

# Northern Refugee Centre Advice Service

The NRC Advice Service in South Yorkshire provides advice and information to Refugees and Asylum Seekers and their communities which is:

- Independent
- Impartial
- Confidential
- Free

We give advice on wide range of issues affecting Refugees and Asylum Seekers, including:

- Asylum Support
- Benefits.
- Integration Loans
- Housing problems.
- Education, training, and employment.
- Access to health services.
- Basic immigration queries (OISC Level I).

**We do not do asylum casework or asylum appeals.**



## How can I get advice?

### Drop-ins

The best way to get in contact with the advice service is to visit one of our Drop-in sessions.

(See overleaf). We do not give appointments for the drop-ins, just turn up on the day. They are often busy and you may need to queue.

### Telephone

We do not have the capacity to run a full-time telephone advice service, nor to provide language support for that service, however our advisers will answer advice based telephone queries whenever available.

If a member of our advice staff is not available, then our non-advice staff will **not** be able to help. You can leave a message and we will do our best to ring you back.

The advice line number is **0114 272 9332**.

If you cannot get through to us, Emergency asylum support advice queries can be made also to the Refugee Council One-stop Shop in Leeds on 0113 386 2210.

### Home Visits

For those who are unable to get into an appointment or drop-in due to illness or disability, we can exceptionally arrange an appointment at your home. Please ring us to make these arrangements

### The Website

The advice section of our website is a useful resource for finding advice on a number of subjects that affect asylum seekers and refugees:

**[www.nrcentre.org.uk](http://www.nrcentre.org.uk)**

### Appointments

For some queries, it is more suitable to fix an advice appointment, than attend the drop-in.

Telephone us on 0114 241 9332 if you need

advice on any of the following:

- Completing a NASS1 form.
- Completing an application for benefit.
- An application for family reunion.
- An application for an extension of leave
- A travel document application.
- An application for British nationality.
- Any other complex matter which might need a longer time to deal with.

Or if:

- You will require an interpreter in a language that is unavailable at the drop-ins.

### Partnerships with other agencies

The NRC works in partnership with other agencies, in particular Citizens Advice, South Yorkshire, so if we are unable to answer any particular enquiry we will help you find another agency that can help.



Regulated by the Office of the Immigration Services Commissioner to provide immigration advice.

## Service Times

The Northern Refugee Centre operates or supports a number of open-access services around Sheffield and South Yorkshire. These services offer free support for refugees or asylum seekers from the region.



We run drop-ins in a number of locations across Sheffield, as well as further sessions across South Yorkshire. *No appointment is necessary, just turn up on the day.*

### Sheffield

#### Sheffield Advice Link

Twice a week, NRC runs a drop-in at Castle Market.

When: Tuesdays and Thursdays, from 10am to 1pm.

Where: NRC, Units 2B/3, North Gallery, Castle Market, Exchange Street, Sheffield, S1 2AJ.

Our offices are on the first floor of the Castle

Market building, accessed by an exterior flight of stairs or by the lift near the main entrance to the Markets.

#### Sheffield Women-friendly sessions

These sessions are for women refugees and asylum seekers.

When: Wednesdays, from 9.30 pm to 12 noon.

Where: NRC, Castle Market (address above).

#### Citizens Advice Bureaux

We have a worker based at Sharrow CAB in Sheffield who will see clients **by appointment** or referral from the Bureau's drop-ins:

**Sharrow CAB** – 416-418 London Road, Sheffield S2 4ND. Tel: 0114 258 3322

### Rotherham

An NRC advice worker works permanently in Rotherham, based at Rotherham Citizen's Advice Bureau.

Refugee drop-ins run weekly:

When: Thursdays from 10 a.m. To 12.30 p.m.

Where: Rotherham CAB, the Old Hall, Wellgate, Rotherham

For more information on NRC Advice Services in Rotherham, contact Rotherham Citizen's Advice Bureau on **01709 515680**.

### Doncaster

An NRC advice worker works permanently in Doncaster Citizen's Advice Bureau.

NRC Doncaster drop-in:

When: Mondays 12 noon – 3 pm

Where: Doncaster Chinese Learning and Resource Centre, 37 Bennetthorpe Road, Doncaster DN2 6AA

Appointments are also available at the Bureau and at Doncaster Ethnic Minority Regeneration Project, 61a Carr House Road, Doncaster

For more information on NRC Advice Services in Doncaster, contact Doncaster Citizen's Advice Bureau on **01302 735221**.

### Barnsley

#### Barnsley MARCO

When: Wednesdays, 11am - 1pm.

Where: MARCO, The Community Centre, Prospect Street, Barnsley, S70 2NR.

You can also obtain appointments, and access the adviser through the general drop-ins at the Bureau.

For more information on NRC Advice Services in Barnsley, contact Barnsley Citizen's Advice Bureau on **01226 206492**.

