

# COVID-19

## SHEFFIELD SERVICES AVAILABLE FOR REFUGEES & ASYLUM SEEKERS



From Monday 23rd March until further notice you can get help by telephone.

**Advice Line** - [03444 113 111](tel:03444113111)

Sheffield Advocacy Hub  
- 0800 035 0396

**Help to claim helpline**

- 0800 144 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.



**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 - Thurs 10am - 4pm**



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**.

For support with food, self-isolation or other Council services please call **0114 273 4567**

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



The **Sanctuary** and the Drop In are closed until further notice. City of Sanctuary are supporting the **Migrant Covid-19 Support Group** which is set up specifically for people from an asylum seeker, refugee or migrant background in Sheffield who need urgent support. The Group can help by making referrals to appropriate services, providing information and signposting, and by organising mutual aid support for deliveries of essentials.

For **urgent support with food or medicine due to self-isolation and/or no access to money** contact this number via telephone or text message: **0749 403 6559**

For urgent support with **asylum or immigration** contact this number via telephone or text message: **0741 934 8379**

Both numbers are staffed **Mon-Thurs 10am-4pm**.



**SAVTE**

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.



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



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



**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)