

# COVID-19

## SHEFFIELD SERVICES AVAILABLE FOR REFUGEES & ASYLUM SEEKERS



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.

Services can be accessed by contacting Alexi Dimond at City of Sanctuary, Sheffield on **07494 036559 Monday - Thurs 10am-4pm**. Please call this number to make a referral or email [alexi.dimond@sheffield.cityofsanctuary.org](mailto:alexi.dimond@sheffield.cityofsanctuary.org)



**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)



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 **Tues-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 have 'Virtual Conversation Groups' via Zoom. 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**

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### Services for Asylum Seekers and Refugees at risk of homelessness.

Homeless prevention advice and assistance. Information on rehousing options in Sheffield. Also offers general housing advice and information to private and council tenants and owner occupiers.

Phone:  
0114 273 6306 (08:30-17:30)

0800 731 1689 (After 17:30)

Email:  
housingolutionsgeneric@sheffield.gov.uk



Mulberry Practice, general practice service for asylum seekers and victims of modern slavery.  
Mulberry St, Sheffield, S1 2PJ

**Tel 0114 3054050**

We offer a telephone surgery for medical consultations on Monday, Tuesday, Thursday and Friday mornings and if necessary a face-2-face appointment will be booked.

To get a telephone consultation, ring the surgery on 0114 3054050 from 8:30am and ask for an appointment. A clinician will call you back, with an interpreter if needed.

All new patients that register with the practice are offered an appointment to discuss their health and offered screening for infectious diseases and vaccinations as required.

If you need to attend the surgery for an appointment, you will be asked to confirm that you do not have any COVID 19 symptoms. Please note that, if you think that you may have COVID-19 symptoms, do NOT attend the surgery but ring 119: we do not have the ability to perform Coronavirus testing in surgery but can help you book a test if needed.



The Right to Remain Toolkit is a guide to the UK immigration and asylum system. It gives an overview of the legal system and procedures, with detailed information on rights and options at key stages, and actions you can take in support of your claim, or to help someone else. It is a website and is also available as a book. It is available in several languages.  
<https://righttoremain.org.uk/toolkit/>