

Information for Deaf People in Barnsley

Important services and how to contact them



For enquiries, payments and complaints about all Council services

Barnsley Connects Service

Barnsley Town Centre

Civic Hall, Eldon Street
Barnsley, S70 2JL

Opening Hours

In person -

Monday to Friday 9am to 5pm

Telephone -

24 hours, 7 days a week

Interpreters

Please contact the service to book an interpreter in advance.

An interpreter is also available on a drop-in basis every Friday morning (10am to 12 noon) at the Civic.

Telephone

01226 775656

Fax

01226 773099

Minicom

01226 772772

Email

barnsleyconnects@barnsley.gov.uk

Internet

www.barnsley.gov.uk

The service also operates from a range of centres located throughout the borough, where customers can speak to an Information Services Officer face to face. There are no payment facilities at these offices however.

Athersley

Units 5/6, The Laithes Shopping Centre
Laithes Lane, Barnsley, S71 3AD

Cudworth

The Cudworth Centre Carlton Street
Cudworth, Barnsley, S72 8SU

Dearne

Dearne Service Centre, 8 -10 Barnsley Road, Goldthorpe, Rotherham, S63 9NF

Hoyland

The Hoyland Centre, High Street
Hoyland, Barnsley, S74 9AF

Mapplewell

Mapplewell & Staincross Village Hall
Darton Lane, Barnsley, S75 6AL

Penistone

Penistone Town Hall, Shrewsbury Road
Penistone, Barnsley, S36 6DY

Royston

Royston Learning Centre, The Grove, Station Road, Royston, Barnsley, S71 4EP

Wombwell

Town Hall, High Street, Wombwell
S73 0AW



Support to live in the community

For advice, assessments and support

Adult Social Services

Telephone: 01226 775656

Minicom: 01226 787856

Interpreters

Please contact the service to book an interpreter in advance.

Opening Hours

Monday to Friday, 9-5pm.

Contact your local office

North East Team

Cudworth Primary Care Centre, Carlton Street, Cudworth, S72 8SU

Telephone: 01226 775901

Fax: 01226 715253

South West Team

Town Hall, Shrewsbury Road, Penistone, S63 6DY

Telephone: 01226 774242

Fax: 01226 761019

North West Team

Unit 7, Burleigh Court, Burleigh Street, S70 1XY

Telephone: 01226 775480

Fax: 01226 775481

Central Team

Worsbrough Primary Care Centre
West Street, Worsbrough, S70 5DJ

Telephone: 01226 648010

Fax: 01226 770408

Dearne Team

Goldthorpe Primary Care Centre,
Goldthorpe Green, Goldthorpe, S63 9EH

Telephone: 01709 886219

Fax: 01709 886283

Emergency Duty Team

For emergencies outside of office hours.

Opening Hours

Mon to Fri: 5pm to 8:45am
Saturday, Sunday and
Bank Holidays 24 hrs

Telephone: 0844 984 1800

Complaints

Telephone: 01226 772433

Minicom: 01226 787856

Fax: 01226 772515



Support to live in the community

Assessment and loan of equipment to help you in your home

(Minicomms, flashing or vibrating alarms or door bells, baby cry alerts)

Equipment and Adaptations



Telephone

01226 775800



Minicom

01226 787856



Mobile SMS message

07825 45488

(Mon-Thurs 9am-3pm only)



Fax

01226 772093



Interpreters

Please contact the service to book an interpreter in advance.



Address

Sensory impairment services
Po Box 679, Barnsley, S70 8JE



Email

equipmentandadaptations@barnsley.gov.uk



Opening Hours

Monday to Friday 9-5pm

Advice and information

On social security benefits

Welfare Rights Service

Telephone

01226 772360

Minicom

01226 772772

Fax

01226 772450

Email

welfaresteam@barnsley.gov.uk

Interpreters

Please contact the service to book an interpreter in advance.

Write to

The Welfare Rights Service, PO Box 634
Barnsley, S70 9GG

For disabled people

Disability Information Advice Line

Telephone / Text Relay (Typetalk)

01226 240273

Fax

01226 287269

SMS Messages

07800432398

Interpreters

Please contact the Bureau to book an interpreter in advance.

Online

www.dialbarnsley.org.uk

info@dialbarnsley.org.uk

Write to

9 Doncaster Road , Barnsley S70 1TH

Opening Hours

Monday to Thursday 9am-4pm

Friday 9am-2pm

On housing, debt, benefits

Citizens Advice Bureau (CAB)

Telephone Advice Line:

08444 111 444

Advice Line BT Text Relay:

08444 111 445

Fax

01226 209909

Interpreters

Please contact the Bureau to book an interpreter in advance.

Online advice

www.barnsleycab.org.uk

Write to

Barnsley CAB, 1 Shambles Street
Barnsley, S70 2SQ

Opening Hours

Monday 10.00 – 3.00

Tuesday 10.00 – 3.00

Wednesday 10.00 – 3.00

Thursday No Service

Friday 10.00 – 12.30

Advice and information

For older people

Age UK



Telephone
01226 776820



Fax
01226 776823



Internet
www.ageukbarnsley.org.uk

Email
information@ageconcernbarnsley.co.uk



Interpreters
Please contact the service to book an interpreter in advance.



Address
Age UK Barnsley, Queens Court,
Regent Street South, Barnsley, S70 2EG



Opening Hours
Monday to Friday 10a.m to 3p.m

For families

Family Information Service



Telephone
0800 0345 340



Email
infoFIS@barnsley.gov.uk



SMS messages
07624 809924

Interpreters

We can book a BSL or Lipreader Interpreter for meetings that have been previously arranged.



Address

Family Information and Involvement Officer, Early Childhood Services, PO BOX 679, Barnsley S70 9JE



Opening Hours

Monday to Friday 9.00am to 5.00pm



Education, Learning and Training

For books, information, and DVD's
Access to computers and help with
the internet

Libraries

Telephone / Text Relay (Typetalk)
01226 773930

Email
Barnsleylibraryenquiries@barnsley.gov.uk

Interpreters
Please contact the service to book an
interpreter in advance.

Address
Central Library, Shambles Street
Barnsley, S70 2JF

Opening Hours – Central Library

Monday	9.30am - 7pm
Tuesday	9.30am - 5.30pm
Wednesday	9.30am - 7pm
Thursday	9.30am - 5.30pm
Friday	9.30am - 5.30pm
Saturday	9.30am - 4pm

info

Adult and Family Learning

Telephone / Text Relay (Typetalk)
01226 775270

Email
adultlearning@barnsley.gov.uk

Interpreters

Please contact the service to book an
interpreter in advance.

Address

Barnsley MBC Adult & Family Learning
The Eldon Centre, Eldon Street North
Barnsley, S71 1LQ

Work training, qualifications, English
and Maths, sign language training,
learn new skills.

Barnsley College

Telephone / Text Relay (Typetalk)
01226 216216

Email
info@barnsley.ac.uk
Internet
www.barnsley.ac.uk

Interpreters
Please contact the service to book an
interpreter in advance.

Address
Church street, Barnsley, S70 2YW



Council Tax



Service information

We send Bills and collect Council Tax for around 105,000 households in Barnsley. Contact the service to:

- Pay your Bill or set up a direct debit,
- Ask questions about your Council Tax Bill.
- To apply for any discounts, reliefs or exemptions you may be entitled to.
- To notify of a change of address or change of circumstance that may affect your Bill.
- Tell us if you are having difficulty paying your Bill - we will discuss suitable alternative payment arrangements with you.



Telephone

Council Tax 01226 774774
Recoveries 01226 774696



Minicom

01226 772772



Fax

01226 773937



Email

bentax@barnsley.gov.uk



Interpreters

Please contact the service to book an interpreter in advance.



Address

Benefits and Taxation,
PO Box 63,
Barnsley S70 2TJ



Opening Hours – Barnsley Connects

Monday to Friday 9.00am to 5.00pm

Barneslai Homes



Service information

Manages 19,500 properties and provides all the landlord services to the council tenants in Barnsley.

Responsibilities include:

- Rent Collection;
- Arrears Recovery;
- Repairs and Maintenance;
- Dealing with Empty Properties; and
- All tenancy matters.

Telephone / Text Relay (Typetalk)

01226 775555

Monday to Friday 8am - 8pm

Saturday 8am - 1pm

Repairs

01226 787878

24 hrs 7 days a week



Fax

01226 772799

Monday to Friday 8.45am-5pm



Interpreters

Please contact the service to book an interpreter in advance.



Email

Customer services

customerservices@barneslaihomes.co.uk

General Enquiries

barnsleyconnects@barnsley.gov.uk

Rents

rents@barneslaihomes.co.uk



Write to

Barneslai Homes, P.O. Box 627
Barnsley, S70 9FZ

NHS Direct

Service information

NHS Direct is the health advice and information service provided by the National Health Service (NHS) for residents and visitors in England, with advice offered 24 hours a day, every day of the year through telephone contact on the national 0845 46 47 number



Telephone / Text Relay (Typetalk)

08 45 46 47



Internet

www.nhsdirect.nhs.uk



Smart Phones

Apps for iPhone and Android smart phones are available.
Mobile website.



Opening Hours

24 hours a day, every day of the year.





Service information

NHS Barnsley is responsible for ensuring everyone in Barnsley has access to a choice of high quality health services. We fund doctors, dentists, pharmacists, opticians, community health and hospital services. We can help you find the right local NHS services for you, so you receive the support you need.



Telephone / Text Relay (Typetalk)

NHS Barnsley
01226 730000

Complaints relating to GP, Dentists, Pharmacies, Opticians
01226 43 3750

Complaints relating to mental health or community services
01226 434175

Emergency Dental Line
0845 1550845

Improving Access to Psychological Therapies
01226 435776

Mental Health Services
01226 707600

Stop Smoking Service:
01226 737077

Weight Wise Team
01226 433099

Sexual Health Service
01226 432599



Information about health services:

www.barnsley.nhs.uk/Your-Local-Health-Services

Complaints:

www.barnsley.nhs.uk/Your-Voice/Make-a-complaint

Interpreters

Please contact the service to book an interpreter in advance.



Write to

For complaints about

- * **GPs,**
- * **Opticians,**
- * **Pharmacists,**
- * **Dentists**

NHS Barnsley
Longfields Court, Middlewoods Way
Wharcliffe Business Park, Carlton
Barnsley S71 3GN



South West Yorkshire Partnership Foundation Trust

We provide a range of community, mental health and learning disability services to the people of Barnsley, Calderdale, Kirklees and Wakefield.

Our customer services team handle any general enquiries or information requests as well as comments, complaints, concerns and compliments about Trust services. They also deal with Freedom of Information (FOI) requests.

Telephone / Text Relay (Typetalk)

0800 587 2108



Fax

01924 327668



Email

customer.services@swyt.nhs.uk



Barnsley Hospital NHS



Service information

Barnsley Hospital is a Foundation trust, which means it is run by the local community. We offer a wide range of world class treatments by caring, helpful professionals and short waiting times.



Telephone

Hospital Switchboard

01226 730000

Appointments Centre

01226 434343



Minicom

01226 321014



Fax

01226 202859



Internet

www.barnsleyhospital.nhs.uk/



Interpreters

Please contact the service to book an interpreter in advance.



Visiting times

3.30pm - 5pm and 6.30pm - 8pm.

Maternity ward:

Partners and children under 14 -
10am – 8pm.

Other family and friends -
2pm - 5pm and 6:30pm - 8pm.

Children's ward:

Parents - any time
Others - 10am-8pm

Intensive therapy unit:

12pm - 2pm and 4pm - 8pm.

Seriously ill patients can be visited any-time and we can sometimes arrange for relatives to stay overnight.

Patient Advice and Liaison Service (PALS)



Service information

When you need advice, have concerns or don't know where to turn, PALS is here to help.

Being a patient, carer or relative of someone in hospital can be a worrying or confusing time. Sometimes you will need to turn to someone for help, advice and support.

PALS is situated just inside the main entrance to the hospital.

PALS can guide you through the different services available within hospitals, health centres and GP practices in Barnsley.

PALS can also support you if you wish to make a complaint or leave feedback about the hospital.

Telephone

01226 432430



BT Text Relay

01226 432330



Internet

www.barnsleyhospital.nhs.uk/patients-and-visitors/hospital-facilities/patient-advice-and-liaison-service-pals/



Fax

01226 202859



Write to

PALS
Barnsley Hospital NHS Foundation Trust,
Gawber Road, Barnsley S75 2EP



Interpreters

Please contact the service to book an interpreter in advance.



Audiology



Service information

Based in Barnsley Hospital Outpatients. We offer a wide range of audiological services:

- * digital and analogue hearing aids
- * swim plugs and ear defenders
- * home visits for disabled/housebound patients
- * balance assessments and counselling
- * tinnitus counselling
- * clarity awareness clinics
- * newborn hearing screening and follow-ups



Telephone

01226 432593



Email

barnsleyaudiology@nhs.net



Fax

01226 432593



SMS Messages

07527068746



BT Text Relay

01226 432330



Interpreters

Please contact the service to book an interpreter in advance.



Opening Hours

Monday to Friday 8am - 5:45pm

South Yorks. Fire and Rescue



Telephone

General enquiries

0114 272 7202

Free home safety checks

0114 253 2314

Emergency

999

(For SMS emergency calls see next page)

SMS Messages

(for non-emergencies)

87023



BT Text Relay

0114 272 7202



Interpreters

Please contact the service to book an interpreter in advance.



Address

Community Fire Safety
Central Fire Station
197 Eyre Street
Sheffield S1 3FG



Emergency (999) SMS Service



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What is *emergencySMS*?

If you cannot make voice calls, you can now **contact the 999 emergency services by SMS text** from your mobile phone. Emergency SMS is part of the standard 999 service which has been designed specifically for people with hearing loss or difficulty with speech. Since September 2009, the *emergencySMS* service has successfully handled hundreds of real emergency calls. Thanks to this service criminals have been arrested, lives have been saved and babies have been born safely.

What is an emergency?

Please do not send test or non-emergency texts – only use *emergencySMS* for real emergencies.

For example, if:

- someone's life is at risk
- a crime is happening now
- someone is injured or threatened
- there is a fire or people are trapped
- you need an ambulance urgently
- someone is in trouble on the cliffs, on the shoreline or is missing at sea.

This service works throughout the UK on all mobile networks, it cannot be used from abroad.

Register

You will only be able to use this service if you have registered with *emergencySMS* first. Register now, don't wait for an emergency.

To register, **text 'register' to 999**.

You will get a reply – then follow the instructions you are sent.

In an emergency

* Text 999

We need to know:

* Who?

Police, Ambulance, Fire and Rescue or Coastguard.

* What?

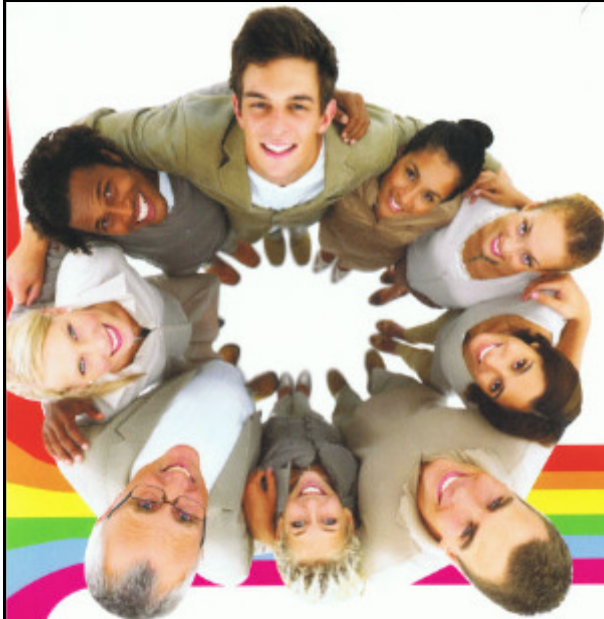
Briefly, what is the problem.

* Where?

Exactly where the problem is happening – give the name of the road, house number, postcode or nearby landmark, if possible.

What happens next?

The emergency service will either ask for more information or will tell you that help is on the way. Don't assume that your message has been received until the emergency service sends a message back. It will usually take about two minutes before you get a reply. If you don't get a reply within three minutes, please try again or find other ways of getting help.



**HATE
CRIME**
so do we



Don't tolerate it, **REPORT IT!**

If you have been a victim of Hate Crime in Barnsley or have witnessed abuse and you believe it was due to **Race, Beliefs, Immigration Status, Age, Sexual Orientation, Transgender or Disability**, please report this crime.

Useful Numbers



Emergency
999

**South Yorkshire
Police**
01142 202020

Crimestoppers
0800 555111

Report Online



E-mail
safer@barnsley.gov.uk

Websites
www.southyorks.police.uk

www.barnsleylgbtforum.org.uk

Reporting Centres



Report by phone on:
01226 775656

**BMBC Community
Safety Service**
01226 774991

Victim Support
01226 243761

