

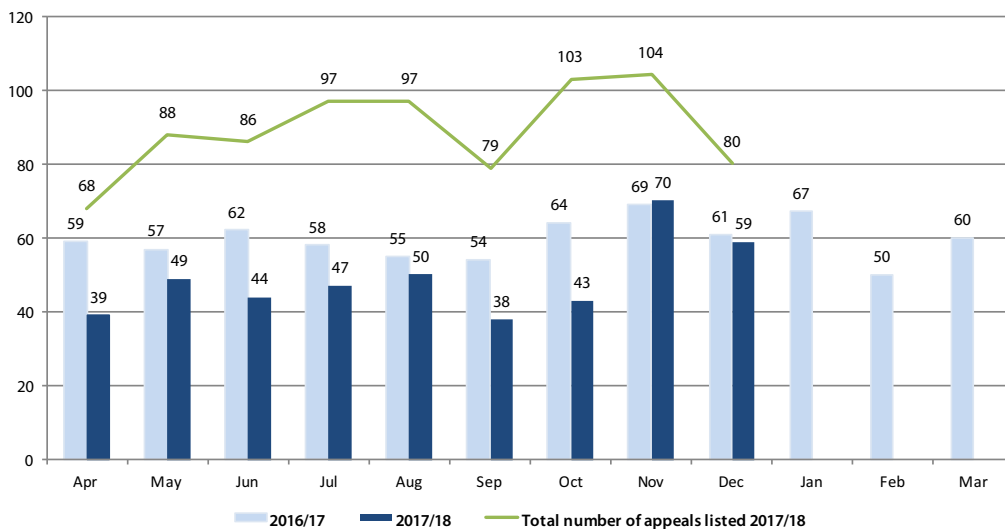
ASAP quarterly monitoring report

DUTY SCHEME

TOTAL NUMBER OF APPELLANTS ASSISTED

In Q3 we helped 172 appellants. Including dependants, the total number of people reached was 284. We assisted 73% of appellants who had an oral hearing (excluding people who we could not have helped, even if we had been able to).¹

Duty scheme: total number of appellants assisted Q1-Q3



NOTES

- 1** These are cases that are withdrawn or adjourned prior to the hearing; cases that are designated by the Tribunal as being 'ASAP barred' (the Tribunal prohibits us from assisting when an appellant is represented by a law firm unless they received written consent from the firm); or cases where the client failed to attend or refused our assistance.
- 2** There is some overlap in these categories as some cases concerned more than one subject (for example they may have related to both destitution and further submissions).
- 3** This figure is adjusted to take into consideration clients whose appeals were withdrawn or who didn't attend their hearings.

APPEAL OUTCOMES

	Q1	Q2	Q3	Q4	2017/18	2016/17
% Allowed	53	66	63		61	55
% Remitted	15	11	7		11	16
% Dismissed	20	23	21		21	24
% Other	12	0	9		7	5

Most remitted cases were appeals against discontinuation decisions. A decision to remit in these circumstances means that appellants will keep their support, so we consider this to be a successful outcome. This combined success rate stands at 67%. As with last quarter, the allowed rate is historically high: further submissions and Section 95 (s95) destitution cases, which make up just over half of our caseload, have continued to be allowed more frequently than in the past (see below and previous reports).

APPEAL SUBJECT

This quarter we have experienced a notable rise in the number of s95 destitution cases compared to last quarter, although the overall number of these cases is comparable with this time last year. There has also been a rise in Section 4 (s4) destitution cases.

TOP ISSUES IN Q3²

- s95 destitution cases (55 cases):** 69% allowed, 6% remitted, 20% dismissed
- s4 regulation 3(2)(e) – further submissions cases (40 cases):** 63% allowed, 8% remitted, 18% dismissed
- s4 destitution cases (34 cases):** 65% allowed, 24% dismissed
- Medical cases (11 cases):** 55% allowed, 36% dismissed
- s95 and s4 breach of conditions cases (8 cases):** 75% allowed, 12.5% remitted, 12.5% dismissed

REFERRALS

We received 163 referrals from 57 agencies. We were able to meet 87% of these referrals.³

**CLIENT PROFILE**

- The top nationalities of appellants were Iraqi, Iranian, Nigerian, Pakistani (=4), South African (=4), Afghan (=5), Egyptian (=5) and Eritrean (=5).
- 69% of appellants were men, 31% were women.
- 23% of appellants had children.
- Most appellants lived in the North West (21%), Scotland (17%), Yorkshire and Humber (12%) and London (12%).
- 54% experienced circumstances that may make them more vulnerable. Most commonly these were health issues, with 19% suffering from mental health problems, 11% from physical health problems and 6% from both.

CLIENT FEEDBACK

In October we conducted a client feedback exercise obtaining responses from 20 appellants. All respondents indicated they found it very helpful to be represented by an ASAP advocate in the hearing. One person said: "I've felt that I have not been left alone and there is someone by my side."

**ADVICE LINE****We took 146 calls this quarter from 66 agencies**

- Calls mainly came from London (36%) and Scotland (12%), and the South West (10%).
- 35% of calls were about s95 support; 27% about s4 support; most other calls related to community care, s98 support, s4(1) support, Home Office or Tribunal procedure or a combination of these issues.
- Only 9% of calls were general in nature. Most users had questions relating to an individual's case. Of these, 51% were women, 49% were men.
- The top nationalities were Iranian, Iraqi, Nigerian, Pakistani (=4), Sri Lankan (=4) and Afghan.
- 34% of calls related to families with children including 19% single parent families.
- In only 33% of calls were people receiving government support; 23% were helped by their communities and charities, 10% had no support at all and 15% survived exclusively thanks to charitable assistance.
- In 55% of calls, individuals had to deal with additional issues, mainly health problems, which could increase their vulnerability.

WOMEN'S PROJECT**Duty scheme**

- We helped 54 women this quarter; 32 (59%) of women faced circumstances which may make them more vulnerable, 10 of whom had experienced gender-based violence.
- 25 women had children, 14 of whom were single parents.

Advice line

- In 12 of the 68 calls relating to women, agencies reported instances of gender-based violence.
- 41 women (60%) experienced circumstances that may make them more vulnerable.
- 38 had children, 27 of whom were single parents.

**ASYLUM SUPPORT ADVICE NETWORK (ASAN)**

ASAN welcomed 65 new members in Q3. Membership stands at 796 advisers throughout the UK. There were 134 conversations generating 299 posts among 272 people.

Top subjects of discussion: Problems faced by people transitioning between asylum support and mainstream benefits, particularly in receiving a National Insurance number; problems with the ASPEN card; finding funding to pay for travel to essential appointments; conditions under which people are granted support ; the new process for booking s4 accommodation.