

Asylum Operations

External Stakeholder Update Casework Specialisms

23rd July 2021





Casework Specialisms

Over the past few months, Asylum Operations has made good progress in terms of our recovery against the growing pressures on the business and COVID-19. To further streamline and digitise the way we undertake our work, a clear Transformation Plan has been developed to support the significant expansion of our operations. For this to be a success, we must reorganise ourselves to support the planned increases to double Decision Maker numbers, but also support staff in line.

One of the key elements to support our Transformation Plan includes the introduction of specialist decision making units (DMU), providing greater ownership and management of cohorts of cases. Asylum Operations have begun the transition to specialist units with case specific specialist Hubs being set up as follows:

- Liverpool and Solihull (Unaccompanied Asylum-Seeking Children (UASCs) - Hubs)
- Glasgow (Older Cases (36+ months))
- Leeds (Remote Interviewing Hub (Initial Accommodation/Hotels/Napier))

This will build on the existing approach where we have Detained Asylum Casework, Non-Suspensive Appeals, Withdrawn and Absconders Hubs but creating additional hubs around different cohorts of cases. Some of the existing Hubs will be expanded going forward.

Further to this, Asylum Operations have recently established nationality specialisms across DMUs. These have been outlined below for your information. We will however, write out to customers, once we have made the changes in case ownership informing of the details of how to contact Asylum Operations about information on their outstanding claims:

Detained Asylum Casework	Detained Cases
Glasgow	Older Cases
Leeds	Initial Accommodation, Hotels, Napier, Afghanistan & Iran
Mersey	Eritrea, Ethiopia, Hong Kong (British National Overseas), Pakistan & Turkey
Midlands	UASC & Libya
Newcastle	Somalia & Sri Lanka
Liverpool	UASC, China & Syria
Non-Suspensive Appeals	Albania, India & Nigeria (male only)
Sheffield	High profile cases (e.g. media interest)
Wales	Iraq, Sudan & Vietnam

Any cases that do not fall under any of the above specialisms will be allocated by postcode and remain in the existing region. We are currently also working towards a centralised case management function, which in the future, will make contact management more straightforward. We will provide more details at the appropriate time.

The introduction of ‘Specialisms’ will help to maintain our overall tasking priorities (high harm, supported, UASCs and older cases) aiming to support the reduction of the asylum casework

Work In Progress (WIP) and quicker decisions to ensure that our customers receive a decision as soon as possible. As we are working through a transitional period, we need to be pragmatic in our approach and it will take time for DMUs to adapt, however, we want to ensure that we still meet the needs of our customers and the business.

We will ensure lessons are learned from the past around expanding our operation, making changes to case allocation by working on specific specialisms/nationalities. We will be keeping things under regular review to ensure there is still variety in the work carried out and to assess all feedback.

Please direct any queries to AsylumOpsStakeholder@homeoffice.gov.uk