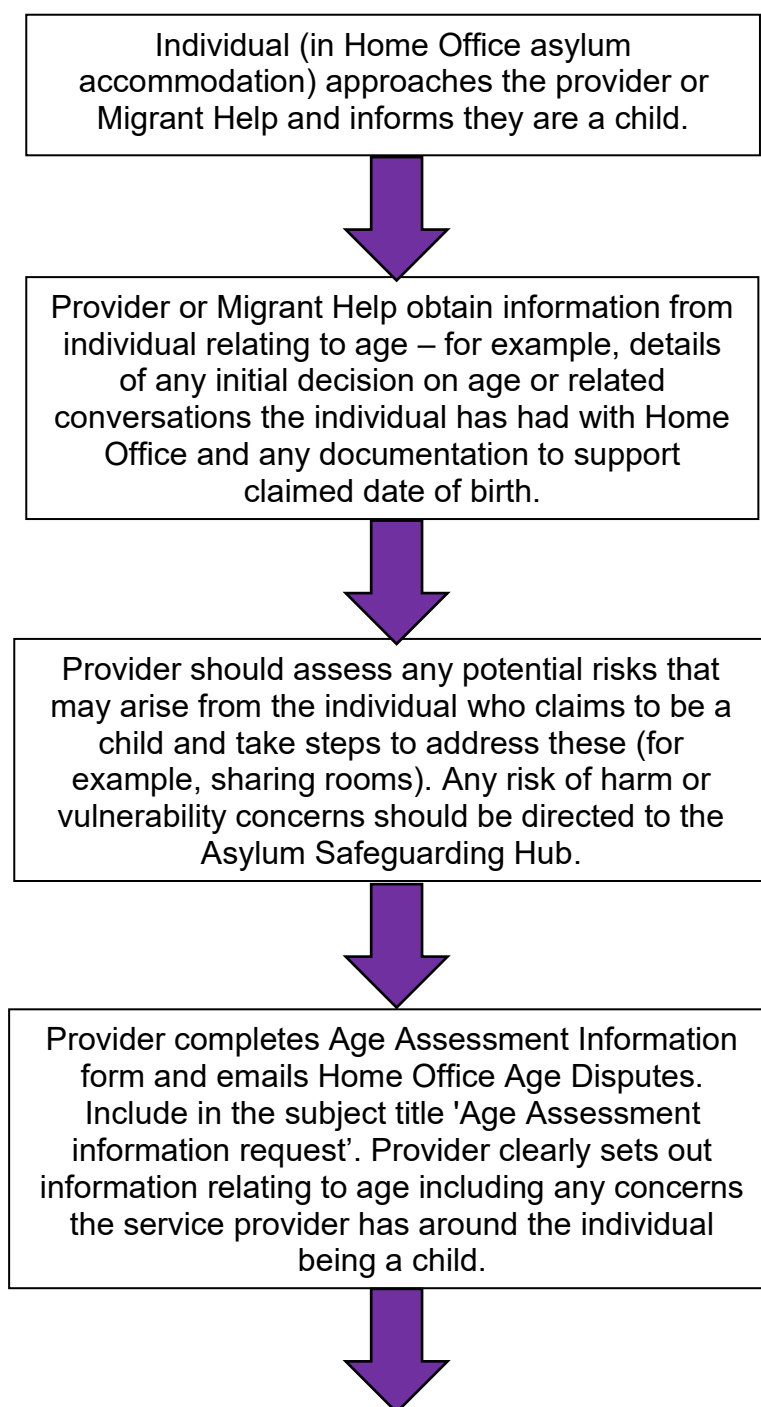
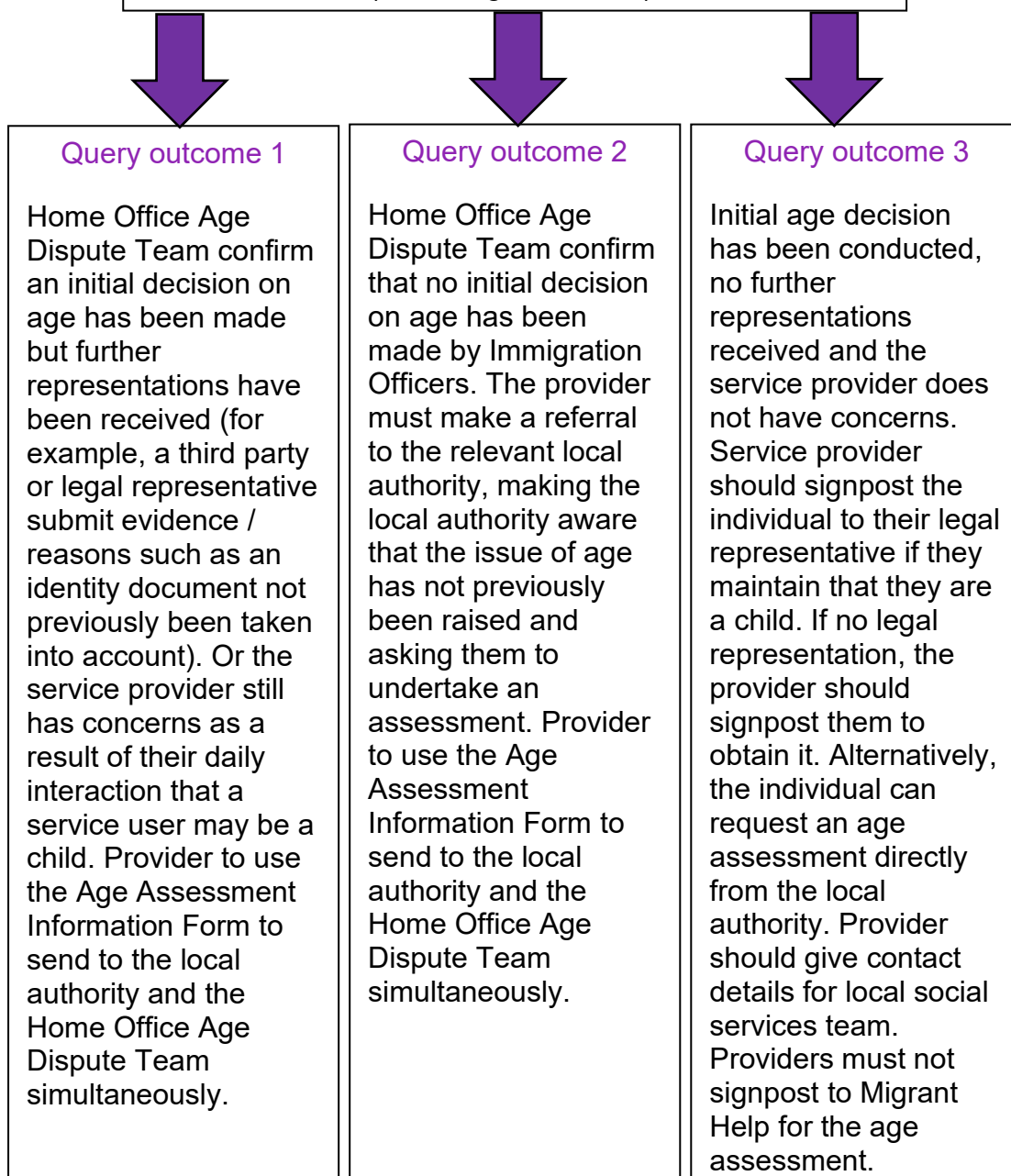


# Overview of age concern referrals process

This flowchart provides an overview of the information-sharing process to be followed by Accommodation Providers, Migrant Help, local authorities (and voluntary sector organisations) when they encounter an individual placed in adult accommodation who claims to be a child. This overview must be read in conjunction with the Standard Operating Procedure: Age concern referrals.



Home Office Age Dispute Team responds using Home Office Age Dispute Progress Form within 24 hours (excluding weekends).



## Step by step guide

1. Individual (in Home Office asylum accommodation) approaches the provider or Migrant Help and informs they are a child.
2. Provider or Migrant Help obtain information from individual relating to age – for example, details of any initial decision on age or related conversations the individual has had with Home Office and any documentation to support claimed date of birth.
3. Provider should assess any potential risks that may arise from the individual who claims to be a child and take steps to address these (for example, sharing

- rooms). Any risk of harm or vulnerability concerns should be directed to the Asylum Safeguarding Hub.
4. Provider completes Age Assessment Information form and emails Home Office Age Disputes. Include in the subject title 'Age Assessment information request'. Provider clearly sets out information relating to age including any concerns the service provider has around the individual being a child.
  5. Home Office Age Dispute Team responds using Home Office Age Dispute Progress Form within 24 hours (excluding weekends).

## Query outcome 1

Home Office Age Dispute Team confirm an initial decision on age has been made but further representations have been received (for example, a third party or legal representative submit evidence / reasons such as an identity document not previously been taken into account). Or the service provider still has concerns as a result of their daily interaction that a service user may be a child. Provider to use the Age Assessment Information Form to send to the local authority and the Home Office Age Dispute Team simultaneously.

## Query outcome 2

Home Office Age Dispute Team confirm that no initial decision on age has been made by Immigration Officers. The provider must make a referral to the relevant local authority, making the local authority aware that the issue of age has not previously been raised and asking them to undertake an assessment. Provider to use the Age Assessment Information Form to send to the local authority and the Home Office Age Dispute Team simultaneously.

## Query outcome 3

Initial age decision has been conducted, no further representations received and the service provider does not have concerns. Service provider should signpost the individual to their legal representative if they maintain that they are a child. If no legal representation, the provider should signpost them to obtain it. Alternatively, the individual can request an age assessment directly from the local authority. Provider should give contact details for local social services team. Providers must not signpost to Migrant Help for the age assessment.