

## Asylum Support Payments

Newly arrived asylum seekers are usually placed on Section 98 (emergency support) if they would be otherwise destitute, i.e. they have no money. They are likely to be placed in 'initial accommodation' which is often a hotel where food and toiletries are provided so they are not given any cash. In the past they only used to be in initial accommodation for up to six weeks and then they were dispersed to houses where they were moved onto Section 95 support, which is more long term.

Since the COVID-19 pandemic asylum seekers have continued to be housed in initial accommodation for months. This means that they may move on to Section 95 support while they are still in the 'initial accommodation'. Once they are on Section 95 support they are entitled to the following depending on the accommodation type:

### *Initial accommodation (catered):*

Accommodation and food included (Hotels). Asylum seekers are entitled to £8.24 per week which is usually paid by giving them an ASPEN card (like a prepaid credit card) which the money is paid onto.

### *Initial accommodation (self-catered):*

Communal accommodation with cooking facilities available. Asylum seekers are entitled to £35 per week. Depending on location this may be paid onto an ASPEN card, be issued in the form of food vouchers from the accommodation provider or be a cash payment.

### *Dispersal accommodation:*

Asylum seekers are entitled to £40.85 per week. Paid via ASPEN card.

## FAQs:

### *What if an asylum seeker I'm supporting is not receiving the money they are entitled to?*

It may be that their Section 95 application is being held up. You can contact Migrant Help via their [webchat](#) or the [raise an issue portal](#) to check the status. You may need to attach a signed [consent form](#) or get verbal consent logged over the phone by asking the asylum seeker to call 0808 8010 503 and give consent for Migrant Help to talk to Care4Calais about their case. They will need to provide their NASS reference number.

If you are told that a section 95 application has not yet been made for this person they will need to make an application using this [form](#) and send it to [S95NewApplications@migranthehelpuk.org](mailto:S95NewApplications@migranthehelpuk.org) and send any supporting documents to [S95SupportingDocuments@migranthehelpuk.org](mailto:S95SupportingDocuments@migranthehelpuk.org)

If after chasing up the application they are still not receiving money you can escalate this by emailing [escalations@migranthelpuk.org](mailto:escalations@migranthelpuk.org).

**What if an asylum seeker has not got their Section 95 paperwork?**

If they are receiving money but do not have the right paperwork, either because they have lost it or it may have been sent to an incorrect (previous) address, you can email Migrant Help on [ProofOfSupport@migranthelpuk.org](mailto:ProofOfSupport@migranthelpuk.org). Please include the current address of the AS.

**What if an asylum seeker has been sent to dispersal accommodation and has not yet been sent an ASPEN card for their allowance payment.**

The accommodation provider is responsible for ensuring the asylum seeker has cash or food vouchers until their ASPEN card arrives so you should urgently chase them and remind them of their responsibility. Migrant Help can assist with this - either call 0808 8010 503 or email [regionalescalations@migranthelpuk.org](mailto:regionalescalations@migranthelpuk.org).

In addition, Migrant Help should chase up the aspen card. You can email [escalations@migranthelpuk.org](mailto:escalations@migranthelpuk.org) or contact Migrant Help via their [webchat](#) or the [raise an issue portal](#). You will need to attach a signed [consent form](#) or get verbal consent logged over the phone by asking the asylum seeker to call 0808 8010 503 and give consent for Migrant Help to talk to Care4Calais about their case. They will need to provide their NASS reference number.

**Section 4 Support**

Section 4 support is available to asylum seekers whose claims have been refused. It includes accommodation and £39.63 per week onto a payment card. The set of criteria for this application is narrower than other asylum support.

**Further reading**

[https://www.asaproject.org/uploads/Factsheet\\_1\\_s95\\_Support\\_May\\_22.pdf](https://www.asaproject.org/uploads/Factsheet_1_s95_Support_May_22.pdf)

[https://www.asaproject.org/uploads/Factsheet\\_17\\_-\\_s98\\_Support\\_March\\_2019.pdf](https://www.asaproject.org/uploads/Factsheet_17_-_s98_Support_March_2019.pdf)

<https://www.asaproject.org/uploads/Factsheet-2-section-4-support.pdf>