

NORTHERN REFUGEE CENTRE ADVICE SERVICE

Sheffield Advice Times



<i>DAY</i>	<i>VENUE</i>	<i>OPENING TIMES</i>
TUESDAY	NRC Advice Service	10:00 am – 1:00 pm Drop in only
WEDNESDAY	Sharrow Citizen's Advice Bureau Appointments - Ring Bureau on 0114 258 3322	2 – 5 pm
	Women-friendly drop-in NRC Advice Service	9.30 pm - 12 pm Drop in only
THURSDAY	NRC Advice Service	10 am – 1 pm Drop in only
FRIDAY	Sharrow Citizen's Advice Bureau	10 am -1pm, 2-5 pm Appointments only
Address: NRC Advice Service, North Gallery, Castle Market, Exchange Street, Sheffield S1 2AJ Tel: 0114 272 9332 Fax: 0114 327 8874		

Appointments – except for Tuesdays, if you need an appointment then please telephone. We have limited numbers of appointments. Appointments cannot be made for drop-ins.

Drop-ins operate on a first come, first served basis. You are not guaranteed to be seen if you arrive towards the end of the session.

Home visits can be arranged for those who have mobility problems. Please advise us if you have a disability that prevents you accessing our service and we will take reasonable steps to accommodate this.

Interpreters -Please ring us in advance if you need one.

NRC Advice Service

We provide an advice and information service which is;

- Independent
- Impartial
- Confidential
- Free

We provide advice about a wide range of issues, including;

- Advice on support and welfare benefits
- NASS support problems and section 4
- Housing problems
- Employment and Training
- Basic Immigration queries(OISC Level I cases - ring first)
- Accessing Education
- Accessing Health Services

We do not do asylum casework or asylum appeals.

Telephone advice

We do not have the resources for a full-time telephone advice service, nor to provide language support for such a service. However, our advisers will answer telephone queries when 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.

We also provide advice support to other agencies, advisors, and professionals working with refugees. If this applies to you, or you are a refugee wanting information go to our Advisers Page at www.nrcentre.org.uk/advice/adviser.htm .

Will I need an appointment?

No appointment is necessary for our drop in sessions. If we identify during those sessions that you require longer, then we will make you an appointment.

However, you should ring us on **0114 272 9332** to fix an appointment if you need advice on

- completing a NASS1 form
 - completing an application for benefit
 - a travel document application
 - an application for British nationality and
 - any other complex matter which might need a longer time to deal with
- or**
- you will require an **interpreter** in a language that is unavailable at the drop-ins.

We are a specialist refugee service and may refer you elsewhere if the case is outside our specialism.