

## News story: Dedicated support centres for complex cases

The Service and Support Centres (SSC) will provide a free service for those who may be in a position of vulnerability or who may have complex circumstances and would therefore benefit from an enhanced service.

Experienced UKVI staff will provide a face to face service and help people throughout their application. The hands-on service will help make sure the right information and evidence is captured, so that individuals apply under the route most appropriate for their circumstances.

The SSCs will be in Belfast, Cardiff, Croydon, Glasgow, Liverpool, Sheffield and Solihull.

Immigration Minister Caroline Nokes said:

I want an immigration system which is flexible and a key part of that is to make sure we provide enhanced support to those who need it.

These new centres will have experienced staff on hand to help guide people through the process so that they can get any support they may need, but importantly to help make sure they provide the right information first time.

The hands-on support at the new centres will help reduce the number of instances where further information is requested, as staff will help people understand what information and evidence they need to provide.

People with exceptional circumstances, such as serious medical issues or destitution, may also qualify for travel assistance or mobile services.

The online application will intuitively lead the person through the process making it clear what they need to do, what supporting evidence they will need and where they will need to go to complete their application.

The service will also be open to a range of people, including those who are applying based on family or private life or if they have been granted a fee waiver.