

Guidance for Leave to Remain

Details

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Please note These guidelines are regularly being updated. To be certain of getting the most up-to-date information we recommend that you contact Xanthe.

Guidelines for Visitors whose clients are in receipt of ASSIST support and have been granted Leave to Remain.

General

As soon as a client is in receipt of their status documents they need to apply for benefits with the assistance of their visitor and CLEAR.

It is particularly important for the client and/or visitor to keep a detailed record of dates and times of all contacts in seeking Job Seekers Allowance/Employment Seekers Allowance and Housing Benefit.

Application for Job Seekers Allowance/Employment Support Allowance.

There are three ways in which this can be done;-

- - A claim for JSA/ESA can be made at the local Job Centre Office. The client needs to have the date of LR, and the NASS 35 form or a letter from SWVG with the date when support will end.
- - Or, a claim for JSA can be made by phone to Gateshead, the Processing Centre. The number to ring is 0800 055 66 88. The client needs to have the date of LR, an address for correspondence and the NASS 35 form or a letter from SWVG with the date when support will end.
- - Alternatively, JSA new claims can be sent direct by post to the Processing Centre in Gateshead. The address is;- Job Centre Plus, Stockton BDC, Earlsway, Gateshead, NE92 1BS. JSA claim forms are available from local Job Centre offices. New claims should be marked clearly NEW CLAIM and must include a National Insurance number and a copy of the NASS

Southampton and Winchester Visitors Group *Working with asylum seekers and refugees*

Patrons: Miriam Margolyes OBE, John Pilkington, Dr Shirley Firth **Registered charity:** 1103093

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35 form (or letter from SWVG giving support end date) If the claimant has a bank account, JSA can be paid directly into that if details are provided in the claim.

The experience of SWVG to date has been that applications by post are dealt with quite quickly.

If a client has made a claim for JSA and wants to enquire re progress, the number to call is 0845 600 16 51. Their number and details will be taken, and a call back made within 3 hours.

Crisis Loans

While a client is waiting for benefits to be paid they may be able to obtain a Crisis Loan to cover living expenses. This money has to be repaid in instalments when JSA/ESA goes into payment.

To obtain a Crisis Loan the number to call is 0800 032 83 69. They try to make a decision quickly - even the same day, but they are very busy. Alternatively, the Job Centre Office may process the Crisis Loan.

Housing Benefit

Clients can apply for Housing Benefit in person from the day they apply for JSA/ESA, and it will be back-dated. They must have a rent agreement from their landlord for their application. The benefit will be paid to the client.

Clients who are getting ASSIST;-

Subsistence

Job Seekers Allowance can take up to 8 weeks before it is paid, and SWVG will usually continue to pay subsistence until that is received. We expect each client to inform their visitor when JSA or ESA (Employment Support Allowance) begins or when they start employment. Some clients have quickly got a job, and never had JSA.

The payment of subsistence may not always be for as long as needed - eg, if the client delayed applying for JSA, or if s/he moved straight away to a relative outside Southampton.

Rent paid by SWVG to Landlords

SWVG will normally cease to pay rent after the client has their status documents.

1. The Administrator will inform the landlord who it is hoped, will be willing to wait for payment until the back-dated Housing Benefit is received by the client.
2. If a landlord will not agree to wait for payment until the back-dated Housing Benefit is received the Administrator will ask the visitor to approach the Churches Rent Deposit Scheme (CRDS) for assistance.

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3. If neither the landlord nor the CRDS agree to either of the above then SWVG may pay rent as a loan for up to 28 days from date client receives their status document. This loan to be paid back to SWVG from the back-dated Housing Benefit. A form for this purpose is available from the administrator.

Sofa Money

If sofa money has been paid as part of ASSIST, money will normally continue to be paid as long as clients have applied for JSA/ESA benefits and these have not been received.

All Clients living on NASS support

SWVG would expect them to claim JSA immediately they receive their status documents.

Some clients living on NASS support in other cities, who previously received ASSIST support wish to return and settle in Southampton when they receive Leave to Remain. The advice from CLEAR is that they should remain in their current NASS accommodation as long as possible (normally 28 days). If they leave their NASS accommodation and return to Southampton they will be homeless. If they plan to return to live in Southampton, they should apply immediately for JSA, and then seek Housing benefit in Southampton. This is best done by a visit to Southampton and finding a Southampton address. It is suggested that clients and or visitors contact CLEAR for advice in individual circumstances.

Note. CLEAR advises that the local council where they are currently living has some responsibility for them, and it may be worth contacting them for information about accommodation possibilities.

A client on NASS support, who was previously on ASSIST, may apply to MAG for temporary help if absolutely no other means of support can be found. This subsistence support will be allocated for as short a time as possible.



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