure Start Children's Centre	Sure Start Children's Centre 01709 899050
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Disabled Access	Ring to confirm												
Address	There are various Sure Start Projects across the borough.												
Telephone	See the table above for the various Sure Start Numbers												
Website	www.surestart.gov.uk												
Opening Times	It's best to check with the centre in your area for the opening times.												
Accessibility and Referrals	Expectant mothers, birth mothers & families with children under the age of four.												

Agency Name	The Barn
Who the service is for	Under 18's in Barnsley
Service Provided	<p>The BARN provides advice, information and support to under 18's in relation to their own or someone else's drug and/or alcohol use. The BARN is the first point of access to drug and alcohol treatment services for young people.</p> <p>Specialist workers are also available within the Youth Offending Team and in the Behaviour Support Service. These workers aim to integrate screening processes, agree joint working arrangements and provide early intervention services for these vulnerable groups in line with the national agenda and performance framework. BARN workers also provide drug education and information to groups of vulnerable young people in a range of settings.</p> <p>Barnsley Family Planning Team hold a Young Person's Sexual Health Clinic at the BARN on Monday lunchtime (12.00pm – 1.30pm). The clinic offers contraception, pregnancy tests, emergency pill and other sexual health related information to young people under 18.</p>
Disabled Access	The BARN can provide its services in a range of community venues to suit individual need. The BARN is not accessible for people with limited mobility but workers will be happy to arrange to see clients in more accessible venues.
Address	22 May Day Green, Barnsley S70 1RD
Telephone	01226 280532
Fax	01226 321076
Website	www.barnypp.org.uk
Opening Times	Office hours 9.00 to 5.00 Monday to Friday Drop in sessions 4.00 to 5.00 Monday to Friday Appointments can be made 9am and 5pm and occasionally in the evening. In the event of an emergency outside of office house, contact the FRANK free national helpline on 0800 77 66 00
Accessibility and Referrals	Ring to make an appointment or call in during drop in sessions
	Young people can telephone or drop-in to The BARN during the drop-in times and a professional referral is not necessary. However, it is useful when professionals actively refer young people and this can be done over the telephone.

Agency Name	Victim Support
Service Provided	<p>Victim Support offers support to victims of crime, in particular victims of rape and sexual abuse, families of murder victims and victims of domestic abuse. They have volunteer visitors who visit in the home or any suitable venue that can be arranged.</p> <p>Usually all referrals for non-serious crimes come from the Police but serious crime referrals must be with the consent of the person who has suffered the crime. Victims can also self refer, even if the crime has yet to be reported to the police. Whilst Victim Support do have contact with the Police, no unreported crime will be passed on to the Police. Victim Support will also accept serious crime referrals from other agencies but this must be with the victim's consent.</p> <p>A specialist case worker and specialist independent domestic abuse advocate (IDVA) are available to support victims of domestic abuse.</p>
Disabled Access	No Disabled access although appointments can be arranged at a suitable alternative venue. Home visits can also be arranged.
Address	2 Eldon Street Barnsley S70 2JB
Telephone	01226 243761
Fax	01226 732048
Website	www.victimsupport.org
Opening Times	Monday to Friday 9am – 5pm.
Accessibility and Referrals	Clients are asked to telephone for an appointment. Self referral or any voluntary or statutory agency

Agency Name	Welfare Rights
Who the service is for	All residents of Barnsley
Service Provided	A free and confidential Welfare Rights Service to assist people with any concerns they have with their benefits. The service aims to ensure that all residents and all hospital in-patients in Barnsley receive their full entitlement from the Social Security system. It does this by providing a high quality, free, comprehensive and impartial information, advice and representation service.
Disabled Access	Full Disabled access
Address	Wellington House Wellington Street Barnsley
Telephone	Contact Barnsley Council via 01226 770770 01226 775656 01226 775699
Website	www.barnsley.gov.uk
Opening Times	Ring 01226 770770 for up to date details
Accessibility and Referrals	Self referral or through any agency.

Agency Name	Domestic Abuse Refuge
Who the service is for	The Refuge is for women and children who have been subjected to domestic violence and abuse.
Service Provided	<p>The Refuge are able to provide alternative safe accommodation for men experiencing domestic abuse.</p> <p>It provides safe temporary accommodation to help women re-establish control of their own lives, realise their own potential and build upon it. The emphasis of the support systems within the Refuge focuses on empowering service users and equipping them with the necessary skills and confidence to achieve and maintain positive life changes for the good of themselves and their children.</p> <p>Support systems currently available within the Refuge include individual key working, befriending service, counselling service, training, children's support, children's classes, aftercare and women's support group and crèche facility</p> <p>The Refuge are able to provide alternative safe accommodation for men experiencing domestic abuse.</p>
Address	Confidential
Telephone	Confidential
Fax	Confidential
Opening Times	Confidential
Accessibility and Referrals	Access to the Refuge is by agency referral only. This includes Homelessness and Housing Advice, Social Care, Pathways and Police.

Agency Name	Women's Aid
Who the service is for	Women and children experiencing, or who have experienced, domestic abuse.
Service Provided	<p>Friends and family seeking to support women and children who are experiencing, or - who have experienced, domestic abuse.</p> <p>Professionals supporting women and children experiencing domestic abuse.</p> <p>Women's Aid Helpline staff will respond individually to emails from women experiencing domestic abuse or friends/relatives/professionals seeking information on her behalf. Emails will be responded to within three working days.</p> <p>The purpose of the joint Helpline service is to give women, children and their supporters confidential support and information at the time that they need it. Their main aim is to keep women and children safe.</p> <p>The Helpline is an emergency service and is not intended to offer general information on domestic violence. Helpline staff respond according to caller's needs and may for example:</p> <ul style="list-style-type: none">• Refer women (with or with out children) to emergency safe accommodation.• Provide information about legal, housing or welfare rights and options and referral to relevant services and professions• Carry out online crisis and safety planning• Offer emotional support and (if appropriate) refer to counselling services• Refer women to face-to-face support via community based drop-in or outreach domestic abuse services in their locality• Refer callers to the online Survivors Handbook or send them an information pack, with a range of help and information leaflets that are all available in different languages. <p>In addition to offering confidential support and information, Helpline staff are a source of practical help and information about housing rights and entitlements, information on getting injunctions or reassurance about calling the police.</p>

Address Women's Aid Federation of England
Head Office, PO BOX 391
Bristol, BS99 7WS, England

Telephone 24 hour helpline 0808 2000 247 (general enquiries only)
Tel: 0117 944 44 11

Fax Fax: 0117 924 1703

Website www.womensaid.org.uk
e-mail; helpline@womensaid.org.uk

Opening Times 24 hour helpline

Accessibility and Referrals Self referral

Agency Name	Young People's Sexual Health Centre	
Who the service is for	Young people wishing advice/treatment with sexual health	
Service Provided	A free and confidential service for people under twenty. Offers advice on contraception, periods, relationship worries, sexually transmitted diseases, pregnancy, relationship worries, HIV/AIDS + free condoms.	
Address	New Street Health Centre Barnsley Town Centre	Monday 6pm – 7pm Wednesday 5pm – 7pm
	YISS, Eldon Centre, Eldon Street North	Friday 4.30pm – 6.30pm
	Cudworth Health Centre Rose Tree Avenue	Monday 3.30 – 5.30
	Thurnscoe Health Centre Welfare Road	Friday 3.30pm – 5.30pm
	Barnsley College Counselling Suite, Old Mill Lane Site	Wednesday 12noon – 2pm Term time only
	Athersley Street Helens Community Centre	Friday 3.30pm – 5.30pm
	Goldthorpe Health Centre Welfare Ground	Monday 12.20pm – 1.20pm Thursday 12.20pm – 1.20pm
	The BARN May Day Green, Barnsley	Monday 12.30pm – 1.30pm
Telephone	01226 249949	
Opening Times	As above	
Accessibility and Referrals	Self Referral	

Agency Name	Youth Information and Support Service (YISS)
Who the service is for	Young people aged 13-19 in Barnsley
Service Provided	YISS is an information and advice service for young people age 13 – 19 in Barnsley. Information and advice is available on a wide range of subjects including housing, education and local services.
Address	Eldon Centre Eldon Street North Barnsley
Telephone	01226 299222
Website	www.barnsley.gov.uk

A - Z OF AGENCIES

BADAS
BARNADOS PRIORY FAMILY CENTRE
BARNSLEY COLLEGE
BARNSLEY EDUCATIONAL PSYCHOLOGY SERVICE
BARNSLEY HOSPITAL NHS FOUNDATION TRUST
BMBC HOMELESSNESS AND HOUSING ADVICE SERVICE
BARNSLEY PRIMARY CARE TRUST
BARNSLEY SEXUAL ABUSE & RAPE CRISIS HELPLINE
BERNESLAI HOMES
BROKEN RAINBOW
CHILDLINE
CITIZENS ADVICE BUREAU
CROWN PROSECUTION SERVICE
DISABLEMENT INFORMATION ADVICE LINE (DIAL)
FAMILY PLANNING CLINICS
HEALTH VISITING SERVICES
HOME START BARNSLEY
KENDRAY COMMUNITY HOUSE
MEN'S ADVICE LINE
MIND IN BARNSLEY
NCH (NATIONAL ACTION FOR CHILDREN) St EDWIN'S FAMILY CENTRE
NATIONAL ASSOCIATION FOR PEOPLE ABUSED IN CHILDHOOD
NATIONAL CENTRE FOR DOMESTIC VIOLENCE
NATIONAL PROBATION SERVICE
NSPCC BARNSLEY CHURCHFIELD'S
PATHWAYS CENTRE (BDVG)
REFUGE
RESPECT
SAMARITANS
SOCIAL CARE
SOUTH YORKSHIRE POLICE
SOUTH YORKSHIRE WOMEN ON LINE (SYWOL)
SURE START
THE BARN
VICTIM SUPPORT
WELFARE RIGHTS
WOMEN AND CHILDREN'S REFUGE
WOMEN'S AID
YOUNG PEOPLE'S SEXUAL HEALTH CENTRE
YOUTH INFORMATION AND SUPPORT SERVICES