



Home Office

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[www.gov.uk/home-office](http://www.gov.uk/home-office)

Asylum Operations - Key Stakeholders

7 July 2019

### **UKVI Service Support Centres and Asylum Biometric Enrolment**

Dear all,

In April, I wrote to stakeholders to provide you with information regarding the opening of Service and Support Centres (SSCs) – specifically the start of this service and the plans for biometric enrolment for asylum claimants. I am now writing to you to provide you with information regarding the latest position.

The SSCs are now live and are beginning to be used to provide a face-to-face service for asylum applicants to enroll their biometrics for their Biometric Residence Permit (BRP) cards. They also provide services for other individuals with higher needs or complex circumstances, meaning that they would benefit from face-to-face help with their application, or additional service provision.

The SSCs are located in Cardiff, Croydon, Glasgow, Liverpool, Sheffield and Solihull. We have also provided equipment in our asylum operations offices in Hounslow, Leeds and Newcastle, to allow biometrics to be enrolled there, rather than asking customers to travel to the nearest SSC which could be some distance away. We will also be providing equipment in the Belfast office in due course. Biometrics will be enrolled wherever possible for main applicants as part of the substantive interview.

While the Post Office contract was extended in several locations for asylum customers until the end of June 2019 to offer continued provision while the SSC service fully rolls out, this was mainly for customers who had already received biometric enrolment letters. All customers receiving letters from now onwards will be directed to use the SSCs or asylum operations offices as appropriate.

Some of you will be aware that, where it is not possible for an applicant to enroll as part of the substantive interview, they will be asked to make a separate appointment. Please note that this is only in specific circumstances and applicants will be made aware by letter if this situation applies to them. Applicants should not be making a separate appointment if they are yet to be interviewed, as the biometric will be taken as part of the interview.

We have also received queries about what happens if an individual's BRP card is lost or stolen. In this instance, the customer should apply for a replacement using the form on Access UK. They will be required to re-enroll their biometrics at one of six core UKVCAS centres (Croydon, Birmingham, Manchester, Belfast, Cardiff and Glasgow). This will be free of charge. Should the customer wish to use one of the other UKVCAS centres, they are able to do so, but will need to pay a fee for the appointment. It is therefore very important that customers take good care of their BRP cards.

If you have any questions about any of this, please initially direct these to the Asylum Operations Transformation Team:

[AsylumOperationsTransformationTeam@homeoffice.gov.uk](mailto:AsylumOperationsTransformationTeam@homeoffice.gov.uk)

Yours sincerely

A handwritten signature in red ink, appearing to read 'H Laing', is displayed within a light gray rectangular box.

**Heather Laing**

Head of Asylum Operations

UK Visas and Immigration