



## Home Office

### **Information Note: Home Office Asylum Initial Accommodation Routing for Homeless Destitute Individuals**

This information note is for the use of Local Authority, Registered Charity Frontline Homelessness Services and Legal Representatives.

Home Office (HO) asylum initial accommodation support is available to individuals registering a new asylum application who are destitute, or to individuals with an open asylum application who did not initially request accommodation support but are now destitute.

If the police are the first responders to encounter non-UK nationals, they should refer directly to the Immigration Enforcement National Command and Control Unit (NCCU) for advice.

HO guidance on Asylum Support can be found at:

[Asylum support: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/asylum-support)

### **Manston Immigration Bail Cases**

Asylum Initial Accommodation can only be granted to individuals who have an open asylum claim.

All individuals arriving at Manston who claim asylum should have been screened by Kent Intake Unit before their release on immigration bail from the site. Due to the volume of cases recently who have been screened at Manston we are aware that there have been delays with asylum screening records being registered on Home Office systems.

Currently individuals who claim asylum at Manston and who do not request asylum initial accommodation must provide the Home Office with a full address before they are released on Immigration Bail.

If you encounter any individuals who were released on Immigration Bail from Manston and have claimed asylum, who are now at risk of or experiencing rough sleeping and require asylum accommodation support, you can refer directly into the Routing Initial Accommodation (IA) team, without the need to refer to Migrant Help.

**Routing IA Validation Team** contact details are:

Email – [routingiavalidation@homeoffice.gov.uk](mailto:routingiavalidation@homeoffice.gov.uk)

RIAV Tel – **0300 106 4835**

The team operating hours are **9am to 7pm Mon to Fri, 9am to 4pm weekends**. Outside of these hours Migrant Help can assist with contacting the Out of Hours team for urgent

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[HOHomelessnessTeam@homeoffice.gov.uk](mailto:HOHomelessnessTeam@homeoffice.gov.uk)

vulnerable cases. Migrant Help asylum helpline: 0808 8010 503. [Asylum services | Migrant Help \(migranthehelpuk.org\)](#)

Send the attached **Manston referral form** to the above Routing IA Validation Team email address either the day before or on the day that collection is required.

The Routing IA Validation Team will assess all decisions on the day of destitution and the average response time is around 1 hour 30 minutes however this can increase between 11 and 3pm.

### **RIAV Collection Process – Existing Asylum Applicants**

The collection address can be at any location. Please allow three hours for collection once you have received confirmation that a customer will be collected, however the RIAV number can be called after this time if you wish to enquire about a collection.

### **Registering a new application for asylum and asylum support**

If you encounter any individuals who are now at risk of, or experiencing, rough sleeping who have not yet claimed asylum but wish to register their application and seek initial asylum accommodation support, follow the steps below to signpost them to the appropriate Asylum Intake Unit.

Any destitute individuals who have not already had their asylum screening will need to attend in person at an Asylum Intake Unit to register their application for asylum. They will not need to make an appointment if they have nowhere to live.

If the individual is unable to travel to Croydon Intake Unit you can contact the Asylum Intake Appointment Booking Team on **0300 123 4193** to find out the nearest Asylum Intake Unit they should go to and its opening hours.

- **Croydon Intake Unit (CIU) Walk-In Service**

Lunar House, 40 Wellesley Road, Croydon, CR9 2BY

The CIU opens at 8:30am and doors close at 16:00. The CIU has limited capacity to register walk in applications from those who have not booked an appointment in advance.

**If an individual arrives at CIU during their normal working hours and is assessed as needing accommodation, they are not sent away.** Only those individuals that CIU are satisfied have accommodation, and do not need to claim asylum there and then, are given information on how to arrange an appointment to attend CIU on a different day or return to the walk-in service.

**Asylum applicants or those seeking to register an asylum application who indicate at CIU that they are destitute, homeless and/or experiencing rough sleeping will be assessed for access to initial accommodation.**

- **By Appointment at CIU**

If a person has somewhere to reside it is highly recommended that they *[or you on their behalf]* make an appointment by phone:

**Asylum Intake Unit (AIU) appointment booking number: 0300 123 4193.**

The appointment line is open Monday to Thursday 09:00 to 16:45, Friday 09:00 to 16:30

When an applicant phones to book their appointment, CIU will collect more information in advance, which will allow them to complete some administration before the applicant attends. This will reduce the length of the screening interview at the unit.

Knowing more about the applicant and their needs in advance helps CIU to better meet any requirements they may have. The appointment line service will use an interpreter and will carry the cost of the call. The applicant should ideally be somewhere quiet and be free to speak for up to 30 minutes.

CIU will ask for the applicant's name and contact phone number, and whether they will need an interpreter to answer some questions. CIU will then phone the applicant back, give them an appointment, and ask them some simple questions about them and their family. They will not be asked why they are claiming asylum.