Home Office

# Allocating section 95 support

**This guidance is based on the asylum support legislation.**

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## Allocating section 95 support

## About this guidance

Process of allocating support
Emergency support
Subsistence only support
Accommodation and subsistence support
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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.

This guidance is based on the asylum support legislation. For more information, see related links:

- Immigration and Asylum Act 1999
- The Asylum Support Regulations 2000
- The Asylum Support (Amendment) Regulations 2005.

Changes to this guidance – This page tells you what has changed since the previous version of this guidance.

Contact – This page tells you who to contact for help if your senior caseworker or line manager can't answer your question.

Information owner – This page tells you about this version of the guidance and who owns it.

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.

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Links to staff intranet removed

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## Changes to this guidance


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This page lists the changes to the allocating section 95 support guidance, with the most recent at the top.

| Date of the change | Details of the change |
|---|---|
| 21 August 2013 | Six month review by the modernised guidance team:<br>• Minor housekeeping changes. |
| 14 February 2013 | Six month review by the modernised guidance team:<br>• 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. |

**Related links**

**See also**

About this guidance

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This guidance is based on the asylum support legislation.

## Allocating section 95 support

## Process of allocating support

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| Process of allocating support<br>Emergency support<br>Subsistence only support<br>Accommodation and subsistence support<br>Accommodation only support<br>Self write<br>Unable to allocate support<br>Application registration card miss | This page explains the process of allocating asylum support under section 95 of the Immigration and Asylum Act 1999.<br><br>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.<br><br>You must allocate support in the asylum seekers support system (ASYS).<br><br>If the asylum seeker has an application registration card (ARC) they will use it to collect support payments from a named post office.<br><br>If the asylum seeker does not have an ARC, you must not allocate regular support. Instead, you must:<br><br>• issue emergency support, see link on left: Emergency support<br>• arrange for the asylum seeker to receive an ARC, see link on left: Application registration card miss.<br><br>Asylum seekers can apply for either:<br><br>• subsistence only support (‘Other Support’ in ASYS), see link on left.<br>• accommodation and subsistence support (‘Both’ in ASYS), see link on left<br>• accommodation only support. This is rarely used, but is still available, see link on left. .<br><br>For information on:<br><br>• how to tell the applicant about their allocated support<br>• what documents to send them | **Related links**<br><br>Links to staff intranet removed |

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| | • relevant public authorities, see related link: Eligibility and assessment. | |

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## Allocating section 95 support

## Emergency support

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| Process of allocating support<br>Emergency support<br>Subsistence only support<br>Accommodation and subsistence support<br>Accommodation only support<br>Self write<br>Unable to allocate support<br>Application registration card miss | This section tells you what emergency support is and the ways it is paid.<br><br>Emergency support is paid to fill the gap between the allocation of support and regular payments being ready for collection from a named post office.<br><br>It is paid as either an:<br><br>• Emergency support token<br>• Interim support token.<br><br>For more information, see related links. | **In this section**<br><br>Emergency support token<br><br>Interim support token |

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## Allocating section 95 support

## Emergency support token

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This page gives you basic details about the emergency support token (EST), including how they are delivered to the section 95 support applicant.

An EST is a smart card token, ordered through the asylum seekers support system (ASYS), for amounts between £0.01 and £999.99. It is not cost-effective to order and deliver an EST under £10. You must cancel any EST of less than £10 and add the payment amount to the applicant's allocated regular support.

ESTs entered on ASYS are ordered at set times during the day from Sodexo, the Home Office's contracted supplier.

Sodexo usually supply the EST to the applicant at their current address within 24 hours by courier. A letter is sent to tell the applicant which post office will cash their EST.

The support details letter tells applicants they must stay at their address, to give their asylum support reference number and to sign to confirm receipt of the EST. The letter tells the applicant the value and the period of the token, and explains the money must last until the next EST is paid. No other emergency support is issued to cover the same period.

For information on how to set up an EST payment in ASYS, see related link: um009 Specifying Emergency Payments.

**In this section**

Interim support token

**Downloads**

Links to staff intranet removed

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## Allocating section 95 support

## Interim support token

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This page gives you details about the interim support token (IST) and how to obtain them.

ISTs are smart card tokens in fixed denominations of £10 (green), £30 (purple) and £90 (red). The Home Office sends ISTs to the applicant by special delivery. ISTs can be cashed at any post office.

The Home Office send ISTs to applicants instead of an emergency support token (EST) where it is not possible to deliver an EST to the applicant's address, or if they are not living at their address, for example they are in hospital.

You must issue ISTs valued to the nearest multiple of £10. For example, if the applicant is entitled to £89.05 issue ISTs to the value of £90. Where the entitlement is £262.50 issue ISTs to the value of £260.00. You must note any over or underpayment in the asylum seekers support system (ASYS) minute sheet. This must be deducted from or added to the allocated regular support.

ASYS does not produce ISTs. ISTs are kept in a secure location then scanned into ASYS with the barcode scanner. You order ISTs from the authorised person (AP) by completing an IST request form and sending them two copies. You must enter the value of IST required in the ASYS minute sheet before placing an order. The AP will activate the ISTs and tell you when they are ready.

For information on how to set up an IST payment in ASYS see related link: um009 Specifying Emergency Payments.

For information about the authorised person (AP), see related link: Role and duties of the authorised person. The document is out-of-date and is awaiting revision by the policy and process owners. You must ignore all references to issuing HC2 Certificates, Ordering Stock and sending IST Batch Orders. You must also ignore the contact details section, with the exception of the address for Sodexo who are the Home Office contracted suppliers of ISTs and activation equipment.

**In this section**

Emergency support token

**Downloads**

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## Subsistence only support

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This page tells you how to use the asylum seekers support system (ASYS) to allocate subsistence only section 95 support.

Asylum seekers who receive subsistence only section 95 support ('Other Support' in ASYS) live in private accommodation and only receive cash payments to buy essentials such as food, clothing and toiletries. You must allocate support within two working days of the assessment.

You cannot allocate regular subsistence only support, where the applicant:

- is not in private accommodation
- has an unknown address
- has not been issued with an application registration card (ARC), see link on left: Application registration card miss, or
- there is an unconfirmed immigration fingerprint bureau (IFB) reference number in ASYS, see link on left: Application registration card miss.

When ASYS has no address you must check CID and then write to the applicant at their last known address, or to their representatives, requesting a utility bill to confirm their current address. If an address is confirmed you must update ASYS and allocate support. If an address is not confirmed you must not allocate support.

If the applicant appears to be living in section 95 support accommodation, you must write to the applicant to tell them they are not permitted to live there. If they provide proof the address is private accommodation you must email the asylum support data integrity team to ask them to change the address so it can be accepted as private accommodation in ASYS. For information on contact email address see related link: Contact.

If you are satisfied the applicant is correctly living in private accommodation, you must allocate subsistence only section 95 support using ASYS.

**Related links**

Contact

Links to staff intranet removed

**Open the ASYS application**

- 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.

**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.

**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 the regular support payments**

- 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'.

**Letters selection screen**

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| | 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.<br><br>**Minute case**<br>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. | |

This guidance is based on the asylum support legislation.

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## Accommodation and subsistence support

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| Process of allocating support<br>Emergency support<br>Subsistence only support<br>Accommodation and subsistence support<br>Accommodation only support<br>Self write<br>Unable to allocate support<br>Application registration card miss | This page tells you how to use the asylum seekers support system (ASYS) to allocate accommodation and subsistence section 95 support.<br><br>This support applies to applicants allocated section 95 support accommodation who receive cash payments to buy essentials such as food, clothing and toiletries.<br><br>You must allocate support within nine working days of the assessment, and only allocate support once you have confirmed the applicant has arrived at their allocated address.<br><br>Applicants are dispersed from initial, or spot booked, accommodation to support accommodation by transportation arranged by the accommodation provider. Accommodation is allocated on a no choice basis. The majority is self catering, and some is provided on a full or part board basis where a reduced level of subsistence is paid. You must check ASYS to work out the board type to ensure you do not overpay subsistence.<br><br>Upon dispersal the accommodation provider gives each main applicant and dependant emergency support, in the form of an interim support token (IST). This is to cover their essential living needs until regular support is allocated. Each applicant and dependant receives £90, except those who will be living in full board accommodation who are issued £30 per person. Additional support may be issued once the applicant arrives at their accommodation.<br><br>There are a small number of applicants who travel to their support accommodation on public transport, usually when they have previously been living at a private address. These cases are called ‘self write’. For more information see link on left: Self write.<br><br>You must not allocate regular support, if for example the applicant has not travelled to their support accommodation. For more information see link on left: Unable to allocate support.<br><br>You do not need to conduct any assessments when allocating support to applicants in support accommodation. You must use the ‘Pre-calculator’, as described in ‘Set up regular | **Related links**<br><br>Links to staff intranet removed |

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.

If the applicant does not have an application registration card (ARC), see link on left: Application registration card miss.

If you are satisfied the applicant is correctly living in support accommodation, you must allocate accommodation and subsistence section 95 support using ASYS.

**Open the ASYS application**

- 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.

**Check if HC2 needed**

- 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.

**Check applicant has arrived at their accommodation**

- 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.

**Confirm the 'Board Type'**

- 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'.

- 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.

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| | Cancel tokens of these amounts and instead add the value to the regular payments.<br><br>If the EST value is less than £10 continue to ‘Add the EST to the regular support’, if not continue at ‘Letters selection screen’.<br><br>**Add the EST to the regular support**<br>• Make a note of the EST value and the regular support start date. Click ‘Cancel’ to return to tab ‘7. Other Support’.<br>• Click ‘Reassess’, click ‘Pre-calculator’ and enter the board type, travel date and initial payment.<br>• Click ‘Continue’ to access the ‘Calculate Assessment’ screen. Click ‘Add’ to access the ‘Add Payment Element’ window.<br>• From the drop-down menu select the ‘Payment Element Type’ as ‘correct underpayment’ and enter:<br>  ○ the ‘Value’ as the EST amount < £10 (as noted above)<br>  ○ the ‘Start Date’ as the regular support start date (as noted above)<br>  ○ the ‘End Date’ as the first date in the drop-down list (this will be the Sunday following the selected regular support start date)<br>  ○ in the ‘User Comments’ box type ‘EST < £10, added to first regular cash payment’.<br>• Click ‘OK’; the assessment ‘Input Criteria’ grid will now also display the payment element type and amount.<br>• Click ‘Calculate’ and ‘OK’ and the ‘Save Assessment and Allocate Now’ option.<br>• 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.<br>• 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.<br>• Check the amounts and, if correct, click ‘Save’ (you cannot cancel the EST without doing so).<br>• The letters selection screen will automatically appear, click ‘Close’ (as you will access this again after stopping the token).<br>• 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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| | to first regular cash payment' in the pop-up dialogue box. The EST will no longer be displayed on tab '7. Other Support'.<br>• Click 'Save'.<br><br>**Letters selection screen**<br>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.<br><br>**Minute case**<br>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. | |

This guidance is based on the asylum support legislation.

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## Accommodation only support

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| Process of allocating support<br>Emergency support<br>Subsistence only support<br>Accommodation and subsistence support<br>Accommodation only support<br>Self write<br>Unable to allocate support<br>Application registration card miss | This page tells you how to allocate accommodation only section 95 support using the asylum seekers support system (ASYS).<br><br>Guidance on how to allocate accommodation only section 95 support has not yet been published. If you receive a request for this support you must contact the OPRU asylum support team for guidance. See related link: Contact. | **Related links**<br><br>Contact |

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## Allocating section 95 support

## Self write

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| Process of allocating support<br>Emergency support<br>Subsistence only support<br>Accommodation and subsistence support<br>Accommodation only support<br>Self write<br>Unable to allocate support<br>Application registration card miss | This page tells you about the self write process.<br><br>This is the term used to describe section 95 support applicants who travel independently to their support accommodation, and the effect on allocating section 95 support.<br><br>The self write process applies to section 95 support applicants who are not in initial, or spot booked accommodation. For example applicants living at a private address, who have travelled to their support accommodation independently by public transport.<br><br>You must give emergency support before the applicant travels. You must not allocate support until you have confirmed the applicant has arrived at their assigned accommodation. This is the same as the process for applicants who are dispersed.<br><br>If the applicant already receives section 95 support, you need to cancel that and re-allocate it to the applicant's new address. Usually, the applicant has already collected support within the week of travel or will be able to collect support before travelling.<br><br>If support has never been allocated, you can continue to allocate accommodation and subsistence section 95 support. For more information see link on left: Accommodation and subsistence support. | |

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## Allocating section 95 support

## Unable to allocate support

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This page explains situations where it is not possible to allocate section 95 support.

In the following cases, you must not allocate regular support as the applicant's living needs are being met:

- Some applicants will not have travelled to their support accommodation and will still be in initial, or spot booked accommodation. Or
- The applicant's support accommodation address is still to be loaded into the asylum seekers support system (ASYS).

You must not allocate support when an applicant's travel arrangements were cancelled or they did not travel. This is called failure to travel (FTT).

If an applicant failed to travel to their support accommodation, they are unlikely to be entitled to section 95 support. The applicant will be entitled to support if they later decide to accept the offer of accommodation if they continue to satisfy the eligibility criteria.

You cannot allocate support if the case is in termination.

For more information on dealing with applicants who fail to travel to their support accommodation, see related link: Failure to travel.

If the applicant was initially receiving subsistence only section 95 support ('Other Support' in ASYS) and later applied for accommodation and subsistence section 95 support ('Both' in ASYS), there may be a delay in issuing support.

This is because updating ASYS to show an applicant is ready to travel (RTT) will stop regular payments through the application registration card (ARC). As a result, you must issue an emergency support token (EST) until the move is agreed. For guidance on issuing EST see link on left: Emergency support.

**Downloads**

Links to staff intranet removed

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## Allocating section 95 support

## Application registration card miss


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This section tells you what to do if the section 95 support applicant does not have an application registration card (ARC).

This is called an 'ARC miss' and applies when allocating section 95 support to an asylum seeker who lives in asylum support or private accommodation.

If an applicant does not have an ARC, which is identified in ASYS by:

- the absence of an immigration fingerprint bureau (IFB) reference number, or
- an unconfirmed IFB reference number

you cannot issue regular subsistence support.

Applicants may not have an ARC because:

- they were not issued with an ARC when they arrived in the UK as:
  - they entered at a non-ARC enabled port
  - the issuing equipment was not working
- they failed to attend an ARC-issuing appointment.

For more information, see related links:

- What to do when you find an ARC miss
- ARC details have failed to download (unconfirmed IFB)
- Applicant attends ARC appointment
- Applicant fails to attend ARC appointment.

**In this section**


What to do when you find an ARC miss

ARC details have failed to download (unconfirmed IFB)

Applicant attends ARC appointment

Applicant fails to attend ARC appointment

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## Allocating section 95 support

## What to do when you find an ARC miss


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This page tells you what to do if you find an application registration card (ARC) miss when allocating section 95 support to an asylum seeker who lives in asylum support or private accommodation.

You must check CID for an immigration fingerprint bureau (IFB) reference number or an ARC appointment date.

**IFB reference number on CID**
You must download the details into ASYS. For more information see related link: ARC details have failed to download (unconfirmed IFB).

**ARC appointment date on CID**
You must issue emergency support to cover the applicant until the Sunday after the appointment. For more information see link on left: Emergency support.

The central events booking unit (CEBU) will send an invitation letter and travel tickets to the applicant.

**No IFB reference number or ARC appointment date on CID**
You must enter the applicant's details on the ARC miss spreadsheet and send it to your workflow manager for an ARC issuing appointment to be booked. The workflow manager, or designated officer, will refer ARC misses to the central events booking unit (CEBU) on a weekly basis.

CEBU may tell you the date or the week the appointment is likely to take place. You must issue emergency support to cover the applicant until the Sunday after the appointment.

If CEBU does not tell you any dates for an ARC issuing appointment, you must issue emergency support for four weeks.

For guidance on issuing emergency support see link on left: Emergency support.

**In this section**


ARC details have failed to download (unconfirmed IFB)

Applicant attends ARC appointment

Applicant fails to attend ARC appointment


**Downloads**

Links to staff intranet removed

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## Allocating section 95 support

## ARC details have failed to download (unconfirmed IFB)

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This page tells you what to do if you find the application registration card (ARC) has failed to download in the asylum seekers support system (ASYS) when allocating section 95 support to an asylum seeker who lives in either asylum support or private accommodation.

When there is an immigration fingerprint bureau (IFB) reference number in tab '1. Person' in ASYS, but the number is in bold type, this is called an 'unconfirmed IFB'. The IFB reference number must be confirmed (downloaded) in order to allocate support. You must carry out an ARC search to attempt to confirm the details of the ARC.

Open the applicant's ASYS application and carry out an ARC search in ASYS:

- Click 'Tools' located on the top tool bar of ASYS. From the menu select 'ARC Search' and the 'ARC Search Tool' screen will appear.
- Click the arrow and select 'IFB'. Enter the IFB reference number found, click 'Find' and the applicant's details will be displayed in the 'Search Results' box.
- Check the details displayed match the details of the applicant in tab '1. Person'. If the details are correct click 'Send IFB to Person Form', click 'Close' and then 'Save'.
- In tab '1. Person' click 'ARC Details' and the 'ARC Details screen' will appear. Check the details are the same as the details in tab '1. Person'. If correct, click 'Confirm ARC', and the IFB reference number in tab '1. Person' should now be coloured grey.

For more information, see related link: um042 ARC Search Tool.

If you are unable to confirm the IFB reference number, email the finance and business strategy financial delivery team inbox. For more information, see related link: Contact. They will either download the ARC details to ASYS or give you details of the problem.

If the ARC details do not download to ASYS, you must issue emergency support for a period of six weeks. For more information on issuing emergency support, see link on left: Emergency support.

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What to do when you find an ARC miss

Applicant attends ARC appointment

Applicant fails to attend ARC appointment

**Related links**

Contact

Links to staff intranet removed

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| | You must review the case until the ARC details have downloaded in ASYS and you can set up ARC-based payments.<br><br>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 manger 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. | |

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## Allocating section 95 support

## Applicant attends ARC appointment


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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.

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.

You must now allocate regular support to the applicant. For more information, see links on left:

- Subsistence only support
- Accommodation and subsistence support
- Self write.

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).

**In this section**


What to do when you find an ARC miss

ARC details have failed to download (unconfirmed IFB)

Applicant fails to attend ARC appointment

## Applicant fails to attend ARC appointment

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Emergency support
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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.

**No reason given for failure to attend appointment**
You must not issue support until the applicant gives a valid reason for not attending the appointment.

**Reason given for failure to attend appointment**
You must assess if the reason for not attending an ARC appointment is valid. Acceptable reasons include:

- equipment failure
- Home Office interview
- ill health, or
- unforeseen circumstances (for example delays on public transport).

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.

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.

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.

**In this section**

What to do when you find an ARC miss

ARC details have failed to download (unconfirmed IFB)

Applicant attends ARC appointment

**Downloads**

Links to staff intranet removed

This guidance is based on the asylum support legislation.

## Allocating section 95 support

## Contact

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| Process of allocating support<br>Emergency support<br>Subsistence only support<br>Accommodation and subsistence support<br>Accommodation only support<br>Self write<br>Unable to allocate support<br>Application registration card miss | 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.<br><br>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.<br><br>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.<br><br>To contact the:<br><br>• asylum support data integrity team inbox, see the related link: Email: DIT NASS.<br>• finance and business strategy financial delivery team inbox, see related link: Email: Sodexho Cash Payments.<br><br>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.<br><br>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. | **Related links**<br>**See also**<br><br>About this guidance<br><br>Changes to this guidance<br><br>Information owner<br><br>Links to staff intranet removed |

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## Allocating section 95 support

## Information owner


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This page tells you about this version of the allocating section 95 support guidance and who owns it.

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| Version | 5.0 |
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| Cleared by director | Emma Churchill |
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| 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 |

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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.

**Related links**


About this guidance

Changes to this guidance

Contact


Links to staff intranet removed