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# Current Frequently Asked Questions – April 2024

## Background

1. A number of issues have regularly been reported in both strategic and operational meetings. This paper seeks to provide current responses, as of the time of writing.
2. This paper has been written in conjunction with the Home Office, and will be updated in due course.

**What is the process and timelines once an asylum decision is made? Who is notified when?**

The Home Office are considering creating a flowchart to explain this, but in the meantime:

* When a BRP has been issued, the case is allocated to a Case Worker
* The Case Worker triages the case to ensure it is ready for the discontinuation phase, including checking the postal address and details on the BRP
* The discontinuation date is 28 days plus 2 days postage from the date the BRP was issued
* Mears are informed of the discontinuation date, and notify the LA
* Mears also issue a Notice of Eviction to the service user.

**Discontinuation notifications received by service users, but no Notice of Eviction**

The Home Office are aware of this issue and are looking into why is it happening, with a view to prevention in future.

**Discontinuation notifications received by LAs do not always contain phone numbers**

It is possible that the Home Office or Mears do not have a record of a primary phone number for the applicant. The Home Office are looking to see if anything can be done to capture these and populate the spreadsheet before it is sent to LAs.

**What action should be taken for the following BRP issues?**

* **BRP not received**
	+ If a discontinuation letter has been received before a BRP is received, contact Migrant Help via positivemoveon@migranthelp.org who will pause the discontinuation process and report the missing BRP. If
* **Children’s BRP not received**
	+ This is not a barrier to eviction. Additionally Migrant Help cannot help post-eviction as applicants are no longer in the asylum system. It is important to raise this with Migrant Help via postivemoveon@migranthelp.org as soon as adult BRPs are received
* **The BRP has an error**
	+ You can report an error on a BRP card using  [Biometric residence permits (BRPs): Report a problem with your new BRP - GOV.UK (www.gov.uk)](https://www.gov.uk/biometric-residence-permits/report-problem) but this will *not* pause the discontinuation process. You must also email Migrant Help via  postivemoveon@migranthelp.org to pause the eviction.
	+ The BRP should be returned to BRP Error Team, Returns Unit, PO Box 195, Bristol, BS20 1BT. With it, the following information should be included:
		- Full Name:
		- Date of Birth:
		- Nationality:
		- BRP Number:
		- Full details of the possible error: As much detail as possible. i.e: My BRP shows my name as Angus McKinnon but it should be Angus MacKinnon
		- My Date of Birth is shown as 01/01/1971 but it should be 01/01/1992
		- My Place of birth is shown as London but it should be Glasgow.
		- Full UK Delivery Address: Current residential or Legal Rep address.
	+ Additionally LAs and organisations can escalate through the following email address: AsylumDiscontinuationLALOTeam@homeoffice.gov.uk – but please note that the steps above should also be taken.

**What is happening with the automation of BRP cards?**

* **From April 2024** BRP holders are being emailed directly with instructions on how to create UKVI account to access their eVisa. These email invitations are being sent in phases, before the service is made available to all BRP holders in the summer. BRP holders who have not yet received an email will soon be opened to all without an invitation, and there is no need to contact the Home Office in the meantime. BRP holders should visit [www.gov.uk/evisa](http://www.gov.uk/evisa) for the latest information.
* 17 April 2024, Tom Pursglove, the Minister for Legal Migration and the Border, said replacing physical documents, called biometric residence permits, with a digital system “will ensure firm control over who comes here to live, work or study”.
* Mr Pursglove added: “We’ve already taken really significant steps to digitally transform the border and immigration system, and this wider rollout of eVisas is a key part of that process. “Replacing physical immigration documents with eVisas will ensure firm control over who comes here to live, work or study, strengthening border security and preventing abuse of the immigration system, while delivering cost-savings for UK taxpayers
* **Useful documents and links**
* **Please subscribe to this page to receive the latest updates**[www.gov.uk/evisa](http://www.gov.uk/evisa). We also have updated some materials we’d like you to share amongst your stakeholders. This includes factsheets and important information here on the Brandworkz platform for you to use.
* Please share this link to your stakeholders:  ([Partner Pack](https://homeoffice.brandworkz.com/bms/?link=719B15F4))
* The first of the four videos in the eVisa series – ‘[What is an eVisa](https://www.youtube.com/watch?v=54rPXUHuM3I)’ – went live today at 10am. Customers can access the video via the main [eVisa guidance page](https://www.gov.uk/guidance/online-immigration-status-evisa) on gov.uk or by searching ‘What is an eVisa’ on YouTube.
* Please contact eVisaengagement@homeoffice.gov.uk for any questions or engagement requests.
* **Upcoming events**
* Please sign up for one of our events to learn more about the eVisa roll out.
	+ [eVisa event 22nd May 2024 - 11am to 12pm](https://events.teams.microsoft.com/event/377d7a13-337d-4374-abc1-f41781bb1c15%40f24d93ec-b291-4192-a08a-f182245945c2)
	+ [eVisa event 28th May 2024 - 2pm to 3pm](https://events.teams.microsoft.com/event/e3ef66cd-3b38-4f18-8127-8825c809757f%40f24d93ec-b291-4192-a08a-f182245945c2)
	+ [eVisa event 4th June 2024- 2pm to 3pm](https://events.teams.microsoft.com/event/8c874076-f285-4fa9-8751-e8456a06dd5d%40f24d93ec-b291-4192-a08a-f182245945c2)
	+ [eVisa event 13th June 2024 - 2pm to 3pm](https://events.teams.microsoft.com/event/72ad3a75-73be-438f-bec3-7ebed96702eb%40f24d93ec-b291-4192-a08a-f182245945c2)
	+ [eVisa event 18th June 2024 - 2pm to 3pm](https://events.teams.microsoft.com/event/58e54a12-12da-4eaa-893b-f81853280548%40f24d93ec-b291-4192-a08a-f182245945c2)
	+ [eVisa event 27th June - 11am to 12pm](https://events.teams.microsoft.com/event/25d662a3-cd36-4817-8318-3235267c7d1f%40f24d93ec-b291-4192-a08a-f182245945c2)
* **It is unclear when various teams should be contacted, including case workers and decision making units, and what the contact details are**
	+ The Home Office are seeking clarification and will confirm details when received.
* **Onward dispersal from CA – 5 days notice issues**
	+ Mears should give 5 days notice of which LA area people are moving to. The HO are aware of issues, and ask that cases and examples (with reference numbers) continue to be raised via Migration Yorkshire so that ‘failure to travel’ warnings can be rescinded.

This briefing was prepared by Vicky Mulhern in April 2024.

For further information, contact us at admin@migrationyorkshire.org.uk