



AIRE Contract – Advice, Issue Reporting, Eligibility

Migrant Help is the single point of contact for people seeking asylum in the UK. We provide independent advice and guidance, eligibility advice and assistance in making applications for asylum support and notify the Home Office Asylum Support team of changes of circumstances. We are able to log and categorise issues, sending 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 capacity.

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 Authority of a change in a person's circumstances, including what information the Home Office requires from the client and how this information is to be provided to the Home Office
- The process of applying to the Home Office for additional asylum support entitlements
- The status of a client's claim for asylum
- The process of asylum support cessation 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

Registered address:

Migrant Helpline Limited
(trading as Migrant Help),

Kemp House 160, City Road
London EC1V 2NX

www.migranthehelpuk.org

Tel: 01304 203977

Email: info@migranthehelpuk.org

Free asylum helpline: 0808 8010 503

Registered Charity (England and Wales): 1088691.

Registered Charity (Scotland): SC041022.

Company No (England and Wales): 4172880.

OISC Authorisation No. N200100480





What we can do:

- Give clients information regarding the asylum process and what to expect
- Confirm how they notify the asylum support teams of changes to their circumstances
- Confirm the process of applying for additional asylum support
- Confirm 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 in regard to questions regarding their asylum claims
- Give advice and signposting for move on, both positive and negative

What we are unable to do:

- Give legal advice regarding someone's claim for asylum
- Be directly involved with issues in relation to immigration matters
- Assist with the completion of asylum support appeals

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 enables classification and referral of high priority/safety critical contact to the relevant party for resolution.

What we can do:

- Record all requests received by Migrant Help on the system, categorise and sent to the relevant party.
- Report any concerns to the relevant provider (AASC / Asylum Support / payment provider / Migrant Help)

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- Signpost under advice and guidance if the enquiry / request is outside the Home Office / AASC providers / payment provider's remit

Complaints

- Record and classify client's complaints and refer to the appropriate party (AASC / Asylum Support / payment provider / Migrant Help)
- Be the point of escalation where complaints have not been resolved to the client's satisfaction
- Liaise with the relevant provider to understand the status of the complaint resolution and escalate with the Home Office where appropriate

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 service user feedback and refer concerns to the relevant party to help and influence their service delivery and continuous improvement

What we cannot do

- Assess the validity of an issue

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- Report / action maintenance requests picked up in routine inspections
- Directly resolve or feedback outcomes of complaints against other parties
- Directly resolve maintenance issues

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

Eligibility

Migrant Help provides information and advice to clients who are considering entering into S98 and / or applying for support to help them understand:

- Asylum support process
- Types of support available
- Options available prior to applying for asylum support
- How to access Section 98

Section 95 / Section 4

- When requested, assist with the completion and submission of section 95 / Section 4 asylum support applications with the required evidence
- Provide quality assurance on applications completed by the client without Migrant Help's assistance and feedback any changes or additional information required prior to submission
- Provide information and support to those whose applications have been rejected by the Home Office as incorrect or insufficiently completed and assist clients to correct and resubmit
- Provide information and guidance to clients who believe their support application has been refused erroneously and assist in making written representations to the Home Office and/or refer them to the relevant third party to assist in appealing against the Home Office's asylum support application decision.

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Aspen Card

- Manage the safe and secure distribution of asylum support payment cards to clients who have been deemed eligible by the Home Office, usually clients housed within Initial Accommodation
- Provide information to help service users 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 missed a payment

What we can do

- Tell clients what information they need to submit with their asylum support application form
- Assist 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
- If clients contact us and confirm that they have been refused in error, decide if the application is erroneous
- 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 regarding dispersal collection / time / dates
- Assist with appeals to the asylum support tribunal
- Influence Home Office decision / outcomes
- Speed up dispersal
- Directly resolve any issues with payment

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Safeguarding

- Notifying the Home Office and relevant 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 service 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
- Migrant Help shall proactively identify and implement 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 to the need
- Signpost to relevant services

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