

Refugee Council

research report



Asylum seekers' experiences of the New Asylum Model
Findings from a survey with clients at Refugee Council One Stop Services

January 2008

About the Refugee Council

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees. We give help and support to asylum seekers and refugees, and work with them to ensure their needs and concerns are addressed by decision-makers. Our Advice and Support Services work directly with refugees and asylum seekers in a number of regional offices offering a range of induction and advice services.

Aim of the survey

We decided to conduct a snap shot of the experiences of asylum seekers whose claims were being decided in the New Asylum Model (NAM), which became fully operational on 5th March 2007. We therefore devised a questionnaire, which was completed by clients on a one to one basis, with assistance where necessary from Refugee Council staff.

Summary of findings

There are some good features within the NAM and we anticipate that the system should improve as Case Owners and others become familiar with the new processes and procedures. However our questionnaires also identified some areas of general concern.

Case Ownership: People were not always able to name their Case Owner and some had trouble contacting them. Survey respondents were often seen initially by other BIA staff, rather than their Case Owner. This suggests that the one to one link does not always work in practise.

Speed of process: There is a lot to cope with and assimilate in the first few days and a significant number of respondents struggled at this stage – 25% of respondents said that did not feel they had had adequate time to get information to present their case, and did not feel they had had an adequate hearing.

Access to legal advice: 29% of respondents only saw their legal representative after their substantive interview rather than before. This highlights the truncated nature of the process, and suggests that significant numbers of people are not able to access advice before their asylum interview.

Reporting requirements: Some respondents struggled to meet reporting requirements due to lack of funds to travel, or the difficulties in taking children with them. Some requirements appeared onerous in terms of both cost and time and our snap shot suggests they should be made more user-friendly.

Child care provision: There is a need for child care provision to enable people to concentrate on the process of being interviewed.

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1. Background to the survey

The New Asylum Model (NAM) has been in operation for all new asylum claims since 5th March 2007. It aims to deal with asylum applications, from application to final resolution, within six months. The procedures run to a tight timetable to try to ensure that cases are progressed at the required rate. Key to this has been the appointment of individual Case Owners, responsible for their own cases throughout the process, coupled with a tight process of contact management with regular reporting.¹

The Refugee Council decided to conduct a snap shot survey to assess the experiences of some asylum seekers whose claims were being decided in the NAM. We devised a questionnaire and completed it with clients on a one to one basis. (See Appendix 2 for a copy of the questionnaire)

2. Methodology

Staff in each of our offices completed a questionnaire with clients who were either about to be dispersed or NAM clients calling back with further queries. We did this for a period of ten working days from August 20th – September 4th 2007.² The forms were completed on line and the results then collated. Clients were selected at random as caseworkers were available to interview them.

2.1 Number of survey responses

In total, 110 questionnaires were completed. A summary is shown below, by office and compared to the total number of clients seen during the period. The form took around 30 minutes to complete; participation was optional, and clients were assured that responses would be anonymised.

RC Office	Forms Completed	Total clients in period	% completed
Birmingham	23	57	40
Ipswich	3	3	100
Yorkshire and Humberside			
Induction	59	83	71
Leeds OSS	6	6	100
London Brixton	11	18	61
West London OSS	1	1	100
West London Sunrise	5	5	100
Other	2		
Total	110	173	

¹ See the Refugee Council briefing on the NAM
<http://www.refugeecouncil.org.uk/policy/briefings/2007/nam.htm>

² Dates varied slightly but all offices covered ten days

Overall there was a 63% completion rate for clients across the offices conducting the survey.³

We recorded the country of origin of respondents and their age. These are included for information only at Appendix 1.

The survey did not intend to include any unaccompanied children; their claims are dealt with on a slower timescale and we are planning to assess their experiences separately. However, five respondents claimed to be seventeen, but they were deemed to be adults by the Border and Immigration Agency (BIA). A Refugee Council manager in Yorkshire and Humberside commented:

“The age dispute/unaccompanied minors problem is a major issue in this region, due to inadequate assessment at point of arrival. NAM are responding, but are getting frustrated by it.”

The survey does not cover asylum seekers whose cases are being processed as detainees in the fast track, as they would not use our One Stop Services.

2.2 Stage of the asylum process of respondents

Can you say what is happening next in your case?	No.
1. Waiting to see lawyer	5
2. Awaiting interview	37
3. Awaiting decision	31
4. Home Office reviewing case	1
5. Intend to appeal	1
6. Awaiting appeal date	8
7. Awaiting outcome of appeal	3
8. Appeal was withdrawn/don't know	1
9. Awaiting JR	2
10. Granted status	6
11. Don't know	7
12. ARE – removal	1
13. Awaiting medical evidence	1
Total	104

The large number awaiting interview is a reflection of the high proportion of respondents from our Induction Centres in Leeds, Barnsley and Wakefield (Yorkshire and Humberside). Forms were not completed for people calling for their first Induction interview as they had little or no experience of how the system works.

³ Note that the subsequent totals vary from 110 as not all questions were completed in all cases.

3. Main findings

3.1 Role of Case Owner

We asked people how quickly their first reporting event have taken place after their initial application. The results were as follows:

First reporting event:	No.	%
Within 3 days or less	16	20
3 – 10 days	24	29
Over 10 days	28	34
Not yet happened	14	17

It would appear that among our respondents, the BIA had difficulty in meeting the aim of completing the first reporting event within three days.

Since the Case Owner is such a key part of the process we asked whether respondents had met their Case Owner, whether they could name them and whether they had tried to contact them.

	Yes	No
Have you met your Case Owner?	72 (73%)	27 (27%) *
Can you name them/ Have you got their details in writing?	73 (71%)	30 (29%) *
Have you wanted to contact them?	41 (39%)	62 (61%)

Of the 41 who had tried to contact their Case Owner, 13 (32%) said they had been unable to do so.

Six of the 13 had tried unsuccessfully three or more times to contact their Case Owner.

** These figures are likely to include some people who had not had their first reporting event (14 people of 82 in the previous table said they had not yet had their first reporting event). However, this will not account for all those who could not name their case owner and did not have contact details for them.*

Comments about Case Owners varied:⁴

“I would have liked to have met my Case Owner as she could have helped me to understand the process better.”

“The general attitude of my Case Owner was good and polite, but it seems to me that she was there to refuse the case. NAM tries to give a positive impression, but in reality the system only making refusal.”

“The main problem for me until this moment was that I was unable to have an interview. My appointment was postponed three times. One time I actually went at the place of the interview but I was told to come back another time because they made a mistake and fixed two appointments at the same time. I did not meet my Case Owner yet, and getting in contact with her is very difficult. I called and wrote her many times but I have received only a letter as an answer. It is hard to have a personal contact and the whole NAM process is very disorganised.”

A Refugee Council Manager commented:

“In [our region] each NAM team operates differently. For instance one has support staff do the First Reporting Events so clients very rarely get to meet the Case Owner at these. Increasingly work and contact is being taken away from Case Owners as their case load is too high and they do not have capacity to personally carry out all the meetings themselves. Case Management Reviews [prior to appeals] are now done by a Case Owner on call rather than the actual Case Owner for each case. Uniformity in the system across teams and regions is needed.”

Recommendation:

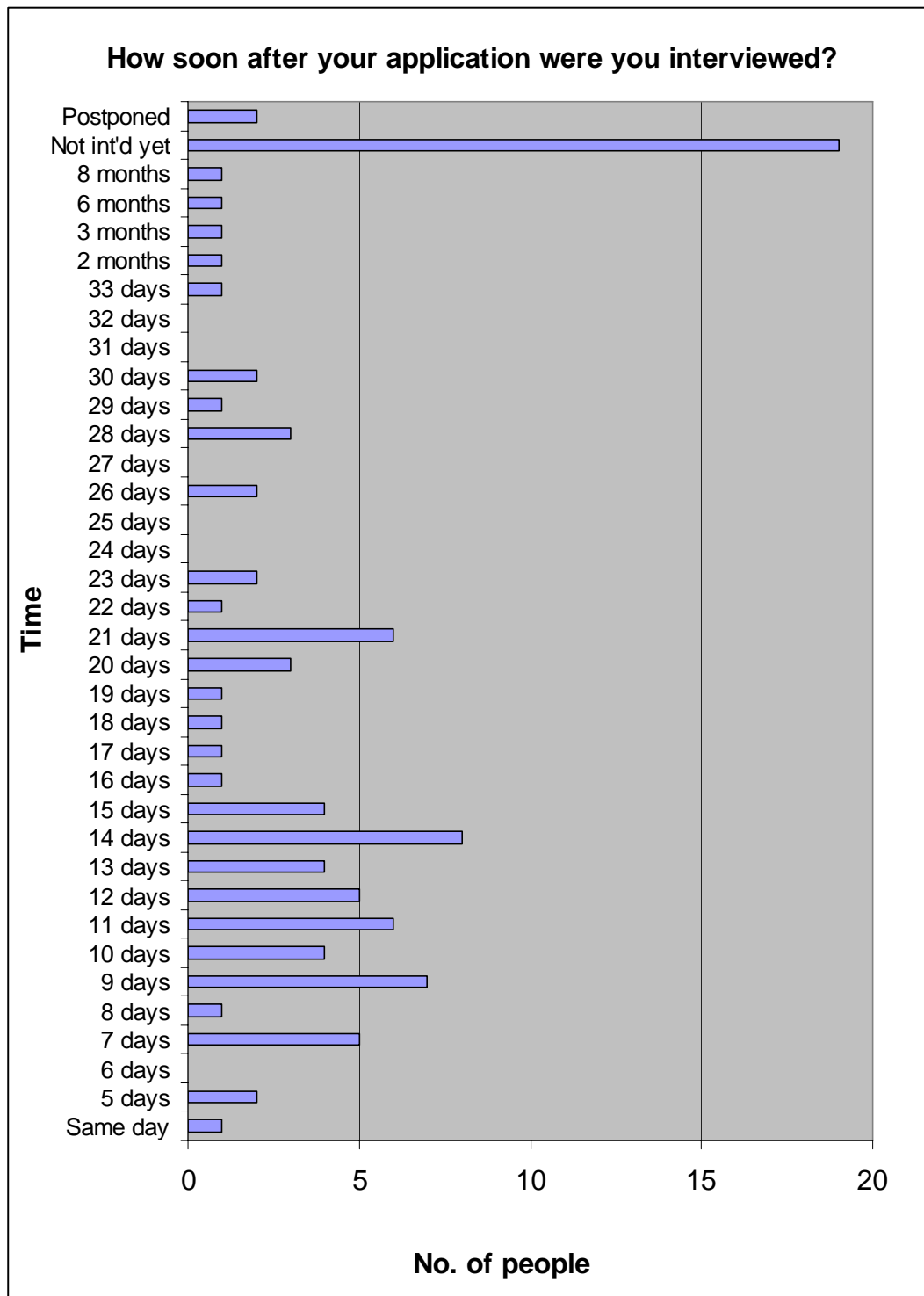
- All Case Owners should ensure that asylum seekers have their contact details in writing.
- All Case Owners should meet personally with the asylum claimant prior to substantive interview.

3.2 Speed of process

A major source of concern about NAM is the speed of the process in the initial stages whereby, despite having an overall timescale of six months, there are pressures to conduct the substantive interview as soon as possible. We asked respondents to tell us the length of the gap between their asylum application being lodged and their substantive interview.

⁴ The comments quoted come from the final question where people were invited to make any comment that they felt had not been covered.

Table 1.



Of those respondents who had been interviewed:

- 9 (4%) were interviewed in 0 – 8 days
- 33 (46%) were interviewed between 9 and 15 days
- 16 (23%) were interviewed between 16 and 23 days
- 13 (18%) were interviewed in over 23 days

The main concerns in relation to speed are that people may not be able to adequately present their case and may not have time to consult a legal representative, or gather all the necessary evidence to support their case.

We asked respondents if they felt they had had enough time and if they felt they had been able to assemble all relevant information:

	Yes	No
Were you able to get all the information you needed for your claim?	71	28 (28%)
Did you feel you were able to adequately present your case?	68	27 (28%)
Did you feel you had enough time?	74	24 (24%)

25% of respondents felt that the process they were being subjected to was too rushed and did not allow them time to fully present their case.

This sense of being rushed was reflected in various comments:

“My asylum process briefing was after my interview, and didn't have enough information.”

“I strongly believe that the case was rushed with no attention to the material evidence that was presented to the Home Office. The time limit/scale is too short to obtain any further evidence.”

“For lack of attention they mixed my case with my sister's. They are currently reviewing both the cases, but it is obviously very distressing the idea that they do not pay attention to it.”

Recommendation:

- BIA should formulate a clear flexibility policy for Case Owners to follow nationally, setting out guidelines for when interviews can be delayed. This will ensure the system is fair and consistent.

3.3 Access to legal advice

We believe that it is important that asylum seekers have access to good quality legal advice at the earliest opportunity, certainly before their substantive asylum interview, and throughout the process. We asked respondents if they had a legal representative:

	Yes	No
Have you got a solicitor?	98	11 (10%)

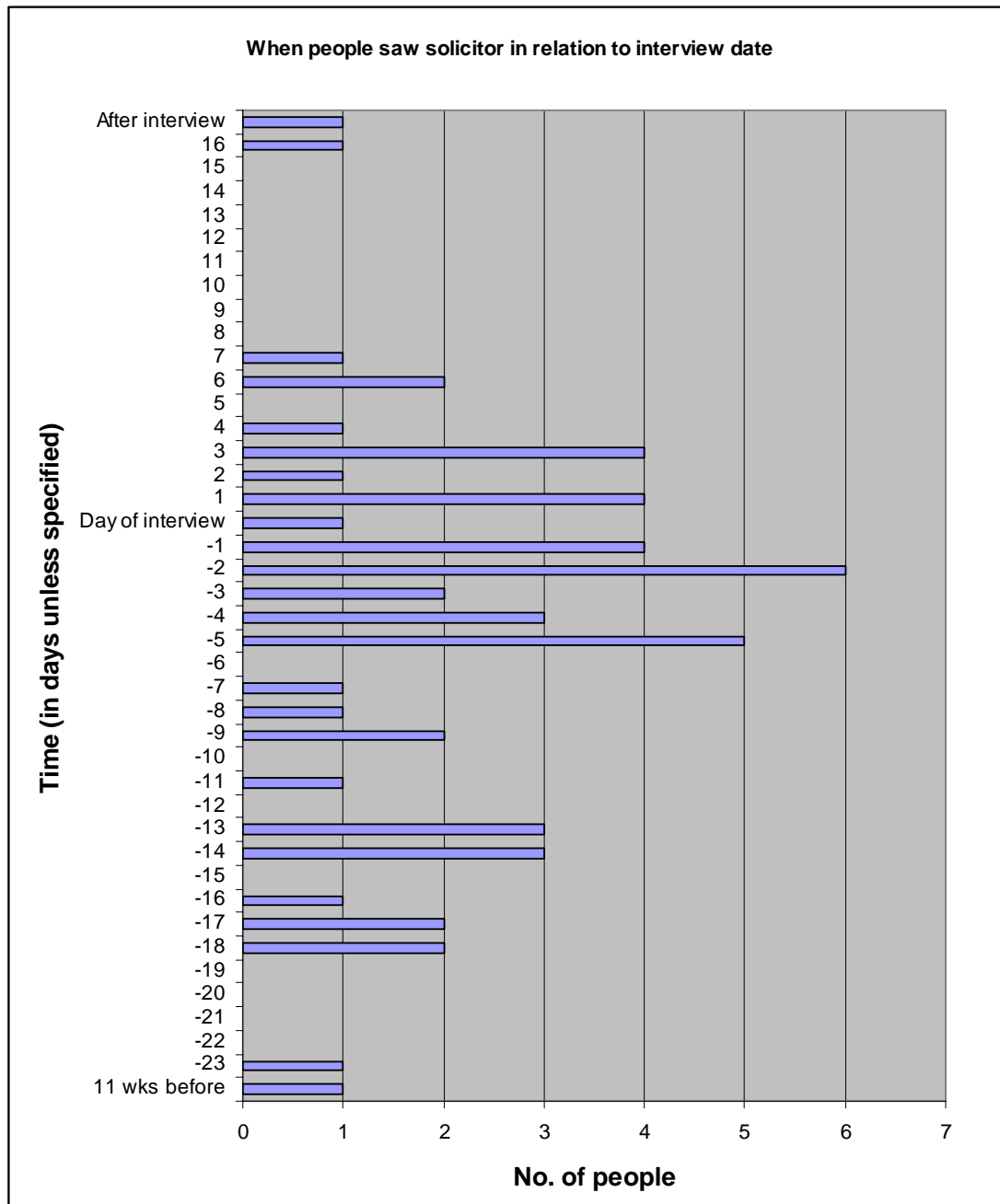
We then asked a follow up question about how they found their legal representative:

How did you find them?	No. (and %)
Case Owner	48
One Stop Service	7
Found through friends/relatives	27
Other	16

Whilst it is encouraging that a high proportion did have a legal representative, thanks in part to the rota arrangements organised by the Legal Services Commission, eleven per cent did not. A high proportion of respondents found legal representatives on recommendations from friends or relatives. We did not attempt to assess whether this has an impact on the process, and if so, what this is. This may be an important area for further investigation.

We also asked respondents whether they were actually able to obtain legal advice before they were interviewed.

Table 2. When did you see your solicitor in relation to your interview?



People first saw their legal representative:

Before interview 36 (69%)
 (10 of these were one or two days before interview)
 Day of interview 1 (2%)
 After interview 15 (29%)

Thus 29% of cases saw their legal representative only after their substantive interview. Most of the 15 cases where people saw their legal adviser after their interview were in Yorkshire and Humberside.

Four respondents saw their legal representative the day before the interview and one respondent met their legal representative for the first time on the day of their asylum interview. We are concerned about the impact of this timing on the quality and effectiveness of legal representation.

One respondent said:

“At my first reporting event I was told I will see a legal representative before my interview, but I saw him only two days after.”

We also asked respondents about their understanding of what their legal representative had done on their behalf:

What did your legal representative do for you?

	No.
Just advised me	57
Wrote to Home Office	54
Attended interview	9 ⁵
Sent letter confirming advice	20

This was a multiple choice question and it is possible to break down this table by individual responses. This shows the following comparison:

Of a total of 110 respondents:	No.	%
Just advised/no copy of any letter	14	13
Wrote to Home Office/has copy of letter	43	39

It would appear that in 14 cases the respondents had received only verbal advice and had neither a copy of any representations sent to the Home Office nor written confirmation of the advice given.

This question could have been better phrased in order to elicit clearer responses and we will reflect on this in conducting any future surveys. At the very least however it would appear that the practice of legal representatives does vary, in particular when working against the clock and only seeing their client the day before their interview.

⁵ In Solihull, the BIA and Legal Services Commission are conducting a pilot which makes legal aid available for legal representatives to attend their clients' substantive interview. It is likely that these nine respondents were in the Solihull pilot.

It would be beneficial to do some further research into the impact of the NAM timetable on the quality of legal representation.

Concerns about representation and the quality of advice were reflected in the following comments:

"I don't know who will find me a solicitor."

"Solicitor failed to turn up at court on two occasions and could not be contacted by the court clerk - I have now sent a complaint to the OISC [Office of the Immigration Services Commissioner]."

"I don't have a solicitor yet and now I am struggling to find one."

"I would have preferred to see my solicitor before the interview and be given enough time to do all the work with him before I would attend the substantive interview."

"My solicitor was unprofessional and did not present vital evidence to the Home Office and courts. This information would have helped my case. Also my solicitor did not want to know about my case and dropped my case so quickly without any full explanation."

"I had a solicitor, but they stopped representing me after I got the refusal from my interview."

"I had a solicitor but she stopped representing me after my case been lodged."

Recommendations:

- People should always see their legal representative prior to their substantive interview. Interviews should be postponed to allow this to happen.
- Asylum seekers should always be given written confirmation of the advice they have received from their legal representative and copies of any correspondence.

3.4 Flexibility

Where Case Owners are required to adhere to a timetable it is important that they do respond flexibly where there is a requirement to do so. Very few respondents had asked for any additional time despite one third of them saying they did not feel they had had enough time. This may be because there is a lack of awareness among clients that they may request a change to the timetable, or because legal representatives feel such requests are unlikely to be met.

Eleven respondents had requested additional time, and this request had been granted in nine cases.

Respondents made the following comments about flexibility:

"My solicitor's appointment and reporting was on the same day. The solicitor asked for more time but this was turned down."

"I was waiting for long time for the interview the appointment was at 9:00 am but I had to wait the whole day then when they wanted to interview me. I was already exhausted and had a head ache so I asked them to rearrange another day."

3.5 Gender

35% of respondents were women. Two women reported requesting a female interview and this had been arranged. However, one respondent commented:

"Before my interview I was never asked about the option of having a male or female Case Owner at the Home Office. My interview was conducted by a male Case Owner. There was a lot of sensitive information I wasn't able to tell my Case Owner because of the nature of my experience in my home country."

One respondent commented that she felt she was not given a fair hearing independently of her husband:

"I feel that I was not given a fair chance and that the Case Owner's decision was made upon the decision that the adjudicator had made on my husband's case. There was no opportunity or fairness for me to prove what our problem is and this was clearly shown in my refusal letter and the one that was also sent to my husband soon after in response to his fresh claim. I was not given a chance to appeal as my case was regarded to be linked to that of my husband - we now have to appeal it through a Judicial Review."

The survey also raised concerns about clients who do not have family or friends and so are forced to take their children with them to their asylum interview. This can result in the children having to hear very distressing information, or the parents not disclosing key points to the Case Owner. (See section 4.3 below on child care.)

Recommendations:

- Women should always be offered the option of being interviewed by a woman and having a female interpreter. If necessary interviews should be postponed to allow this to happen.
- Case Owners should ensure that women are aware of their right to make their own application.

3.6 Reporting

The NAM system places considerable emphasis on 'contact management'. The Case Owner and the asylum applicant are supposed to agree these arrangements, which often include regular reporting. The frequency and ease of reporting has a significant impact on asylum seekers' daily lives. Because we had been aware of concerns in

this area, in particular in relation to the time it takes and the ease and cost of travel, we asked the following:

	Yes	No
Do you have to report?	92 (86%)	15 (14%)
74 of those reporting did so weekly, none daily. All 92 reported in person.		

How long does it take to report including travel and waiting?		
		%
Under 1 hour	10	14
1-2 hours	15	21
2-3 hours	20	28
3-4 hours	18	25
Over 4 hours	9	12

65% took over two hours to report each time, 37% took over three hours.

Respondents' experiences show that reporting can be both onerous and time consuming and it is clear from the comments below that people have problems getting assistance with fares:

"It is very time consuming, the bus only runs every hour."

"I have to pay weekly for the travel expenses."

"Having to borrow money for the bus fare."

"I don't have the money for the bus fare and it's too far and tiring."

"I get tired."

"Pushchair refused on the bus."

"Missed solicitor appointments, missed church meetings, inconvenience, would like to report every two weeks, costly."

"Sometimes struggle to get the bus fare if my aunty is unable to give it me."

"It gives me a feeling of being a criminal."

"I can't report now, because my support stopped and I do not live nearby and have no money to go and report."

"I have to take my children with me."

“Waiting times.”⁶

“Mentally tired when reporting.”

“Missing English classes, it is very tiring and stressful.”

“The reporting system is time consuming because the reporting centre is out of town.”

Given that ‘contact management’ is such a key part of the NAM process, we are concerned that many asylum seekers experience long travel and waiting times, that there is no fare payable for the first reporting event, that travel assistance is only available for journeys greater than three miles and people’s ability to access this somewhat uncertain. We are concerned that people who are dependant on asylum support, are sometimes reliant on borrowed money from friends or relatives in order to comply with reporting requirements.

Recommendations:

- BIA should develop methods of reporting that involve less travel and waiting time.
- Fares should be paid for all reporting events.

3.7 End of process

There was little data on this as the respondents were largely too early on in the process. None had applied for voluntary return.

One problem was reported:

“I am still waiting for a letter granting me status and in the meantime I have been evicted from my accommodation.”

Recommendation:

- People should never be made homeless whilst awaiting appropriate integration arrangements.

4. Additional comments

Most of the quotations in this report are taken from the “Additional comments” section where people were expressing concerns. There were 27 of these.

In 73 cases there was “no comment”.

⁶ The comments relating to waiting times refer to the fact that people are commonly kept waiting beyond an hour even once they have arrived to report.

Other issues were:

4.1 Length of interview

We did not have a question about the length of interview but three people felt that this had been a source of distress enough to mention it.

"The Home Office interview was very long it started at 9.30 and finished at 3.00 with over 260 questions, this was like being interrogated by the police."

"My interview was over six hours which is too long and exhausting, the questions asked were over 200 and hard, they should reduce the interview times."

"My interview took 7 hours and 40 minutes. Started at 9:00 finished at 16:30 had 45 minutes break."

Recommendation:

- BIA should consider the length of time it takes to interview people and ensure appropriate breaks.

4.2 Interpreters

There was similarly no question about interpreters but the following concerns were expressed.

"I had a problem with the interpreter with my lawyer so I am concerned about having an interpreter for the interview."

"I have observed from other clients' experiences that the interpreters that are given are not always from the same country. Although the language is the same, they struggle with the accent and some new words that are different. Although the clients are asked if they understand the interpreter they are not always confident enough to mention their difficulty in understanding."

"When I went to report I had problems understanding the interpreter. The interpreter was from Afghanistan and I could not understand the dialect."

"I was not happy with the interpreter who was there at my solicitor's appointment. The interpreter was speaking another dialect of Pashto and I would like to have another interpreter if possible."

"I want to find the right interpreter."

4.3 Child care

We are concerned that NAM does not currently include adequate provision for child care. A quote from a Refugee Council regional manager summarises the concern:

"We are very concerned about issues about childcare. The speed of process means that people do not have good enough contacts to ask friends to look after their children during interviews and the children are not at school. We regard this as a major flaw in the system because the disadvantages are heaped on women, particularly single mothers."

Recommendation:

- Child care should be provided by BIA as standard for when clients attend their substantive interview.

5. Positive experiences of NAM

In ten cases respondents reported a positive experience:

"The Case Owner was very helpful. I knew whom to contact if I had a problem. I felt comfortable."

"Everybody has been very nice."

"I was happy about it, the interview was good."

"Happy with the system."

"Generally a positive experience."

"I was treated well throughout my application & appeal."

"The Refugee Council staff were very helpful and I liked that very much."

"My Case Owner was a very outgoing person and I trusted him. Refugee Council have been helpful and the interpreter too."

It should also be noted that despite some concerns about the Case Owner system one of our managers also said:

"The Case Owner system is far more responsive than anything we've had before. The Case Owners generally know their cases and the issues their clients are facing. They are accountable for their actions (in terms of dealings with us) and their managers will always try and promote good working relationships."

6. Conclusions and recommendations

Since the NAM started there have been concerns about the speed at which it is working and whether people are able adequately to present their case. Whilst the Case Owner approach is welcome and people do seem to be generally getting legal advice, there are nevertheless areas that remain problematic. In particular some people still do not seem to be clear about who their Case Owner is and the speed of the initial process means that a significant proportion of people are only getting

access to their legal adviser after their substantive interview rather than before, and reporting can be problematic.

Recommendations:

1. All Case Owners should ensure that asylum seekers have their contact details in writing.
2. All Case Owners should meet personally with the asylum claimant prior to substantive interview.
3. BIA should formulate a clear flexibility policy for Case Owners to follow nationally, setting out guidelines for when interviews can be delayed. This will ensure the system is fair and consistent.
4. People should always see their legal representative prior to their substantive interview. Interviews should be postponed to allow this to happen.
5. Clients should always be given written confirmation of the advice they have received from their legal representative and copies of any correspondence.
6. BIA should consider the length of time it takes to interview people and ensure appropriate breaks.
7. Women should always be offered the option of being interviewed by a woman and having a female interpreter. If necessary interviews should be postponed to allow this to happen.
8. Case Owners should ensure that women are aware of their right to make their own application.
9. Child care should be provided by BIA as standard for when clients attend their substantive interview.
10. BIA should develop methods of reporting that involve less travel and waiting time.
11. Fares should be paid for all reporting events.
12. People should never be made homeless whilst awaiting appropriate integration arrangements.

7. Future monitoring

BIA Monitoring

We strongly believe that the BIA should produce more statistical and management information to allow an open and transparent assessment of the NAM. Given that there are significant changes in the NAM system and that it is strongly linked to targets and timetables, there is a need to demonstrate the progress of the scheme

and compare outcomes. This is even more important given the regionalisation of decision making.

Refugee Council monitoring

Doing this exercise has been an instructive experience and we intend to repeat it periodically so that we can maintain an appreciation of how the system is working. We will also learn from the experience as clearly some questions worked better than others and we need to refine it.

In addition we hope to encourage other partner organisations to do such monitoring using a similar form.

We would also like to conduct a cohort study so that we can track cases as they pass through the system rather than relying on a single snapshot of their position at any point in time.

We would like to get a clearer perception of the role of legal advice and examine how legal representation works in practice in order to establish good practice in ensuring quality of representation.

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Appendix 1

Table 3.

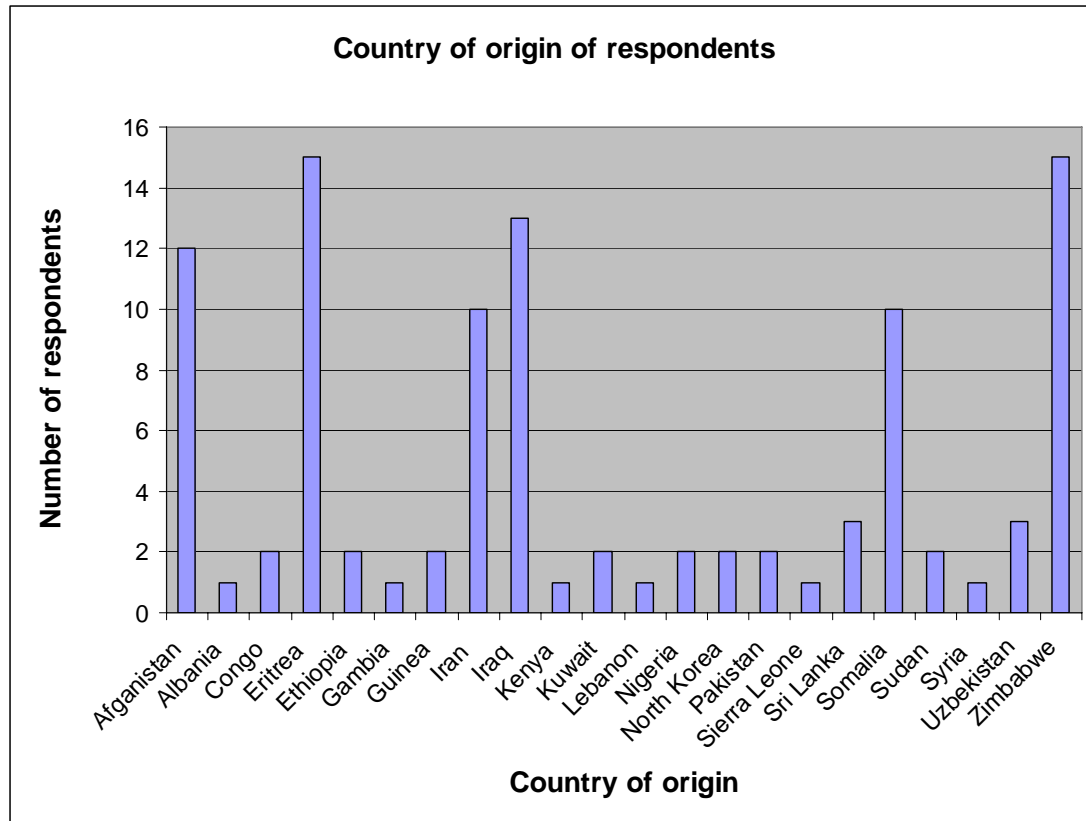


Table 4

Age of respondent	No. of respondents
17 years	4
18-20 years	11
21-25 years	28
26-30 years	23
31-35 years	19
36-40 years	5
41-45 years	10
46-50 years	3
51-55 years	1
56-60 years	1
70 years	1

- Q15 Which Centre were you detained in?**
Oakington
Harmondsworth
Yarlswood

- Q16 Was your new Case Owner allocated to you before you left detention?**
Yes
No

- Q17 Did your new Case Owner have your support application when you first met him/her?**
Yes
No

- Q18 How long did it take for you to receive your support when you left detention (in days)?**

b) Rate of processing

- Q19 What date did you apply for asylum (dd/mm/yy)?**

- Q20 How soon after your application did you see a Case Owner (in days)?**

- Q21 How soon after your application were you interviewed (in days)?**

- Q22 How soon after your application did you receive a decision (in days)?**

- Q23 Have you appealed?**
Yes
No

- Q24 Has this been heard yet?**
Yes
No

- Q25 How soon after your application was this heard (in days)?**

- Q26 Have you received a decision on your appeal?**
Yes
No

- Q27 How soon after your application did you receive your decision about your appeal (in days)?**

- Q28 Why did you not appeal?**
Solicitor advised no chance
Didn't think it was worth it
Didn't know how
Other - specify _____

c) Speed of process

- Q29 Were you able to get all the information you needed to present your claim?**
Yes
No

- Q30 Did you feel you were able to adequately present your case to the Home Office?**

- Yes*
No

- Q31 Did you feel you had enough time?**
Yes
No

d) Access to legal advice

- Q32 Have you got a solicitor?**
Yes
No

- Q33 How did you find them - who arranged it?**
Case Owner
OSS

Other - specify

- Yes
- No
- Don't know

Q39 Has your solicitor informed you of your right of appeal against this?

- Yes
- No

Q40 Do you have a copy of the form giving reasons in writing (CW4)?

- Yes
- No

Are you doing anything about this - specify

Q34 How soon after your application did you first see your solicitor (in days)?

Q35 What did your solicitor do for you? (please tick all that apply)

- Just advised me
- Wrote to Home Office
- Attended interview
- Sent letter confirming advice
- Other specify _____

Q41 Why do you not have a solicitor?

- Have tried but not been able to find one
- Had one but lost contact with them
- Did not want one
- Other (please specify) _____

Q36 Do you have copies of letters sent?

- Yes
- No

Q37 Is your solicitor helping you with your appeal

- Yes
- No
- Don't know

Q38 If not, has your solicitor refused you under the merits test?

e) Induction and information

Q42 Can you tell me what is happening with your case at the moment and what will happen next?

f) Use of flexibility

Q43 Have you or your solicitor tried to ask the Home Office for more time to prepare your case?

- Yes
No

Q44 What for?

- Not enough time to take instructions before interview
Needs medical report/
Needs country information
Needs case specific information
Other - specify _____

Q45 Was more time allowed?

- Yes
No

Q46 Were you interviewed by someone of the same sex?

- Yes
No

Q47 Did you ask for this?

- Yes
No

Q48 If yes, was this arranged?

- Yes
No

Q49 Would you have found this easier?

- Yes
No

Q50 Have you asked for flexibility for any other reason?

- Yes
No

Q51 What for?

Q52 Was this allowed?

- Yes
No

g) Treatment of vulnerable clients

Q53 Do you have problems with your health?

- Yes
No

Q54 Were you able to discuss them with anyone before your interview?

- Yes

Q55 Have you been able to see a doctor and to get treatment?

- No
Yes
No

h) Reporting arrangements

Q56 Do you have to report?

- Yes
No

Q57 How often do you have to report?

- Daily
Weekly
Monthly

Other - specify _____

Q58 Which method?

- In person
Voice recognition by phone
Electronic device fitted to ankle

Q59 How far do you have to travel to report? (approximate number of miles single journey)

Q60 How long does the whole reporting event take you, including travel both ways and waiting time (in hours)?

- Under 1 hour*
- 1-2 hours*
- 2-3 hours*
- 3-4 hours*
- Over 4 hours*

Q61 How do you travel to report?

- Walk*
- Bus*
- Train*
- Transport from accommodation provider*
- Other - specify* _____

Q62 Do you get help with fares or travel?

- Yes*

No

Q63 Has this travel caused you any problems?

Yes

No

If yes - specify _____

Q64 Have you had any other problems with reporting?

Yes

No

If yes - specify _____

i) End of process

Q65

Have you received a final decision on your case?

Yes

No

Q66 What was the outcome?

Refugee Status

Humanitarian Protection

Discretionary Leave

Appeal Rights Exhausted

Q67 When did you receive the decision?

Q68 Are you still receiving support?

Yes

No

Q69 If yes, what type of support are you receiving?

Section 95 (full)

Section 98 (initial accommodation)

Section 4 (hard cases)

Q70 Have you applied for voluntary return?

Yes

No

Q71 Do you know what will happen next?
