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## **22a.Contact Management**

### **22a.1 Introduction**

#### **22a.1.1 Background to Contact Management**

The legal basis for requiring an applicant to report to UKBA Reporting Centres, or the Police, is paragraph 21 of Schedule 2 to the Immigration Act 1971 (temporary admission or release), paragraph 29 of that Schedule (bail pending appeal) and paragraphs 2 or 5 of Schedule 3 to that Act (release subject to restrictions pending deportation). Reporting restrictions can only be imposed for individuals under these paragraphs where the subject has been informed that he/she is liable to detention. In country asylum seekers can be required to report under the application of section 71 of the Nationality, Immigration and Asylum Act 2002.

There are 14 dedicated UKBA Reporting Centres supporting contact management objectives – four in London, and one each at Folkestone, Cardiff, Solihull, Loughborough, Sheffield, Liverpool, Manchester, Leeds, North Shields and Glasgow.

Additional contact management support is supplied by UKBA staff in several police stations, and the Police manage the reporting event and inform the host Contact Management team of the extent of compliance.

#### **22a.1.2 Intelligent Reporting Guide**

This information is presented to the general public through the Intelligent Reporting Guide, accessible on the UKBA internet site at:

<http://www.ukba.homeoffice.gov.uk/sitecontent/documents/policyandlaw/contactmanagement/contactmanagement/Contactmanagementpolicy.pdf?view=Binary>

This chapter is to set out the policy and process covering Reporting with an ARC (RepARC) and the processes for providing visitors to Reporting Centres with Travel Expenses, where they qualify.

#### **22a.1.3 Enquiries**

General policy enquiries should be referred to the UKBA Operational Policy & Process Improvement Team.

Case specific enquiries should be referred to the officer in the Reporting Centre designated as the “Travel Expenses Officer” or, where applicable, the Case Owner responsible for the individual’s case.

### **22a.2 REPARC processes**

RepARC is an IT reporting system linking an asylum applicant’s reporting compliance to the payment of their asylum support through their Application Registration Card (ARC).

Under section 95 of the Immigration and Asylum Act 1999 support may be provided subject to conditions. Under section 20(1) of the Asylum Support (Amendment) Regulations 2005 support may be suspended or discontinued if these conditions are not complied with.

The RepARC process requires that the asylum applicant produce their ARC when they report to a Reporting Centre (RC). A fingerprint check is made to authenticate the asylum applicant's identity using data stored in the ARC. The reporting date held in the microchip is then updated. If the asylum applicant fails to report on their set date, the ARC payment system will automatically deny support payment at the Post Office. The asylum applicant will be unable to access their support until they next report successfully.

Safeguards are in place to provide emergency support to those who provide an acceptable reason for being unable to report on their set date.

ARC based reporting increases reporting compliance, enables closer contact management to be maintained, enables fast and positive identification of asylum applicants and contributes to significant asylum support savings.

## **22a.2.1 Reporting Events**

When an asylum applicant attends the RC, counter staff should determine if they are a RepARC case. The ARC should always be updated unless it is confirmed that the asylum applicant is no longer in receipt of support.

If the asylum applicant is not in receipt of asylum support, the ARC should not be updated as they are not considered a RepARC case.

Once it is confirmed that an asylum applicant is in receipt of asylum support, their ARC should be placed into the ARC reader.

When the ARC has been read, capture and authenticate the asylum applicant's fingerprint.

If it is the asylum applicant's first RepARC event RC counter staff should issue a RepARC Information Letter.

Under section 103 of the Immigration and Asylum Act 1999 a supported person has the right of appeal against a decision to discontinue support. If an appeal against discontinuation is made, an appeal bundle (evidence to support that a subject has been duly warned of the implications of a breach in conditions) is prepared by the appropriate regional asylum team and presented to the Asylum Support Tribunal.

In order for the decision to discontinue support to be upheld it is imperative that the appeal bundle be as robust as possible. It should therefore include copies of all ISE343s, ICD3575s and ICD3574s issued.

If an asylum applicant states that they have been granted leave to remain, reporting and the validation of their ARC should continue as normal until the appropriate paperwork confirming this has been seen by the RC Manager or ASYS clearly indicates that support has been fully terminated.

Once an asylum applicant has been issued with their granted paperwork they will continue to have access to asylum support for a period of 28 days. The ARC should be validated in line with this. RC staff should contact the asylum applicant's case owner (Asylum or CRD as appropriate) to organise for the ARC to be retrieved once support is no longer received.

### **22a.2.2 Irregular Reporting**

If an asylum applicant attends the RC on a day or at a time other than that scheduled they should be reminded that the reporting restriction on their IS96 requires attendance on a set day/date and/or within a set time frame.

A RepARC Warning Letter should be issued.

The asylum applicant's reporting compliance should be closely monitored and any subsequent irregular reporting should be referred to the RC manager.

If an asylum applicant adopts a pattern of persistent irregular reporting their details should be entered onto the 'Breach of Conditions' tab on the RepARC Referral Spreadsheet. This should then be sent to the appropriate regional asylum team for support discontinuation action.

### **22a.2.3 Failure to Report**

#### **22a.2.3.1 Reasonable Excuse Provided**

If an asylum applicant or a representative of an asylum applicant advises the RC in advance that they will be unable to attend a future scheduled reporting event, RC staff should consider whether the excuse is a reasonable one.

For guidance, regional asylum teams accept the following reasons:

Medical/ illness - normally some proof of this will need to be supplied or brought in at next event.

Home Office Interview -

request HO invitation letter if necessary.

Appeal Hearing –

request HO invitation letter or other official confirmation if necessary.

Other exceptional reasons, at the discretion of the RC manager as the above list is not exhaustive.

The asylum applicant should be advised to report as soon as possible in order for their asylum support to remain unaffected. If the asylum applicant is unable to report within 7 days of their scheduled reporting event, the validity of their ARC will lapse and their asylum support will not be available at their Post Office.

#### **22a.2.3.2 No Reasonable Excuse Provided**

If an asylum applicant fails to report as required the validity date on their ARC will lapse meaning that although asylum support will be available, payment will be denied at their Post Office.

If an asylum applicant fails to attend 3 reporting events and no reasonable excuse has been provided they must be referred for support discontinuation as they have not complied with the conditions of their Asylum Support Agreement.

In order for failure to report to result in discontinuation of support, regional asylum teams need supporting evidence that the asylum applicant has been issued with written warnings on the consequence of continued non compliance on each occasion. RC staff will need to identify and action RepARC cases that fail to report with no acceptable reason for non attendance.

RC staff should check that the asylum applicant is still recorded as living at the same address. If it appears that the subject has been dispersed to a new address, refer to the instruction on *Change of Address*].

If the asylum applicant is currently in receipt of asylum support an ISE343, a copy of their IS96 and a RepARC Information Letter should be issued. These should be sent by recorded delivery to the asylum applicant. A copy of all issued paperwork should be sent by First Class to their legal representatives where they have one. A note should be made of the action taken. A note should be made in the comments box for the next scheduled reporting event that the asylum applicant previously failed to report.

If the asylum applicant fails to report on a second consecutive occasion, an ISE343, IS96 and RepARC Information Letter (ICD3574) should be sent again by recorded delivery with copies sent by First Class to their legal representatives, if applicable. A note should be made on the case notes screen.

If the asylum applicant subsequently resumes reporting they should be referred to the RC manager as an irregular reporter. The RC should investigate the reason for failure to report. If the reason is valid the RC manager should consider whether it is appropriate that the asylum applicant be required to report in person. Other contact management options such as voice recognition and electronic monitoring should be considered. For further information about reporting regimes, refer to the instruction on *Intelligent Reporting Policy and Procedure*.

If the asylum applicant fails to report on the third consecutive event they should be referred for support discontinuation.

#### **22a.2.4 Point of Sale Transaction Codes**

When an asylum applicant takes their ARC to their Post Office it is placed into a Point of Sale (POS) machine. A transaction then takes place to allow them access to their support. During the course of a POS transaction a code will appear. (A list of codes is held in 22a.2.10).

A Code 4 error receipt is generated when payment of asylum support is refused due to an invalid next reporting date (NRD) on the ARC.

This may be as a result of Reporting Centre error, the asylum applicant failing to report as required or the asylum applicant no longer living within the catchment area of an RC.

The Code 4 error receipt directs the asylum applicant to attend their Reporting Centre so their ARC can be revalidated.

It is vital that any action taken by the counter staff in relation to an asylum applicant presenting a Code 4 error receipt is clearly recorded in the notes field on CID. This is to ensure that regional asylum teams do not issue emergency support tokens in error.

#### **22a.2.5 Reporting without an ARC**

If an asylum applicant attends a reporting event without their ARC the reporting event the asylum applicant advised to return with their ARC as soon as possible, ideally on the same day.

The asylum applicant should be advised that it is in their interest to return as soon as possible as access to their asylum support may be affected.

The asylum applicant should be reminded of the importance of always producing their ARC.

## **22a.2.6 Issuing Replacement ARCs**

### **22a.2.6.1 RCs with Equipment**

If an ARC is faulty and cannot be read or updated on the RepARC IT system a new card should be issued. Wherever possible this should be done immediately. The ARC Co-Ordination Unit has agreed that if necessary this may be given priority over pre booked appointments.

Once a new ARC has been produced, it should be updated with a valid "Next Reporting Date" and issued to the asylum applicant. If the correct next reporting date is not known at that time, the ARC should be updated for 2 months and the correct date entered at the next reporting event. The asylum applicant should be advised that, depending on when they are next due to attend the Post Office, they may not be able to use this new ARC to collect their regular support straightaway.

If necessary, regional asylum teams will issue emergency support for any interim period.

### **22a.2.6.2 RCs without Equipment**

ARC issuing equipment is currently not installed in some Reporting Centres. If an ARC is identified as being faulty and the asylum applicant reports to an RC that does not have ARC issuing equipment, RC staff will need to make arrangements to have this replaced as soon as possible.

RC staff should advise the asylum applicant that arrangements are being made for a replacement ARC to be issued and they will receive a letter within 7 working days with appointment details. **Under no circumstances should the faulty ARC be removed and retained at this stage** as the asylum applicant may still be able to access their support payments.

Regional asylum teams will include details of the ARCs requiring replacement in their daily return to Central Events Booking Unit (CEBU).

CEBU will make an appointment for the asylum applicant to receive a replacement ARC within 3-5 days of notification and advise the appropriate regional asylum team of the appointment date. Regional asylum teams will check for the Next Reporting Date on the ARC and will assess whether Emergency Support Tokens (ESTs) will be required.

## **22a.2.7 Lost and Stolen ARCs**

If the ARC has been lost, the asylum applicant should be told to provide a signed declaration to say how and when the ARC was lost.

If the ARC has been stolen the asylum applicant must obtain a crime reference report.

## **22a.2.8 Change of Address**

If RC staff are advised that an asylum applicant is moving out of their area prior to dispersal, it should be determined whether the new address falls within the catchment area of another RC. If this is the case, RC staff should create an initial event to the new RC and issue an IS96. The asylum applicant's ARC should then be updated in line with this. The receiving RC should also be advised so that every effort is made to ensure that the ARC remains valid.

If RC staff are not advised prior to dispersal, the first indication that an asylum applicant has changed address may come as a result of checks made on failure to report. In these circumstances standard practice for setting up an initial reporting event to the new RC should be followed. A note should be made in the comments box on the next reporting event identifying the subject as a RepARC case and that the ARC requires validating.

### **22a.2.9 Equipment Failure**

There may be occasions where one or more of the RepARC IT workstations are not working. Any equipment failure should be referred as a matter of urgency.

Where other RepARC workstations are not affected, all RepARC reporting events should be directed to these counters.

Asylum applicants should only be sent away from the RC without having their ARC updated in **exceptional** circumstances.

Where all workstations are out of service, the RC manager should make the decision whether to ask RepARC subjects to return later the same day or to suspend RepARC operations that day.

If the decision is taken to suspend RepARC operations for the day, but the RC is to remain open, every effort should be made to identify asylum applicants who will be required to return to complete the RepARC process.

Wherever possible the asylum applicant should be asked to return within the next 7 days. Their 7 day grace period will act as a fail safe but the asylum applicant must report within this grace period to ensure that access to their support can continue.

If an asylum applicant has an existing entitlement to assistance with travel expenses, a travel ticket can be issued for the asylum applicant to return to the RC before their next scheduled event. Before issuing a travel ticket, counter staff should create a reporting event for the date the ARC is to be updated. This will ensure that there is an audit trail for the issue of the travel ticket (See Travel Expenses policy).

## **22a.3 Travelling Expenses Processes**

### **22a.3.1. Background**

Section 69 of the Nationality, Immigration and Asylum Act 2002 states that the Secretary of State may make a payment towards the cost of travelling expenses to enable persons to comply with reporting restrictions.

Where a UKBA Reporting Centre or UKBA staffed Police station does not facilitate the payment of travel expenses, consideration will be given – on a case by case basis – to the amendment of reporting regimes for subjects experiencing difficulties with compliance. Representations should be made to the UKBA immigration office responsible for setting the reporting regime.

### **22a.3.2 Eligibility**

Assistance to meet the cost of travel will only be payable to subjects required to regularly report as part of their conditions of Temporary Admission / Release (TA / TR). Travel expenses will not be paid under this provision where people are directed to attend for an interview in connection with their immigration status or for other matters, unless such events are included within an existing reporting regime.

Travel expenses will only be payable from the date an application is approved. No consideration will be given to any retrospective payments for reporting.

Applications for travel expenses must be made in person at a reporting centre. Where an application is approved, subjects will receive a travel ticket for their journey home, if appropriate and for their next reporting event. A Case Owner may request a ticket to be posted to the applicant's home address for the initial routine reporting event, for example where the Region does not conduct First Reporting Events for new asylum applicants, or for individuals resuming reporting in accordance with conditions imposed along with Section 4 support..

### **22a.3.3 Entitlement Criteria**

Asylum seekers living outside of the 3 mile radius of their reporting centre who receive Asylum Support under Section 95 or Section 4 are eligible to receive help with travel expenses for reporting.

Subjects living within a 3 mile radius from the reporting centre will not be eligible to receive help with travel expenses except in cases of exceptional need. Subjects who are not supported asylum seekers or Section 4 recipients are not eligible for help with their travelling expenses except on the grounds of exceptional need.

Where an application has been approved, payment will only be made for the person required to report. If a dependant has their own reporting restrictions that they must comply with and are included in the Asylum Support claim they will be eligible for a travel ticket under the normal criteria. Payment for other persons to accompany the subject will only be considered under the exceptional need provisions.

### **22a.3.4 Exceptional Need**

Where a subject does not have automatic entitlement to travel expenses or has entitlement but has additional requirements an application under exceptional need can be made.



Exceptional need applications will be considered by a Travel Expenses Officer within the reporting centre. Both outcomes will be advised in writing: where granted, the notice will outline, where appropriate, the length of time the payments will continue and provide a travel ticket in order for them to meet their next reporting event.

When exceptional need is granted it will only be from the date the application was decided on; no provision will be made for retrospective payment of travel expenses.

#### **22a.3.5 Review**

When an exceptional need application is refused, the subject will have the right of review against the decision.

The request for review will be considered by the Travel Expenses Reviewing Officer within the reporting centre. If then granted on review this will be from the date of the review decision; no provision will be made for retrospective payment of travel expenses.

If exceptional need is refused, the subject will have no further right of review.

#### **22a.3.6 Lost and Stolen Tickets**

Tickets that are reported lost or stolen will only be replaced in exceptional circumstances as part of the exceptional needs provisions.

#### **22a.3.7 Payment by Provision of Ticket**

All costs for travel expenses provided to subjects will only be in the form of travel tickets made valid for the subject's next reporting event. Under no circumstances will assistance for the cost of travel be made in cash. Tickets will be solely for use on public transport covered by a local Passenger Transport Executive.

Subjects entitled to travel expenses will receive assistance towards the cost of travel (to report) upon request.

Subjects not entitled will receive a Travel Expenses Information Sheet outlining the policy for travel expenses and an application form to apply under exceptional needs.

### **22a.4 Processing a Travel Expenses Request**

#### **22a.4.1 Determining Eligibility**

When a travel expenses request is made in person at a Reporting Centre (RC), the requester should be directed to a Travel Expenses Counter along with their IS96.

The Travel Expenses (TE) Officer will complete the Travel Expenses Request Form and determine the requester's entitlement to travel expenses by checking their Asylum/S4 Support status and whether they live outside the 3 mile radius from the Reporting Centre.

#### **22a.4.2 Requester Entitled**

If the requester is entitled to travel expenses the TE Officer will issue a travel ticket made valid for their next scheduled reporting event (ensuring the reporting centre is open), the Entitled Letter and the Travel Expenses (TE) Information Sheet.

The TE Officer will endorse the notes box of the requester's current reporting event with 'Entitlement to Travel Expenses' and in addition endorse the notes box of their next reporting event with 'Potential Entitlement to Travel Expenses'.

The TE Officer will determine whether a travel ticket to return home is required by checking the mode of transport used by the requester to attend the reporting centre that day i.e. public transport, private car, taxi.

Where public transport has been used the TE Officer will determine if a return journey travel ticket has already been purchased. If a return ticket has been purchased or the requester travelled by car there is no requirement for a travel ticket home to be issued.

#### **22a.4.3 Requester NOT Entitled**

If the requester is not entitled the TE Officer will issue the Not Entitled Letter, the TE Information Sheet and the Exceptional Needs Application Form.

#### **22a.4.4 Request Made in Writing**

When a travel expenses request is made in writing by the applicant or his representative, the nominated TE Officer will issue the Request Made in Writing Letter. A Case Owner may request that a ticket be posted to the applicant if a request is made at interview stage, if the other eligibility conditions are met. Whether the Case Owner or the TE Officer posts this ticket is a matter for local agreement.

#### **22a.4.5 Subsequent Entitlement to Travel Expenses**

When a subject reports reporting centre counter staff will check the notes for that day's reporting event. If the box is empty or does not contain any notes in relation to travel expenses no further action is required. If the subject enquires about travel expenses refer to the section entitled 'Processing a Travel Expenses Request.'

If the notes box is endorsed 'Potential Entitlement to Travel Expenses' the subject should be directed to a Travel Expenses Counter along with their IS96.

The TE Officer will determine continued entitlement to travel expenses by checking if the subject is still in receipt on Asylum or S4 Support and still living outside of the 3 mile radius of the Reporting Centre.

If continued entitlement is confirmed the TE Officer will issue a travel ticket made valid for the next scheduled reporting event, endorse the notes box after 'Potential Entitlement to Travel Expenses' with the word 'confirmed' and note the next reporting event with 'Potential Entitlement to Travel Expenses'.

If continued entitlement is denied due to a change in circumstances the TE Officer will endorse the notes box after 'Potential Entitlement to Travel Expenses' with the words 'not entitled – change of circs.' and issue the Change of Circumstances Letter, the TE Information Sheet and the Exceptional Needs Application Form.

#### **22a.4.6 Lost and Stolen Travel Tickets**

Lost and stolen tickets will be dealt with under the Exceptional Need process. Only under exceptional circumstances will tickets be replaced.

Subjects will be advised by TE Officers that if they lose their travel tickets or have them stolen, they are required to notify their UKBA Reporting Centre either by telephone or in person and report the theft to the police and obtain a crime reference number.

When a subject notifies the Reporting Centre that their travel ticket has been lost or stolen the nominated TE Officer will issue the Exceptional Needs Application Form.

#### **22a.4.7 Record Keeping**

Reporting Centres will keep all copies of completed Travel Expenses Request Forms securely as they will be required for audit purposes. Those entitled should be kept separately to those who are not entitled.

#### **22a.4.8 Unscheduled Reporting Centre Closures**

When a Reporting Centre is closed, a CID report for those subjects due to report that day will be required to identify who may have potential entitlement to travel expenses.

The nominated TE Officer will send subjects with a confirmed ongoing entitlement a travel ticket valid for their next reporting event together with the Reporting Centre Closed Letter. Refer to paragraph – Issuing Travel Tickets by Post.

### **22a.5 Exceptional Need**

NOTE: These instructions have been written on the understanding that the Travel Expenses team within the Reporting Centres will undertake the decision making on Exceptional Needs applications. However, this role may be allocated to other staff depending on regional preferences and relative loadings. In this case the role titles still stand, but there will need to be a separate means to record decisions and ticket handling, and separate security arrangements (a safe, and recording books, will remain in the Reporting Centres for routine ticket issuing regardless).

#### **22a.5.1 What Qualifies as Exceptional Need?**

Where there is no entitlement to travel expenses under normal criteria or where there is entitlement but a subject has an additional need, an application for travel expenses under exceptional need can be made.

The decision to grant travel expenses under 'exceptional need' is made on a case-by-case basis. The criteria may include any medical incapacity likely to impact on the individual being able to attend, for example:

- ▶ body pain
- ▶ disability
- ▶ mental health issues
- ▶ pregnancy related conditions.

This list is not exhaustive and provides illustration only.

They might also relate to those with special caring responsibilities (young children, caring for sick or disabled people) due to the time away from their charges.

They may also include those whose direct-line three mile route is crossed by an obstacle which cannot be easily passed, e.g. a river or motorway.

Exceptional need applications may also be received from individuals who do not receive Asylum or S4 Support but live outside of the 25 mile radius from their designated reporting centre. These applications can be considered under this process. These cases must not be dealt with under the normal criteria process.

Applications for exceptional need on medical or caring grounds must be supported by appropriate evidence, such as a recent signed and verified letter from the medical profession or social worker and assessed on a case by case basis.

### **22a.5.2 Processing an Exceptional Need Application**

When an application for travel expenses under exceptional need is received the TE Officer will first ensure that the application has been received in line with Travel Expenses Policy i.e. it is on the correct application form and that the subject has initially applied in person at the Reporting Centre and subsequently been refused.

When satisfied, the TE Officer will check whether or not the applicant is entitled to travel expenses under normal criteria.

The TE Officer will determine receipt of Asylum/S4 Support and the Excel Postcode Spreadsheet to determine if their residing address falls outside of the 3 mile radius of the Reporting Centre.

If the applicant is entitled under normal criteria the TE Officer will generate the Entitled Letter

The Authorising Officer will then sign a travel ticket out of the safe using the Safe Post Book and pass back to the TE Officer for issuing (see paragraph – Issuing Travel Tickets by Post).

The TE Officer will then validate the travel ticket for the applicant's next reporting event and issue by first class post along with the Entitled Letter

If the applicant is not entitled under normal criteria the TE Officer will consider if there is any evidence or indication of exceptional need (medical condition, caring responsibility, outside 25 mile radius) made on either the application form.

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If necessary, the TE Officer will send the applicant, by first class post, the Further Information Letter. This letter will detail what information is required by them to make a decision, who needs to provide this information e.g. medical professional, social worker etc. and give a deadline date for receipt (this will be two weeks and 2 days hence to allow for any delays in the postal system).

When the TE Officer has received the requested information they will proceed to consider all the evidence and make a formal decision on entitlement.

If the TE Officer has not received the requested information by the specified deadline date they will proceed to make a formal decision on entitlement based on all available evidence.

The TE Officer will make a decision on whether entitlement, if allowed, will be indefinitely or for a limited period (e.g. broken limb, short-term illness); this period will be determined by using the evidence provided to assess the application.

### **22a.5.3 Exceptional Need Allowed**

If the decision is made to allow entitlement the TE Officer will generate the Exceptional Need Allowed Letter - inserting the entitlement end date if applicable.

The TE Officer will then pass the processed application along with any supporting documentation to the TE Authorising Officer.

The Authorising Officer (who will be of at least EO grade) will check and authorise the decision of entitlement under exceptional need and complete the relevant fields on the Checklist.

The Authorising Officer will then sign a travel ticket out of the safe using the Post Log Book and hand to the TE Officer for issuing (see paragraph – Issuing Travel Tickets by Post).

The TE Officer will then validate the travel ticket for the applicant's next reporting event and issue by first class post along with the Exceptional Need Allowed Letter.

If any documentation has been obtained specifically for the purpose of determining entitlement to travel expenses these will be kept with the application form and not returned to the subject. Photocopies of all other documentation should be made and kept with the application form, the originals should be returned.

#### **22a.5.4                      Exceptional Need Refused**

If the decision is made to refuse the application the TE Officer will issue the Exceptional Need Refused Letter and TE Information sheet to the applicant.

The TE Officer will complete the relevant fields of the Checklist and TE Register and update CID Person Notes with the decision outcome.

The TE Officer will file all application forms, checklists, original/photocopies of supporting documentation and copies of letters issued in the appropriate section of the Travel Expenses filing system. These sections include: Entitled under Normal Criteria, Exceptional Need Allowed and Exceptional Need Refused. For audit purposes these will be kept securely for 18 months before destruction can be considered.

The TE Officer will refer any complex applications to their Line Manager.

#### **22a.5.5                      Processing an Exceptional Need Review Request**

When a request is received for a review of the decision to refuse travel expenses under exceptional need, the review will be conducted by the Travel Expenses Reviewing Officer.

The Reviewing Officer (who will be of at least a grade higher than the original decision maker) will assess the initial application to determine if a correct decision on entitlement was made.

The Reviewing Officer will consider if there is any additional evidence, further indication of exceptional need (medical condition, caring responsibility, outside 25 mile radius) or notification of change in circumstances made on the review request.

If necessary the Reviewing Officer will send the requester the Further Information Letter. This letter will detail what information is required by them to make a decision, who needs to provide this information e.g. medical professional, social worker etc. and specify a deadline date for receipt (this will be two weeks and 2 days hence to allow for any delays in the postal system).

When the Reviewing Officer has received the requested information they will proceed to consider all the evidence and make a formal decision on entitlement.

If the Reviewing Officer has not received the requested information by the specified deadline date they will proceed to make a formal decision on entitlement based on all the evidence already held.

The Reviewing Officer will make a decision on whether entitlement, if allowed, will be indefinitely or for a limited period (e.g. broken limb, short-term illness); this period will be determined by using the evidence provided to assess the application.

#### **22a.5.6      Allowed on Review**

The Reviewing Officer will send the requester the Allowed on Review Letter, the TE Information Sheet and a travel ticket made valid for their next scheduled reporting event by first class post.

#### **22a.5.7      Refused on Review**






If the decision is made to refuse travel expenses on review the Reviewing Officer will issue the Refused on Review Letter and the TE Information Sheet to the requester by first class post, complete the relevant fields of the EN Checklist and TE Register and update CID Person Notes with the decision outcome.

The Reviewing Officer will file all review application paperwork together with the original paperwork already held in the appropriate section of Travel Expenses File. These sections include: Allowed on Review and Refused on Review. These will be kept securely for 18 months from the date of the review decision before destruction can be considered.

#### **22a.6.8      Travel Expenses Information Sheet**

The following page details the form that can be extracted and provided to the applicant.

TRAVEL EXPENSES INFORMATION SHEET

-  Do you receive Asylum Support or Section 4 Support, **and** do you live more than three miles from your Reporting Centre?
-  If you do, you are entitled to receive travel expenses to visit the Reporting Centre when we tell you. Please ask about this when you next visit.
-  You will be given assistance with the cost of travel by public transport. No assistance will be given for the cost by private transport.
-  If you don't meet these requirements, but have difficulties travelling to the Reporting Centre, you may make a claim for exceptional needs.
-  You can ask for an Exceptional Needs form in the Reporting Centre. You will need to complete and return this.

### **22a.6.10 Subsequent Issuing of Travel Tickets**

If the subject enquires about travelling expenses see section 22a.4. check that the subject's circumstances have not changed and that they are still receiving asylum support.

If the original award of travel expenses has been made via an Exceptional Need application and it was ascertained that the subject was in receipt of asylum support at that point

you will need to contact the Case Owner to confirm that the subject is still in receipt of asylum support

If their circumstances have not changed direct the subject to the issuing counter.

If the subject's circumstances have changed check to see if they are no longer eligible to receive travelling expenses e.g. asylum support has ended or a change of address has brought them into less than the 3 mile radius of the reporting centre. If they are still entitled proceed as above.

If entitlement has ended, issue the subject with the Change of Circumstances Letter, the TE Information Sheet and the Exceptional Needs Form

### **22a.6.12 Return of Tickets**

On occasions unused tickets may be returned to Reporting Centres. When this occurs tickets should be handed to the nominated officer for returning to the secure cabinet.

When appropriate returned tickets that are still within date should be re-issued to other reportees due to report on the same date.

Tickets that can be re-issued should be held separately to tickets that require validation.