

Refugee Service



Registered Charity No. 701376 • Company Limited by Guarantee. Registered in England and Wales No. 0235 7520

Arch (North Staffs) Ltd
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Want to know more?

For more information or to book an appointment please contact the Refugee Team

Tel: 01782 204479

You can also use our 'Drop in Advice Service' by visiting Arch main office in Hanley



INVESTOR IN PEOPLE

If you would like to receive information about any of the work we do please complete and return this form. Alternatively, you can email your details for inclusion on our database to info@archnorthstaffs.org.uk

- I am interested in receiving information about Arch Services
- I would like to know more about how I can support Arch in raising funds

Name:

Address:

Tel/Mobile No:

Email:

- I agree that my details can be added to the Arch database and understand that these details will only be used to send me information, news and events.

Place
stamp
here

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What is the Refugee Service?

We provide advice, resettlement and tenancy support to anyone that has been given a positive decision from the Home Office.

Who is the service for?

Any refugee, this includes:

- Single people
- Families or single parents
- Refugees of any age, religious or ethnic background
- People with disabilities

We can also offer practical support to destitute refugee families.

What support is provided?

Arch support includes

Advice on:

- Housing Issues
- Benefit Entitlements
- Access to college and further education
- Access to employment and training
- Citizenship and family reunion

Tenancy and Resettlement Support:

- Registering for housing
- Guidance on housing tenancy
- Filling in applications for grants
- Registering with a doctor and dentist
- Setting up and managing utilities including water, gas and electricity
- CV building tips, applications and references for jobs
- Trouble shooting bills and budgeting
- Advocacy with other agencies

Integration:

Application forms and counter-signatures for:

- British naturalisation
- Passports
- Travel documents
- Driving Licences

Arch wants to be part of a future where people live happily and safely in their own homes, a future where people can reach their full potential in a thriving neighbourhood.

This is Arch

Arch is a registered charity offering support and advice to a range of people across Staffordshire.

We work with people who are in housing need, families that are in need of support, victims and perpetrators of domestic violence and people seeking to return to education, training and employment.

Our customers are provided with great support services that are tailored to them being able to **achieve their best** and being **happy and safe at home**. We will make a real difference in people's lives with the services we provide.

What's important to us

Listening to our customers; they are experts in their own experiences and our services, they are at the centre of all we do and we will help them to influence and change both Arch and our partners.

Access to services; we will support and advise all the people who come to us to ensure those who need a support service get one.

Our staff are important to us and we will work with them to be the best they can in delivering services to our customers.

Being effective and efficient in delivering our services is the best way to offer value for money and develop the best services we can.

Everybody is important and we will challenge discrimination and show how we value diversity.

Seeking out partnerships is a great way to deliver better services and we will seek out effective partnership to improve what we offer to customers.