

Handbook

Spring

welcomes

refugees in Sheffield



Sheffield
Project for
Refugee
Integration and
Growth




**City of Sanctuary
Sheffield**
Creating a Culture of Welcome


**citizens
advice**

Sheffield Association for the
Voluntary Teaching of English

SAVTE
Creating community through conversation

Sheffield
City Council


2006 **20 YEARS** 2026
solace
surviving exile and persecution

vas
new
beginnings
project

This project is funded by Sheffield City Council.

spring welcomes refugees in Sheffield

SPRING WELCOME HANDBOOK

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SPRING WELCOMES REFUGEES IN SHEFFIELD

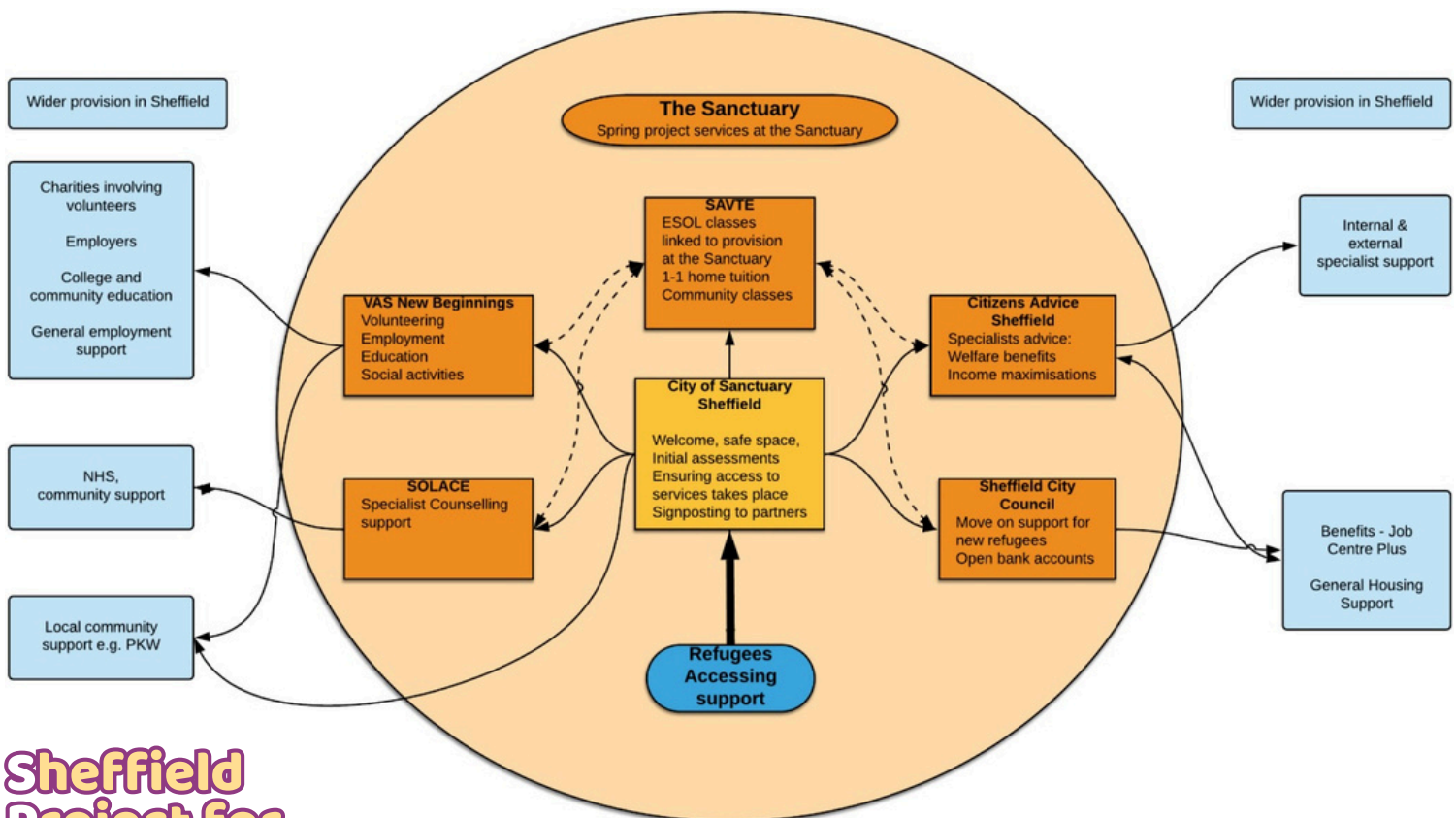
SPRING (Sheffield Project for Refugee INtegration and Growth) is a collaboration of six organisations who work to help refugees settle into the local community.

We help refugees who are granted permission to stay (leave to remain) by providing support with housing, benefits, and immigration advice. We also assist with basic tasks like opening a bank account and finding a doctor.

After addressing these immediate needs, we help with long-term integration, such as learning English, volunteering, education, training, and job search.

Additionally, we offer support for those who have experienced trauma and can guide them to activities promoting mental and physical well-being in Sheffield.

SPRING - SHEFFIELD REFUGEE SUPPORT SERVICES





INITIAL ASSESSMENT PROCESS



The SPRING Initial Assessment Team will call you with an interpreter, if needed. We will fill out a form and keep a copy of your eVisa, ARC.

The Initial Assessment Team will connect you with the right support services and follow up with you. If needed we will make additional referrals for you.

Refugee with newly granted status in Sheffield and **Family Reunion** Cases

eVisa/ID

SPRING
Initial Assessment Team

City of Sanctuary Sheffield (CoSS), refugees can feel welcome and safe. They can relax, use a computer, and access information and advice about support services in Sheffield

Sheffield City Council (SCC) helps new refugees during the first 28 days after they get permission to stay. They provide assistance with housing and opening bank accounts

Citizens Advice Sheffield (CAS) offers individual assistance with benefits, immigration, and debt

New Beginnings Project (VAS) provides opportunities for volunteering, employment and education

SOLACE provides specialist therapeutic support for refugees facing mental health issues

SAVTE, you can either learn English or volunteer to help others learn English through group conversations or one-on-one sessions online or in person





CITY OF SANCTUARY SHEFFIELD

City of Sanctuary
Sheffield
Creating a Culture of Welcome

The City of Sanctuary movement aims to make refugees and asylum seekers feel welcome. Sheffield was the first UK city to join this movement in 2007, supported by Sheffield City Council.

City of Sanctuary Sheffield (CoSS) is a charity in Sheffield working independently to create a safe and welcoming environment for refugees and those seeking asylum. They provide a safe and supportive space in the city centre to help people feel welcome and supported, despite the challenges they may face.

When you come to the Sanctuary, volunteers will greet you warmly, offer you a hot drink, and a quiet place to relax. You can join conversation groups and other social events, and learn about activities and opportunities in the city.



The Sanctuary

37–39 Chapel Walk Sheffield, S1 2PD
<https://sheffield.cityofsanctuary.org>
spring@sheffield.cityofsanctuary.org
Tel: 0114 221 1845

Opening Times

Monday: 10am – 4pm
Tuesday: 10am – 4pm
Wednesday: 10am – 4pm
Thursday: 10am – 4pm

DROP - IN VICTORIA HALL

The Drop-In happens every Wednesday at Victoria Hall and is a place where people seeking sanctuary in Sheffield can get advice and information. It's meant to make things easier for you by bringing together different organisations like ASSIST and the British Red Cross in one convenient location.

Volunteers from CoSS are there to guide you to the right organisation and can give you information about other help in the city. If necessary, our volunteers can also assist you in getting support, advice, and information over the phone.

Volunteer interpreters each week who speak a number of languages are available each week to help ensure everyone can access the support they need.

The Drop-In

Victoria Hall Sheffield, S1 2PD

Opening Times

Wednesday 1pm to 3:30pm



WELFARE BENEFITS

Establishing your income is a very important part in the beginning of your resettlement as a refugee. As a new refugee, you will now have the right to make an application for social welfare benefits to support you and your family to live and find work.

There are different benefits to suit each circumstance and we would highly recommend that you contact Citizens Advice Sheffield who are able to help you by completing an assessment and helping you apply for the benefit which best suits your circumstances. These include:

- **Universal Credit** – most individuals and families, up to age 65
- **Child Benefit** – paid for children up to age 16 (or 21 if in further education)
- **Disability Living Allowance** – disabled children who need additional care to their peers up to age 16
- **Personal Independence Payment (PIP)** – Disabled or ill adults (16+) who need additional support
- **Pension Credits** – adults over the age of 66. If this is something that you would like help with, you are welcome to contact SPRING for more information on how you can access support and advice.

IMMIGRATION ADVICE

As part of the SPRING project, Citizens Advice Sheffield can help you with some immigration queries, such as eVisa issue advice and applications to renew refugee status. Our service is open to people with the following types of status in the UK:

- **Refugee Leave to Remain** and **Indefinite Leave to Remain**
- **Humanitarian Protection**
- **Discretionary Leave** extensions and settlement – provided the grant of Discretionary Leave is for a period longer than 12 months
- Leave in Line Applications for children born in the UK to parent(s) with one of the above status
- eVisas advice



For general enquiries:

<https://www.citizensadvice.org.uk/>



SHEFFIELD CITY COUNCIL HOUSING



HOW THE COUNCIL CAN HELP

Sheffield City Council (SCC) provides many everyday services that help people settle, live safely and take part in the community. Some services are free and others may involve a charge. You may need to contact the Council directly, or you may be supported by SPRING or another organisation to do this.

Sheffield City Council website: <https://www.sheffield.gov.uk/>

HOUSING AND HOMELESSNESS SUPPORT

The Council can give advice if you are homeless or at risk of becoming homeless, assess your housing situation and explain your options and support people who are moving on from asylum accommodation. If you are worried about losing your accommodation, it is important to ask for help as early as possible.

Who helps with this?

- SCC – Housing & Homelessness: <https://www.sheffield.gov.uk/housing>
- Housing Options Service (via SCC)
<https://www.sheffield.gov.uk/housing/housing-options>

COUNCIL TAX

Council Tax helps pay for local services, such as waste collection, libraries and social care. The Council can tell you if you need to pay Council Tax, help you apply for Council Tax Reduction, if you are on a low income, and explain bills, letters, and payment plans. If you receive a bill, that you do not understand, ask for support before ignoring it.

Who helps with this?

- SCC – Council Tax: <https://www.sheffield.gov.uk/council-tax>
- Council Tax Support: <https://www.sheffield.gov.uk/benefits/apply-benefits-support/council-tax-support>

BENEFITS AND FINANCIAL SUPPORT

The Council can help with Council Tax Reduction, Housing Benefit, in some cases, and advice about financial hardship support. Other benefits (such as Universal Credit) are managed by the Department for Work and Pensions (DWP), but the Council may still help explain what support is available.

Who helps with this?

- SCC – Benefits: <https://www.sheffield.gov.uk/benefits>
- Citizens Advice Sheffield

SHEFFIELD CITY COUNCIL HOUSING

EDUCATION AND SCHOOLS

If you have children, the Council can help you apply for school places, give information about nursery, early years education, and support children who are new to the UK education system. School attendance is important, and support is available if families need help.

Who helps with this?

- School Admissions Team (via SCC): <https://www.sheffield.gov.uk/schools-childcare>

WASTE, RECYCLING AND LOCAL ENVIRONMENT

The Council is responsible for household bin and recycling collections, providing information about what can be recycled, and keeping streets, parks, and public spaces clean. If you move into a new home, you may need to check what bins you should have and when collections take place.

Who helps with this?

- SCC – Bins and recycling: <https://www.sheffield.gov.uk/bins-waste-recycling>
- SCC – Report an issue: <https://www.sheffield.gov.uk/bins-waste-recycling/about-your-bins/report-missed-collection>

LIBRARIES, LEARNING AND COMMUNITY ACTIVITIES

Sheffield libraries offer free membership, access to books, computers, and Wi-Fi, information about English classes (ESOL) and community activities. Libraries are safe spaces where people can study, learn and meet others.

Who helps with this?

- SCC – Libraries: <https://www.sheffield.gov.uk/libraries-archives>
- Local community organisations

COMMUNITY SAFETY AND ANTI SOCIAL BEHAVIOUR

The Council works with other services to support community safety, respond to reports of antisocial behaviour and help residents feel safe in their neighbourhoods. Serious crime should always be reported to the police, but the Council can help with ongoing local issues.

Who helps with this?

- SCC – Anti social behaviour: <https://www.sheffield.gov.uk/pollution-nuisance/crime-anti-social-behaviour>
- South Yorkshire Police (emergency 999 / non-emergency 101)

SHEFFIELD CITY COUNCIL HOUSING



HOW TO CONTACT SHEFFIELD CITY COUNCIL

You can contact the Council online, by phone, or in person at some Council offices. If you find it difficult to communicate in English, you can request interpreting or translation support, where available.

Who helps with this?

- SCC – Contact us: <https://www.sheffield.gov.uk/your-city-council/contact-us>

This section is designed to support understanding and does not replace official advice from Sheffield City Council.

Local connection: If you have been staying in NASS accommodation in Sheffield and have received a **decision from the Home Office** while living there, you will normally be given **42 days** notice to find alternative accommodation before you are required to leave your asylum accommodation.

To access council housing support, you must have a local connection to the area. This is usually established by living in Sheffield for a continuous period, typically **at least three years**, which may include time spent in NASS accommodation.

Emergency accommodation: Sheffield City Council is available only to individuals who are homeless and deemed to be in '**priority need**'. This means that the Council considers them to be vulnerable. People in 'priority need' include the elderly, individuals with dependent children, pregnant women, those with disabilities, and individuals with certain physical or mental health conditions.

Private landlords: You should start looking for private rental accommodation as soon as you are given notice to leave your NASS accommodation.

Sheffield Property Shop: You can register with the Property Shop at: <https://www.sheffieldpropertyshop.org.uk/>

Contact details:

- Housing and Options line: **0114 273 6306** (Mon–Fri 8.30am–5pm.)
- Property Shop: **0114 293 0000** or **0114 205 3333**
- In case of an emergency out of hours please call **0800 7311 689**.

You can find more information on the Sheffield City Council website:

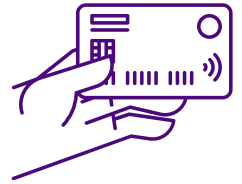
<https://www.sheffield.gov.uk/home/housing/housing-advice-options-line/>

You can also register here for a call back service.

SPRING staff can also refer directly to Housing Solutions by email.



BANK ACCOUNTS



SPRING can support you to open a bank account. You will be asked if you would like us to help with this. You can either open an account in-person at the bank or online.

The Process of Opening a Bank Account Remotely

1. Online application on the bank's official website or arranging an appointment at a branch of your chosen bank.
2. Attend an appointment at the bank with your documents, explain your circumstances, and state that you want to open a bank account.
3. The bank will send you your bank details and documents by post.
4. If you successfully open a bank account, you can download the app of your chosen bank for easier use.



Banking Guide for Refugees

These guides have been produced by the Refugee Council.

You can download them using the links below:



Arabic:
<https://www-media.refugeecouncil.org.uk/documents/Banking-Guide-for-Refugees-Arabic.pdf>



English:
<https://www-media.refugeecouncil.org.uk/media/documents/Banking-Guide-for-Refugees-English.pdf>



Farsi:
<https://www-media.refugeecouncil.org.uk/media/documents/Banking-Guide-for-Refugees-Farsi.pdf>



Kurdish:
<https://www-media.refugeecouncil.org.uk/media/documents/Banking-Guide-for-Refugees-Kurdish.pdf>



Pashto:
<https://www-media.refugeecouncil.org.uk/media/documents/Banking-Guide-for-Refugees-Pashto.pdf>



Tigrinya:
<https://www-media.refugeecouncil.org.uk/media/documents/Banking-Guide-for-Refugees-Tigrinya.pdf>

NEW BEGINNINGS PROJECT EMPLOYMENT, EDUCATION AND VOLUNTEERING

The New Beginnings project supports Refugees and Asylum Seekers in Sheffield. We will provide you with suitable information, advice and guidance to help you access opportunities in education and training, volunteering, employment and participation in social activities. We have a team of experienced staff and volunteers who are waiting to listen and support you.

We help our clients with **EMPLOYMENT SUPPORT** by providing:

- Help to write and tailor CVs to be job specific;
- 1-2-1 support throughout the employment journey and after finding a job;
- Job search assistance to find opportunities that suit skills, experience and aspirations;
- Advice on refugee specific issues such as understanding UK work culture and gaps in employment history;
- In person jobs clubs to drop in and get advice on employment and to use our laptops to apply for jobs and write applications;
- Support to understand employment contracts and workers' rights.



Our drop-in Jobs Club runs:

- Tuesdays 10.30-12.30 at **The Circle**
33 Rockingham Lane, Sheffield, S1 4FW

We support our clients access **EDUCATION AND TRAINING** by providing:

- Links to a wide range of training providers in the city who run courses and education;
- Help to apply for ESOL classes, Access to Higher Education and industry specific work training to enhance employability;
- Signposting to support for clients wishing to access university and support in completing student finance documentation;
- Access to other organisations in the city that allow clients to build soft skills such as mindfulness and confidence;
- An IT drop in, run by specialists, where clients can come and use computers as they need, perhaps to apply to college or learn how to touch type, clients can then join a structured IT class if required.

NEW BEGINNINGS PROJECT EMPLOYMENT, EDUCATION AND VOLUNTEERING

We help our clients access VOLUNTEERING OPPORTUNITIES:

- Information, advice and guidance in volunteering
- 1-2-1 support to explain what volunteering means and the benefits of getting involved.
- We will match you with suitable volunteer opportunities based on your interests and we can contact the organisation on your behalf to find out more about the role.
- Support you with completing the volunteer application form and interview preparation.
- Follow up support with the organisations to find out the progress of your application.

Who can access New Beginnings support provision	Status				ESOL Level		Client's Address	Age
	Asylum Seekers No Right to Work	Asylum Seekers Right to Work	Refugees	Spouses to listed status groups	Below Entry 3	Entry 3 and above	Sheffield	Adults/ 18 Yrs and above
Education	✓	✓	✓	✓	✓	✓	✓	✓
Participation/Social Activities	✓	✓	✓	✓	✓	✓	✓	✓
Volunteering	✓	✓	✓	✓	✗	✓	✓	✓
Employment	✗	✓	✓	✓	✗	✓	✓	✓



How to contact us:

Please call us on 0774 392 4615
0114 253 6655

Email: refugee@vas.org.uk

Address: The Circle, 33 Rockingham Lane,
Sheffield, S1 4FW

SAVTE offers English language (ESOL) classes, English Conversation practice groups, and one-to-one learning at home with volunteer teachers. One-to-one support is only available to people with little or no English, childcare, health issues or other reasons stopping them from going to groups or classes.

Who can refer to SAVTE?

Any organisation that knows an adult in Sheffield who needs support with their English language and has the person's consent to share their information and contact details with SAVTE.

What does SAVTE offer?

SAVTE offers opportunities to learn English aimed at helping you start developing the skills and confidence in everyday English. This includes:



Individual language support sessions (one-to-one) at home for people facing barriers such as health problems, childcare, mobility or other issues leading to isolation.

This support is limited and depends on the availability of volunteer tutors

SAVTE accepts applications from referring organisations, support services and SPRING partners. Individuals cannot self-refer for one-to-one support.



English Conversation groups for Beginners (Entry level 1) and Improvers (Entry levels 2 and 3) for people who want to practise their listening and speaking skills or to develop confidence and meet other learners in a welcoming and supportive group. These groups are free; no need to register, just bring a notebook and pen and be ready to learn. SAVTE also offers a women only online group on Monday and a mixed online group on Friday.



ESOL (English) class for people with Entry 2+ level of English. SAVTE offers 3 classes in Sharrow Community Forum, Burngreave Library and Sheffield Cathedral. Learners progress through the year from term 1 to 3 with each term lasting (10 weeks).

English Skills Ready for Work is for people with at least Entry 3+ level in English who are looking for volunteering experience and/or work opportunities in Sheffield. This is a 10 weeks class that runs three times in the year. Learners complete just one 10-week course.



Volunteering with SAVTE is for anyone with a good level of English (e.g. Level 1 or 2), who is interested in receiving training, placement support and the opportunity to help another adult or group in learning and improving their English language skills. SAVTE offers training courses throughout the year for volunteers to join our 1 to 1 and Conversation Group programmes. In addition there are other opportunities to join our Office Volunteer Programme.

In addition, SAVTE provides signposting information to people looking for opportunities to learn English in Sheffield at the **Victoria Hall** Drop-In every Wednesday (13:00 – 16:00). Our Information Desk is supported by a team of English Advice Volunteers.

You can complete our one-to-one **learner, English Conversation Group** or **ESOL classes** online application form through these QR Codes.



Nuhu Jallow (SPRING Partnership Lead)

Telephone: 0114 212 3050 (please leave a message and your number)

Email: savte@savte.org.uk

Website: <https://savte.org.uk>

Write to: SAVTE, Castle Green, 7 Castle Street, Sheffield, S3 8LT

You can find other English language classes and support at:

Learn English in Yorkshire and Humber (LEYH) and Migrant English Support Hub (MESH) <https://www.learningenglish.org.uk/>

THERAPEUTIC SUPPORT SOLACE

SOLACE is a specialist therapeutic service for Refugees and Asylum Seekers; our SOLACE counsellors in Sheffield are called Giulia and Fiona.

They can provide you with a confidential time and space each week to talk about things such as:

- Any worries you might be having at the moment
- Difficult experiences that are hard to make sense of and live with
- Challenging relationships
- Feelings that overwhelm you

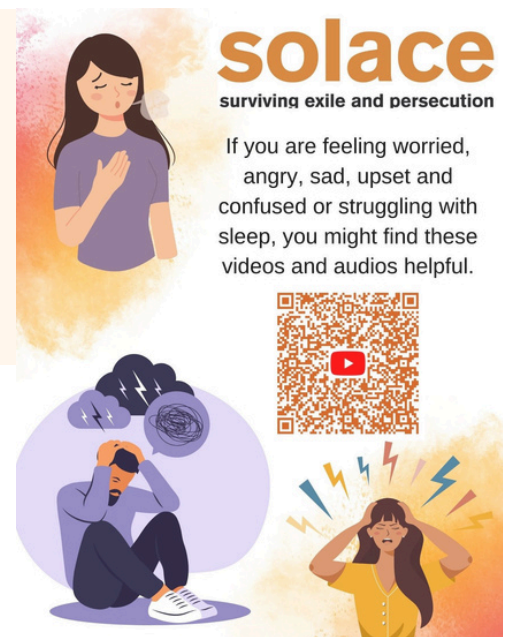
During these conversations you will have an opportunity to explore and discover:

- Existing strengths within you
- New perspectives on your current beliefs
- Insights into alternative ways of interacting
- Ways to manage and live alongside overwhelming thoughts and feelings

If you would like support from SOLACE, talk to a member of the SPRING team who can arrange for you to have a brief chat with one of our counsellors to find out more.

Manor House, 1 Manor Street, Leeds LS7 1PZ

<https://www.solace-uk.org.uk/>





FURTHER ADVICE AND SUPPORT

EMERGENCY SERVICES

- **Police** – Emergency: **999**, Non-emergency: **101**
- **Medical** – Emergency: **999** (Ambulance Service: for life threatening emergencies;
Non-emergency: **111** (NHS 111: for when you have an urgent healthcare need, which isn't life threatening
Mental health support: **111** (for when you have a mental health crisis)
or **GP** you registered at (for when you have a mental health concern)

ADVICE AND SUPPORT

- **Red Cross Sheffield Refugee Support** – Emergency help, one-to-one support and casework, special services for children and families, and help reuniting families.
Phone: 0114 242 7385
Email: refugeesupportsy@redcross.org.uk
- **Refugee Council Infoline** – The infoline connects people seeking asylum, recently recognised refugees and people who have recently fled conflict, with relevant information and services in order to avoid or reduce crisis and destitution.
Phone: 0808 196 7272
Mon, Tue, Thu 9:30am–12.30pm
- **Refugee Rights Hub** – Based at Sheffield Hallam University, the Refugee Rights Hub offers free legal advice and support to refugees who want to be reunited with their family.
<https://refugeerightshub.shu.ac.uk/>



FOODBANKS

- **Find your local foodbank here:**
<http://www.sheffieldfoodbank.org.uk/food-bank-list/>
- **City of Sanctuary Sheffield or Drop in on Wednesdays at Victoria Hall**
Phone: 07419 348379
Email: anna.aitken@sheffield.cityofsanctuary.org
- **Sheffield S6 Foodbank** – Food and Community Trust, 66 Cross Bedford Street, Sheffield, S6 3BQ
Phone: 07984 572041
Email: info@sheffields6.foodbank.org.uk

COMMUNITY SUPPORT

- **Sheffield City Council Community Helpline:**
Phone: 0114 273 456



HOMELESSNESS AND HOUSING SUPPORT:

- **Sheffield City Council Homelessness Assessment** – Advice, help and support for anyone who is homeless, could become homeless in the near future, or has a housing problem which they need help to resolve.
Phone: 0114 273 6306
Out of Hours: 0800 731 1689
- **Framework Sheffield Street Outreach Team** – Street Outreach helps rough sleepers or those faced with the prospect of sleeping rough.
Phone: 0800 066 5358
Email: SheffieldSOT@frameworkha.org
- **Shelter** – National housing charity. Support, guidance, and expert advice services with their Sheffield team can be accessed here:
https://england.shelter.org.uk/get_help/local_services/sheffield

DOMESTIC ABUSE - VIOLENCE OR COERCION IN THE HOME

- **Sheffield Domestic Abuse Helpline** – You can talk to us about the abuse and work through which services might work best for you with an experienced helpline worker.
Mon–Fri, 8am–7pm (not Bank Holidays), Sat 9am–5pm
Phone: 0808 808 2241
- Outside of these hours call the **National Domestic Violence Helpline** (available 24 hours a day, 7 days a week)
Phone: 0808 2000 247

MENTAL HEALTH SUPPORT

- **Samaritans** – A safe place for you to talk any time you like, in your own way – about whatever is getting to you.
Available 24 hours a day, 7 days a week Phone: 116 123
- **SHOUT** – A free, confidential text messaging support service for anyone who is struggling to cope. Available 24 hours a day, 7 days a week
Text SHOUT to 85258
- **Mental Health Crisis Team Sheffield** – For urgent help. Available 24 hours a day, 7 days a week
Phone: 0808 1968281 or 0114 226 3636
<https://www.shsc.nhs.uk/urgent-help/>
- **Sheffield Rethink Helpline** – Advice to anyone struggling with their mental health. Available 24 hours a day, seven days a week.
Phone: 0808 801 0440