

# ASAP: Referrers' guide

This guide lays out  
the service ASAP  
offers and how to  
refer to us.

NOV 2021



**ASAP**

ASYLUM  
SUPPORT  
APPEALS  
PROJECT

# ASAP – WHAT WE DO

ASAP gives free and confidential legal advice and representation to asylum-seekers appealing to the Asylum Support Tribunal against the Home Office's refusal or discontinuation of asylum support. 'Representation' means an ASAP advocate takes part in an appeal hearing.

## What we cannot do

- ASAP does not provide immigration advice.
- ASAP cannot assist with any pre-appeal work. We do not fill in the notice of appeal or submit the pre-appeal paperwork called the response to the Directions Notice.
- ASAP cannot advise or work with clients who are not referred to us.

# HOW TO REFER

ASAP accepts referrals from organisations working with asylum-seekers as well as self-referrals.

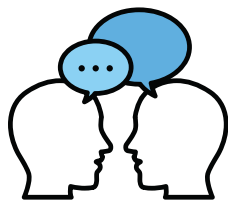
We ask that when referring someone you ensure they understand our service and have given their permission for their data to be stored and used for the purposes of assisting with their case and for quality monitoring purposes.

If possible, please send us the following documents:

- Home Office decision letter
- Notice of appeal
- Home Office appeal bundle
- Tribunal judge's Directions Notice
- Respondent's (Home Office's) response to directions
- Appellant's (your client's) response to directions

## THE STEPS TO SEND REFERRAL

### Organisations .....



**1) Explain ASAP's Service**  
[Simple guide here](#)



**2) Obtain consent**  
[Referral and declaration form](#)



**3) Email completed form**  
[referrals@asaproject.org.uk](mailto:referrals@asaproject.org.uk)

### Self-referral .....



**1) ASAP's Service**  
[Simple guide here](#)



**2) Read and complete**  
[referral form](#)



**3) Email completed form**  
[referrals@asaproject.org.uk](mailto:referrals@asaproject.org.uk)

**Appeals are being heard in-person at the Asylum Support Tribunal in London, by telephone or by CVP (an online video platform).**

**We can assist in all types of appeal, including paper appeals. If you or your client is given an oral hearing, we may be able to represent in-person, over the phone or via CVP. If the appeal is being decided on the papers, we may be able to assist them by sending written arguments to the Tribunal.**

**Once we have received your consent and the relevant documents, we will do our best to allocate the case to one of our volunteer advocates. Please be aware that we will not always have an advocate available. We will let you know in the week leading up to the appeal if we are able to assist. We will not be able to confirm this any earlier than one week before the appeal.**



# STAGES OF APPEAL

## 1. Notice of appeal

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ASAP cannot assist filling out the NoA. We have lots of resources on our website including our [appeal guide](#)

## 2. Direction Notice

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The Tribunal sends the Directions Notice approx. 3 days after NoA lodged. Response deadline is 7 days before hearing. ASAP is unable to assist with the response to directions.

Advisers can call our advice line for guidance. We have our [appeal guide](#) for guidance for clients.

## 3. Appeal Preparation

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Once the case has been allocated one of our advocates will contact the appellant around 6 calendar days before the hearing. The advocate will:

- Read all the paperwork including the Home Office appeal bundle.
- Speak to the client to take and check their instructions.
- Obtain any further evidence.
- Explain how the hearing will work.
- May contact you as the referring agency for information.
- If appropriate draft and send legal submission to the tribunal by 12 noon two days before the hearing.

## 4. Appeal hearing

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During the hearing the advocate may ask the appellant questions and will make oral submissions to the Judge outlining the reasons why the appeal should be allowed.

The appellant may also have to answer questions from the Home Office presenting officer and from the Judge.

After the hearing, the advocate will speak to the client and explain what happened. They will write the client an advice letter which will summarise what happened in the hearing and give the client advice on the next steps to take.



## Contact us

### ASAP Referrals

- Tel: 0790 36 30 392
- Email: [referrals@asaproject.org.uk](mailto:referrals@asaproject.org.uk)

### ASAP Advice Line

- Tel: 020 3716 0283
- Mon, Weds & Fri 2pm-4pm

## Complaints

If you are not happy with the service you have received from ASAP, please raise this with staff member in the first instance. If they are not able to resolve the issue you can discuss your complaint with the ASAP Deputy Director.

