

ALLOCATION OF SUPPORT

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Introduction

This instruction provides guidance on how to allocate asylum support following the assessment of an applicant's eligibility for support. This instruction contains details on how to allocate support to applicants who reside in either asylum support accommodation or private accommodation.

Defining Allocation of Support

Allocation of support is the process of setting up regular subsistence payments to the applicant. Allocation follows the registration, validation and assessment of the support application.

The Case Owner will allocate support on the Asylum Seekers Support System (ASYS). Support allocated on ASYS is processed for applicants to collect from their designated Post Office.

Applicants will use their Application Registration Card (ARC) to collect their regular support payments from their designated Post Office. Where an applicant does not have an ARC, regular support cannot be allocated. The Case Owner should issue Emergency Support and then refer to the ARC Miss process in order to have an ARC issued to the applicant.

Applicants may apply for either 'Subsistence Only' Support which has the status of 'Other Support' on ASYS or 'Accommodation and Subsistence' which has the status of 'Both' on ASYS. The Case Owner should ensure that the ASYS status of each case is 'Assessed Approved' to enable allocation of support.

Once support is allocated Case Owners should send applicants a 'support pack' which contains a support details letter, outlining the regular support and any emergency support ordered, an HC2, a Sodexo Pass Leaflet where available and a Support Agreement. The Case Owner should also send a letter to the applicant's Primary Care Trust (PCT) and where there are dependant minors, a letter must be sent to the Local Education Authority (LEA).

Emergency Support

Emergency Support is generated to fill in the gap between the allocation of support and the regular payments being available for collection from the post office. Emergency support is paid as either an Emergency Support Token (EST) or Interim Support Token (IST).

Emergency Support Token

An Emergency Support Token (EST) is a smart card token generated by ASYS for any amount between £0.01 and £999.99. However, any payment less than £10 should be cancelled and added to the applicant's Regular Support. The support will need to be re-assessed, in order to make the adjustment.

ESTs are registered twice daily, once at noon and again at midnight. An EST generated by noon will be delivered the next day and within the next two days if ordered later. An EST is delivered to the applicant at his current address by the UK Border Agency contracted courier, Sodexo Pass. The courier will specify to the applicant which Post Office to cash the EST.

The support details letter will inform applicants that they must remain at their address to give their asylum support reference number and sign to confirm receipt of the EST. The letter outlines the value and the period the EST is to cover and warns applicants that it is important to monitor their expenditure as no other emergency support will be issued to cover the same period.

Interim Support Token

Interim Support Tokens (IST) are smart card tokens in fixed denominations of £10 (green), £30 (purple) and £90 (red) which are sent to the applicant by Special Delivery and can be cashed at any Post Office.

ISTs are sometimes sent to applicants in replacement of ESTs, for example, where it is not possible to deliver an EST to the applicant's address.

The value of ISTs must be rounded to the nearest multiple of 10. For example, if the applicant is entitled to £89.05 the value should be rounded up to £90, where the total entitlement is £262.50; this should be rounded down to £260.00. The Case Owner **must** make a note in the Minute Sheet of ASYS of any overpayment/underpayment which will need to be deducted or added from the regular support when it is to be allocated.

ISTs are not generated by ASYS, but kept in a secure location and scanned using the barcode scanner onto ASYS. The Case Owner will order ISTs from the Authorised Person who will activate the tokens. Case Owners must enter the value of IST needed in the Minute Sheet of ASYS before placing an order. The Case Owner should submit two copies of the IST Request Form to the AP when ordering and the AP will contact the Case Owner when the ISTs have been activated.

Authorised Person

The Authorised Person (AP) will activate the ISTs for Case Owners with a Card Activation Terminal (CAS Machine). The Workflow Manager will act as the AP and is responsible for managing the IST stock and reconciling each days balance, accounting for any discrepancies that may occur. The AP must ensure the total number of ISTs issued tallies with the number of ISTs activated by the CAS Machine.

The AP should check the amount the Case Owner has ordered is the same as the amount required in the ASYS minute sheet. It is also the AP's duty to check ISTs issued on the previous day have been scanned onto ASYS and sent to the applicant.

Subsistence Only Support

Subsistence Only or 'Other Support' applicants reside in private accommodation and receive cash support only. Support should be allocated within two working days of the assessment. The Case Owner should set up regular support and issue the applicant with the standard letter detailing the regular support, any emergency support generated and an HC2. The Case Owner should also write to the Primary Care Trust (PCT) and where there are dependant children, the Local Education Authority (LEA). Case Owners must ensure that the ASYS status is 'Assessed Approved'.

Where support cannot be issued

There are a few occasions when subsistence only support cannot be allocated:

- if the applicant is not in Private Accommodation,
- if the applicant's address is unknown
- the applicant has not been issued with an ARC or there is an unconfirmed IFB number, in which case the case will be referred for the ARC Miss process.

Where ASYS has no address the Case Owner should check CID and then write to the applicant at his last known address or their representatives requesting a utility bill to confirm their current whereabouts. If an address is confirmed Case Owners should update ASYS and allocate support. If an address is not confirmed, support should not be allocated.

If the applicant appears to be residing in asylum support accommodation, Case Owners should inform the asylum team's Investigations Officer.

Applicants in private accommodation should be allocated subsistence using ASYS.

The pack Case Owners send to the applicant should include the Asylum Support agreement in the appropriate language, HC2, Support Details Letter and a Sodexo Pass Booklet.

Accommodation and Subsistence Support

Accommodation and Subsistence support or 'Both' applies to applicants who have been allocated asylum support accommodation and receive subsistence support. Support should be allocated within 9 days of the assessment. The Case Owner **should only** allocate support once it has been **confirmed** the applicant has arrived at his allocated address.

Applicants are dispersed from initial or spot booked accommodation to accommodation which is given on a no choice basis, by coach. The majority of accommodation is self catering, some is provided on a full or part board basis where a reduced level of subsistence is paid. The Case Owner should check ASYS to determine the board type to ensure no overpayments of subsistence are made.

Prior to travelling each main applicant and dependant is given emergency support, in the form of IST, to cover his essential living needs allowing for regular support to be allocated. Each applicant and dependant receives £90. However, those who will be living in full board accommodation are issued £30 per person. Additional support may be issued once the applicant has arrived at his accommodation.

There are a small number of applicants who travel to their support accommodation on public transport, usually when they have previously been residing at a private address; these cases are referred to as 'Self Write'.

Issuing Regular Support

Case Owners do not need to conduct any assessments when allocating support to applicants in support accommodation. However, the Case Owner will need to use the pre-calculator to ensure the £90 per person issued on dispersal or arrival is accounted for. Case Owners should note that an EST will only be generated if the £90 issued will run out before the regular support payments are ready for collection.

The Case Owner should set up regular support and issue the applicant with the standard letter detailing the regular support, any emergency support generated and an HC2. The Case Owner should also write to the Primary Care Trust (PCT) and where there are dependant children, the Local Education Authority (LEA).

In the event the applicant does not have an ARC the case will be referred for the ARC Miss process.

Applicants in support accommodation should be allocated subsistence using ASYS.

The pack Case Owners send to the applicant should include the Asylum Support agreement in the appropriate language, HC2, Support Letter and a Sodexo Pass Booklet.

Occasions where it is not possible to allocate support

There are occasions where it is not possible for Case Owners to allocate support. Some applicants will not have travelled to their support accommodation and will still be in initial or spot booked accommodation or the applicants support accommodation address is yet to be loaded onto ASYS. In such cases Case Owners should not allocate regular support as the applicant's living needs are being met.

Other occasions where support should not be allocated include where an applicant's travel arrangements were cancelled or the applicant did not travel.

The latter is known as Failure to Travel (FTT). If an applicant failed to travel to their support accommodation, they are unlikely to be entitled to asylum support. However, they will be entitled to support if they decide to accept the offer of accommodation at a later date. In addition, it is not possible for Case Owners to allocate support if the case is in termination.

For further information can be obtained in the [Asylum Support Policy Bulletin 17: Failure to Travel](#).

If the applicant was initially receiving subsistence only support and subsequently applied for the 'Both' package, there may be a delay in issuing support to the applicant. This is because as the Case Owner inputs that an applicant is Ready to Travel (RTT) on ASYS, this will interfere with regular payments via the ARC. As a result, the Case Owner should ensure that an EST is issued until the move has been agreed.

Self Write

The self write process applies to applicants who are not in initial or spot booked accommodation and have travelled to his support accommodation independently. As with the applicants who are dispersed, emergency support should have been given before the applicant travels and support **should not** be allocated until it has been **confirmed** the applicant has arrived at the intended accommodation.

If the applicant is already in receipt of support, that support will need to be cancelled and re-allocated to the applicant's new address. Under normal circumstances, the applicant will have already collected support within the week of travel or will be able to collect support before travelling. Where support has never been allocated, it is a new case and the Case Owner should allocate support as outlined in the section Accommodation and Subsistence Support.

Application Registration Card Misses

Where an applicant does not have an Application Registration Card (ARC), which is detected by the absence of an IFB number or where there is an unconfirmed IFB number in ASYS, regular support cannot be issued. These cases are known as ARC Misses. Applicants may not have an ARC for a number of reasons, they:-

- a) were not issued with an Application Registration Card (ARC) upon their arrival in the United Kingdom due to:
 - entering at a non-ARC enabled port
 - issuing equipment has failed
- b) failed to attend an ARC issuing appointment

Case Owner actions upon identification of an Application Registration Card Miss

Case Owners should always check CID for an IFB reference before taking any action. Where an IFB reference is found on CID Case Owners should attempt to download the details onto ASYS. See ARC details have failed to download onto ASYS – Unconfirmed IFB.

Once Case Owners have identified an ARC Miss, they should issue emergency support for a period of four weeks, enter the applicant's details on the 'ARC Miss spreadsheet' and refer it to the Workflow Manager for an ARC issuing appointment to be booked. The Workflow Manager will refer ARC Misses to the Central Events Booking Team (CEBU) on a weekly basis.

Where the applicant's address has been loaded onto ASYS, an Emergency Support Token (EST) should be issued to the applicant. Where the address is yet to be loaded onto ASYS, the Case Owner should issue Interim Support Tokens (ISTs).

CEBU may inform a Case Owner of the date of the appointment or, where they are unable to specify a date, Case Owners may be informed of the week the appointment is likely to take place. The Case Owner should issue emergency support to cover the applicant until the Sunday after the appointment.

ARC appointment booked

If, whilst checking CID, the Case Owner notices an ARC issuing appointment has been booked for the applicant, emergency support should be issued to cover the applicant until the Sunday after the appointment. For example where an appointment will take place on Thursday 23rd the applicant should be supported until Sunday 26th. CEBU will send an invitation letter along with travel tickets to the applicant directly.

ARC details have failed to download – Unconfirmed IFB

Where there is an IFB number in the Person Tab -Tab1 of ASYS but the number is in **bold** type, this is referred to as an Unconfirmed IFB. The IFB must be confirmed (downloaded) in order to allocate support. The Case Owner should carry out an ARC Search and attempt to confirm the details of the ARC.

If Case Owners unable to confirm the IFB number they should issue emergency support for a period of 6 weeks. The case should be reviewed until the ARC details have downloaded and ARC based payments can be set up. If the ARC fails to download after 5 - 6 weeks, the Case Owner should issue further emergency support and refer the case to the Workflow Manager who will refer the details to CEBU to book the applicant for a replacement ARC. The Workflow Manager will refer any replacement ARC cases to CEBU on a weekly basis.

Applicant attends his appointment

When the applicant has attended his CEBU appointment and has been issued an ARC, which has downloaded onto ASYS, regular support should be allocated. CEBU will inform the Case Owner of the ARC issue or the applicant may inform the Case Owner directly. Case Owners should now allocate regular support to the applicant. See Subsistence Only, Accommodation and Subsistence or Self Write.

Where an applicant has been issued with an ARC but the IFB has not download onto ASYS Case Owners should follow the procedures outlined in ARC details have failed to download – Unconfirmed IFB.

Applicant fails to attend his appointment

If applicants fail to attend their appointment, and have given no reason, Case Owners should issue no support until the applicant has given a valid reason for failing to attend.

Valid reason for failure to attend

Case Owners should assess whether an applicant has a valid reason for failing to attend an ARC appointment. Acceptable reasons would include:

- equipment failure
- UK Border Agency interview
- ill health
- unforeseen circumstances (i.e. delays on train, fire etc)

In such cases, Case Owners should use discretion in what action to take, Case Owners may instruct the applicant to contact CEBU to rebook the appointment or contact CEBU directly in order to re-book an appointment.

Where CEBU gives a date for the appointment or, where they are unable to specify a date and have given the week the appointment is likely to take place, Case Owners should issue emergency support to cover the applicant until the Sunday after the appointment.

If the Case Owner is notified that the applicant has failed to attend the subsequent appointment, Case Owners should refer the case to the Investigations Officer to investigate. Further non compliance will result in the discontinuation of the applicant's support. For further information and guidance on what will be investigated and the role of the Investigations Officer see Withdrawal of Asylum Support where a Breach of Conditions has occurred.

Document Control

Change Record

Version	Authors	Date	Change Reference
1.0	MM	22/02/07	Incorporating support processes and formatting to website format
2.0	BF	29/10/08	Update branding only