

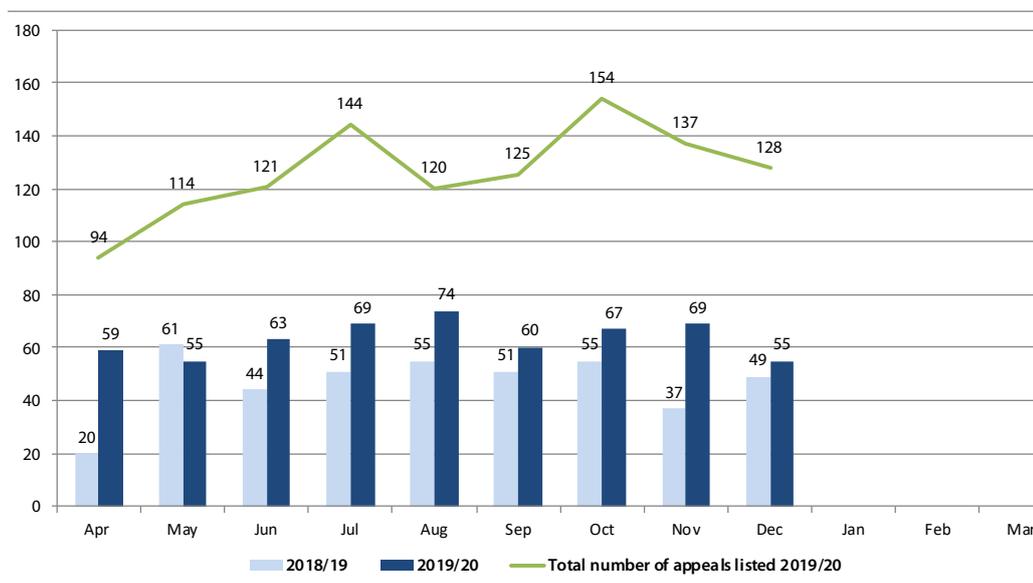
## ASAP quarterly monitoring report

### DUTY SCHEME

#### TOTAL NUMBER OF APPELLANTS ASSISTED

In Q3 we helped 191 appellants. Including dependants, the total number of people reached was 261. We assisted 62% of appellants who had an oral hearing (excluding people who we could not help for reasons outside our control).<sup>1</sup> This smaller proportion of cases compared with the previous quarter is due to the increase in overall number of asylum support appeals.

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**1** These are cases that are withdrawn or adjourned prior to the hearing; cases that are designated by the Tribunal as being 'ASAP barred' (the Tribunal prohibits us from assisting when an appellant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). 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 A minority of cases will also have been withdrawn, adjourned or struck out.

**3** This figure is adjusted to take into consideration clients whose appeals were withdrawn or who didn't attend their hearings.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	2019/20	2018/19
% Allowed	59	62	71		65	56
% Remitted	10	9	9		9	13
% Dismissed	22	25	18		21	26
% Other	9	4	3		5	5

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 76%.

#### APPEAL SUBJECT

##### TOP ISSUES IN Q3:<sup>2</sup>

- Section 95 (s95) destitution cases (57 cases):** 70% allowed, 9% remitted, 16% dismissed
- Section 4 (s4) regulation 3(2)(e): further submissions cases (51 cases):** 65% allowed, 8% remitted, 22% dismissed
- s4 destitution cases (23 cases):** 78% allowed, 4% remitted, 17% dismissed

#### REFERRALS

Referral numbers have continued to increase. We received 342 referrals (32 more than last quarter) and were able to meet 70% of these referrals.<sup>3</sup>



## CLIENT PROFILE

- The top nationalities of appellants were Iranian, Pakistani, Iraqi, Nigerian (=4) and Afghan (=4).
- 70% of appellants were men, 30% were women.
- 23% of appellants had children.
- Most appellants lived in the North West (19%), London (17%), Scotland (12%) and Yorkshire and Humber (11%).
- 63% experienced circumstances that may have made them more vulnerable. Most commonly these were health issues, with 26% suffering from mental health problems, 17% from physical health problems and 15% from both.



## ADVICE LINE



**We took 181 calls this quarter from 81 agencies**

- Calls mainly came from agencies in London (33%), Yorkshire and Humber (12%), Scotland (13%) and the North West (9%).
- 69% of calls related to s4 or s95 support. The remaining calls related to the provision of schedule 10 (sch 10) support (10%), Home Office or tribunal procedures, the provision of section 98 support, or other issues.
- Only 6% of calls were general in nature. Most users had questions relating to an individual's case. Of these, 38% were women, 62% were men.
- The top nationalities were Iraqi, Iranian, Nigerian, Afghan and Eritrean.
- 31 calls (17%) related to families with children; 19 calls concerned single parent families.
- Advisers who called the advice line were helping people living in a variety of circumstances:
  - 61 calls (39%) related to people receiving support from the Home Office or local authority
  - 77 people (49%) survived thanks to the help of their community, including charities – this included 22 people who were housed by charities and 11 who were sleeping rough
  - 19 people were either detained, supported through the national referral mechanism or supported themselves through other means.
- 57% of calls concerned people who had to deal with additional issues, mainly health problems, which could have increased their vulnerability.

## WOMEN'S PROJECT

### Duty scheme

- We helped 58 women this quarter; 37 (64%) of women faced circumstances which may have made them more vulnerable, 13 of whom had experienced gender-based violence.
- 19 women had children, 10 of whom were single parents.

### Advice line

- In 15 of 65 calls relating to women, agencies reported instances of gender-based violence.
- 47 women (72%) experienced circumstances that may have made them more vulnerable.
- 24 had children, 18 of whom were single parents.



## ASYLUM SUPPORT ADVICE NETWORK (ASAN)

- ASAN welcomed 33 new members in Q3.
- Membership stands at 802 advisers throughout the UK.
- There were 112 conversations generating 255 posts among 215 people.
- Discussion continued on the change in Home Office advice and accommodation contracts and, in particular, difficulties in getting through to Migrant Help's phone line. This subject generated 7 conversations among 26 advisers and 34 posts. Other conversations concerned subjects such as applying for sch 10 support, obtaining medical treatment, Aspen card queries, requesting additional payments, and tips on how to progress cases.