

# NORTHERN REFUGEE CENTRE ADVICE SERVICE



## Sheffield Advice Times

<i>DAY</i>	<i>VENUE</i>	<i>OPENING TIMES</i>
<b>TUESDAY</b>	<b>Sheffield Advice Link,</b> North Gallery, Castle Market, Exchange Street, Sheffield	10:00 am – 1:00 pm Drop in only
<b>WEDNESDAY</b>	<b>Sharrow Citizen's Advice Bureau</b> Appointments - Ring Bureau on 0114 258 3322	2 – 5 pm
	<b>Women-friendly drop-in</b> <b>Sheffield Advice Link,</b> North Gallery, Castle Market, Exchange Street, Sheffield	1.30 pm - 4 pm Drop in only
<b>THURSDAY</b>	<b>Sheffield Advice Link</b>	10 am – 1 pm Drop in only
<b>FRIDAY</b>	<b>Sharrow Citizen's Advice Bureau</b>	10 am -1pm, 2-5 pm Appointments only

**Appointments** – except for Tuesdays, if you need an appointment then telephone us on 0114 241 2730. 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](http://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 241 2730** 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.