

Allocating section 95 support

This guidance is based on the asylum support legislation.

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About this guidance

Process of allocating support Emergency support Subsistence only support Accommodation and subsistence support Accommodation only support Self write Unable to allocate support Application registration card miss	<p>This guidance tells you how to allocate asylum support under section 95 of the Immigration and Asylum Act 1999 to an asylum seeker who lives in either section 95 support, or private accommodation.</p> <p>This guidance is based on the asylum support legislation. For more information, see related links:</p> <ul style="list-style-type: none">• Immigration and Asylum Act 1999• The Asylum Support Regulations 2000• The Asylum Support (Amendment) Regulations 2005. <p>Changes to this guidance – This page tells you what has changed since the previous version of this guidance.</p> <p>Contact – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.</p> <p>Information owner – This page tells you about this version of the guidance and who owns it.</p> <p>Safeguard and promote child welfare – This page explains your duty to safeguard and promote the welfare of children and tells you where to find more information.</p>	<p>In this section</p> <p>Changes to this guidance</p> <p>Contact</p> <p>Information owner</p> <p>Related links</p> <p>Links to staff intranet removed</p>
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Changes to this guidance

Process of allocating support Emergency support Subsistence only support Accommodation and subsistence support Accommodation only support Self write Unable to allocate support Application registration card miss	This page lists the changes to the allocating section 95 support guidance, with the most recent at the top.		Related links See also About this guidance Contact Information owner Links to staff intranet removed
	Date of the change	Details of the change	
	21 August 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping changes.	
	14 February 2013	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping changes.	
		For previous changes to this guidance you will find all earlier versions in the archive. See related link: Allocating section 95 support - archive.	

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Process of allocating support

Process of allocating support Emergency support Subsistence only support Accommodation and subsistence support Accommodation only support Self write Unable to allocate support Application registration card miss	<p>This page explains the process of allocating asylum support under section 95 of the Immigration and Asylum Act 1999.</p> <p>When you allocate support, you set up regular payments to the asylum seeker for subsistence. This covers essential living needs such as food and toiletries. This is done after you have registered, validated and assessed the application for support. For more information see related link: Eligibility and assessment.</p> <p>You must allocate support in the asylum seekers support system (ASYS).</p> <p>If the asylum seeker has an application registration card (ARC) they will use it to collect support payments from a named post office.</p> <p>If the asylum seeker does not have an ARC, you must not allocate regular support. Instead, you must:</p> <ul style="list-style-type: none">• issue emergency support, see link on left: Emergency support• arrange for the asylum seeker to receive an ARC, see link on left: Application registration card miss. <p>Asylum seekers can apply for either:</p> <ul style="list-style-type: none">• subsistence only support ('Other Support' in ASYS), see link on left.• accommodation and subsistence support ('Both' in ASYS), see link on left• accommodation only support. This is rarely used, but is still available, see link on left. . <p>For information on:</p> <ul style="list-style-type: none">• how to tell the applicant about their allocated support• what documents to send them	Related links Links to staff intranet removed
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| | <ul style="list-style-type: none">• relevant public authorities, see related link: Eligibility and assessment. | |
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Emergency support

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Emergency support token

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Interim support token

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Subsistence only support

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	<p>Open the ASYS application</p> <ul style="list-style-type: none"> • Enter the applicant's asylum support reference number in tab '1. Main'. • Click 'Find', and the applicant's details will be displayed. Double click anywhere on the page and the 'ASYS File Tracking' box will appear. Only select 'Yes' if you have the case file. Click tab '4. Applications' to display the full case history. <p>Check if HC2 needed Check on tab '8. HC2/Travel' to see if an HC2 is needed. For further information on issuing an HC2, see related link: HC2 certificates.</p> <p>Change case status The case status will be 'Assessed Approved'. Now change the case status to 'Allocation under Consideration' to enable allocation:</p> <ul style="list-style-type: none"> • In tab '7. Other Support', beneath the 'Status History' table: <ul style="list-style-type: none"> ◦ click 'Add', highlight 'Allocation under Consideration' ◦ click 'List' on the right, and highlight 'Allocation under Consideration' ◦ click 'OK' and 'Save'. <p>Set up the regular support payments</p> <ul style="list-style-type: none"> • Click 'Allocate', then click 'Calculate' and then 'OK'. When the following message appears 'Create Emergency Payments and Order the Suggested Regular Payments', select 'Yes'. • The 'emergency support token (EST)' screen will appear, click on the applicant's current address then click 'OK'. If you have to manually change the value of the EST you must give a reason and explain how you calculated the new value. This will help in answering any queries, in the comment box when prompted. • When the message 'Set up regular Support?' is displayed select 'Yes' then click 'OK'. The EST payment will appear in the 'Interim and Emergency Payments' grid in tab '7. Other Support', check details of payments set up are correct and click 'Save'. <p>Letters selection screen</p>	
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	<p>The letters selection page will automatically appear to generate your letter. You will need to make alterations to your letters so tick the 'Edit' boxes for 'Support Details', 'Local Health Authority' and 'Local Education Authority' letters. You can also generate an asylum support agreement here.</p> <p>Minute case You must make a note of any action taken in tab '5. Minute Sheet' and on CID. You must include details of the support allocated and letters sent and, if applicable, any pending review dates.</p>	
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Accommodation and subsistence support

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	<p>support payments' below, to make sure you account for the £90 issued to a person on dispersal or arrival. An emergency support token (EST) will only be produced if the £90 issued will run out before the regular support payments are ready for collection.</p> <p>If the applicant does not have an application registration card (ARC), see link on left: Application registration card miss.</p> <p>If you are satisfied the applicant is correctly living in support accommodation, you must allocate accommodation and subsistence section 95 support using ASYS.</p> <p>Open the ASYS application</p> <ul style="list-style-type: none"> • Enter the applicant's asylum support reference number in tab '1. Main'. • Click 'Find', the applicant's details will be displayed. Double click anywhere on the page and the 'ASYS File Tracking' box will appear. Only select 'Yes' if you have the case file. Click tab '4. Applications' to display the full case history. <p>Check if HC2 needed</p> <ul style="list-style-type: none"> • Check on tab '8. HC2/Travel' to see if an HC2 is needed. For guidance and instructions on issuing an HC2, see related link: HC2 certificates. <p>Check applicant has arrived at their accommodation</p> <ul style="list-style-type: none"> • In tab '5. Minute Sheet', make a note of the travel date. • Note whether the applicant did not receive the initial £90 / £30. This will always be recorded. If no such minute exists, proceed on the basis they received the £90 / £30 payment. <p>Confirm the 'Board Type'</p> <ul style="list-style-type: none"> • Check the addresses in tabs '2. Address' and '6. Accommodation' match. • In tab '6. Accommodation', click 'Re-Allocate Current Address', then 'OK' and the 'Accommodation Allocation' screen appears. Click 'More Details'. 	
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- In tab '2. Details', make a note of the 'Accommodation Type / Board Type' (self catering or full board) and the name of the accommodation provider. Close screens.
- If the addresses do not match, check 'This is the current address of the applicant' is ticked in tab '6. Accommodation'. If not ticked, the address will not be on the right-hand side.

Change case status

The case status will be 'Assessed Approved'. Now change the case status to 'Allocation under Consideration' to enable allocation.

- In tab '7. Other Support', beneath the 'Status History' table:
 - click 'Add', highlight 'Allocation under Consideration'
 - click 'List' on the right, and highlight 'Allocation under Consideration'
 - click 'OK' and 'Save'.

Set up regular support payments

- In tab '7. Other Support', click 'Reassess'.
- Click 'Pre-calculator'.
- Check dispersal payments, (£90.00 for each person for self catering applicants or £30.00 per person for full board applicants), and delete accordingly.
- Click on 'first address'. Select the board type from the drop down menu.
- In the 'from' field enter the dispersal or travel date.
- Click 'Calculate' and 'Continue', check the amounts.
- Click 'Calculate' and 'OK' and the 'Save Assessment' box will appear.
- Select 'Save Assessment and Allocate Now' and the 'Calculate Allocation' screen will appear.
- Click 'Calculate' and 'OK'. This initiates regular payments set up, click 'OK'.
- Select the applicant's current address then click 'OK' and 'Save'.

If you have to manually change the value of the EST you must give a reason and explain how you calculated the new value in the comment box when prompted. This will help in answering queries.

Check the EST value as it is not cost-effective to order and deliver an EST under £10.

	<p>Cancel tokens of these amounts and instead add the value to the regular payments.</p> <p>If the EST value is less than £10 continue to 'Add the EST to the regular support', if not continue at 'Letters selection screen'.</p> <p>Add the EST to the regular support</p> <ul style="list-style-type: none"> • Make a note of the EST value and the regular support start date. Click 'Cancel' to return to tab '7. Other Support'. • Click 'Reassess', click 'Pre-calculator' and enter the board type, travel date and initial payment. • Click 'Continue' to access the 'Calculate Assessment' screen. Click 'Add' to access the 'Add Payment Element' window. • From the drop-down menu select the 'Payment Element Type' as 'correct underpayment' and enter: <ul style="list-style-type: none"> ○ the 'Value' as the EST amount < £10 (as noted above) ○ the 'Start Date' as the regular support start date (as noted above) ○ the 'End Date' as the first date in the drop-down list (this will be the Sunday following the selected regular support start date) ○ in the 'User Comments' box type 'EST < £10, added to first regular cash payment'. • Click 'OK'; the assessment 'Input Criteria' grid will now also display the payment element type and amount. • Click 'Calculate' and 'OK' and the 'Save Assessment and Allocate Now' option. • Click 'Calculate' and 'OK' to display the 'create emergency payments and allocate now' pop-up box. Click 'OK' again to display the 'Emergency Support Token' window. • The EST value shown will again be the amount < £10, but you will shortly cancel this. Select the delivery address from the grid and click 'OK' to return to tab '7. Other Support'. The first week's regular support now includes the EST amount entered as a payment element. • Check the amounts and, if correct, click 'Save' (you cannot cancel the EST without doing so). • The letters selection screen will automatically appear, click 'Close' (as you will access this again after stopping the token). • To cancel the EST, click to highlight it in the 'Interim and Emergency Payments' grid, and click 'STOP token'. Click 'OK' and enter the comment 'EST less than £10, added 	
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	<p>to first regular cash payment' in the pop-up dialogue box. The EST will no longer be displayed on tab '7. Other Support'.</p> <ul style="list-style-type: none">• Click 'Save'. <p>Letters selection screen</p> <p>The letters selection screen will automatically generate your letter. You will need to make alterations to your letters, so tick the 'Edit' boxes for 'Support Details', 'Local Health Authority' and 'Local Education Authority' letters. You can also generate an asylum support agreement here.</p> <p>Minute case</p> <p>You must make a note of any action taken in tab '5. Minute Sheet' and on CID. You must include details of the support allocated and letters sent and, if applicable, any pending review dates.</p>	
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Accommodation only support

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Self write

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Unable to allocate support

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Application registration card miss

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What to do when you find an ARC miss

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ARC details have failed to download (unconfirmed IFB)

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	<p>You must review the case until the ARC details have downloaded in ASYS and you can set up ARC-based payments.</p> <p>If the ARC fails to download after five to six weeks, you must issue more emergency support and refer the case to your workflow manager. The workflow manager will refer the details to the central events booking unit (CEBU) to book the applicant for a replacement ARC, and will refer any replacement ARC cases to CEBU on a weekly basis.</p>	
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Allocating section 95 support

Applicant attends ARC appointment

Process of allocating support Emergency support Subsistence only support Accommodation and subsistence support Accommodation only support Self write Unable to allocate support Application registration card miss	<p>This page tells you what to do after the applicant has attended their application registration card (ARC) appointment when allocating section 95 support to an asylum seeker who lives in either asylum support or private accommodation.</p> <p>When the applicant has attended their central events booking unit (CEBU) appointment and has been issued with an ARC, which has downloaded into ASYS, you must allocate regular support. The ARC details will be automatically added to CID 48 hours after it has been issued or the applicant may inform you directly.</p> <p>You must now allocate regular support to the applicant. For more information, see links on left:</p> <ul style="list-style-type: none">• Subsistence only support• Accommodation and subsistence support• Self write. <p>For information on what to do when an applicant has been issued with an ARC, but the immigration fingerprint bureau (IFB) reference number has not downloaded into ASYS, see related link: ARC details have failed to download (unconfirmed IFB).</p>	<p>In this section</p> <p>What to do when you find an ARC miss</p> <p>ARC details have failed to download (unconfirmed IFB)</p> <p>Applicant fails to attend ARC appointment</p>
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This guidance is based on the asylum support legislation.

Allocating section 95 support

Applicant fails to attend ARC appointment

<p>Process of allocating support</p> <p>Emergency support</p> <p>Subsistence only support</p> <p>Accommodation and subsistence support</p> <p>Accommodation only support</p> <p>Self write</p> <p>Unable to allocate support</p> <p>Application registration card miss</p>	<p>This page tells you what to do if an applicant fails to attend their application registration card (ARC) appointment when allocating section 95 support to an asylum seeker who lives in either asylum support or private accommodation.</p> <p>No reason given for failure to attend appointment</p> <p>You must not issue support until the applicant gives a valid reason for not attending the appointment.</p> <p>Reason given for failure to attend appointment</p> <p>You must assess if the reason for not attending an ARC appointment is valid. Acceptable reasons include:</p> <ul style="list-style-type: none">• equipment failure• Home Office interview• ill health, or• unforeseen circumstances (for example delays on public transport). <p>You can use discretion to decide what action to take. You may instruct the applicant to contact the central events booking unit (CEBU) to rebook the appointment or contact CEBU directly to re-book an appointment.</p> <p>When CEBU gives a date for the appointment or give the week the appointment is likely to take place, you must issue emergency support to cover the applicant until the Sunday after the appointment. For further information on issuing emergency support see link on left: Emergency support.</p> <p>If the applicant fails to attend the new appointment, you must refer the case to the investigations officer. If the applicant does not keep the next appointment, you must stop the applicant's support. For further more information on the role of the investigations officer and investigations, see related link: Breach of conditions.</p>	<p>In this section</p> <p>What to do when you find an ARC miss</p> <p>ARC details have failed to download (unconfirmed IFB)</p> <p>Applicant attends ARC appointment</p> <p>Downloads</p> <p>Links to staff intranet removed</p>
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Allocating section 95 support

Contact

Process of allocating support Emergency support Subsistence only support Accommodation and subsistence support Accommodation only support Self write Unable to allocate support Application registration card miss	<p>This page explains who to contact for more help with a specific case when allocating section 95 support to asylum seekers who live in either asylum support or private accommodation.</p> <p>If you have read the relevant asylum support legislation and this guidance and still need more help, you must ask your senior caseworker or line manager.</p> <p>If they cannot be answered at that level, they will email: OPRU asylum support team (see related link: Email: OPRU Asylum) for guidance on the policy. Only senior caseworkers can directly contact the OPRU asylum support team.</p> <p>To contact the:</p> <ul style="list-style-type: none">• asylum support data integrity team inbox, see the related link: Email: DIT NASS.• finance and business strategy financial delivery team inbox, see related link: Email: Sodexo Cash Payments. <p>Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact your senior caseworker, who will contact OPRU asylum support team to ask the MGT to update the guidance, if appropriate.</p> <p>The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.</p>	<p>Related links See also</p> <p>About this guidance</p> <p>Changes to this guidance</p> <p>Information owner</p> <p>Links to staff intranet removed</p>
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Information owner

Process of allocating support Emergency support Subsistence only support Accommodation and subsistence support Accommodation only support Self write Unable to allocate support Application registration card miss	This page tells you about this version of the allocating section 95 support guidance and who owns it.		Related links About this guidance Changes to this guidance Contact Links to staff intranet removed
	Version	5.0	
	Valid from date	21 August 2013	
	Policy owner	OPRU asylum support team, London and South East region	
	Cleared by director	Emma Churchill	
	Director's role	Asylum director	
	Clearance date	05 September 2011	
	This version approved for publication by	Richard Short	
	Approver's role	Assistant director, modernised guidance team	
	Approval date	6 August 2013	
<p>Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact your senior caseworker, who will contact OPRU asylum support team (see related link: OPRU Asylum) to ask the MGT to update the guidance, if appropriate.</p> <p>The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.</p>			