



POPPY Project Cases Policy

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Chapter 1 - POPPY Project Cases

This guidance tells you how to process an application for support under section 95 of the Immigration and Asylum Act 1999 from a POPPY project client.

It is only for a client who is about to leave their POPPY accommodation. There is also guidance on how to protect their confidentiality.

The POPPY project is a scheme to help adult women who are trafficked into the UK and subsequently forced into prostitution or domestic servitude.

For further information about the POPPY project, see link on left.

For guidance on:

- identifying potential victims of trafficking
 - making sure potential victims are dealt with sensitively and that their circumstances are taken into account when making a decision, and
 - making sure potential victims can receive information about services available to them
- see related link: Victims of trafficking - competent authority guidance.

Information owner



This page tells you about this version of the 'POPPY project cases' guidance and who owns it. Changes to this guidance can only be made by the modernised guidance team (MGT). If you think the policy content needs amending you must contact your senior caseworker, who will ask OPRU asylum support team, see related link: Email: OPRU Asylum, to ask the MGT to update the guidance, if appropriate.

The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.

Contact

This page explains who to contact for more help with a specific case when considering an application for section 95 support from a POPPY project client.

If you have read this, and other relevant guidance and still need more help with this category, you must first ask your senior caseworker or line manager.

If the question cannot be answered at that level, they will email OPRU asylum support team, see related link: Email: OPRU Asylum, for guidance on the policy. You must not contact the OPRU asylum support team directly.

To contact central event booking unit (CEBU), see related link.

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The MGT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the link: Email: Modernised guidance team.

Changes to this guidance

This page lists the changes to the 'POPPY project cases' guidance, with the most recent at the top.

Providing section 95 support

This page tells you what to consider when giving section 95 support to POPPY project clients.

Some women accommodated by POPPY project who have an outstanding asylum or protection claim will need to leave POPPY project accommodation. For example, at the end of the 45 day reflection period. For information on the reflection period, see related links:

Victims of trafficking - competent authority guidance

Victims of human trafficking - guidance for frontline staff.

POPPY project will include a letter with the section 95 support application. This will tell you if their client has any special needs and if there are any particular areas where you must not accommodate them. For more information see related link: Actions for POPPY project support worker.

Suitable accommodation

Do not allocate women giving evidence in court accommodation away from the region where they are giving evidence.

In most cases standard asylum support accommodation is suitable for POPPY cases. They will not normally need accommodation with any additional security requirements. Houses of multiple occupancy type accommodation, where clients can continue to integrate with other women asylum seekers, must be suitable. POPPY project will tell you this in referrals.

Unsuitable accommodation

It may not be appropriate to house victims of trafficking within generic asylum seeker populations. This may increase the chance of them being located by perpetrators. There is evidence of perpetrators actively looking for victims of trafficking among asylum seeking migrant groups.

Actions for POPPY project support worker

This page explains what a POPPY project support worker does when their client is ready to leave the POPPY project.

When their client is ready to leave the POPPY project, the project support worker assists them to complete the section 95 support application form. They check if the client has:

a valid asylum claim

an outstanding appeal, or

submitted an application under article 3 of the European Convention on Human Rights.

If their client meets one of the above requirements, and the support worker considers them eligible to apply for asylum support under section 95 of the Immigration and Asylum Act 1999, they prepare a supporting letter. The letter contains a brief history of their client and any special needs, including details of preferred, and unsuitable, locations for asylum support accommodation.

The Home Office will have supplied the POPPY project with:

a contact address for the region considering their client's asylum claim, and

possibly, the name of the asylum case owner.

The support worker sends the application form and supporting letter to their client's asylum case owner 21 days before they are due to leave the POPPY project accommodation. They must clearly mark the envelope 'Private and Confidential'. If their client does not have an asylum case owner, they send the application to the Home Office regional office.

If the project support worker decides their client does not meet one of the above requirements, they will refer their client to the One Stop Services, who will offer them advice and help on housing and support when they leave the POPPY project. For a list of providers, see related link: One Stop Services.

Actions for asylum support caseworker

This page explains how to register, validate and assess an application for section 95 support from a POPPY project client while protecting the information given to you.

Applications for section 95 support from a POPPY project client must be handled by an executive officer (EO) grade or above. You must:

keep asylum support files for former POPPY projects clients locked in a cabinet separate to other caseworking files, with restricted staff access, and give careful consideration to the information assurance needs relating to the security and access of all POPPY project case physical and electronic records, and seek advice from your senior caseworker where there is doubt.

When you receive the section 95 support application you must:

- phone the POPPY project support worker to acknowledge receipt of the section 95 support application
- create an asylum support file for the POPPY project client clearly marked 'POPPY project'
- register the section 95 support application on the asylum seekers support system (ASYS) using the property details reserved for POPPY project cases

- enter a 'Critical Comment' on ASYS, clearly identifying the case as a POPPY project case and include the phrase: 'Applicant may be a victim of trafficking'
- check CID 'Case Details', 'Notes' and 'Person Notes' to find out whether the competent authority (CA) has decided there are reasonable grounds that the section 95 support applicant is a victim of trafficking, for information on the CA, see related link: [Victims of trafficking - competent authority guidance](#)
- note the CA decision on ASYS with the decision date
- validate and assess the section 95 support application, see related link: [Eligibility and assessment](#).

Section 95 support application

This section explains how a POPPY project client applies for section 95 support, and how an asylum support caseworker deals with the section 95 support application.

For an overview, see related link: [POPPY project cases flowchart](#).

The POPPY project support worker assists their client in making an application for section 95 support. For further information see link below: [Actions for POPPY project support worker](#).

For guidance on how to process the section 95 support application from a POPPY project client see link below: [Actions for asylum support caseworker](#).

Allocate section 95 support

This page explains what you must do if you decide a POPPY project client is eligible for section 95 support.

An application registration card (ARC) is needed to get regular section 95 support payments.

You must check the POPPY project client has an ARC. If not, or their ARC is not visible on the asylum seekers support system (ASYS), you must inform the POPPY project support worker.

You must tell them to email the central event booking unit (CEBU) to book an appointment to issue an ARC. There are agreed special arrangements to allow POPPY project to contact CEBU directly to arrange appointments for their clients.

You must enter the case into your region's locally held POPPY project spreadsheet.

You must contact the accommodation provider, either through the collaborative business portal (CBP) or directly through the accommodation provider contact, to arrange suitable section 95 support accommodation for the POPPY project client. You must include any instructions for location and any special needs.

You must contact the support worker before allocating section 95 support accommodation. You must telephone to let them know the address of the proposed accommodation. They may ask to view the area in which the property is located before their client moves.

When the support worker tells you they authorise the accommodation, you can tell the provider to give a POPPY reference to the case.

You must then authorise the provider to load the address onto ASYS. The address must be 'unavailable' on ASYS to prevent it being allocated to any other asylum support applicant.

When a move date is agreed, you must set up regular section 95 support through the POPPY project client's ARC.

Send a grant support pack of documents to the client or their support worker if they are handling the section 95 support application correspondence. For guidance on setting up section 95 support and creating a grant support pack of documents, see related link: Allocating section 95 support.

You must place the asylum support case file in a secure locked cabinet and update the record management system (RMS).

Refuse section 95 support

This page explains what you must do if you decide a POPPY project client is not eligible for section 95 support.

If you decide the POPPY project client is not eligible for section 95 support, you must send the decision paperwork, including a notice of appeal form if applicable, to the POPPY project support worker.

For guidance on refusing a section 95 support application see related link: Eligibility and assessment, section 'Decisions to Refuse Support'.

POPPY project

This page tells you about the POPPY project and the help it offers to adult women victims of trafficking.

The POPPY project accommodates and supports up to 54 adult women victims of trafficking at any one time across the UK. The project supplies an outreach service to victims of trafficking accommodated elsewhere.

The project houses women in safe, women-only properties. They employ specialist senior support workers to provide intensive support to address the women's practical, emotional and psychological needs.

A number of the women are also involved as witnesses and/or providing intelligence in criminal proceedings, working closely with the police.

For more information about the POPPY project, see related link.

<http://www.eavesforwomen.org.uk/about-eaves/our-projects/the-poppy-project>

Poppy project cases process (previously flowchart)

Client referred to the POPPY project by police, Border Force or voluntary sector	
Client has no asylum claim or application under Article 3 so not eligible for section 95 support	<p>Client may be referred by POPPY to one stop services for advice</p> <p>Client leaves POPPY</p>
Client has an outstanding asylum or Article 3 application.	<p>POPPY project assist applicant to complete application for asylum support, and prepare covering letter which should include the applicant's current location (area only), information on any geographical areas to be avoided and any other accommodation requirements</p> <p>POPPY project support worker forwards application and letter to the applicant's case owner in the Home Office in envelope marked 'Private and Confidential'</p>
<p>The Home Office acknowledges receipt of asylum support application and arranges for it to be registered on ASYS. Use the property details reserved for POPPY project cases.</p> <p>Add a critical comment to clearly identify the case as a POPPY project client.</p>	
The Home Office asylum support caseworker validates application	
Application is assessed for eligibility (if there are any complications or reasons to indicate that applicant is not eligible for asylum support, the POPPY project support worker must be informed)	Applicant not eligible for asylum support – referred back to POPPY project support worker
Applicant eligible for asylum support – caseworker checks whether applicant has ARC	<p>If applicant does not have an ARC - POPPY project support worker emails the central event booking unit (CEBU) (ARCBOOKINGS@homeoffice.gsi.gov.uk) so arrangements can be made to issue an ARC at the nearest ARC equipped site (special arrangements apply)</p> <p>Applicant has an ARC which is visible on ASYS</p>
The Home Office caseworker refers case to the accommodation provider to procure suitable	

accommodation in specified location – and case is entered on POPPY project spreadsheet – case file held in secure cabinet	
Accommodation provider tells the Home Office that they have suitable accommodation. The Home Office tells POPPY project support worker and agrees a transfer date.	The Home Office authorises the accommodation provider to load property onto ASYS – POPPY project has opportunity to view the area the property is in and raise any concerns with the Home Office
Applicant is transferred to asylum support accommodation – emergency cash support in form of ISTs arranged and regular ARC payments set up.	

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Chapter 2 - Document Control

Change Record

Version	Author	Date	Change made
7	MG	05/12/13	Modernised guidance
8	GL	18/03/15	No substantive change to content. Pages copied in order that they currently appear. Re template for consistency only. Flowchart changed into grid for presentational reasons. Now archives

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