

# PASE HANDBOOK

AUGUST 2019

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## BACKGROUND

Serco has been evicting people via lock change evictions in an ad hoc manner since they have held the contract. This is because when an asylum seeker has their claim refused by the Home Office, Serco are not paid their contracted fee per head per day for that person. They want to remove the refused person, so that they can move in an asylum seeker whose claim is not refused and that way continue to generate profit.

In England, Home Office contracted housing providers evict people in these circumstances all the time. However, in Glasgow, there is more resistance to it and a grey area with in the The Rent Scotland Act 1984. The Rent Scotland Act prohibits eviction of tenants without due process of law, so long as the occupier continues to reside in the premises. However, an amendment to this devolved act removes such legal protections in the case of asylum seekers and refugees, if they are supported under the Immigration and Asylum Act 1999. This amendment is clearly designed to exclude asylum-seeking residents from due process. But because there is a conflict between the devolved (housing) and reserved (immigration) powers, groups like ASH Project have argued that asylum seekers should have the same housing rights as anyone else in Serco.

On the 27<sup>th</sup> July 2018, Serco gave its first announcement that it would evict around 330 asylum seekers by lock change. This was paused after

public outcry and a case brought by Govan Law Centre. The case was heard in February 2019 with the results in April 2019 – unfortunately, the case went in Serco’s favour. For a time following this result, Serco were not clear about their next steps, but then on the 12<sup>th</sup> June 2019 they announced once again that they would begin lock change evictions – with 30 people receiving notices a week. Serco announced that a 14-day notice would be issued first, followed by a 7-day notice when the 14-day notice elapses. See the Appendix (p48 – 50) for examples of these.

After the 27<sup>th</sup> July 2018, ASH Project began working in collaboration with other charities and law agencies to come up with solutions to this crisis. The Scottish Third Sector Social Justice Collaboration organized a Tuesday weekly legal surgery at SRC so that asylum seekers could access free housing legal advice. The Collaboration group can be contacted via ongoing email threads on the ASH Project email. The group has more recently expanded to begin a campaigning and policy group, and is working with other campaigning groups like Living Rent and No Evictions. This group can be contacted by emailing the Stop Lock Change Evictions google group.

Though Govan Law Centre are appealing the April Court of Sessions decision on the 28<sup>th</sup> August and despite the fact Latta & Co have Judicial Review challenging the lock policy on scheduled for the 12<sup>th</sup> September, Serco are nonetheless pushing ahead with evictions. Many of those who received lock change notices have been referred to housing solicitors and have been granted for those people – all 11 PASE clients who received lock change notices have had interim interdicts granted. At time

of writing, a total of 44 out of 47 interdicts have been granted – 93%. However, we also know that two people (not PASE clients) have had their locks changed. The Scottish Third Sector Social Justice Collaboration is still calling for an amnesty on evictions until the law is further clarified. Serco have so far showed no plans to do this.

In August, running up to the cases brought by Govan Law Centre and Latta, it is essential that all those at risk are supported by regular check ins and phone calls, and anyone who receives an NTQ accesses legal advice urgently. As we have seen, interim interdicts are likely to succeed, so this gives the person the best chance of not being made homeless. We also need to be supporting people to make Section 4 applications as quickly as possible once they have a date for further submissions, as this will mean they should be back on support and no longer at risk of eviction.

## HOW PASE SUPPORTS PEOPLE

PASE's main form of support call people every week to two weeks, to find out how they are doing and see if there's any referrals we can make or signposting to do. This began as means to counteract harassment by Serco and to remind people of their rights – that they can stay in their homes whilst they gather evidence for their fresh claims.

This approach also means that people can ask us questions about letters they received and problems they might have, without having to come into town and make an appointment. It is also a potentially an easier form of contact for those who are suffering from depression and memory loss, which is very common amongst those who are destitute.

It also means we can catch issues early – one example being a PASE client who suffers from memory loss and depression who was given a 14 day NTQ but didn't tell anyone about it. We were able to alert his immigration solicitor, who then notified us when the client handed him his 7-day notice to quit. An interim Interdict was granted with only one day to spare.

This is useful form of contact in reminding people of their eligibility for Section 4 once they have a Further Submissions date. Many people find

the asylum support system very confusing, or aren't aware that they can begin their application early.

Finally, the immediacy of phone calls and texts mean that we can liaise with GPs, lawyers and other organizations so that people can arrange appointments and contact with less travel and less time spent.

The frequency of the calls depends on the what the individual prefers and their vulnerabilities. Some people want to call us themselves when they have issues, and so we don't call them on a regular basis. These kinds of preferences are in the summaries. Others appreciate regular contact, and if a person is going through a hard time, regular contact is necessary. As a rule, we have been calling most people every week since the June 12<sup>th</sup> announcement (unless they prefer otherwise) to stay vigilant against lock change notices.

People can also drop into the office to see us and can arrange to come in by appointment.

## PASE KEY ISSUES FOR AUGUST

PASE needs to continue contact with all people at risk over the month of August. There are 3 critical issues to focus on:

- Lock Change Notices
- Interim Interdicts
- Preventing Street Homelessness

These are covered in more detail below. We are also part of a larger campaigning group and may sometimes be called upon to provide information.

At time of writing, PASE work can be divided as follows:

- Beth – English, Farsi, Sorani, Kurmanji & Oromo calls and keeping notes of these calls
- Hassan – Amharic calls and keeping notes of these calls to email to Beth to put in the main spreadsheet.
- Khaled – Arabic calls and keeping notes of these calls to email to Beth to put in the main spreadsheet.
- Everyone – Administration – this involves liaising between people and their housing solicitors, making timely referrals for Section 4 and assisting people to look at other options if they are at imminent risk of street homelessness.



## LOCK CHANGE NOTICES.

If anyone receives a 14 day or 7-day notice to quit, they need to seek urgent legal advice.

If a person contacts PASE with an NTQ, you should immediately:

1. Contact their housing solicitor or refer them to a housing solicitor. If they already have one, you can find it on page X. If it's not there, you can contact Caitlin at Scottish Refugee Council (SRC) for it. If they haven't got one, they can either urgently be referred directly to a housing solicitor (see contact list). Less urgently to Caitlin at SRC, who will then make an appointment for the person for the Legal Surgery on a Tuesday at SRC. When contacting the housing solicitor, it is useful to provide the information on the Checklist as far as you can – see Appendix p47.
2. Consider whether they have severe vulnerabilities that could warrant a Social Work assessment. It is helpful to talk this through with British Red Cross who are experts in this area – you can call Emma McCarthy, talk through the specifics of the case with her and see if they have capacity to take on a Social Work assessment. Social work assessments are long, involved and can be very challenging – it is not something PASE is likely to have capacity for in August.

3. Write to their MP, asking them to write to Serco and the Home Office asking them to cancel the eviction. See the Appendix p54 for a model email.
4. Check the person has access to adequate mental and physical health care – helping them make a doctor’s appointment if necessary.
5. Check the person has enough to eat and give them food bank vouchers if required.

Those who have received lock change notices have the cell on the far left column on the spreadsheet changed to red – to indicate that there are time-sensitive issues and that they will need particular support.

## INTERIM INTERDICTS

When a person receives a 14 day or 7 day NTQ, a housing solicitor can lodge an interim interdict for them. This is a court order that, if successful, means that Serco can no longer evict the person for a period of time. When cases are successful, a new date is set for the case to be heard again – either because the person has new information to provide, or pending the result of the 28<sup>th</sup> August GLC *Ali* case at the Court of Sessions.

All PASE clients who have received lock change notices have so far successfully been granted Interim Interdicts. There are currently 3 people supported by other organizations whose cases weren't successful – those are being appealed and we don't yet know the outcome of those appeals.

All PASE clients' successful interim interdicts will be heard again – some as soon as the 7<sup>th</sup> of August and some on 27<sup>th</sup> of August. These are listed on the PASE calendar, which should also be regularly updated. It's important to prepare for these dates because if the cases are unsuccessful, then the person will need assistance in looking at their other options – see *STREET HOMELESSNESS* section.

## SECTION 4 APPLICATIONS

PASE supports people to stay in their homes whilst they gather evidence for their fresh claim.

When people are ready to make fresh asylum claim, their lawyer will apply for an appointment date for the Liverpool Further Submissions (FSU) Unit. When this happens, they can begin their Section 4 application. It is important that PASE monitors when people become eligible to make a Section 4 application and refer them as soon as they are, as this reduces the amount of time they are destitute and prevents them from being at threat of eviction.

We have a referral agreement with the Red Cross, where we refer people to their Short-Term Asylum Response (STAR) Service. You should email: [refugeesupportglasgow@redcross.org.uk](mailto:refugeesupportglasgow@redcross.org.uk) cc'ing [RowenaReed@redcross.org.uk](mailto:RowenaReed@redcross.org.uk) (who is the Star Service Manager)

At time of writing, STAR has a bit of a waiting list, so they have asked that we refer people one month before their appointment. You can also refer people to Govan Community Project (GCP), but GCP has a smaller team than BRC, so it makes sense to refer to them when someone lives in Govan so they don't have to travel or when someone can't wait for an appointment. You should email: [fiona@govancommunityproject.org.uk](mailto:fiona@govancommunityproject.org.uk) and [rachel@govancommunityproject.org.uk](mailto:rachel@govancommunityproject.org.uk) to check their availability.

On the *PASE at a glance* tab on the spreadsheet, there is a list of all people who are either about to go to FSU and make a Section 4 application, or those who have and are waiting for their support to come through.

Once someone has gone back on to Section 4 support, you can take them off the spreadsheet and add them to the list of people in receipt of Section 4 on the *PASE at a glance* tab.

## STREET HOMELESSNESS

If a person's interim interdict fails (in first hearing and in appeal), or if a person comes to PASE after their locks have been change, the priority is to prevent them sleeping on the streets. Options to explore are:

- Friends and Family – do they have anyone who they can safely stay with?
- Glasgow Night Shelter – call or email GNS to see if they have any availability.
- Room for Refugees – A Community Hosting scheme run by Positive Action In Housing – call them to see if they have can take on a referral

If one or more of these options is available, but will take a couple of days to turn around, PASE *may* have money to put someone up in a hostel for a night or two. BRC also have funds to this end, and Sheila or Shafiq can try contacting them to this end.

## CAMPAIGNING

Scottish Third Sector Social Justice Collaboration is part of a campaigning and policy group, and is working with other campaigning groups like Living Rent and No Evictions. This group can be contacted by emailing the Stop Lock Change Evictions google group.

The group may need ASH's input for campaigning projects and we need to continue to publicize and share the groups actions and material. Jess is part of the google group and will put new material online, but it's important to be aware of this.

# PASE OTHER COMMON ISSUES

## DESTITUTION GRANTS

A common issue people report is that they are struggling without money. Similar to the issue of food, there aren't any good solutions to these problems. However, people can apply for destitution grants from:

- Refugee Survival Trust – This is a one-off grant for £72. This can be applied for through Govan Community Project, Red Cross, Scottish Refugee Council. **Those who have been served with a 7-day eviction notice can now access a destitution grant more readily.** You don't need to refer people to get these grants, you can just advise them to attend the drop-ins of the relevant organizations. It can be difficult knowing whether someone has had the grant recently or not.
- Positive Action in Housing – Provide one off grants of varying amounts (usually £50 - £70). **They are now giving expedited grants to those threatened with eviction.** You can call up to make an appointment or email PAIH with the mandate of the person.

## ELECTRICITY RESTRICTION

Serco restricts the electricity of some refused asylum seekers. It can only do this when properties have a wet meter – one that needs to be topped up manually. Normally people will receive £90 vouchers every 2 to 3 weeks to keep their electricity on – when they receive a refusal, Serco either restricts this altogether or gives £10-£20 vouchers a time, which run out much more quickly. There are some PASE clients for whom we report to Serco when they have run out of electricity – make sure to check the summary notes on the spreadsheet for these instances.

## EMAIL ETIQUETTE

It is essential when sending any emails that you cc in the [contact@ashproject.org.uk](mailto:contact@ashproject.org.uk) email. Everyone is working around 2 days a week, so if the [contact@ashproject.org.uk](mailto:contact@ashproject.org.uk) email is included that all emails can be picked up and accessed easily.

PASE key contacts are included below. Those with \*\*\* by their name are senior and/or people we have a prior relationship with, so you should check with Sheila or Shafiq before emailing them. It may be more appropriate for them to take on those emails or be cc'ed in.



## FOOD/FOODBANKS

All the people threatened with eviction are destitute and have to live on foodbanks and charity handouts. Some people have friends that help them out, so they don't struggle to eat. But for those that don't have others to support them, this is a dire situation that means people are going hungry every day. Foodbank food parcels are often of low-quality and are not fresh – they are not intended to be lived on long-term.

There aren't any decent solutions to this issue. When someone tells you they don't have enough to eat, there are mainly two options:

- Trussell Trust foodbanks – these are located throughout Glasgow but require vouchers to get a food parcel. There can only be one voucher given per 6 weeks. The vouchers require a registered signature – you can ask Andrew, Shafiq or Sheila to sign this for you.

The food banks are split into different areas, with a number of different foodbanks per area. It's worth checking the distance between a foodbank location and a person's home to locate the one that is closest to them. Since people are destitute, they have to walk everywhere.

- Faith Group/Integration Network/Other Charity community meals or food initiatives – the signposting folder has resources for various different less formalised food initiatives around Glasgow. You can cross reference this with someone's address to find out what's close to them. However, there are some areas – e.g. Drumchapel, Ruchazie – where there aren't really any of these at all that we know of.

## HARASSMENT

Though harassment hasn't been a huge issue of late, Serco has a history of its staff harassing service users with unannounced visits, texts, calls and letters. Sometimes this has been in an effort to get the person to leave the property – but it also happens to service users who have a current asylum claim and are not at threat of eviction.

When this happens, ask for the person's consent to complaint to Serco on their behalf. Try to get as much detail as possible – the time of the visit, the name and gender of the housing officer(s) and any history of similar behaviour. If there is any evidence e.g. photographs of notes left or screenshots of messages, it's good to include this, as Serco can't deny it.

If the person has a housing solicitor, notify them of this. In situations where a person has an interim interdict, Serco should not be contacting

the person AT ALL. All communication should be going through the person's housing solicitor and Serco's solicitors, Pinsent Masons. If a person reports visits or calls from Serco, don't contact Serco but let their housing solicitor know and tell the person to inform you immediately of anymore incidents.

## HEALTH

Destitute asylum seekers have much higher rates of mental and physical ill health than the general population. If people are struggling with health problems, it's important to encourage them to visit their GP. If the GP is not treating them well and/or taking their issues seriously, you can encourage them to see a different GP. Though this may be difficult during August 2019, where there is capacity W-ASH staff and volunteers can attend GP appointments with people as an observer. You can see what volunteer availability is by using the ASH and WASH Project whatsapps. Make sure that volunteers let you know when they have left an appointment, and that they have their W-ASH ID lanyard on them.

Asylum seekers should have access to free NHS health care. However, they are required to have a valid, in-date HC2 certificate in order to this. When a person's HC2 certificate is out-of-date, they need to make a new HC1 application. You can help them do this by filling out and posting a new HC1 application to them. A model application is at the back of this document – they take no time at all to fill out because most of it doesn't apply to asylum seekers.

You can access HC1 application forms here:

<https://www.nhsbsa.nhs.uk/sites/default/files/2017-05/HC1-scotland-health-costs-help-claim-form.pdf>

Either the person can come into sign the form, but it's often easier to fill it out, post it to them and enclose a stamped envelope addressed to:

NHS Business Services Authority

Bridge House

152 Pilgrim Street Newcastle Upon Tyne

NE1 6SN\*\*\*

Then the person can put the form in the post themselves. See the Appendix (p57) for a model HC1 form.

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## HC5

Sometimes people have to attend health care appointments that are they cannot get the travel refunded for there and then. This often happens when the appointment is not at a hospital but at a health care centre, e.g. for physiotherapy appointments. In these cases, they will need to fill out a HC5 form and attach their tickets.

HC5 forms are available here:

<https://www.nhsbsa.nhs.uk/sites/default/files/2017-05/HC5-scotland-refund-form.pdf>

They are also posted to the above address. \*\*\*

\*\*\*\* There is a Freepost address for NHS Business Services:

### **LIS Freepost**

NHS Business Services are very cagey about it so I have always been worried about trying it in case the form doesn't make it.

## INTERPRETATION

There are a considerable number of calls to be done by an interpreter. We use a mix of staff and volunteers who speak the relevant languages, professional interpreters and Clearvoice (a telephone interpreting service):

- Amharic – Hassan (staff - CVAW)
- Arabic – Khalid (staff - CVAW)
- Farsi – Karima (WASH Volunteer)/Clearvoice
- Kurdish Sorani – Voiceover Interpreter Aweza Kareem comes every fortnight for one house. Aweza has to make many calls, so you should sit with her and take notes whilst she makes them.
- Kurdish Kurmanji – Adnan (ASH Volunteer)/Clearvoice
- Oromo - Clearvoice

Clearvoice is very expensive and should only be used in emergency or when there are no other interpreting options available (e.g. with Oromo). The Clearvoice documents are included in this booklet. When working with interpreters in person, there are Word Documents with the lists of calls to be made – you can amend these if new referrals come in, print these out and give them to the interpreter.

## MANDATES

A mandate is a form signed by the person we are supporting, indicating they consent to us acting on their behalf. You must still always check with each and every action you take on a person's behalf that they consent to it. For example, you should never email Serco to complain unless the person concerned wants you to do so. Even if Serco has done something wrong, that doesn't mean the person necessarily wants a complaint made about it.

The mandate also shows other organizations that a person has consented for us to act on their behalf. A mandate should always be sent ahead, if you need to refer a person to a service or discuss confidential details.

Of late, Serco have been refusing to accept our mandates unless they are dated within a month of an incident. They will not discuss anything with us or tell us what action they will take. This is a very frustrating situation which affects many other organizations dealing with Serco – however, our focus is housing so we deal with Serco a lot more than other organizations! Though we are trying to think of ways to change this situation, in the meantime it is a good idea to ask anyone who drops in to sign a new mandate just in case. In other cases, I have also asked other agencies who see a person regularly to get a mandate signed for us. They know what the situation is and won't mind doing this at all.

## PETTY CASH

PASE has its own petty cash box. It is light blue and is kept in the cupboard behind Hassan's chair. The key is kept in the little stack of drawers to the right of the Samsung printer. This is mainly used to give travel expenses to PASE clients who come in to see us. They should be given £4.60 each time. It can also be used for necessities like stamps, envelopes, taxi money etc. You should record all money that goes out on the clipboard, kept in the drawer by Shafiq's desk, stapling on any receipts if you get them.

The petty cash has been topped up for August and shouldn't run out before then. If it does – speak to Sheila about a petty cash requisitions.



## REFERRALS - INCOMING

People who have recently received a refusal on their asylum claim may be referred to us by another agency (usually the Red Cross) or come in themselves, having heard about us. When this happens, these are the steps to follow:

1. Get a mandate signed – we can't do anything without a mandate!
2. Ask them for the following information:
  - DOB
  - Home Office Reference number
  - Name of Immigration Solicitor
  - Date of Refusal
  - Country of Origin
  - If they have any mental or physical health problems
  - If they are receiving support from other agencies – this can help prevent duplicating work, but also help you understand things about the person that it may be difficult for them to tell you at this stage e.g. Anchor only supports people with complex PTSD, Freedom From Torture support torture survivors and TARA only supports victims of trafficking.
3. Ask them if they need a referral to the Housing Legal Surgery. If they have received a 14 day/7-day notice, you may need to call

around the solicitors to ask for an emergency appointment instead of waiting for the Tuesday surgery at SRC.

4. If the person is an Arabic or Amharic speaker, their details need to be passed on to Khaled (Arabic) and Hassan (Amharic) so that they can add them to their list of calls.

## REFERRALS - OUTGOING

Some organizations and services require a referral form, whereas for others you can just send a mandate and the details about the person and what's required. All blank referral forms can be found in the cloud in Public/08 Asylum Seeker Housing Project/PASE/Referrals. The table below indicates what's required for organizations and services we commonly refer to:

BRC	Referral form & Mandate. One referral form for all services – you tick the box at the top to indicate what service you are referring to
DASS	Referral form & Mandate
Freedom From Torture	Referral form & Mandate
GCP	Mandate and details in an email.
Lawyers	Email first to check capacity. If they can take someone, then Mandate and details in an email.
Legal Surgery	Referral form & Mandate

MPs	Mandate and details in an email. See model email for the information required.
Saheliya	Referral form & Mandate

It's important to put as much information as you can about a person in the referral – nothing is irrelevant. Asylum seekers are constantly having to go round agencies and talk about their stories and issues, and so it can also make it easier for them if a new organization already has some background. This is especially critical when making referrals to the housing solicitors when someone has 14 day or 7 day NTQ, as there is very limited time.

## REPAIRS ISSUES

People may report problems with housing to you. Depending on how the person feels and what the issue is. These can generally be split into two areas:

**NON-EMERGENCY** – smaller issues – for example, a broken wardrobe door – can be reported and Serco will generally give a 28-day window in which they are contractually obliged to fix them. It's worth making a note of when it was reported, in order to chase Serco up.

**EMERGENCY** – issues that could potentially be dangerous and harmful/cause serious damage – like leaks, damaged plug sockets (with children around) etc. – should be fixed within a 24-hour notice period once reported.

All these can be passed on to Andrew and Shafiq to action.

## RELOCATIONS

Some issues require a person to be moved to a different property altogether – for example, anti-social and/or racist behaviour, problems with flatmates, medical conditions.

All these can be passed on to Andrew and Shafiq to action.

## USING THE SPREADSHEET

The PASE spreadsheet has been amended for August 2019 to be simpler and easier to use. All clients are divided by language groups on different tabs. The final tab presents a summary of PASE figures and lists – these should be kept up to date.

### Breakdown of Spreadsheet -

- Columns 1-3 – **Name, Address, Telephone Number**
- Column 4 – **Date of Last contact** – This allows us to keep a track of when a person may have dropped out of contact. When this happens, we email the Red Cross and/or SRC to see if they have seen the person recently.
- Column 5 – **Summary** – This provides a summary of the client's history and any important issues. The first notes aim to give you key information at a glance –

DOB: XXXXX

HO Reference: XXXXX

Immigration Solicitor: XXXXXX

Housing Solicitor: XXXXX

Refused Since: XXXX

PASE Client Since: XXXXXX

From XXXXX

- Column 6 – **Case notes** – to be filled in from phone calls and meetings with the person. Always put your name and the date first, as more than one person will be using the spreadsheet. Put the newest information first. Example:

*28/07 Andrew: Abdul came into see us today after seeing his lawyer – his lawyer has applied for an FSU date from the Home Office. I advised him to let us know as soon as they receive an appointment confirmation letter so we can refer him to make his Section 4 application.*

*14/07 Beth: phoned Abdul – he was feeling very low as his case is taking a long time – the country expert has still not provided the report. I offered to make him a GP's appointment, but he said he would prefer to do it himself.*

*01/07 Shafiq – Called Abdul – no answer, but I sent him a text.*

Note: Those who have received lock change notices have the cell on the far left column on the spreadsheet changed to red – to indicate that there are time-sensitive issues and that they will need particular support.

**NOTE: Please save the copy of the Spreadsheet you are working on to Desktop, and then save it to the Cloud once you are finished. This ensures changes you have made aren't lost.**

**To ensure there aren't conflicted copies of the Spreadsheet, save the copy you are working on with the date of that day. Make sure you don't work on the Spreadsheet at the same time as anyone else.**

# PASE KEY CONTACTS

## BRITISH RED CROSS

Jillian McBride<sup>\*\*\*</sup> - Manager [jmcbride@redcross.org.uk](mailto:jmcbride@redcross.org.uk)

Emma McCarthy - [EmmaMcCarthy@redcross.org.uk](mailto:EmmaMcCarthy@redcross.org.uk)

Calum Lindsay – [CalumLindsay@redcross.org.uk](mailto:CalumLindsay@redcross.org.uk)

Annie Saha – [AnamikaSaha@redcross.org.uk](mailto:AnamikaSaha@redcross.org.uk)

Refugee Support – All referrals email address -  
[refugeesupportglasgow@redcross.org.uk](mailto:refugeesupportglasgow@redcross.org.uk)

Rowena Reed – STAR Service Manager -  
[RowenaReed@redcross.org.uk](mailto:RowenaReed@redcross.org.uk)

## DASS

Destitute Asylum Seeker Service – past of Scottish Refugee Council

Cath McGee<sup>\*\*\*</sup> – DASS Manager – [DASS\\_manager@rst.org.uk](mailto:DASS_manager@rst.org.uk)

Lindsay Reid - DASS Caseworker –  
[Lindsay.Reid@scottishrefugeecouncil.org.uk](mailto:Lindsay.Reid@scottishrefugeecouncil.org.uk)

Cara Halliday - DASS Caseworker –  
[Cara.Halliday@scottishrefugeecouncil.org.uk](mailto:Cara.Halliday@scottishrefugeecouncil.org.uk)



## GOVAN COMMUNITY PROJECT

Rachel Butter – Caseworker - [rachel@govancommunityproject.org.uk](mailto:rachel@govancommunityproject.org.uk)

Traci Kirkland – Director – [traci@govancommunityproject.org.uk](mailto:traci@govancommunityproject.org.uk)

Fiona Rennie – Caseworker - [fiona@govancommunityproject.org.uk](mailto:fiona@govancommunityproject.org.uk)

## GOVAN LAW CENTRE - HOUSING SOLICITORS

Govan Law Centre:

0141 440 2503

Orkney Street Enterprise Centre (Units 4 & 6), 18-20 Orkney Street,  
Glasgow,  
G51 2BZ.

Govanhill Law Centre (part of Govan Law Centre)

0141 433 2665

Samaritan House, Lower Ground Floor,  
79 Coplaw Street,  
Glasgow,  
G42 7JG

Sally Mair (based at Govanhill) – Trainee Solicitor – [smair@govanlc.com](mailto:smair@govanlc.com)

Christine McKellar (based at Govan) – Solicitor –  
[christinemckellar@govanlc.com](mailto:christinemckellar@govanlc.com)

## LATTA & CO – IMMIGRATION & HOUSING SOLICITORS

137 Sauchiehall Street

Glasgow G2 3EW

Cambridge House

8 Cambridge Street

Glasgow G2 3DZ

Tel 0141 222 2185

Jalal Chaudry – [jch@lattalaw.co.uk](mailto:jch@lattalaw.co.uk)

Fraser Latta\*\*\* - [FL@lattalaw.co.uk](mailto:FL@lattalaw.co.uk)

Irzum Mahmood – [im@lattalaw.co.uk](mailto:im@lattalaw.co.uk)

## LSA – HOUSING SOLICITORS

Legal Services Agency Ltd

Fleming House

134 Renfrew Street

Glasgow G3 6ST

0141 353 3354

[lsa@btconnect.com](mailto:lsa@btconnect.com)

Seonaid Cavanagh - [SeonaidCavanagh@lsa.org.uk](mailto:SeonaidCavanagh@lsa.org.uk)

Alastair Houston – [AlastairHouston@lsa.org.uk](mailto:AlastairHouston@lsa.org.uk)

Siobhan Johnston - [SiobhanJohnston@lsa.org.uk](mailto:SiobhanJohnston@lsa.org.uk)

Rona Macleod – [RonaMacleod@lsa.org.uk](mailto:RonaMacleod@lsa.org.uk)

Kirsti Nelson – [KirstiNelson@lsa.org.uk](mailto:KirstiNelson@lsa.org.uk)

Kasia Prochalska – [KasiaProchalska@lsa.org.uk](mailto:KasiaProchalska@lsa.org.uk)

## LIVING RENT

Sean Baillie – [sean.baillie@livingrent.org](mailto:sean.baillie@livingrent.org)

George Lavery – Govan Organiser - [george.lavery@livingrent.org](mailto:george.lavery@livingrent.org)

## MPS\*\*\*

Mary Fee - Mary.Fee.msp@parliament.scot

Patrick Grady - patrick.grady.mp@parliament.uk

David Linden - david.linden.mp@parliament.uk

Chris Stephens – chris.stephens.mp@parliament.uk

Paul Sweeney - paul.sweeney.mp@parliament.uk

Others – use Find Your MP: <https://www.parliament.uk/mps-lords-and-offices/mps/>

## SCOTTISH REFUGEE COUNCIL

6<sup>th</sup> Floor

Portland House

17 Renfield St

Glasgow G2 5AH

0141 248 9799

<http://www.scottishrefugeecouncil.org.uk/>

Gary Christie\*\*\* - Head of Policy –  
Gary.Christie@scottishrefugeecouncil.org.uk

Esther Muchena\*\*\* - Esther.Muchena@scottishrefugeecouncil.org.uk

Graham O'Neill\*\*\* – Policy Manager -  
Graham.O'Neill@scottishrefugeecouncil.org.uk

Lindsay Reid – DASS Caseworker –  
Lindsay.Reid@scottishrefugeecouncil.org.uk

Caitlin Reilly – Helpline Advisor –  
[caitlin.reilly@scottishrefugeecouncil.org.uk](mailto:caitlin.reilly@scottishrefugeecouncil.org.uk)

## SHELTER - HOUSING SOLICITORS

Fiona MacPhail – Principal Solicitor – [Fiona\\_MacPhail@shelter.org.uk](mailto:Fiona_MacPhail@shelter.org.uk)

Chris Ryan – Associate Solicitor – [Chris\\_Ryan@shelter.org.uk](mailto:Chris_Ryan@shelter.org.uk)

Monique Campbell – Community Organizer -

## UNITY CENTRE

22 Ibrox Street, Glasgow G51 1AQ

[info@unitycentreglasgow.org](mailto:info@unitycentreglasgow.org)

[0141 427 7992](tel:01414277992)

Bethan Manton-Roseblade - 07538802967

Fenella - 07918157101

Joel White – 07946544613 (also No Evictions)

\*\*\* Senior/Prior relationship – consult with Sheila and/or Shafiq first if you want to email this person.

# GLOSSARY

**BRC** – British Red Cross

**Clearvoice** – Migrant Help’s telephone interpreting service. We have an account with them, but it is a very expensive service and should only be used sparingly.

**DASS** – Destitute Asylum Seeker Service at Scottish Refugee Council

**FSU** – Further Submissions Unit. Asylum Seekers must go to the FSU in Liverpool to make their submissions in person. Under some circumstances, people can submit by post if they are so ill they cannot travel – but the threshold for this is very high.

**HC1** – The application form necessary for an HC2 certificate.

**HC2** – A certificate that means those on low/no incomes don’t have to pay for healthcare – particularly important for the dentist.

**HC5** – Application form for travel refund.

**Interim Interdict** – a court order which prevents eviction for a limited time period. So far, some interdicts have been granted pending more information (and therefore call again on August 7<sup>th</sup>) and some pending the results of the Govan Law Centre *Ali* case on August 28<sup>th</sup> (and therefore call again on September 27<sup>th</sup>).

**Migrant Help** – Home Office contracted charity that deals with Asylum Support.

**Section 4** - Section 4(2) of the Immigration and Asylum Act 1999 (the 'IAA 1999') allows for support to be provided to refused asylum-seekers. Following the abolition of s4(1) in January 2018, references to s4 support always mean s4(2). The relevant Home Office policy is Asylum Support, section 4(2): policy and process.

To qualify for s4 support, refused asylum-seekers must be destitute and meet a narrow set of criteria. The support consists of accommodation and £35.39 a week via a pre-paid Visa card (ASPEN card). Extra money is available to pregnant women and mothers of children under 3. Unlike s95 support, s4 applicants cannot request 'subsistence only' support (i.e. no accommodation) and s4 recipients cannot withdraw money using ATM machines.

**Section 95** - Section 95 support can take the form of subsistence only (i.e. cash only support) or if the asylum seeker does have somewhere to stay pending their asylum claim, accommodation and subsistence support. Only a minority of people on s95 support apply for 'subsistence

only' support. Asylum seekers are accommodated outside of London and the South East under the Home Office's dispersal policy. Accommodation can be provided in London in exceptional circumstances.

The level of cash support provided is a fixed rate which is significantly lower than income support levels. This is currently £37.75 per week per person (adults and children receive the same). Support is provided through a debit card called the ASPEN card. Additional payments are available in limited circumstances (see ASAP Factsheet 9 in the Appendix).

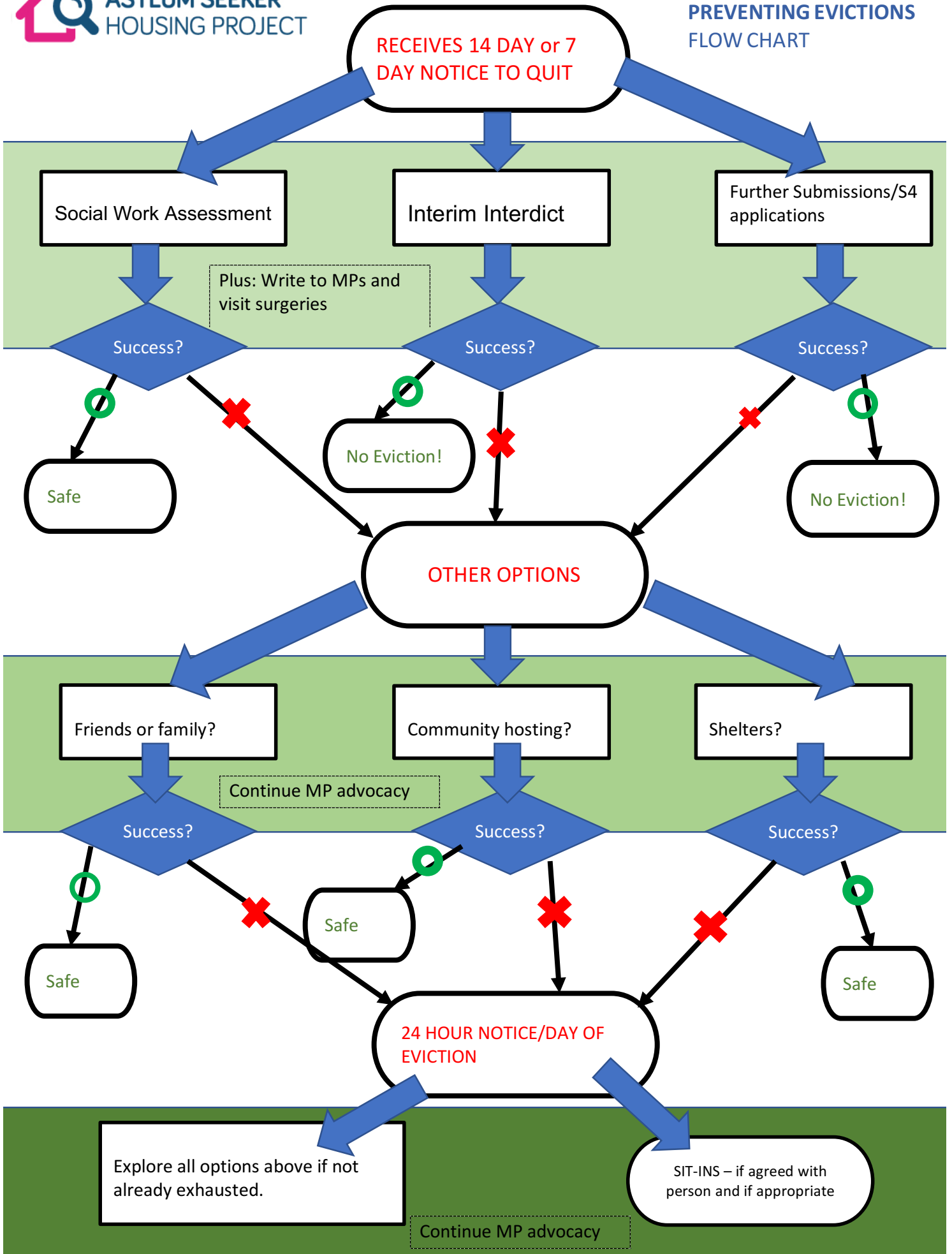
**STAR** – Short Term Asylum Response Service at British Red Cross. This is our main point of referral for Section 4 applications.

**SRC** – Scottish Refugee Council.

# APPENDIX

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## RECEIVES 14 DAY NTQ

### Interim Interdict

- Lodged by a housing solicitor
- If successful, this would result in a court order that prevents the eviction until the law is clarified i.e. until any cases at the higher courts have been resolved – cases are currently being brought by Govan Law Centre, Latta and Shelter.

A Free Housing Legal Advice surgery runs at SRC every Tuesday, where a person can meet with one of the following partner law agencies:

- Latta
- LSA
- Govan Law Centre
- Shelter

A person can be referred by:

- SRC
- GCP
- ASH
- Red Cross

### Social Work Assessment

- Can be made for families and vulnerable adults. V long and involved process, which can be very challenging.
- If successful, social work would house and provide financial support for the person.

Agencies that can assist with these:

- Red Cross
- SRC

### Further Submissions/S4 Application

- Once someone has submitted a fresh claim they are eligible to receive S4 support (financial and accommodation).
- The Home Office has recently changed its policy because of backlogs and delays in accessing S4.
- Lawyers can now apply for expedited Further submissions appointments.
- Caseworkers can also apply for S4 to be started, as long as it can be evidenced (by the solicitor) that the asylum claim is virtually complete/drafted and that the only reason the person cannot submit is Home Office delays.

Agencies that can make S4 Applications:

- Red Cross
- SRC
- GCP

## RECEIVES 7 DAY NTQ

- Interim Interdict – see above
- Social Work Assessment – see above
- Further Submissions/S4 Application– see above

## ALSO

### Friends or family?

- Explore with the person if there are any friends or family that they could safely stay with in the short term whilst other solutions are looked at.

### Community Hosting?

- Hosting with those with spare rooms in Glasgow – can be organized through Positive Action's Room for Refugees network

### Shelters?

- Currently the only shelter is Glasgow Night Shelter – which has very limited bedspace and only takes men. However, they have recently received a large amount of funding and GCC/Scottish Gov are being pressured to provide emergency accommodation – so this may change.

## RECEIVES 24 HR NTQ/DAY OF EVICTION

- Where possible sit-ins will need to be organized – two people to sit in with the person and occupy the house if the person needs to go out.

### Questionnaire for front line services to assist Service User in 'lock change' challenge

If you are working with someone who has received a Notice to Quit or seven 7 day lock change notice, it would assist if you can provide any of the undernoted information to the housing solicitor advising this client.

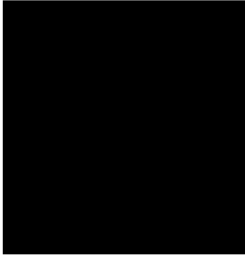
- Age?  
\_\_\_\_\_
  - Length of time in UK?  
\_\_\_\_\_
  - Length of time without asylum support?  
\_\_\_\_\_
  - Is a s95 or s4 claim being prepared?  
\_\_\_\_\_
  - If so, when is that likely to be submitted?  
\_\_\_\_\_
  - Current status of immigration/ asylum case? (what is the immigration solicitor working on and what are the anticipated timescales before said application can be submitted to the Home office)  
\_\_\_\_\_
  - How many applications have been made & refused?  
\_\_\_\_\_
  - When was last claim refused?  
\_\_\_\_\_
  - What health issues has the service user been diagnosed with  
\_\_\_\_\_
  - Is the service user receiving any medical treatment or being prescribed medication?  
\_\_\_\_\_
- 

If you have any documentary evidence to support the above, please forward on to the solicitor. Examples would include: letter from immigration lawyer; doctor; s4 application.

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DAY LOCK CHANGE NTQ (released after 12th June announcement)

Bringing service to life



Serco Ltd & COMPASS  
SNI Limited  
Clyde House  
209 Govan Road  
Glasgow, G51 1HJ

20<sup>th</sup> June 2019

Dear

**DISCONTINUATION OF HOME OFFICE SUPPORT: INFORMATION**

**Home Office Decision**

The Home Office (UKVI) has informed Serco of its decision to terminate your support.

The Home Office's decision means that any entitlement to accommodation will cease on this date. Consequently, we confirm that your licence to occupy the property /Occupancy Agreement will also terminate on this date.

**Can you ask the Home Office to reconsider its decision to reject your claim?**

You may be able to submit:

1. an appeal or submissions concerning the decision to reject your claim for asylum;
2. An application for further Home Office support, usually under Section 4 of the Immigration and Asylum Act 1999 whilst the Home Office considers any appeal or further submissions.

These are two separate applications. **Please note that in order for your accommodation support to continue beyond the date given in this letter, your appeal and request for support must have been submitted and accepted by the Home Office.**

If you wish to submit an appeal and a further application for support, you should aim to do so as a matter of urgency, to allow enough time for the Home Office to receive and consider them.

**Migrant Help** can assist you with these applications to the Home Office, you can contact them on **0808 8000 630**.

**Other Help & Advice**

Unfortunately, the Home Office's decision means that you will not be entitled to access the UK benefits system or obtain alternative accommodation from the Local Authority. However, you can contact the agencies listed below who may be able to advise you further on any housing options you may have.

Serco Internal

Any of the third sector voluntary support agencies highlighted to you upon your induction may also support you through this process such as the following:

- Migrant Help
- The British Red Cross
- Scottish Refugee Council
- Positive Action for Housing
- Govan Community Project
- Various religious organisations as advised by the Citizens Advice Bureau

We also suggest that you contact the Home Office Voluntary Returns Service as soon as possible on **0300 004 0202**, so that you can have the options available to you fully explained.

If you have any questions about anything written in this letter, or need any help or assistance please speak to your Housing Officer.

Yours faithfully

A handwritten signature in black ink, appearing to read "J. A. Winder", enclosed within a hand-drawn oval border.

**For and on behalf of Compass SNI Limited and Serco Limited**

Serco Internal



**SECOND NOTICE - 7 DAYS**

TO: [REDACTED]

and any and all persons unknown occupying the Property

**FROM:** Serco Ltd (Company No 00242246) and Compass SNI Limited (Company No 0781676) (together "Serco")

**OF:** Serco House, 16 Bartley Wood Business Park, Bartley Way, Hook RG27 9UY

**RE:** [REDACTED]

**DATE:** 8<sup>th</sup> July 2019

**RE: NOTICE TO QUIT FROM SERCO LTD AND COMPASS SNI LTD**

We remind you of your letter from the Home Office (UKVI) and the Notice to Quit from Serco, both of which stated that you must leave the Property. The date by which you, and any dependents, should have vacated the Property has now passed.

You must now make urgent arrangements to vacate the Property no later than:

**15<sup>th</sup> July 2019**

When you leave, you must:

- leave all keys and all goods belonging to Serco in the Property;
- make sure that you take all personal property with you.

If you fail to leave the Property by the above date, action will be taken to repossess the Property without any further notice to you. We intend to change the locks on the Property which will prevent you and any dependants from accessing the Property and may involve immediate removal of your possessions from the Property.

Serco reserves all its legal rights and remedies to obtain lawful possession of the Property, including action in the courts or other legal remedies available to Serco.

You may wish to seek legal advice on the contents of this Notice.

Any correspondence or communication in connection with this Notice should be sent to:

Serco Ltd & Compass SNI Limited  
c/o Clyde House  
209 Govan Road  
Glasgow G51 1HJ

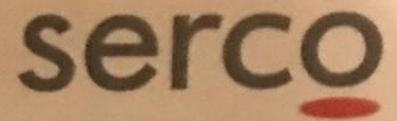
SIGNED



PRINT NAME **Jen Halliday**

**FOR AND ON BEHALF OF SERCO LTD AND COMPASS SNI LTD**

Old NTQ - Prior to 12th June Lock change announcements

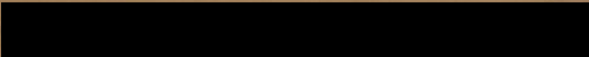


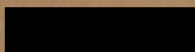
COMPASS SNI Limited  
Clyde House  
209 Govan Road  
Glasgow, G51 1HJ

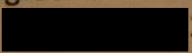


Date: 24<sup>th</sup> April 2019

Dear 

**THE PROPERTY:** 

We refer to the letter from the Home Office (UKVI) and our letter dated  2018 confirming that the Occupancy Agreement regarding the above property was terminated as a consequence of your support being terminated by the Home Office (UKVI).

The Occupancy Agreement has now ended. The date by which you were required to leave your accommodation,  2018, is in the past. You should now leave the property. When you do, please return all keys to either your housing officer or Compass SNI Limited and advise them of what you have left. Please leave goods belonging to Compass SNI Limited in the property and take your personal belongings with you.

Yours faithfully

**For and on behalf of Compass SNI Limited and Serco Limited**



2019

<- JULY

SEPTEMBER ->

# AUGUST

M	T	W	T	F	S	S
29	30	31	1	2	3	4
5	6	7 Interim Interdicts call again - Robel Tamrat, Ashurra Issa, Senait Goyton, Sherefedin Tahir-Suafi, Mohammed Ahmed Ashurra Issa meeting with Social Work - Joe Clark at 2.30pm	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28 Ali - Govan Law Centre appeal at Court of Sessions	29	30	31	1
2	3	4	5	6	7	8

2019

<- AUGUST

OCTOBER ->

# SEPTEMBER

M	T	W	T	F	S	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12 Latta & Co Judicial Review at Court of Sessions	13	14	15
16	17	18	19	20 Interim Interdicts call again - Rebwar Amani	21	22
23	24	25	26	27 Interim Interdicts call again - Makeda Esmo Jamal, Ali Tutu, Mansoor Siad, Falak Hakim, Shahram Amadi	28	29
30	1	2	3	4	5	6

**Subject:** Constituent threatened with Serco lock change eviction  
**Date:** Tuesday, 16 July 2019 at 15:05:03 British Summer Time  
**From:** Anna Pearce  
**To:** David Linden MP  
**CC:** Contact  
**Attachments:** [Mandate & any other relevant docs](#)

Dear Mr Linden,

Concerning [Full name](#)  
DOB: [DOB plus Home Office DOB if different](#)

HO Ref: [XXXXXXXX](#)  
Nationality: [As defined by the person \(also include Home office nationality if Home Office disputes this\)](#)  
Length of Time in UK: [in years and months](#)  
Current asylum status: [e.g. 'Refused asylum seeker' - avoid terms like 'failed asylum seeker'](#)  
Immigration Solicitor: [Name, organisation, if they have been notified, action they have taken](#)  
Housing Solicitor: [Name, organisation, if they have been notified, action they have taken](#)

Please find attached our mandate for and 14 day NTQ received by your constituent [Full Name & Address](#). We would be very grateful if you are able to write to the Secretary of State and Serco on this matter. [Mx. Name](#) is a vulnerable person with significant mental health needs. She attempted suicide by overdose a couple of years ago after her support was stopped and was hospitalized for this. She has lost her entire family and doesn't know whether they are dead or alive and has always been in the UK alone.

[Mx. Name](#) is supported by the [Organization name](#) and is seeing a counsellor through them. Ms Ahmed said she has never been to school and has had no formal education. She struggles a lot with days and times in particular – her support worker from [Name](#) attested to this, saying that [Mx. Name](#) has to be reminded every week to make appointments and meetings that are always on the same day. We are very concerned what the impact of eviction would have on her mental health and ability to look after herself and stay linked with supportive organizations.

Please don't hesitate to get in contact if I can provide any more information.

Yours sincerely,

**Anna Pearce**  
**Preventing Asylum Seeker Evictions**  
**Caseworker**

**Community InfoSource**

**Office: 0141 258 2773**  
**Mobile: 0798 6740 645**

[www.infosource.com](http://www.infosource.com)

**Charity No: SC049135**



## INSTANT TELEPHONE INTERPRETING GUIDE FOR CLIENTS

### HOW DOES IT WORK?

Step 1 – Call our Instant Telephone Interpreting Line **0207 043 4127**

Step 2 – Enter your organisation or department's unique six-digit PIN **417482**

Step 3 – Enter the three-digit code for the language you require (sheet attached)

Step 4 – Press 1. To speak to any interpreter. If you require a specific interpreter, Press 4. then enter that interpreter's unique five-digit number should you have this.

To call a third party, press 9 on your phone and dial out.

**SEE NEXT PAGE FOR OUR FULL LIST OF LANGUAGE CODES**

Call the instant telephone interpreter service: 0207 043 4127  
Enter your 6 digit PIN, then enter the language code

ALBANIAN	065	FULLAH	062	LINGALA	026	SLOVAK	018
AMHARIC	004	GEORGIAN	080	LITHUANIAN	020	SOMALI	063
ARABIC	013	GERMAN	002	MACEDONIAN	031	SPANISH	038
ARMENIAN	035	GREEK	027	MALAYAM	123	SWAHILI	041
AZERI	006	GUJARATI	084	MANDINGO	053	SYLHETI	111
BELARUSIAN	037	HAUSA	121	MIRPURI	101	SWEDISH	042
BENGALI	076	HINDI	032	NEPALESE	030	TAIWANESE	102
BULGARIAN	040	HUNGARIAN	019	OROMO	090	TAMIL	051
CHINESE CANTONESE	061	INDEBELE	049	PASHTO	015	TELUGU	125
CHINESE MANDARIN	046	ITALIAN	008	POLISH	075	THAI	120
CREOLE	105	JAPANESE	122	PORTUGUESE	077	TIGRE	036
CZECH	024	KIBAJUNI	086	PULAR	091	TIGRINYA	022
DARI	043	KOREAN	071	PUNJABI	033	TURKISH	066
DUTCH	104	KRIO	011	ROMANIAN	029	UKRAINIAN	060
EWE	064	KURDISH BAHDINI	021	RUSSIAN	074	URDU	014
FARSI	012	KURDISH KURMANJI	059	SANSKRIT	092	VIETNAMESE	034
FOULANI	083	KURDISH SORANI	025	SERBO-CROAT	081	WOLOF	057
FRENCH	048	LATVIAN	079	SINHALESE	016	ZULU	028

**REQUIRE A DIFFERENT LANGUAGE?**

**Phone: 0800 082 0872 | 0800 520 0380**

**Email: [info@clearvoice.org.uk](mailto:info@clearvoice.org.uk) | Web: [www.clearvoice.org.uk](http://www.clearvoice.org.uk)**

Registered Office: Clear Voice Interpreters and Translation Limited, Charlton House, Dour Street, Dover, Kent CT16 1AT  
Telephone: 0800 082 0872 | 0800 520 0380 Email: [info@clearvoice.org.uk](mailto:info@clearvoice.org.uk) Fax: 01304 203995  
Company No. 05684239 VAT reg. No. GB 293888925 Registered in England

Please read the notes on **pages A and B** before filling in this form.

If you need help or have any questions about filling in this form, you can phone our customer enquiry line on **0300 330 1343**.

**Note:** To check your entitlement, we may pass relevant information you have given on this form to other public organisations, including to the Department for Work and Pensions and local authorities.

## Part 1 About you and your partner

**1.1** If you are claiming a refund of health costs you have already paid, please tick which ones.

<input checked="" type="checkbox"/>	NHS dental treatment	<input checked="" type="checkbox"/>	Travel to receive NHS treatment
<input checked="" type="checkbox"/>	Glasses or contact lenses		

**1.2** Do you have a partner?  
For an explanation of what we mean by 'partner', see **page A**.

<b>No</b>	Please answer all the questions that apply to you.
<b>Yes</b>	Please answer all the questions that apply to you and your partner.

### Personal details - Please write in BLOCK CAPITALS.

Date Time  
Phone 2  
Date Time  
Phone 1  
Official Use Box

		You	Your partner
<b>1.3</b>	Surname or family name	NAME	
	First name	NAME	
	(Mr, Mrs, Miss, Ms, other)	TITLE	
	Date of birth	xx / xx / xx	/ /
	National Insurance number	Not applicable to asylum seekers	
	Address and postcode	ADDRESS	
	Phone number (including dialling code)	PHONE NUMBER	

We may need to contact you about your claim between 8.30am and 5.00pm. Please tell us what time is most convenient to phone.

# Part 2 Children and qualifying young people

Children and qualifying young people are:

- children under 16 who normally live with you; and
- young people aged 16, 17, 18 or 19 who normally live with you providing they are:
  - receiving full time education; or
  - are on an approved training course which started before their 19th birthdayand they are not
  - doing a course that is higher than A Level, Scottish Highers or equivalent, or
  - in education received through their employer because of their work.

For a training course to be approved it should be one of the following:

- Get Ready for Work, Skillseekers or Modern Apprenticeships

**Note:** Don't count young people who have permanently finished an education or training course like these. Tell us about them in [part 3](#). Don't count children or young people who are boarding with you, or foster children. Tell us about them in [part 3](#) and use [part 5](#) to tell us about any money you get for looking after them.

2.1	Do you have any children or qualifying young people who live with you and who you support?	No	X	Go to <a href="#">part 3</a> .
		Yes		Give details below.
Surname or family name	First name	Date of birth	Relationship to you	
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		
		/ /		

Go to [part 3](#).

# Part 3 Other people who live with you

We need to know about any other people who live with you. We need this information to make sure we work out your housing costs correctly.

**Please tell us about:**

- children and young people you have not already told us about at **part 2**;
- relatives who live with you;
- friends who live with you; and
- boarders and lodgers - please tell us about them in question **3.3**.

**Do not tell us about:**

- people you have already told us about in **parts 1 and 2**;
- co-owners;
- co-tenants, if you are a full-time student and they live in the same accommodation as you;
- landlords;
- other residents, if you live in a care home; or
- relatives or friends you live with.

<b>3.1</b>	<b>Does anyone else live with you?</b>	<b>No</b>	<input type="checkbox"/>	Go to question <b>3.3</b> .	Fill out as applicable
	Tell us about them below and tick whichever boxes apply.	<b>Yes</b>	<input type="checkbox"/>	Give details below.	

	Person 1	Person 2	Person 3	Person 4
Surname or family name	NAME			
First name	NAME			
Age	XX			
Relationship to you	FLATMATE			
On youth training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Full-time student	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets Income Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets Pension Credit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets Universal Credit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets income-based Jobseeker's Allowance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets Employment and Support Allowance which does not include a component	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets the daily living component of Personal Independence Payment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets the middle or higher rate care component of DLA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets Attendance Allowance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Is registered blind	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Gets money from work	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

On average, does the person named above work for 16 hours or more a week?

<b>No</b>	<input checked="" type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Yes</b>	<input type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>

If the person named above works, please tell us how much money they have coming in each week. You don't have to tell us, but if they don't have much money coming in, you might get more help. Include their earnings before tax and National Insurance are taken off – also include any other money they have coming in. Don't include their Attendance Allowance, Disability Living Allowance or Personal Independence Payment if they get it.

£	N/A	£		£		£	
---	-----	---	--	---	--	---	--

If more than four people live with you, tell us about the others at **part 9**.



# Part 3 Other people who live with you

3.2	Are any of the people you have told us about in question <b>3.1</b> living together as a couple of the same or opposite sex, whether or not they are married or have a civil partnership?	No	<input checked="" type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
(name) is the partner of (name)				
(name) is the partner of (name)				

3.3	Do you or your partner have boarders, lodgers or subtenants living with you?	No	<input checked="" type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
Don't count people who live as part of your family. Tell us about them at question <b>3.1</b> .				

	Person 1	Person 2	Person 3
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
How much do they pay?	£ <input type="text"/> every <input type="text"/>	£ <input type="text"/> every <input type="text"/>	£ <input type="text"/> every <input type="text"/>
Does it include heating?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>
Does it include any meals?	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>	No <input type="checkbox"/> Yes <input type="checkbox"/>

Go to **part 4**.

# Part 4 About property, savings and other money

## Savings means things like:

- money in bank, building society and post office accounts, including current accounts and savings accounts;
- Premium, Income or Capital Bonds;
- shares;
- National Savings Certificates;
- unit trusts, Personal Equity Plans (PEPs), Individual Savings Accounts (ISAs) and other investments; and
- any other money.

**Note:** If you have a partner (for an explanation of what we mean by 'partner' see [page A](#)) and you both have savings, we need you to tell us the combined amounts. If you do not know the value of any of your savings and investments, please check your most recent statements.

<b>4.1</b>	Do you or your partner have savings or any other money in this country or abroad?	No	<input checked="" type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
Money in accounts - tell us the total amount held in accounts		✓	<input type="checkbox"/>	£
Premium Bonds - tell us the face value		✓	<input type="checkbox"/>	£
Income or Capital Bonds - tell us the face value		✓	<input type="checkbox"/>	£
Shares - tell us about them below		✓	<input type="checkbox"/>	
Name of the company the shares are held in and the type of shares held		Number of shares held		
National Savings Certificates - tell us about them below		✓	<input type="checkbox"/>	
Certificate issue number		Number of units held		
Unit trusts, PEPs, ISAs and other investments - tell us the current value, after any selling costs		✓	<input type="checkbox"/>	£
Any other money - for example, any cash you have		✓	<input type="checkbox"/>	£

<b>4.2</b>	Do you or your partner own any property or land in this country or abroad? <i>Don't include the place where you live.</i>	No	<input checked="" type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
What is the address of this property or land?				
What is the value of the property or land?				£
How much, if anything, is still owed on the property or land?				£

We may need to contact you if we need more information about this.

Go to **part 5**.

# Part 5 About your income

We need to know about all income that you get. Tell us about your work in **part 6**. Tell us about your student income in **part 8**. Use this part to tell us about everything else.

- If you are getting **Pension Credit Guarantee Credit** you do not need to use this form – see the note on the front cover. If you are not sure what type of Pension Credit you receive, the page ‘How your Pension Credit was worked out’, sent with the letter that told you that you were entitled to Pension Credit, shows if you get Guarantee Credit.
- Include anything that is paid to someone else on your behalf or that you get for someone else.
- If you get pensions or benefits paid together, list them separately. Your order book or the letter about the benefits or pensions will tell you what you are getting.

**If you receive Pension Credit, do not include it with any State Retirement Pension. List Pension Credit Savings Credit payments separately at question 5.1.**

<b>5.1</b>	Do you or your partner get any social security benefits or pensions?	No	<input checked="" type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
<p><b>Tell us about the following.</b></p> <ul style="list-style-type: none"> <li>• State Retirement Pension</li> <li>• Incapacity Benefit</li> <li>• Severe Disablement Allowance</li> <li>• Industrial Injuries Disablement Benefit</li> <li>• Statutory Sick Pay</li> <li>• Contribution-based Jobseeker’s Allowance</li> <li>• Contribution-based Employment and Support Allowance</li> </ul>				
<ul style="list-style-type: none"> <li>• Maternity Allowance</li> <li>• Pension Credit (Savings Credit)</li> <li>• War Disablement Pension</li> <li>• War Widow’s Pension</li> <li>• Widow’s Benefits</li> <li>• Bereavement Allowance</li> <li>• Widowed Parent’s Allowance</li> <li>• Carer’s Allowance</li> <li>• Any other social security benefit (see note below)</li> </ul>				
<p>Note: Tell us about any Attendance Allowance, Disability Living Allowance and Personal Independence Payment at questions <b>5.3</b> and <b>5.4</b>.</p> <p>Do not tell us about Housing Benefit or Council Tax Benefit.</p>				

Name of benefit	Who is it for?	How much do you get?
		£ every
		£ every
		£ every
		£ every
		£ every
		£ every

<b>5.2</b>	Do you or your partner get any other income? Don’t include work or student income here.	No	<input checked="" type="checkbox"/>	Give details below.																		
		Yes	<input type="checkbox"/>																			
<p><b>Tell us about:</b></p> <ul style="list-style-type: none"> <li>• private pensions;</li> <li>• pensions from previous employers;</li> <li>• money from a trust fund;</li> <li>• maintenance payments;</li> <li>• vouchers;</li> </ul>																						
<ul style="list-style-type: none"> <li>• other payments not from social security, for example, Tax Credits;</li> <li>• money from a charity or voluntary organisation; and</li> <li>• any other income that you have not already told us about.</li> </ul>																						
<table border="1"> <thead> <tr> <th>Type of income</th> <th>Who is it for?</th> <th>How much do you get?</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>£ every</td> </tr> <tr> <td></td> <td></td> <td>£ every</td> </tr> <tr> <td></td> <td></td> <td>£ every</td> </tr> <tr> <td></td> <td></td> <td>£ every</td> </tr> <tr> <td></td> <td></td> <td>£ every</td> </tr> </tbody> </table>					Type of income	Who is it for?	How much do you get?			£ every			£ every			£ every			£ every			£ every
Type of income	Who is it for?	How much do you get?																				
		£ every																				
		£ every																				
		£ every																				
		£ every																				
		£ every																				

# Part 5 About your income

**You** **Your partner**

**5.3** Do you or your partner get Attendance Allowance?

<b>No</b>	<input checked="" type="checkbox"/>		<b>No</b>	<input type="checkbox"/>	
<b>Yes</b>	<input type="checkbox"/>	Tick which rate below.	<b>Yes</b>	<input type="checkbox"/>	Tick which rate below.
		High rate?			High rate?
		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
		Low rate?			Low rate?
		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>

**5.4** Do you or your partner get Disability Living Allowance?

<b>No</b>	<input checked="" type="checkbox"/>		<b>No</b>	<input type="checkbox"/>	
<b>Yes</b>	<input type="checkbox"/>	Tick which rate or rates below.	<b>Yes</b>	<input type="checkbox"/>	Tick which rate or rates below.
		Care component			Mobility component
High rate?	<input checked="" type="checkbox"/>		High rate?	<input checked="" type="checkbox"/>	
Middle rate?	<input checked="" type="checkbox"/>		Middle rate?	<input checked="" type="checkbox"/>	
Low rate?	<input checked="" type="checkbox"/>		Low rate?	<input checked="" type="checkbox"/>	

**5.5** Do you or your partner get Personal Independence Payment?

<b>No</b>	<input checked="" type="checkbox"/>		<b>No</b>	<input type="checkbox"/>	
<b>Yes</b>	<input type="checkbox"/>	Tick which rate or rates below.	<b>Yes</b>	<input type="checkbox"/>	Tick which rate or rates below.
		Daily living component			Mobility component
Enhanced rate?	<input checked="" type="checkbox"/>		Enhanced rate?	<input checked="" type="checkbox"/>	
Standard rate?	<input checked="" type="checkbox"/>		Standard rate?	<input checked="" type="checkbox"/>	

**5.6** Are you or your partner sending sick notes to your local social security office or employer at the moment?

<b>No</b>	<input checked="" type="checkbox"/>		<b>No</b>	<input type="checkbox"/>	
<b>Yes</b>	<input type="checkbox"/>	Give details below.	<b>Yes</b>	<input type="checkbox"/>	Give details below.
		When did you start sending them in?			When did you start sending them in?
		Over a year ago?			Over a year ago?
		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
		Less than a year ago?			Less than a year ago?
		<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
		Tell us the exact date.			Tell us the exact date.
		/ /			/ /

**5.7** Has your local social security office said that you are not capable of work and that you don't have to send in sick notes?

<b>No</b>	<input checked="" type="checkbox"/>		<b>No</b>	<input type="checkbox"/>	
<b>Yes</b>	<input type="checkbox"/>	Give details below.	<b>Yes</b>	<input type="checkbox"/>	Give details below.
		When did they tell you?			When did they tell you?
		/ /			/ /

**5.8** Are you or your partner looking after someone but cannot get Carer's Allowance because you get another benefit instead?  
Carer's Allowance is paid to someone caring for a severely disabled person. It used to be called Invalid Care Allowance. It is not Attendance Allowance or Disability Living Allowance.

<b>No</b>	<input checked="" type="checkbox"/>		<b>No</b>	<input type="checkbox"/>	
<b>Yes</b>	<input type="checkbox"/>		<b>Yes</b>	<input type="checkbox"/>	

**5.9** Does someone other than you or your partner get Carer's Allowance for looking after either of you?

<b>No</b>	<input checked="" type="checkbox"/>		<b>No</b>	<input type="checkbox"/>	
<b>Yes</b>	<input type="checkbox"/>		<b>Yes</b>	<input type="checkbox"/>	

Go to **part 6**.

# Part 6 About work

In this part of the form we need to know about any money that you or your partner receive for any work you are doing now.

This includes:

- work for an employer;
- self-employed work;
- full-time or part-time work;
- permanent or casual work;
- paid voluntary or charity work;
- training schemes; and
- overtime and tips.

**You** **Your partner**

**6.1** Do you or your partner have a job?

<b>No</b>	<input checked="" type="checkbox"/>	Go to <b>part 7</b> .	<b>No</b>	<input type="checkbox"/>	Go to <b>part 7</b> .
<b>Yes</b>	<input type="checkbox"/>	Give details below.	<b>Yes</b>	<input type="checkbox"/>	Give details below.

What is your job?

--	--

How many hours do you normally work each week?

--	--

**6.2** What type of work is it?  
Tick all the boxes that apply in the rest of this part and give the information we ask for.

<b>6.2a</b> Employed	<input checked="" type="checkbox"/>	<b>6.2a</b> Employed	<input checked="" type="checkbox"/>
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Please tell us how often you are paid and provide the payslips we ask for below as evidence of your earnings. If you cannot provide these, please phone our customer enquiry line on 0300 330 1343 and we will tell you what to do.

Every week	<input checked="" type="checkbox"/>	Send last four payslips.	Every week	<input checked="" type="checkbox"/>	Send last four payslips.
Every two weeks	<input checked="" type="checkbox"/>	Send last four payslips.	Every two weeks	<input checked="" type="checkbox"/>	Send last four payslips.
Every four weeks	<input checked="" type="checkbox"/>	Send last two payslips.	Every four weeks	<input checked="" type="checkbox"/>	Send last two payslips.
Every month	<input checked="" type="checkbox"/>	Send last two payslips.	Every month	<input checked="" type="checkbox"/>	Send last two payslips.

<b>6.2b</b> Self-employed	<input checked="" type="checkbox"/>	<b>6.2b</b> Self-employed	<input checked="" type="checkbox"/>
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Please send us a copy of your accounts for the financial year ending within the last 12 months. If you cannot provide these, please phone our customer enquiry line on 0300 330 1343 and we will tell you what to do.

Note: We cannot accept HM Revenue & Customs self-assessment forms as evidence of self-employed income.

**6.3** Do you or your partner pay anything towards a personal pension?  
Do not include anything you pay into a works pension as this will be shown on your payslips.

<b>No</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Yes</b>	<input type="checkbox"/>	<b>Yes</b>	<input type="checkbox"/>

How much do you pay?	How much do you pay?
£ every	£ every

# Part 6 About work

You		Your partner	
<b>6.4</b> Are you or your partner sending sick notes to your employer at the moment? If you are sending sick notes to your local social security office, please give details at question <b>5.5</b> .			
<b>No</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Yes</b>	<input type="checkbox"/> Give details below.	<b>Yes</b>	<input type="checkbox"/> Give details below.
When did you start sending them in?		When did you start sending them in?	
<input type="text"/> / <input type="text"/> / <input type="text"/>		<input type="text"/> / <input type="text"/> / <input type="text"/>	

Please send us your most recent payslip and say what period it covers (for example, every week or month). If you cannot provide this, please phone our customer enquiry line on 0300 330 1343 and we will tell you what to do.

Period payslip covers	<input type="text"/>	Period payslip covers	<input type="text"/>
-----------------------	----------------------	-----------------------	----------------------

<b>6.5</b> Are you or your partner on a training scheme?			
<b>No</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>
<b>Yes</b>	<input type="checkbox"/> Give details below.	<b>Yes</b>	<input type="checkbox"/> Give details below.

What type of training scheme is it? Tick all the boxes that apply below and give the information we ask for.

<b>6.5a</b> Youth training	<input checked="" type="checkbox"/>	<b>6.5a</b> Youth training	<input checked="" type="checkbox"/>
Youth training can include: <ul style="list-style-type: none"> <li>• Modern Apprenticeships;</li> <li>• National Traineeships;</li> <li>• work-based training; and</li> <li>• Skillseekers.</li> </ul>			

Are you paid as a trainee or as an employee?

Trainee	<input checked="" type="checkbox"/>	Give details below.	Trainee	<input checked="" type="checkbox"/>	Give details below.
How much do you get?		How much do you get?		How much do you get?	
Tell us how much you receive after any tax and national insurance deductions. Do not include any allowances for travel.		Tell us how much you receive after any tax and national insurance deductions. Do not include any allowances for travel.		Tell us how much you receive after any tax and national insurance deductions. Do not include any allowances for travel.	
£	<input type="text"/>	every	£	<input type="text"/>	every
Employee	<input checked="" type="checkbox"/>	Go to question <b>6.2a</b> and send the payslips we ask for.	Employee	<input checked="" type="checkbox"/>	Go to question <b>6.2a</b> and send the payslips we ask for.

<b>6.5b</b> Other training	<input checked="" type="checkbox"/>	<b>6.5b</b> Other training	<input checked="" type="checkbox"/>
Other training can include: <ul style="list-style-type: none"> <li>• Training for Work; and</li> <li>• New Deal.</li> </ul>			

Name of scheme	<input type="text"/>	Name of scheme	<input type="text"/>		
How much do you get?	<input type="text"/>	How much do you get?	<input type="text"/>		
£	<input type="text"/>	every	£	<input type="text"/>	every

Please provide a letter from your training provider showing your allowance.

Go to **part 7**.

# Part 7 About where you live

In this part we need to know about your share and your partner's share of anything you pay for the place where you live.

Please tell us about money you pay:

- to a private landlord or landlady;
- to a local council;
- to a housing association;
- for a room in a bed and breakfast, hostel or hotel;
- for feu rent;
- for a mortgage;
- for Council Tax; and
- for service charges.

7.1	Are you or your partner in hospital?	No	<input checked="" type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
Name of the person who is in hospital				
Date they went into hospital		/ /		

7.2	Do you or your partner live with parents, relatives or friends in their home? Tick <b>Yes</b> if you are in hospital but normally live with parents, relatives or friends.	No	<input checked="" type="checkbox"/>	Go to question <b>7.3</b> .
		Yes	<input type="checkbox"/>	Go to <b>part 8</b> .

7.3	Are you or your partner a joint owner or tenant of the place where you live?	No	<input checked="" type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
Who with?				
What is their relationship to you or your partner?				

7.4	Do you or your partner pay rent for the place where you live?	No	<input checked="" type="checkbox"/>	Go to question <b>7.5</b> .
		Yes	<input type="checkbox"/>	Give details below.
<p>If you pay money to parents, relatives or friends, tick <b>No</b> and go to <b>part 8</b>. We do not need to know about any money that you pay to them.</p> <p>If you are a <b>student</b> and pay rent for the place where you live, tick <b>No</b>. We ask you to tell us about the rent you pay at <b>part 8</b>.</p>				
<p><b>How much do you pay?</b> Take off Housing Benefit if you get it. Don't include water rates, Council Tax or arrears.</p>				£
<p>If you are waiting to hear about a claim for Housing Benefit, tell us what you currently pay. Take off amounts for heating, lighting, cooking or hot water if they are included in your rent and you know the amounts.</p> <p>If heating, lighting, cooking and hot water are included in your rent and you do not know the amounts, please tick the relevant boxes below.</p>				every
<p><b>Does your rent include any of these things?</b> Tick the relevant boxes. If it does not, or if you have already taken amounts for these things off your rent, leave the boxes blank.</p>		Heating	<input checked="" type="checkbox"/>	
		Lighting	<input checked="" type="checkbox"/>	
		Cooking	<input checked="" type="checkbox"/>	
		Hot water	<input checked="" type="checkbox"/>	
<p><b>Do you have just one room?</b> Don't count rooms you share with people who are not part of your family.</p>		No	<input type="checkbox"/>	
		Yes	<input type="checkbox"/>	
<p><b>Does your rent include any meals?</b></p>		No	<input type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
How many breakfasts each week for each person?				
How many midday meals each week for each person?				
How many evening meals each week for each person?				

# Part 7 About where you live

7.5	Do you or your partner have to pay Council Tax? Don't include Council Tax for property you have told us about in <a href="#">part 4</a> .	No	<input checked="" type="checkbox"/>	
		Yes	<input type="checkbox"/>	Give details below.
How much do you have to pay for this year? Tell us the amount you pay after deducting all discounts and Council Tax Benefit. If you are waiting to hear about a Council Tax Benefit claim, tell us what you currently pay. Don't include arrears, and in Scotland don't include water or sewerage rates.			£	
7.6	Do you or your partner own your own home? If you have a mortgage or secured loan, still tick <b>Yes</b> . Also tick <b>Yes</b> if you partly rent and partly own your home.	No	<input checked="" type="checkbox"/>	Go to question <a href="#">7.8</a> .
		Yes	<input type="checkbox"/>	Go to question <a href="#">7.7</a> .
7.7	Do you or your partner have a mortgage or loan secured on your home?	No	<input type="checkbox"/>	
		Yes	<input type="checkbox"/>	Give details below.
How much do you pay for the mortgage or loan? Include any endowment premiums linked to the mortgage. Don't include premiums for any other type of insurance. Don't include arrears.			£	
			Every	
7.8	Do you or your partner pay feu rent? In Scotland, this is called feu duty.	No	<input checked="" type="checkbox"/>	
		Yes	<input type="checkbox"/>	Give details below.
How much feu rent do you pay? Don't include arrears.			£	
			Every	
7.9	Do you or your partner have to pay any service charges for the place where you live? Service charges are charges you have to pay to live in your home for things like cleaning and maintaining shared areas, such as hallways and stairs.	No	<input checked="" type="checkbox"/>	
		Yes	<input type="checkbox"/>	Give details below.
What is it paid for?				
How much do you pay? Don't include charges for ordinary gas, electricity, meals or cleaning your own rooms. Don't include arrears, or any other bills that you pay separately from your service charges. Take off Housing Benefit if you get it.			£	
			Every	
7.10	Do you or your partner have a loan to adapt your home for the special needs of a disabled person? Tick <b>No</b> if the disabled person is an adult and has savings or property of more than £16,000.	No	<input checked="" type="checkbox"/>	
		Yes	<input type="checkbox"/>	Give details below.
How much do you pay for the loan? Don't include arrears.			£	
			Every	
Name of the disabled person				
7.11	Are you or your partner living permanently in a care home? If you live in sheltered accommodation, tick <b>No</b> and answer question <a href="#">7.4</a> .	No	<input checked="" type="checkbox"/>	Go to <a href="#">part 8</a> .
		Yes	<input type="checkbox"/>	
7.12	Has the local authority assessed your resources, and as a result, you get help with the cost of your care home accommodation?	No	<input checked="" type="checkbox"/>	
		Yes	<input type="checkbox"/>	

Go to [part 8](#).



# Part 8 People in full-time education

- We may ask you to tell us about amounts of money you either receive or pay out. If you give a yearly amount, please say whether you mean 52 weeks a year or academic year.
- If you are making this claim in the summer holiday, please send in a copy of last year's award notice and this year's award notice (if you have received it).

<b>You</b>	<b>Your partner</b>
------------	---------------------

<b>8.1</b>	Are you or your partner in full-time education? Only tick <b>Yes</b> if you have actually started your course.			
------------	---	--	--	--

<b>No</b>	<input checked="" type="checkbox"/>	Go to <b>part 9</b> .	<b>No</b>	<input type="checkbox"/>	Go to <b>part 9</b> .
<b>Yes</b>	<input type="checkbox"/>	Give details below.	<b>Yes</b>	<input type="checkbox"/>	Give details below.

Qualification, and whether post-graduate or undergraduate					
---	--	--	--	--	--

--	--	--	--	--	--

Name of school, college or university					
---------------------------------------	--	--	--	--	--

--	--	--	--	--	--

Exact dates of terms of the current academic year Please contact your college or university if you do not know them. We cannot accept semester dates. Terms are normally separated by Christmas and Easter holidays. It may delay your claim if you do not provide your exact term dates.					
--	--	--	--	--	--

Term 1	starts	/	/	ends	/	/	Term 1	starts	/	/	ends	/	/
Term 2	starts	/	/	ends	/	/	Term 2	starts	/	/	ends	/	/
Term 3	starts	/	/	ends	/	/	Term 3	starts	/	/	ends	/	/

Are you in the final year or only year of your course?					
--	--	--	--	--	--

<b>No</b>	<input type="checkbox"/>	Date when your next year starts	<b>No</b>	<input type="checkbox"/>	Date when your next year starts
		/ /			/ /

<b>Yes</b>	<input type="checkbox"/>		<b>Yes</b>	<input type="checkbox"/>	
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<b>8.2</b>	Are you or your partner an overseas student?			
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<b>No</b>	<input type="checkbox"/>	What is your normal country of residence when you are not a student?	<b>No</b>	<input type="checkbox"/>	What is your normal country of residence when you are not a student?
<b>Yes</b>	<input type="checkbox"/>		<b>Yes</b>	<input type="checkbox"/>	

<b>8.3</b>	Are your or your partner's tuition fees paid by a local education authority (LEA), the Student Awards Agency for Scotland (SAAS) or the National Health Service (NHS)?			
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<b>No</b>	<input type="checkbox"/>	Who pays?	<b>No</b>	<input type="checkbox"/>	Who pays?
<b>Yes</b>	<input type="checkbox"/>	Tick who pays.	<b>Yes</b>	<input type="checkbox"/>	Tick who pays.
		LEA <input checked="" type="checkbox"/>			LEA <input checked="" type="checkbox"/>
		SAAS <input checked="" type="checkbox"/>			SAAS <input checked="" type="checkbox"/>
		NHS <input checked="" type="checkbox"/>			NHS <input checked="" type="checkbox"/>

<b>8.4</b>	Have you or your partner applied to the LEA, SAAS, NHS or Student Loans Company for financial support?			
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<b>No</b>	<input type="checkbox"/>	Give details below.	<b>No</b>	<input type="checkbox"/>	Give details below.
<b>Yes</b>	<input type="checkbox"/>		<b>Yes</b>	<input type="checkbox"/>	

Tick each type of support you have applied for. Tick even if it was not paid.					
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Tuition fee support	<input checked="" type="checkbox"/>	Tuition fee support	<input checked="" type="checkbox"/>
Loan support	<input checked="" type="checkbox"/>	Loan support	<input checked="" type="checkbox"/>
Grant support	<input checked="" type="checkbox"/>	Grant support	<input checked="" type="checkbox"/>

# Part 8 People in full-time education

8.5

What is the source of money you and your partner live on while you are in full-time education? Tick the relevant boxes below. More than one box may apply.

Please send us the evidence we ask for. We cannot deal with your claim without it. If you are not sure what to send us, please phone our customer enquiry line on 0300 330 1343 or visit our website at [www.nhsbsa.nhs.uk/healthcosts](http://www.nhsbsa.nhs.uk/healthcosts)

	You	Your partner
<b>Loan from Student Loans Company</b> Send us the financial assessment or support notice from Student Support Direct for you or your partner. It must be the financial assessment or support notice. We cannot accept the schedule of payments.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Maintenance grant</b> Send us the award notice showing how much you or your partner get.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>NHS Bursary</b> Send us the award notice showing how much you or your partner get.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Nursing or Midwifery Diploma Bursary</b> Send us the award notice showing how much you or your partner get. Please don't send your monthly payslip.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Other scholarship, sponsorship, award or bursary</b> Send us the award notice showing how much you or your partner get.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Dependants' grants and bursaries</b> Send us the award notice showing how much you or your partner get.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Grant or loan from overseas</b> Send us the award notice showing how much you or your partner get. If the award notice is not written in English, please translate it.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Money from part-time or full-time work</b> Please fill in <b>part 6</b> . It explains what you need to send us.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

	You	Your partner
<b>Money from parents</b> Include money received for rent and living expenses but do not include money received to pay tuition fees. Please be exact.	<input checked="" type="checkbox"/> £ Every	<input checked="" type="checkbox"/> £ Every
<b>Any other money</b> Do not include money for tuition fees.	<input checked="" type="checkbox"/> £ Every	<input checked="" type="checkbox"/> £ Every
<b>Who pays this money to you?</b>		
<b>Relationship to you</b>		

# Part 8 People in full-time education

8.6	Do you or your partner live with parents during term-time?	No	<input type="checkbox"/>	Go to <b>part 9</b> .
		Yes	<input type="checkbox"/>	

8.7	Do you or your partner pay rent for the place where you live, for example, money you pay for halls of residence or to a private landlord?  If you pay money to parents, relatives or friends, tick <b>No</b> and go to <b>part 9</b> .	No	<input type="checkbox"/>	Go to <b>part 9</b> .
		Yes	<input type="checkbox"/>	Give details below.

How much do you pay?	£
Take off amounts for heating, lighting, cooking and hot water if they are included in your rent and you know the amounts. If heating, lighting, cooking or hot water are included in your rent and you do not know the amounts, please tick the relevant boxes below.	Every

Does your rent include any of these things? Tick the relevant boxes.  If it does not, or you have already taken amounts for these things off your rent, leave the boxes blank.	Heating	<input checked="" type="checkbox"/>
	Lighting	<input checked="" type="checkbox"/>
	Cooking	<input checked="" type="checkbox"/>
	Hot water	<input checked="" type="checkbox"/>

Do you have just one room? Don't count rooms you share with other people who are not part of your family.	No	<input type="checkbox"/>
	Yes	<input type="checkbox"/>

Does your rent include any meals?	No	<input type="checkbox"/>	Give details below.
	Yes	<input type="checkbox"/>	

How many breakfasts each week for each person?	<input type="text"/>
How many midday meals each week for each person?	<input type="text"/>
How many evening meals each week for each person?	<input type="text"/>

8.8	Do you or your partner pay rent for your term-time address during your Christmas and Easter holidays?	No	<input type="checkbox"/>	Give details below.
		Yes	<input type="checkbox"/>	
How much do you pay?		£	<input type="text"/>	
		Every	<input type="text"/>	

8.9	Do you or your partner live in your student accommodation during the summer holiday?	No	<input type="checkbox"/>
		Yes	<input type="checkbox"/>

Go to **part 9**.

## Part 9 Other information

Use this space to tell us anything else that you think we might need to know about you and your partner (if you have one).

For example, tell us:

- what you are living on if you have not told us about any income;
- if you have an Invacar or a car on the mobility scheme;
- if you pay a charity or voluntary organisation for someone to live with you and look after either of you;
- if you have money added to a student grant or loan because you are deaf;
- if you are registered blind; or
- if you know the amount of your benefit or pension is going to increase. Tell us what you get now at **part 5** and the new amount and the date of the increase below.

And also use this space to tell us anything else you think we might need to know about.

XXXX is an asylum seeker who receives only Home Office support and cannot work. (If applicable)  
YYYY, the flatmate  
of XXXX, is also an an asylum seeker and thus does not have an income.

Now complete your claim by signing the declaration at **part 10** on the next page.

# Part 10

# Declaration

## Warning

False information may lead to civil or criminal action. We expect the person signing this form to take reasonable care to make sure the information given is correct. Anyone found to have wrongly claimed help with NHS health costs will have to pay a penalty charge or may face prosecution.

Please read the declaration and sign and date **box 10a** below.

You may get information about this claim from my partner as named on this form. I confirm that the information I have given on this form is correct and complete, and I understand that if it is not, appropriate action may be taken. For the purpose of checking this, I agree to you giving relevant information, to the Department for Work and Pensions and local authorities.

<b>Box 10a</b>	Signature	APPLICANT SIGNS HERE	Date	DATE / /
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## If you are claiming on behalf of someone else

You may only make a claim on behalf of someone else for the reason given below. You are responsible for making sure the information is correct. You should read the declaration and sign and date **box 10b** below. If you are not sure whether you are able to sign, please phone our customer enquiry line on **0300 330 1343**.

I am responsible for this person's financial affairs because they have learning difficulties or a condition that prevents them from managing their own affairs.

If you are filling in the form for somebody, and this reason does not apply, they should tell you what to write for them and they should sign or make their mark in **box 10a**.

I confirm that the information I have given on this form is correct and complete, and I understand that if it is not, appropriate action may be taken. For the purpose of checking this, I agree to you giving relevant information to the Department for Work and Pensions and local authorities. This is my claim for help with health costs on behalf of the person named in **part 1**.

<b>Box 10b</b>	Signature		Date	/ /
Your name				
Your address and postcode				
Your relationship to the person in <b>part 1</b>				

## When you have filled in this form.

Remember, we can deal with your claim more quickly if we get all the information we ask for. Use the tick boxes to check that you have filled in the form as fully as possible.

I have answered all the questions that apply to me.	<input checked="" type="checkbox"/>
I have attached the payslips as requested at <b>part 6</b> (if this applies).	<input checked="" type="checkbox"/>
I have attached my student award notices requested at <b>part 8</b> (if this applies).	<input checked="" type="checkbox"/>
I have signed the declaration above.	<input checked="" type="checkbox"/>

**Your claim is not valid unless it is signed and dated.**