ASAP quarterly monitoring report

DUTY SCHEME

TOTAL NUMBER OF APPELLANTS ASSISTED
In Q3 we helped 141 appellants. Including dependants the total number of people reached was 191. We assisted 90% 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1 These are cases that are withdrawn or adjourned prior to the hearing; cases that are designated by the Tribunal as being ‘ASAP barred’ (the Tribunal prohibits us from assisting when an appellant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 We have only indicated the proportion of allowed, remitted and dismissed cases. A minority of cases will also have been withdrawn, adjourned or struck out.

APPEAL OUTCOMES

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<thead>
<tr>
<th></th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>2018/19</th>
<th>2017/18</th>
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</thead>
<tbody>
<tr>
<td>% Allowed</td>
<td>65</td>
<td>50</td>
<td>52</td>
<td>55</td>
<td>60</td>
<td>60</td>
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<tr>
<td>% Remitted</td>
<td>10</td>
<td>12</td>
<td>17</td>
<td>13</td>
<td>13</td>
<td>13</td>
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<tr>
<td>% Dismissed</td>
<td>18</td>
<td>32</td>
<td>26</td>
<td>26</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>% Other</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>6</td>
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Where the tribunal remits an appeal against a decision to discontinue support, the appellant keeps their support. We consider this to be a successful outcome so add them to the allowed rate to produce a combined success rate of 63%.

APPEAL SUBJECT

TOP ISSUES IN Q3:2
1. Section 4 (s4) regulation 3(2)(e) – further submissions cases (51 cases): 61% allowed, 16% remitted, 24% dismissed
2. s4 destitution cases (22 cases): 77% allowed, 9% remitted, 14% dismissed
3. s4 medical cases (14 cases): 29% allowed, 14% remitted, 36% dismissed
4. Section 95 (s95) destitution cases (11 cases): 73% allowed, 9% remitted, 9% dismissed
5. s95 and s4 breach of conditions cases (8 cases): 25% allowed, 13% remitted, 63% dismissed.

REFERRALS
We received 149 referrals from 58 agencies. We were able to meet 95% of these referrals.3
We took 195 calls this quarter from 86 agencies

- Calls mainly came from London (39%), Yorkshire and Humber (14%) and Scotland (10%).
- 39% of calls were about s4 support; 24% about s95 support; 8% about s4 and s95 support. Calls relating to s4(1) or schedule 10 support made up 8% of calls. We also received enquiries relating to Home Office procedures, the appeals process, s98 support and community care support.
- Only 5% of calls were general in nature. Most users had questions relating to an individual’s case. Of these, 56% were men, 44% were women.
- The top nationalities were Iraqi, Pakistani and Iranian.
- 22% of calls related to families with children including 14% single parent families.
- 40% of calls related to people receiving government support; 24% were helped by their communities and charities while 15% survived exclusively thanks to charitable assistance; 7% had no support at all.
- In 54% of calls, the individuals had to deal with additional issues, mainly health problems, which could increase their vulnerability.

Duty scheme

- We helped 41 women this quarter; 27 (66%) of women faced circumstances which may make them more vulnerable, 8 of whom had experienced gender-based violence.
- 14 women had children, 8 of whom were single parents.

Advice line

- In 12 of the 82 calls women (15%), agencies reported instances of gender-based violence.
- 53 women (65%) experienced circumstances that may make them more vulnerable.
- 30 had children, 21 of whom were single parents.

ASAN welcomed 61 new members in Q3.

- Membership stands at 964 advisers throughout the UK.
- There were 135 conversations generating 255 posts among 234 people.

- This quarter, ASAN members predominantly asked the network for casework advice rather than discussing systemic issues. As a result, discussions covered a wide variety of topics, the most common being:
  - “Move on” issues (6 conversations, generating 16 posts)
  - Problems surrounding maternity payments and maternity care (4 conversations, generating 17 posts)
  - Issues individuals were having in opening bank accounts (4 conversations, generating 14 posts).