

# CHRISTMAS OPENING TIMES

## Statutory/Asylum Support Contract Holders

Organisations (private/statutory/charity) with a statutory duty to work with refugees and asylum seekers (people seeking sanctuary) or with a government contract to do so

### Opening Times

The Housing and Options line is open throughout Christmas during office hours excluding bank holidays.

The out of hours service is available 24/7.

### Contact Details

Housing and Options line - 0114 2736306

Out of hours - 0800 7311 689



### Asylum Support Contract Holder



### Opening Times

The Migrant Help Helpline will be open 24/7 throughout Christmas period. People in Initial Accommodation will be able to access the online Q and A except during bank holidays.

### Contact Details

Helpline - 0808 8010 503

Online Q and A link -

[https://ellis.custhelp.com/app/chat/chat\\_launch](https://ellis.custhelp.com/app/chat/chat_launch)

### Asylum Housing Contract Holder



### Opening Times

Mears will be covered 24/7 for emergencies only over Xmas bank holidays and an out-of-office person will respond to any communications received via MigrantHelp. Mears are back to business as usual on non-bank holidays.

### Contact Details

Tel - 08 088 01 0503

Email - [aire.sdc@mearshousing.co.uk](mailto:aire.sdc@mearshousing.co.uk)

## Charity

Local and national charities working with people seeking sanctuary in Sheffield

### Opening Times

Refugee support advice line will be answered until 23/12/2021. From 24/12/2021 - 4/1/2022 we will be closed. The phone line and email will be checked for urgent messages over the period that we are closed. Most enquiries will be dealt with on our return to work on 4/1/2022 onwards.

### Contact Details

Refugee Support Email - [RefugeesupportSY@Redcross.org.uk](mailto:RefugeesupportSY@Redcross.org.uk)

RS phone line - 0114 242 7385



### Opening Times

Help to claim open throughout the Christmas period except for bank holidays. Advice service closed from W/C 20th Dec.

### Contact Details

Help to Claim Number - 08001448444



### Opening Times

ASSIST will be closed between 22nd December to 3rd January 2022. The office phone will not be checked during this time. New referrals/existing clients with urgent issues can visit the ASSIST office on Wednesday 22nd December between 1pm to 3pm. Agencies can also email [admin@assistsheffield.org.uk](mailto:admin@assistsheffield.org.uk) (subject title 'URGENT') and will be responded to on an ad-hoc basis across the winter break

### Contact Details

Tel - 0300 201 0072

Email - [admin@assistsheffield.org.uk](mailto:admin@assistsheffield.org.uk)



### Opening Times

The Sanctuary - Open until 16th December; closed W/C 20th and 27th December. Reopening on Tuesday 4th January.

The Drop-In - Open 15th December; Closed 22nd December; Reopen 5th January

### Contact Details

Tel - 01142211845

Email - [admin@sheffield.cityofsanctuary.org.uk](mailto:admin@sheffield.cityofsanctuary.org.uk)



### Opening Times

Closed W/C 27th, last working day will be Thursday 23rd. Will reopen on Tuesday 4th January. Currently closed to referrals, and this is likely to last into January.

### Contact Details

Website - <https://www.syrlj.org.uk/>



### Opening Times

Working from offices only for W/C 20th and W/C 27th Dec and staff on duty will take referrals for those in housing need. Community services are not open for these two weeks.

### Contact Details

Individual seeking advice - 03301 755 121

Organisation making referral - Contact Shelter Directly



### Opening Times

New Beginnings will close on Friday 17th December and reopen on Tuesday 4th January

### Contact Details

Tel - 01142536655

Email - [refugee@vas.org.uk](mailto:refugee@vas.org.uk)

