



The British Red Cross will be providing urgent casework over the phone. For urgent problems please call 0114 242 7385.



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 the office on 0113 4878360.

Sheffield Services Available – Refugees and asylum seekers



From Monday 23rd March 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



As of 17th March New Beginnings is open for clients to access support for volunteering, education and employment at VAS, the Circle 33 Rockingham Lane, Sheffield S1 4FW. The office telephone number is 0114 2536655



South Yorkshire Refugee Law and Justice will text all our clients and pass on contact details needed for further support.



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 of 17th March Firstpoint will remain open for housing related issues.

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

If you have any queries about the temporary procedures please email geoff.Richardson@sheffield.gov.uk



All conversation clubs are closed until after Easter.

Learners and public enquiries should call the office on 01142536644.

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



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

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