

# AIRE Contract –

Advice, Issue Reporting, Eligibility





# AIRE Contract – Advice, Issue Reporting, Eligibility

Migrant Help is the point of contact for independent advice and guidance, eligibility advice and assistance in making applications for people seeking asylum in the UK. We can notify the Home Office Asylum Support team of any changes in circumstances, log and categorise issues and send them to the appropriate party for resolution.



## Key aspects of the contract - Advice and guidance

### Key principles

Migrant Help's core function is to provide impartial advice and guidance to clients throughout the asylum support and asylum claim processes. This is done through a range of communication channels appropriate to clients' needs and abilities.

Migrant Help offers advice and guidance, and responds to clients' queries in relation to the following areas:

- The asylum process and how to claim asylum
- The asylum support process, what forms of support are available and how to apply
- The rights and obligations of clients whilst they are within asylum support and/or whilst their asylum claims are being processed
- The key touch points (KTPs) within the asylum claims process
- The process for notifying the Home Office of a change.... Including what information they need from the client, and how this information should be provided to them.
- The process of applying to the Home Office for additional asylum support entitlements
- The status of an asylum claim
- The cessation of asylum support and the assistance available to clients moving on from asylum support
- Other services available and how to access these, including signposting to relevant services and agencies, where appropriate



### What we can do:

- Give clients information regarding the asylum process and what to expect
- Inform clients of how to notify asylum support teams of changes to their circumstances
- Inform clients of the process of applying for additional asylum support
- Inform clients of how to apply, and eligibility to Section 95/4/98 support
- Signpost to the relevant department / organisation regarding requests for information regarding asylum claims
- Signpost clients to legal advice and explain legal aid
- Signpost to other services that may be useful
- Signpost to immigration casework teams / reporting centres regarding questions regarding their asylum claims
- Give advice and signposting for clients 'moving on' after a positive or negative decision on their asylum claim



### What we are unable to do:

- Give legal advice regarding a client's claim for asylum
- Be directly involved with issues in relation to immigration matters
- Assist with the completion of asylum support appeals
- General Advice and Guidance can be logged via webchat, Raise an Issue form; or via our helpline on 0808 8010503. Calls about eligibility to asylum support will be transferred to our Eligability, Advice and Guidance Line (EAGL).

## Issue reporting

### Be the single point of contact

Migrant Help's role is to be an accessible and reliable single point of contact for clients' communications regarding asylum support, and to do this in a manner the clients can understand.

This allows us to classify and refer high priority and safety-critical issues to the appropriate party for resolution as efficiently as possible.

### What we can do:

- Record all requests and complaints received by Migrant Help on the system, classify and refer to the appropriate party, which might be: the Asylum Accommodation and Support Contracts (AASC) holders, Asylum Support, the payment provider, the Home Office, or Migrant Help

### Complaints

- Signpost under advice and guidance if the enquiry or request is outside the remit of any of the above parties
- Liaise with the relevant provider to understand the status of the complaint resolution
- Escalate complaints that have not been resolved to the client's satisfaction

### Maintenance issues

- Record and classify maintenance issues within asylum accommodation
- Refer maintenance issues in a timely manner to the appropriate party for resolution



## Asylum payments

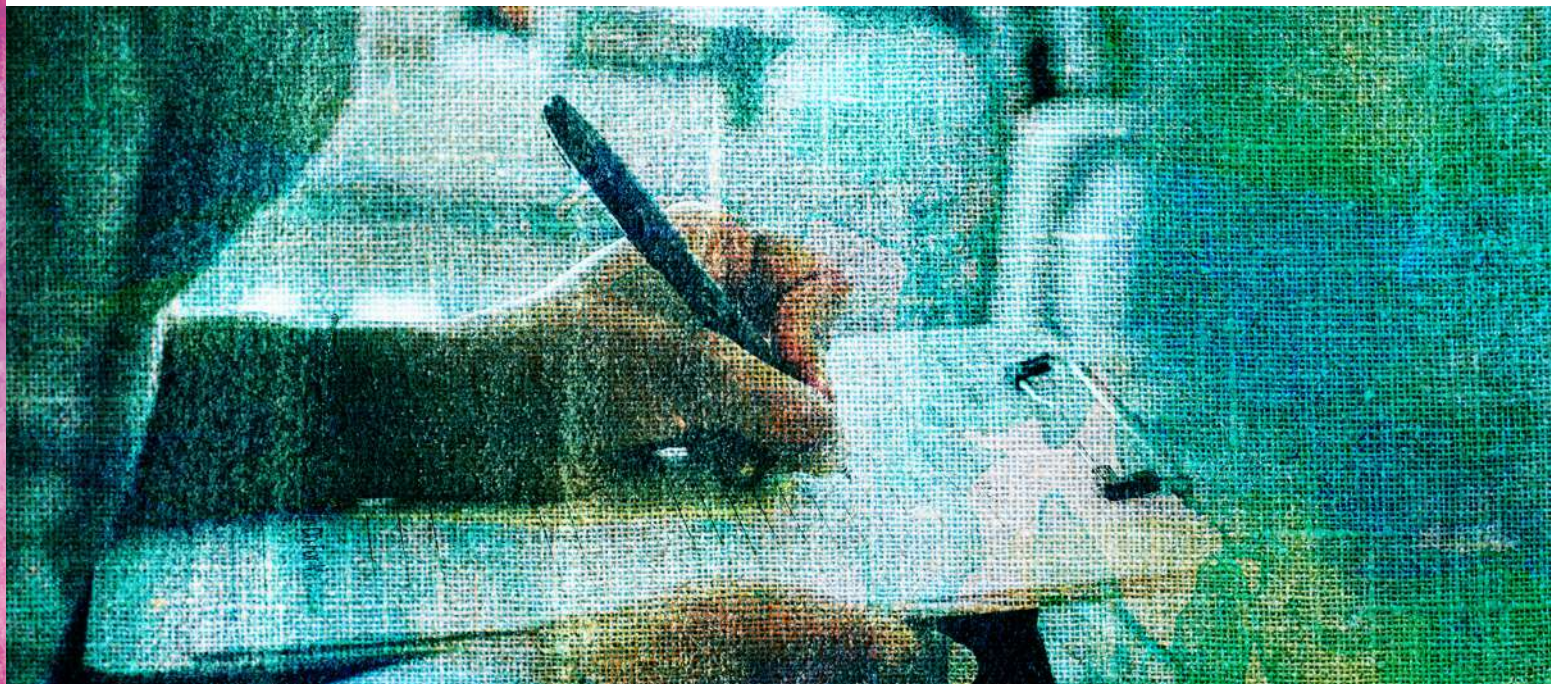
- Record and classify client's issues with their payment card and refer to the appropriate party for resolution

## Request for assistance

- Record and classify requests for assistance and refer these in a timely manner to the appropriate party for resolution

## Feedback

- Accurately record client feedback and refer concerns to the relevant party to help and influence their service delivery and continuous improvement



## Maintenance

When logging a maintenance request to the accommodation provider, Migrant Help will confirm the relevant timescales within which the provider must fix the problem. These timescales can range from four hours to 21 days, depending on the fault. If a defect is not fixed within the relevant timeframe, we can help with raising a complaint against the accommodation provider.

Depending on the category of maintenance request, the accommodation providers have different timescales to resolve the issue:

### Category 1 fault -

Four4 Hours

Works which are necessary where condition of the accommodation is unsafe.

### Category 2 fault -

Five5 working days (with an interim solution being provided within 24 hours)

Works that are necessary where the condition of the accommodation is uninhabitable.

### Category 3 fault -

21 working days

Works which are necessary where the accommodation is unfit for purpose.

The accommodation provider assigns the appropriate category to the report and is responsible for resolving it.

## Complaints

Once a complaint is logged, the relevant provider (Migrant Help/ PFS - Prepayment Financial Services/ accommodation providers) has five working days to respond. The Home Office has 20 days to respond. If the client does not receive a response or is unhappy with the complaint response, Migrant Help can escalate the complaint to the Home Office. The Home Office aims to resolve escalated complaints within 20 working days.

## Timeline - Issue reporting

As the main point of contact, Migrant Help will aim to notify the appropriate party of any issues within 30 minutes of the client contacting our service. Requests will be sent securely and electronically to the appropriate provider for assessment

Issues can be reported via web chat, Raise an Issue form which can be accessed via our Service User Portal; or our helpline on 0808 8010503.

Migrant Help cannot authorise payments or entry into asylum accommodation. Only the Home Office can authorise someone to stay or enter asylum accommodation, or arrange for clients to receive asylum payments or emergency cash payments (ECPs) or vouchers.

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## Eligibility

Migrant Help provides information and advice to clients eligible for Section 98 support (S98) and / or applying for support to help them understand:



The asylum support process



Types of support available



Options available before applying for asylum support



How to access S98

## Section 95 / Section 4

We can:

- Assist with the completion, evidence requirements and submission of Section 95 / Section 4 asylum support applications.
- Provide quality assurance on applications completed by the client without Migrant Help's support, and feedback any changes or additional information needed before submission
- Provide information and support to those whose applications have been rejected by the Home Office as incorrect or insufficiently completed, and assist clients with corrections for resubmission
- Provide information and guidance to clients who believe their support application has been incorrectly or unfairly refused and assist in writing to the Home Office and/or referring them to the relevant third party to appeal the decision.

## Aspen Card

Manage the safe and secure distribution of asylum support payment cards (Aspen cards) to clients who have been deemed eligible by the Home Office, usually clients housed within Initial Accommodation

Provide information to help the clients understand:

- How to use the card
- Where to use the card
- What to do if there are issues with the card
- What to do if card becomes lost or stolen
- What to do if the payment type is wrong
- What to do if they have a missed payment



### What we can do

- Tell clients what information they need to submit with their asylum support application form
- Help with the completion of the form
- Quality-check the application form and advise if further documents are required
- Submit the application form to the Home Office
- Decide if a decision to refuse an asylum support application is outside of current UK policy, and, if so, submit a request for the Home Office to review that decision.
- Signpost to organisations that may be able to assist with completing an asylum support appeal
- Chase outstanding decisions with the Home Office
- Keep the Home Office updated with any changes of circumstances that occur while awaiting dispersal



### What we cannot do

- Make the decision to refuse or grant asylum support
- Know the outcome of each decision
- Provide updates on when or where clients will be dispersed
- Advise clients about dispersal collection / time / dates
- Help with appeals to the asylum support tribunal
- Influence Home Office decision / outcomes
- Speed up dispersal
- Directly resolve any issues with payment

## Timeline - Eligibility

Migrant Help is notified of a client's arrival into Home Office initial accommodation or contingency hotels by the accommodation provider. Once notified, we will aim to give clients a written or verbal induction briefing within 24 hours of arrival. We will then assist with the completion and submission of the asylum support application within five days.

Those outside Home Office accommodation should call our helpline on 0808 8010503 to be screened for asylum support. Our EAGL team will confirm what supporting documentation is required to complete the application under Section 95, 4 or 98 and assist with the completion of the relevant application form. The EAGL team can be contacted between 8am and 8pm Monday to Friday.

Clients who need to make an S98 application can contact 0808 8010 503xx for out-of-hours support.



## Eligibility Enquiries

Advice regarding Eligibility for asylum support will be provided by our EAGL team. They can be contacted via our helpline on 0808 8010503. The call will be transferred from our first response team to EAGL.

### Other forms of contact

Requests for emergency accommodation (S95 Eligibility)

Email [S98@migranthelpuk.org](mailto:S98@migranthelpuk.org)

### Completed S4 ASF forms

Email [s4@migranthelpuk.org](mailto:s4@migranthelpuk.org)

### Completed S95 Asylum Support Forms (ASF)

Email [s95newapplications@migranthelpuk.org](mailto:s95newapplications@migranthelpuk.org)

For documents to support an application for S95 that Migrant Help is helping with, or for additional information in relation to accommodation requirements for those in initial accommodation

Email - [s95supportingdocuments@migranthelpuk.org](mailto:s95supportingdocuments@migranthelpuk.org)

## Change of circumstances:

If your circumstances change in one of the ways outlined below, call our EAGL line on 0808 8010503 who will confirm the documentation that will be needed. Completed applications and supporting documents can be sent to [coc@migranthelpuk.org](mailto:coc@migranthelpuk.org)

- Add dependent adult and minor
- Adjust payment hospitalisation
- Adjust over payment
- Adjust back payment
- Adjust payment: applicant working
- Destitution payment
- Pregnancy payment
- S96 additional support (S95 only)
- Supplementary payment (S4 only)
- Request to move to a different Home Office accommodation (S95/S4 Supported)
- Request to move from Home Office to private accommodation (S95)
- Request to move from private accommodation to Home Office accommodation (s95)
- Request to move to a different private accommodation (S95)

## Aspen Card

The Home Office notifies Migrant Help when an Aspen card should be issued. This may be upon arrival in initial accommodation; when asylum support is granted, for those in full-board accommodation; or upon notification from the accommodation provider of dispersal from an initial accommodation centre.

We will aim to distribute the cards either in person or directly to the clients at their address. Those granted support in full board accommodation should receive their Aspen within three weeks of support being granted.



## Safeguarding

Notifying the Home Office and the relevant Asylum Accommodation Support Contract (AASC) provider of the client's needs

Notifying relevant emergency services where there is a clear and present risk to the safety of the person, followed by immediate notification to the Home Office and relevant AASC provider of any action taken

Face to face delivery of services via our Outreach team, if appropriate

Signposting and providing information on appropriate services and support which may be available and relevant to the client's needs

Maintaining complete and auditable records demonstrating how Migrant Help considered and responded to the circumstances and requirements of clients with specific needs, or at-risk clients

Proactively identifying and implementing best practice frameworks and processes relating to safeguarding and the protection of vulnerable clients, on an ongoing basis, across all aspects of our service delivery



## What we can do

- Call the emergency services if required
- Notify the Home Office and AASC provider of any safeguarding concerns
- Deliver face to face services if appropriate
- Signpost to relevant services
- Safeguarding notifications can be logged via webchat, Raise an Issue or our helpline on 0808 8010503.