



# DOOR43



## FREQUENTLY ASKED QUESTIONS

Door43 is a YIACS (Youth Information, Advice & Counselling Service) within Sheffield Futures. We offer 13-25 year olds support on a range of issues in a young person centred environment.



### WHAT DOES DOOR43 DO?

Door43 offers confidential support and guidance for young people aged 13-25 years old. Young people can be referred or simply drop-in to our one-stop-shop at Star House.

We run a **Wellbeing Café** on Tuesday's at 5pm-7pm, for young people to socialise, be creative and have fun, to encourage and support positive wellbeing.



We offer a **Sexual Health Drop-In** every day that we are open. We also have a Sexual Health Clinic on Tuesday's at 3.30-5.30pm.



### WHEN IS DOOR43 OPEN?

Monday to Friday 9am-5pm  
Open late Tuesday until 7pm  
Saturday 9.30am-12.30pm

### WHERE IS DOOR43?

Sheffield Futures  
Star House, 43 Division St  
Sheffield, S1 4GE

### HOW DO I CONTACT DOOR43?

Call: **0114 201 2774**

Email: **door43@sheffieldfutures.org.uk**

See: **www.sheffieldfutures.org.uk**



## WHAT SUPPORT DOES DOOR43 OFFER?

The most common issues we work with include: mental health, emotional wellbeing, sexual health, housing, substance misuse, money advice and benefits, education and employability, bullying and difficulties at home. However, we can work with young people on a wide range of issues and sometimes people just want a listening ear to chat to – that's okay too!



## WHY DOES DOOR43 OFFER SUPPORT AND GUIDANCE ON SUCH A WIDE RANGE OF ISSUES?

We understand that young people often come to services with issues which are inter-related. Therefore, Door43 provides a holistic response to young people's emotional, health, social and practical needs.



## HOW DO I MAKE A REFERRAL?

Please fill in our referral form, available here: [www.sheffieldfutures.org.uk](http://www.sheffieldfutures.org.uk) and send it back to: [door43@sheffieldfutures.org.uk](mailto:door43@sheffieldfutures.org.uk)

Or call us with the young person's details on: **0114 201 2774**

Or people can self-refer or just pop in to speak to one of our friendly Health and Wellbeing workers.



## DOES DOOR43 WORK INDEPENDENTLY?

No, we work very closely with other agencies in health and wellbeing in our one-stop-shop, making referrals where appropriate.

## IS THERE ANYTHING THAT DOOR43 DOESN'T COVER?

Unfortunately, we do not offer 24/7 crisis support and we cannot provide psychiatric assessment or diagnose any conditions. In these circumstances people are advised to see their GP or attend the appropriate A&E department if the situation is a life threatening emergency.