

ADDITIONAL SERVICES OR FACILITIES UNDER SECTION 4 OF THE IMMIGRATION AND ASYLUM ACT 1999 (Supported persons in receipt of support in voucher format)

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Introduction

This Asylum Instruction (AI) deals with additional services or facilities for destitute persons supported under section 4 of the Immigration and Asylum Act 1999, including failed asylum seekers and their dependants. It must be read in conjunction with both the AI on [Section 4 Support](#) and the [Immigration and Asylum \(Provision of Services or Facilities\) Regulations 2007](#). Throughout this document, the title of these regulations will be shortened to the [Additional Services Regulations](#).

Throughout this document, the terms he/she, him/her and his/hers will be used for all decision-makers and supported persons regardless of their gender unless the section can only apply to one gender. An example of a section that can only relate to one gender is the One-Off Supply of Vouchers for Pregnant Women and New Mothers.

The term “supported persons” will be used to apply to all persons already receiving support under section 4, regardless of whether they were a main applicant or a dependant upon submission of the section 4 application.

Decision-making officers in both the Regional Asylum Teams and the Case Resolution Directorate may be required to handle applications for additional services.

The introduction of the Azure section 4 Payment Card from 16th November 2009 allows additional services and facilities to be delivered via a payment card instead of in voucher format. The payment card is being progressively rolled out across the regions, if an application for an additional service or facility is received from an applicant who is in receipt of support via a payment card, the [Section 4 Additional Services Regulations \(Payment Card\) AI](#) should be used instead of this asylum instruction. If the applicant still receives support in voucher format, this asylum instruction should be used.

Application of this instruction in respect of children and those with children

Section 55 of the Borders, Citizenship and Immigration Act 2009 requires the UK Border Agency to carry out its existing functions in a way that takes into account the need to safeguard and promote the welfare of children in the UK. It does not impose any new functions, or override existing functions.

Officers must not apply the actions set out in this instruction either to children or to those with children without having due regard to Section 55. The UK Border Agency instruction ‘Arrangements to Safeguard and Promote Children’s Welfare in the United Kingdom Border Agency’ sets out the key principles to take into account in all Agency activities.

Our statutory duty to children includes the need to demonstrate:

- Fair treatment which meets the same standard a British child would receive;
- The child’s interests being made a primary, although not the only consideration;
- No discrimination of any kind;
- Asylum applications are dealt with in a timely fashion;
- Identification of those that might be at risk from harm.

Additional Services or Facilities

Persons on section 4 support may require further services or facilities that are above and beyond those which can be provided in the form of ordinary section 4 support. A supported person must already be in receipt of section 4 support in order to apply for additional services or facilities support, for example, in the case of a pregnant mother. For further information on the criteria a failed asylum seeker and his/her dependants must meet to be eligible for section 4 support, see AI [Section 4 Support Instruction](#).

Those supported under section 4(1) are only eligible for these additional services or facilities if they can demonstrate that they are destitute.

The aim of the [Additional Services Regulations](#) is to set out in legislation the power to provide additional support to supported persons who are already receiving section 4 support and require additional services or facilities that cannot be met by their current support. All the different types of additional services or facilities and the relevant amounts for which supported persons may apply are set out in the legislation.

Handling Additional Services or Facilities Applications

If a supported person considers that he/she requires additional services or facilities, he/she must submit his/her application on the application form [Application for Additional Services or Facilities for Service Users](#). Throughout the remainder of this document, this will be shortened to the [Additional Services or Facilities Application Form](#).

It is the responsibility of the supported person to fill in the appropriate box(es) on the [Additional Services or Facilities Application Form](#) and to provide any relevant additional evidence to support his/her application where this has been requested.

If the supported person wishes to apply for more than one additional service or facility, he/she should submit all applications on the same form. Failure to do so may result in the applications being considered independently of one another, possibly at different times.

On receipt of an application for additional services or facilities, the following actions must be carried out:

- Send the Standard Acknowledgement Letter.
- Check that the supported person's personal details are correct by comparing details on the [Additional Services or Facilities Application Form](#) with those on CID and ASYS.
- Check whether any dependants have been included on the application.
- Establish the supported person's additional requirements. This should be apparent from page 2 of the application form.
- Ensure that the form has been signed by the supported person and that the name of the accommodation provider has been included.
- Consider the application (see further detailed guidance below).

Where Service User has not completed application form correctly

The supported person may fail to complete the [Additional Services or Facilities Application Form](#) correctly in a number of ways. Some examples are listed below:

- Supported person fails to tick box relating to his/her additional need(s).
- Supported person fails to supply required evidence relating to his/her additional need(s).
- [Additional Services or Facilities Application Form](#) has not been signed by supported person.

When an incorrect or incomplete [Additional Services or Facilities Application Form](#) has been submitted, the decision-making officer should return the application using Application under Additional Services Regulations Decision Letter, highlighting any incorrect or incomplete sections. ASYS should be minuted with the return outcome.

Different types of Additional Services or Facilities

This section outlines the different types of additional service or facility as prescribed by the [Additional Services Regulations](#). It should be noted that, once the request has been approved, the accommodation provider will normally provide the additional service and will subsequently be reimbursed by the Home Office.

Travel

There are only two prescribed reasons under the [Additional Services Regulations](#) why the Secretary of State may supply, or arrange for the supply of, facilities for travel to a person on section 4 support. A person supported under section 4(1) must also demonstrate that he/she is destitute to be eligible for travel facilities. The two prescribed reasons are as follows:

- to receive healthcare treatment, provided that the supported person has provided evidence that the qualifying journey is necessary; or
- to register a birth.

Regulation 3(2) allows the Secretary of State to provide travel facilities for the aforementioned purposes to

- (a) dependants of the supported person and;
- (b) in the case of a supported person who is a child -
 - (i) a parent or guardian of that supported person or a person who for the time being takes parental responsibility for that supported person; and
 - (ii) if the parent, guardian or person who for the time being takes parental responsibility for that supported person himself has dependants then one or more of his dependants.

Regulation 3(3) allows the Secretary of State to only supply such facilities to supported persons.

Service User requires healthcare treatment

If a supported person on section 4 applies for travel in connection with healthcare treatment under the [Additional Services Regulations](#), he/she is required to fill in the appropriate box on page 2 of the [Additional Services and Facilities Application Form](#). In addition, he/she must submit any evidence to support his/her application in accordance with page 3 of the [Additional Services or Facilities Application Form](#).

Healthcare treatment includes GPs, hospitals, NHS walk-in centres, minor accident centres, baby clinics, dentists and similar facilities.

For a supported person on section 4 to be eligible for travel facilities to receive healthcare treatment, he/she must meet the criteria set out in Regulation 3 of the [Additional Services Regulations](#) and the definition of “qualifying journey” in Regulation 2.

The journey should be either:

- not less than 3 miles
- less than 3 miles where the supported person has a child dependant under the age of 5
- difficult since the supported person or a child dependant is unable or virtually unable to walk a distance of 3 miles.

There may be some circumstances in which travel by bus or other public transport is appropriate. In other cases, a taxi may be appropriate.

The [Additional Services and Facilities Application Form](#) and guidance notes clearly outline to the supported person a requirement for him/her to produce relevant evidence and that the application will not be considered unless this has been produced.

The supported person should, where possible, submit written evidence from the healthcare provider to demonstrate that he/she needs to travel to receive healthcare treatment. This evidence should, where possible, be submitted on official notepaper with details of the healthcare provider. An appointment card would suffice.

Where evidence is provided of a series of medical appointments, authorisation can be given for the whole series. It will not be necessary to apply for travel to each appointment.

There may be some occasions where a verbal statement of a pending medical appointment is acceptable. There may be a clear and obvious need for someone to visit their GP or an A&E department or similar at short notice. Decision-making officers should use their discretion as to whether verbal evidence should be accepted and should seek guidance from a senior caseworker before proceeding if they are unsure. This must be considered on a case-by-case basis. When considering whether travel should be provided, consideration should be given to the following:

- Nature of the condition/symptoms for which the appointment was sought. Is it the sort of condition which could have required short notice attention?
- Previous awareness of an existing medical problem. If the decision-making officer is already aware of a medical condition for which a supported person receives regular treatment, it is less likely that verbal evidence will be considered insufficient.
- Urgency of medical condition. It may not always be practicable to submit written evidence for unexpected medical conditions that require urgent treatment.

Cost of travel is known

Upon receipt of an application under the Additional Services Regulations on the basis of a need for urgent healthcare treatment where the cost of travel is known beforehand, the decision-making officer should act as follows:

1. Ensure that the application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to a need to travel for healthcare treatment. For further information, see Handling Additional Services and Facilities Applications.
2. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the need of the supported person to receive healthcare treatment is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the

supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the medical appointment.

3. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved and the cost of travel is known beforehand, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £[value] **for the purpose of travelling for healthcare treatment**. Payable to [name of accommodation provider]”.

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Cost of travel is not known

There may be occasions where it is not possible to establish the cost of travel for the purpose of receiving healthcare treatment before requesting the accommodation provider to authorise a payment. In this scenario, the decision-making officer should establish whether the required journeys are to be made either by bus or another form of public transport, or by taxi. The decision-making officer should then act as follows: -

1. Ensure that the application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to a need to travel for healthcare treatment. For further information, see Handling Additional Services and Facilities Applications.
2. Establish whether required journeys are to be made by bus or another form of public transport, or by taxi.
3. Once the method of transport is known, establish an approximate cost according to the supported person's current area of residence. This can be done by, for example, contacting colleagues in the appropriate regional asylum team, the Voluntary Sector or the relevant Accommodation Provider for advice.
4. Once it has been possible to establish an approximate cost, prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for the representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the need of the supported person to receive healthcare treatment is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the medical appointment.

5. Complete minute on ASYS regarding the decision made and the approximate payment provided. If the application has been approved, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of approximately £[**approximate value**] **for the purpose of travelling for healthcare treatment**. Payable to [**name of accommodation provider**]. NB this is an approximate cost, as cost of travel is unknown in advance of travel”.

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Once the supported person has made the required journeys, the decision-making officer should request that the accommodation provider provides details of all costs incurred. Any discrepancies between the estimated and actual costs should subsequently be settled with the accommodation provider.

Registering a Birth

Where a supported person under section 4 has given birth in the United Kingdom, the parent must register the birth with the local registrar. In England, Wales and Northern Ireland, the birth must be registered within 42 days. In Scotland, this must be done within 21 days.

For a person on section 4 support to be eligible for travel to register a birth, the journey must meet the definition of “qualifying journey” set out in regulation 2 of the [Additional Services or Facilities Application Form](#). As in most cases the supported person will be accompanied by a baby, they will almost certainly meet the definition.

If the supported person has previously been granted section 4 support due to a pregnancy, she should have already submitted a MATB1 which includes the expected date of delivery. This provides evidence that the supported person was due to give birth at the time of the application. After the birth, the supported person should fill the appropriate box on Page 2 of the [Additional Services or Facilities Application Form](#) and include the child’s name, date of birth and place of birth in Annex B. The same process should be followed for Birth Certificates, One-off vouchers for new mothers and Additional Weekly Vouchers for Children under 3.

Evidence that the birth has taken place may be documentary evidence from the hospital, such as the midwife’s notes including the baby’s unique national health number and personal details, or evidence from the accommodation provider that the supported person now has a baby in the household.

If the birth has taken place, the accommodation provider should accompany the parent to the registrar to formally register the birth.

The 42 day limit for registration should make it possible in most cases to authorise the accommodation provider in advance to provide travel (but note the shorter 21 day time scale for registration in Scotland).

Cost of travel is known

Upon receipt of an application under the Additional Services Regulations on the basis of a need to travel in order to register a birth where the cost of travel is known beforehand, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to a need to register a birth. For further information, see Handling Additional Services and Facilities Applications.
6. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, once copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the need of the supported person to register a birth is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the date on which the birth is to be registered.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved and the cost of travel is known beforehand, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £[value where known] for **registering a birth**. Payable to [name of accommodation provider].

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Cost of travel is not known

There may be occasions where it is not possible to establish the cost of travel for the purpose of registering a birth before requesting the accommodation provider to authorise a payment. In this scenario, the decision-making officer should establish whether the required journeys are to be made either by bus or by taxi. The decision-making officer should then act as follows: -

1. Ensure that the application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services

due to a need to travel for healthcare treatment. For further information, see Handling Additional Services and Facilities Applications.

2. Establish whether required journeys are to be made by bus or another form of public transport, or by taxi.
3. Once the method of transport is known, establish an approximate cost according to the supported person's current area of residence. This can be done by, for example, contacting colleagues in the appropriate regional asylum team, the Voluntary Sector or the relevant Accommodation Provider for advice.
7. Once it has been possible to establish an approximate cost, prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the need of the supported person to receive healthcare treatment is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the medical appointment.

6. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the following sentence is included:

"Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of approximately £[**approximate value**] for the **purpose of registering a birth**. Payable to [**name of accommodation provider**]. NB this is an approximate cost, as cost of travel is unknown in advance of travel".

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Once the supported person has made the required journeys, the decision-making officer should request that the accommodation provider provides details of all costs incurred. Any discrepancies between the estimated and actual costs should subsequently be settled with the accommodation provider.

Birth Certificates

When a person supported under section 4 gives birth, it will be often be necessary to acquire the full birth certificate. The full birth certificate means that the details of both parents have been included.

Regulation 4 of the [Additional Services Regulations](#) states that:

“The Secretary of State may arrange for the provision to a supported person of his child’s full birth certificate”.

The supported person should apply on the [Additional Services or Facilities Application Form](#) and attach any evidence of the birth to the form. Evidence that the birth has taken place may be documentary evidence from the hospital, such as the midwife’s notes including the baby’s unique national health number and personal details, or evidence from the accommodation provider that the supported person now has a baby in the household.

The accommodation provider will always be required to accompany the supported person to register the birth so that they can make the payment for the birth certificate which will subsequently be reimbursed by the Home Office.

The 42 day limit for registration should make it possible in most cases to authorise the accommodation provider in advance to provide travel (but note the shorter 21 day time scale for registration in Scotland).

Upon receipt of an application under the Additional Services Regulations on the basis of a need to obtain a birth certificate, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to a need to obtain a birth certificate. For further information, see Handling Additional Services and Facilities Applications.
8. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the need of a supported person to obtain a birth certificate is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the date on which the birth is to be registered.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the appropriate of the following three sentences is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £7 for **obtaining a birth certificate** in England/Wales (delete as appropriate). Payable to [**name of accommodation provider**].

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £13.50 for **obtaining a birth certificate** in Scotland. Payable to [**name of accommodation provider**].

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £11 for **obtaining a birth certificate** in Northern Ireland. Payable to [**name of accommodation provider**].

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Telephone Calls and Letters

Regulation 5 of the [Additional Services Regulations](#) allow for certain telephone calls and letters. The legislation states the following:

(1) The Secretary of State may supply, or arrange for the supply of, facilities to make telephone calls –

- (a) regarding medical treatment or care,
- (b) to a qualified person,
- (c) to a court or tribunal,
- (d) to a voluntary sector partner,
- (e) to a citizens advice bureau,
- (f) to a local authority,
- (g) to an immigration officer,
- (h) to the Secretary of State,

to a supported person aged 18 or over.

(2) The Secretary of State may supply, or arrange for the supply of, stationery and postage for correspondence –

- (a) regarding medical treatment or care,
- (b) to a qualified person,
- (c) to a court or tribunal,
- (d) to a voluntary sector partner,
- (e) to a citizens advice bureau,
- (f) to a local authority,
- (g) to an immigration officer,
- (h) to the Secretary of State,

to a supported person aged 18 or over.

If a supported person wishes to make telephone calls or write correspondence for a purpose other than those prescribed, he/she should instead apply under the Exceptional Specific Needs category.

Telephone Calls

All eligible main applicant supported persons who apply may be provided with a £5 card on a six-monthly basis. On the expiry of this six-month period, the supported person will again need to demonstrate that he/she has this additional need by completing a fresh [Additional Services or Facilities Application Form](#). If a supported person requests to make additional calls for a reason covered by Regulation 5(1) within this six-month period, or a dependant has an exceptional need to make calls independently of the main applicant, the decision-making officer should consider whether this should be allowed on a discretionary basis. A further £5 card should not usually be issued within the six-month period, rather arrangements should be made for the supported person or their dependant to make further exceptional calls.

The main applicant supported person is required to fill the “Telephone card” box on Page 2 of the [Additional Services or Facilities Application Form](#) and explain why he/she wishes to apply for a telephone card on Page 3.

Upon receipt of an application under the Additional Services Regulations on the basis of a need to make telephone calls for reasons as detailed in the legislation, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the main applicant supported person has applied for additional services due to a need to make telephone calls for reasons as detailed in the legislation. For further information, see Handling Additional Services and Facilities Applications.
9. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the need of the supported person to make telephone calls for reasons as detailed in the legislation is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the date on which the first telephone call must be made.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £5 for **making telephone calls**. Payable to **[name of accommodation provider]**.”

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Stationery

A supported person may apply for stationery under Regulation 5(2) of [the Additional Services Regulations](#). All eligible persons who apply may be provided with one-off vouchers to the value of £2.50. The supported person will need to fill in the relevant box of the application form and then submit evidence on page 3 as to why he/she requires stationery. It is expected that stationery will not be provided until authorisation has been given. Stationery will include, but is not limited to, the following: -

- Pens
- Pencils
- Stamps
- Envelopes

- Paper

Upon receipt of an application under the Additional Services Regulations on the basis of a need for stationery for reasons as detailed in the legislation, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to a need for stationery for reasons as detailed in the legislation. For further information, see Handling Additional Services and Facilities Applications.

10. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the need of the supported person to write letters for reasons as detailed in the legislation is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the date on which the first letter is to be written.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £2.50 for **stationery**. Payable to [**name of accommodation provider**].

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

One-Off Supply of Vouchers for Pregnant Women and New Mothers

Pregnant women and new mothers who are supported under section 4 and are destitute in the case of section 4(1) may apply for a one-off supply of vouchers to the value of £250. They are required to provide appropriate evidence to demonstrate that they are in need of these vouchers as set out on Page 3 of the [Additional Services or Facilities Application Form](#). For information on the legislation behind this additional service, see Regulation 6 of the [Additional Services Regulations](#).

Where a person supported under section 4 becomes pregnant, or has recently given birth, she may apply for vouchers to the value of £250 on a one-off basis. Those supported under section 4(1) must also demonstrate that they would otherwise be destitute to be eligible for these vouchers. The Secretary of State may only supply the vouchers during the period from 8 weeks before the expected date of birth to 6 weeks after the birth. These vouchers are applicable to each expected or new-born child. For example, if the supported person is expecting or has recently given birth to twins, she may apply for vouchers to the value of £500. The application can be made only by the pregnant woman or new mother herself.

A pregnant supported person in this position who requires additional support should fill in the appropriate box on Page 2 of the application form. She must also submit her original MATB1 form with the expected delivery date upon submission of the [Additional Services or Facilities Application Form](#). Applications for one-off vouchers received more than 8 weeks before the expected date of delivery will be rejected (but see below for applications for Additional Weekly Vouchers for Pregnant Women). Where evidence of the expected delivery date has been previously supplied in connection with an application for additional weekly vouchers, the evidence does not have to be re-supplied. Decision-making officers should not accept photocopies of the MATB1. The MATB1 should be scanned onto ASYS and where a file is available, photocopied and the copy placed on file. The original should be returned to the pregnant woman by recorded delivery at the earliest possible opportunity. If it is not possible to submit the MATB1 form, the pregnant woman may submit either a letter from a community midwife or a letter from a GP.

If a new mother has given birth and is now in the post-natal eligible period, she should fill in the appropriate box on Page 2 of the [Additional Services or Facilities Application Form](#). This can be the same [Additional Services or Facilities Application Form](#) as that used to apply for assistance to register the birth under Regulation 4. For further information on registering a birth, see Birth Certificates. The original full birth certificate must be sent as soon as it is available. Decision-making officers should not accept photocopies. The birth certificate should be scanned onto ASYS and where a file is available, photocopied and the copy placed on file. The original birth certificate should be returned to the new mother by recorded delivery.

Upon receipt of an application under the Additional Services Regulations on the basis of a pregnant woman or new mother's need for one-off vouchers, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to a need as a pregnant woman or new mother. For further information, see Handling Additional Services and Facilities Applications.

11. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative, along with one copy of the Accommodation Provider Covering Letter. In normal circumstances, the letter should also be posted to the accommodation provider. If the need of either the pregnant woman or new mother is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the date by which proof can be given the one-off vouchers are required.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the appropriate of the following two sentences is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £250 for **a pregnant woman**. Payable to **[name of accommodation provider]**.” (If pregnant woman is expecting multiple children, ensure that appropriate amount of support is inserted).

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £250 for **a new mother**. Payable to **[name of accommodation provider]**.” (If pregnant woman has given birth to multiple children, ensure that appropriate amount of support is inserted).

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Additional Weekly Vouchers for Pregnant Women and Children under 3

Persons supported under section 4 who are pregnant and/or have children under the age of three may apply for additional weekly vouchers should they demonstrate that they are eligible for this type of additional support. They are required to provide evidence that the pregnant woman/children under the age of three are eligible for these vouchers on page 3 of the [Additional Services or Facilities Application Form](#). For further information on the legislation behind this additional service, see regulation 7 of the [Additional Services Regulations](#).

Additional weekly vouchers for Pregnant Women

Where a woman supported under section 4 becomes pregnant she may apply for additional vouchers to the value of £3 per week. If she is supported under section 4(1), she is also required to demonstrate that she is destitute.

The application must be from the pregnant woman regardless of whether she is the main applicant or a dependant. She must also submit the original MATB1 form with the expected delivery date upon submission of the application form.

Decision-making officers should not accept photocopies of the MATB1. The MATB1 should be scanned onto ASYS and where a file is available, photocopied and the copy placed on file. The original should be returned to the pregnant woman by recorded delivery at the earliest possible opportunity. If the MAT B1 is endorsed by a midwife, their PIN number must be entered on the form along with their signature.

If it is not possible to submit the original MATB1 form, the pregnant woman may submit either a letter from a community midwife or a letter from a GP.

Upon receipt of an application under the Additional Services Regulations on the basis of a pregnant woman's need for additional weekly vouchers, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to a need for additional weekly vouchers as a pregnant woman. For further information, see Handling Additional Services and Facilities Applications.
12. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the supported person's need as a pregnant woman to obtain additional weekly vouchers is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the date by which proof can be given the additional weekly vouchers are required for the children under the age of three.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. Weekly payment of £3 for a **pregnant woman** from **[date]** to **[date]**. Payable to **[name of accommodation provider]**.”

The decision-making officer should insert the expected delivery date as the provisional end date for the payment of these vouchers to a pregnant woman.

The pregnant woman’s additional weekly vouchers should either be reviewed one week after the expected delivery date or when the decision-making officer has been notified about the birth, whichever is the sooner.

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Additional weekly vouchers for children under 3

Children supported under section 4 are eligible to receive vouchers to the value of £5 per week per child until his/her first birthday. From the date of a child’s first birthday until his/her third birthday, he/she is eligible to receive vouchers to the value of £3 per week per child. These vouchers are intended to be used to purchase healthy food on behalf of the child. A supported child is eligible to receive these vouchers until his/her third birthday.

If a supported person has a child under the age of three and requires additional support to meet his/her additional needs, he/she should fill the appropriate box on Page 2 of the application form on the child’s behalf. He/she should also submit the child’s full original birth certificate. Photocopies should not be accepted. The original birth certificate should be scanned onto ASYS and where a file is available, the birth certificate should be photocopied and the copy placed on file. The original should be returned to the supported person at the earliest possible opportunity. If the birth certificate has already been provided for other reasons, for example, the reason mentioned in Birth Certificates, it is not necessary to request it again.

If a supported person requires any assistance in obtaining the child’s birth certificate, he/she should apply under Regulation 4 of the [Additional Services Regulations](#). For further information on obtaining a new baby’s birth certificate, see Birth Certificates.

Upon receipt of an application under the [Additional Services Regulations](#) on the basis of additional weekly vouchers for children under the age of three, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that a supported person has applied for additional services due to a need for additional weekly vouchers for children under the age of three. For further information, see Handling Additional Services and Facilities Applications.

The definition of urgent for this purpose is within two working days of the date by which proof can be given the additional weekly vouchers are required.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the appropriate of the following two sentences is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. Weekly payment of £5 for **a child under the age of one** (insert appropriate amount if multiple children under the age of one) from **[date]** to **[date]**. Payable to **[name of accommodation provider]**.”

In this scenario, the decision-making officer should ensure that ASYS is minuted so that support is reviewed four weeks before the child’s first birthday. The decision-making officer will need to ensure that this support is discontinued by the child’s first birthday. An application may be lodged to support a child/children under the age of three at this stage.

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. Weekly payment of £3 for **a child under the age of three** (insert appropriate amount if multiple children under the age of three) from **[date]** to **[date]**. Payable to **[name of accommodation provider]**.”

In this scenario, the decision-making officer should ensure that ASYS is minuted so that support is reviewed four weeks before the child’s third birthday. The decision-making officer will need to ensure that this support has been discontinued by the child’s third birthday.

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Additional Weekly Vouchers for Children's Clothing

Supported persons with children may require additional assistance in the provision of clothing on behalf of their children. For these purposes, the definition of child includes anyone under the age of 16. For further information on the legislation behind this additional service, see Regulation 8 of the [Additional Services Regulations](#).

It is recognised that children under the age of 16 may require new clothes on a regular basis. As a result, a supported person may apply for vouchers to the value of £5 per week for each child. The vouchers are redeemable at a number of stores and cannot be used for any other purpose. Regulation 8 of the [Additional Services Regulations](#) applies until the child's 16th birthday.

If a supported person has a child for whom clothing is required, he/she must fill the appropriate box on Page 2 of the [Additional Services or Facilities Application Form](#) on behalf of the child. If the child has not already been included as a dependant under section 4, the supported person should apply to add the child by using Annex B, clearly marking the dependant as new. Where the child is new-born, this can be done at the same time as applying for assistance with the birth certificate. For further information, see Birth Certificates. Where the dependant has previously been supported under section 4, his/her details should still be included in Annex B.

Upon receipt of an application under the [Additional Services Regulations](#) on the basis of a parent's need for additional weekly vouchers for children's clothing, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to his/her need for additional weekly vouchers for children's clothing. For further information, see Handling Additional Services and Facilities Applications.

The definition of urgent for this purpose is within two working days of the date by which proof can be given the additional weekly vouchers for children's clothing are required.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved, ensure that the appropriate of the following two sentences is included:

"Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. Weekly payment of £5 for **children's clothing** (insert appropriate amount if clothing is required for multiple children) from **[date]** until **[date]**. Payable to **[name of accommodation provider]**."

In this scenario the supported child will be 15, meaning that the child's 16th birthday should be inserted as the end date for payment of these weekly vouchers. The decision-making officer should ensure that ASYS is minuted so that support is reviewed four weeks before the child's 16th birthday. The decision-making officer will need to ensure that this support has been discontinued by the child's 16th birthday.

"Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. Weekly payment of £5 for **children's clothing** (insert appropriate

amount if clothing is required for multiple children) ongoing from **[date]**. Payable to **[name of accommodation provider]**.”

In this scenario, the supported child will be under the age of 15 at the point at which the application under Regulation 8 has been granted. No end date should be recorded on ASYS and support should be minuted as ongoing as above.

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Exceptional Specific Needs

A supported person may have an exceptional specific need, despite failing to satisfy the conditions for the supply of those particular services or facilities. The criteria under which a supported person can be considered to have an exceptional need are prescribed in Regulation 9 of the [Additional Services Regulations](#).

The legislation states the following:

(1) If the Secretary of State is satisfied that a supported person has an exceptional need for:

- (a) facilities for travel,
- (b) facilities to make telephone calls,
- (c) stationery and postage, or
- (d) essential living needs,

she may provide for that need, notwithstanding that the conditions for the supply of those services or facilities referred to retrospectively in regulations 3, 5, and 6 are not satisfied.

(2) In determining what are or are not to be treated as essential living needs, the Secretary of State shall have regard to regulations made under section 95(7) of the 1999 Act. For further information, see section 95 of the Immigration and Asylum Act 1999.

Whether a perceived need is to be judged as exceptional must be decided on a case-by-case basis. Advice should always be sought from a senior caseworker where a supported person applies for additional services or facilities under this category.

The onus is on the supported person to demonstrate that his need is sufficiently exceptional to warrant a grant of additional services or facilities. He must include all relevant information on page 3 of the [Additional Services or Facilities Application Form](#), outlining why a grant of additional support is appropriate.

Upon receipt of an application under the Additional Services Regulations on the basis of an exceptional specific need, the decision-making officer should act as follows:

1. Ensure that application has been scanned onto ASYS and that a minute has been written stating that the supported person has applied for additional services due to an exceptional specific need, stating the precise nature of the need. For further information, see Handling Additional Services and Facilities Applications.

13. Prepare one copy of Application under Additional Services Regulations Decision Letter for the supported person, one copy for their representative and one copy for the accommodation provider. The letter should always be posted to the supported person and the representative. In normal circumstances, the letter should also be posted to the accommodation provider along with one copy of the Accommodation Provider Covering Letter. If the supported person's exceptional specific need is urgent, the decision-making officer should forward the letter as an email attachment or fax. If sending the letter to the accommodation provider via email, the supported

person must only be identified by their unique reference number, for reasons of data protection.

The definition of urgent for this purpose is within two working days of the date by which proof can be given the additional service is required.

2. Complete minute on ASYS regarding the decision made and the payment provided. If the application has been approved and a one-off payment is to be provided, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. One-off payment of £[value] for [reason]. Payable to [name of accommodation provider].”

If the application has been approved and an end-dated payment is to be provided, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. Weekly payment of £[value] for [reason] from [date] to [date]. Payable to [name of accommodation provider].”

If the application has been approved and an ongoing payment is to be provided, ensure that the following sentence is included:

“Payment agreed under Immigration and Asylum (Provision of Services or Facilities) Regulations 2007. Weekly payment of £[value] for [reason] ongoing from [date]. Payable to [name of accommodation provider].”

Failure to minute ASYS correctly could lead to problems in reimbursing the accommodation provider.

Document Control

Change Record

Version	Authors	Date	Change Reference
1.0	CC / JC	13/03/08	First approved version
2.0	SK	21/05/08	Reps to be copied in to letters sent to SU.
3.0	SM	28/10/09	Children's Duty paragraph and reference to the introduction of the Azure payment card added.