



The British Red Cross will be providing all possible casework over the phone. Please call **0114 242 7385**.

## Sheffield Services Available – Refugees and asylum seekers



Until further notice you can get help by telephone:

**Advice Line – 03444 113 111**  
**Sheffield Advocacy Hub – 0800 035 0396**

**Help to claim helpline – 0800144 8 444**

If the telephone line is busy please email:

[info@citizensadvicesheffield.org.uk](mailto:info@citizensadvicesheffield.org.uk)  
 and someone will be in touch.



The Sanctuary and the Drop In are closed until further notice.

People needing support from City of Sanctuary Sheffield should call the office on **0114 221 1845**.



As at 24th March all Council Offices are now closed, except for emergencies.

If you are at risk of homelessness and need to make a new homelessness application please call **0114 2736306**.

If you have any queries about the temporary procedures please email [geoff.Richardson@sheffield.gov.uk](mailto:geoff.Richardson@sheffield.gov.uk)



Learners and public enquiries should call the office on **01142536644**.

Partner organisations and volunteers should email the relevant member of staff.

SAVTE will be setting up 'Virtual Conversation Groups' via Zoom in the next week or so.

Any learners interested in taking part please email Kerry at: [kerry@savte.org.uk](mailto:kerry@savte.org.uk)



Clients needing help from ASSIST should call **0300 201 0072** or text **07761 421 715**. Clients will be offered telephone support so that welfare checks can be carried out regularly.

The Night Shelter, 1:1 casework sessions and the accompanying service are no longer available.

ASSIST clients will receive welfare payments/bus passes less frequently.



Solace will be keeping in touch with clients over the phone. If you are a solace client and wish to contact them please call **0789 930 4905**



New Beginnings is open for clients to contact by phone or email. The office telephone number is **0114 2536655** and the email address is [refugee@vas.org.uk](mailto:refugee@vas.org.uk)

**South Yorkshire Refugee Law and Justice** will be in contact with clients as necessary and pass on contact details needed for further support.



SPRING project – offering support to refugees in accessing benefits, limited housing advice, English language support, education, training, volunteering and employment.

Phone: **07494 036559** from Monday – Thursday 10am – 4pm

Date updated – 26-3-2020

## TO ADD?



ADD BRITISH RED CROSS  
International FAMILY TRACING  
SERVICE

ADD ATLEU SERVICES – See email  
from Alexi



Family Reunion Travel Assistance  
Service has been suspended until  
further notice.

Family Reunion Travel Assistance,  
or the Integration service, please  
email  
familyreunionyorkshire@Redcross.  
org.uk, or alternatively you may  
wish to contact me directly on  
07595 205 738

Additionally, as for post-arrival  
support and our Family Reunion  
Integration Service, we have  
suspended all groupwork and peer  
buddy programmes until further  
notice.

Learn for Life  
We will be providing online classes.  
To find out when these are please  
follow our Facebook page:  
[www.facebook.com/learnforlifeent  
erprise](http://www.facebook.com/learnforlifeenterprise) and join our group:  
[www.facebook.com/groups/learnf  
orlife](http://www.facebook.com/groups/learnforlife)

If you need support from Learn for  
Life please email  
info@learnforlifeenterprise.com or  
phone us on 01142559080 (please  
leave your name and phone  
number and we will get back to  
you)

XXX