



UNHCR & Home Office

QUALITY PROTECTION PARTNERSHIP: ANNUAL WORK PLAN 2023 / 2024 (April 2023 – March 2024)

PROJECT WORKSTREAMS

<u>WORKSTREAM 1</u>	<u>Screening, intake and triage</u>
<u>WORKSTREAM 2</u>	<u>Detention</u>
<u>WORKSTREAM 3</u>	<u>Alternatives to Detention</u>
<u>WORKSTREAM 4</u>	<u>Further submissions / fresh claims</u>
<u>WORKSTREAM 5</u>	<u>Statelessness</u>
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<u>WORKSTREAM 7</u>	<u>Asylum Transformation</u>
<u>WORKSTREAM 8</u>	<u>Trauma Informed Practice</u>

WORKSTREAM 1

Screening, intake and triage

<p>Objectives</p>	<ul style="list-style-type: none"> • Contribute to the resilience and efficiency of asylum intake, registration and screening procedures • Contribute to the reliability and relevance of the information collected, to support efficient triaging processes and fair and accurate routing and decision-making • Contribute to the ability of intake, registration and screening procedures to identify and respond to vulnerabilities and specific needs 	
<p>Method</p>	<p>General Provide continued support and guidance to Home Office colleagues working in intake, registration and screening by:</p> <ul style="list-style-type: none"> • Reviewing any procedures currently in place as well as new / piloted procedures relating to intake, registration or screening procedures. • Reviewing any new or revised training initiatives introduced for HO staff involved in intake, registration or screening procedures. • Reviewing policy documents, guiding standards and operational forms relating to intake, registration or screening procedures. <p>Implementation of accepted recommendations from Screening Audit Work with Home Office staff involved with intake, registration or screening procedures as required, on the implementation of accepted or partially accepted audit recommendations, to include:</p> <ul style="list-style-type: none"> • Recommendations ii & vi: support the Home Office in providing comprehensive training to all staff involved with intake, registration or screening processes. • Recommendation iii: support the Home Office in the design and implementation of existing or new guidance issued to staff responsible for intake, registration or screening procedures. This includes the redesign of any interview questionnaires, 	<p>Ongoing to March 2024</p>

	standard operating procedures or any other operational guidance issued to staff working on relevant procedures	
	UNHCR to participate in UK Home Office working groups on: <ul style="list-style-type: none"> a) Appointment bookings; b) Interview templates; c) Training; and d) Customer services, and in particular, communication with claimants. 	Ongoing to March 2024

WORKSTREAM 2

Detention and Detained Asylum Casework

Objectives	<ul style="list-style-type: none"> • To ensure that the use of detention, insofar as it affects persons of concern to UNHCR, accords with international standards, and is utilized in line with the relevant policy; and • To promote well-reasoned asylum decision making at first instance. 	
Method	<p>General</p> <ul style="list-style-type: none"> i. Provide support and guidance to Home Office colleagues in Immigration Enforcement and Returns Enforcement and Detention (RED) policy, where required, by: <ul style="list-style-type: none"> ○ Reviewing any procedures to be implemented or piloted. ○ Reviewing policy documents, guiding standards and operational forms relating to immigration detention and vulnerability. <p>DAC Audit</p> <ul style="list-style-type: none"> ii. Provide support to the UKHO with the implementation of the following accepted or partially accepted DAC audit recommendations. <ul style="list-style-type: none"> ○ Recommendation 12: Review and comment, and provide guidance on any updates or revisions of DAC policy specific to any detention facility where families with or without dependent children are detained. (UKHO focal point: Asylum Policy) ○ Recommendations 13/14: Review and comment, and provide guidance on the Adults at Risk Policy as it is revised and further developed. (UKHO focal point: RED Policy) ○ Recommendations 1/2/5: review of the standard minute being used by the Detention Gatekeeper. (UKHO focal point: RED Policy) 	<p>Ongoing to March 2024</p> <p>Ongoing to March 2024</p>

	<ul style="list-style-type: none">○ Recommendation 3: Review any proposed changes to the wording of the instruction relating to referrals to the Detention Gatekeeper in situations where detention is not being recommended.	
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WORKSTREAM 3 Alternatives to Detention

Objectives	<ul style="list-style-type: none"> • To support the UK work with next steps for the Alternative to Detention (ATD) pilots. 	
Method	<p>Ongoing work on ATD following publication of final evaluation report:</p> <ul style="list-style-type: none"> • Provide ongoing technical support to Home Office and NGOs. • Work with the Home Office on next steps following both evaluation reports. 	Ongoing to March 2024

WORKSTREAM 4 Further submissions / fresh claims

Objectives	<ul style="list-style-type: none"> • Ensure sound procedures for the processing of subsequent asylum applications in order to strengthen the fairness and integrity of the UK's asylum system. 	
Method	<p>A comprehensive review of the fresh claims process to understand what drives fresh claims and identify opportunities for triaging and efficiencies. Issues to be considered will include:</p> <ul style="list-style-type: none"> • What drives fresh claims (e.g. change in circumstances, passage of time, new evidence in support of previously rejected claim, non-protection needs); • Whether cases that meet the threshold are being properly identified; • Whether refusal decisions in cases that do not meet the threshold are well enough reasoned to resist judicial review (JR)/pre-empt further fresh claims; and • Whether applicants with non-protection claims are using the fresh claim procedure and if so, any indication of the motivation. <p>A final report will identify training needs and consider new processing modalities, including triaging (drawing on Home Office findings regarding recent triaging initiatives in first asylum claims and alternative to detention pilots), and potentially including involving interviews up front, early legal advice, and independent voluntary return assistance.</p>	
	Methods to include:	
	i. Desk review of caselaw, policy and relevant findings from other studies and pilots;	Quarter 1
	ii. Paper based audit of fresh claims;	Quarter 1
	iii. Focus groups with Home Office staff to identify training needs and policy issues;	Quarter 2
	iv. Focus groups with legal practitioners.	Quarter 2
	v. Focus groups with applicants and refugees	Quarter 2
vi. Final report	Quarter 3	

WORKSTREAM 5

Statelessness

Objectives	<ul style="list-style-type: none"> To promote well-reasoned stateless decision making at first instance that are in accordance with both UK legislation and policy and international standards. 	
Method	i. Consultation on draft simplified statelessness rules, prior to publication.	Quarter 1-2
	ii. Consultation on any guidance accompanying the simplified rules, prior to publication.	Quarter 3
	iii. One day training provided by UNHCR to Stateless Determination Procedure staff in Liverpool in September 2023, to cover topics to be agreed, reflecting operational needs	Quarter 3
	iv. Engagement on other policy or rule changes relevant to the statelessness leave route	Q1-Q4, according to developments

WORKSTREAM 6 Training

Objectives	Ensure well-reasoned and efficient first-instance asylum decision-making by supporting Home Office in the development of interview training for asylum claims.	
Method	<ul style="list-style-type: none"> i. UNHCR sharing written feedback on the current interview training materials ii. UNHCR QPP to facilitate a meeting between the Home Office training team and colleagues in UNHCR's Global Learning and Development Centre to discuss ongoing collaboration. iii. In order to enable QPP to understand what trainees will have learnt before entering the interviewing course, UK Home Office will share with QPP: <ul style="list-style-type: none"> a. the current version of the training materials for the rest of the FTP course b. the training videos and other post-FTP consolidation materials currently being developed and introduced iv. Starting in Quarter 1 of the next year (from April 2023), we will work collaboratively on developing training materials for <ul style="list-style-type: none"> a. recently hired or promoted tech specs and SCWs b. ongoing professional development v. This work will involve: <ul style="list-style-type: none"> a. sharing relevant UNHCR materials and experience (Q1) b. an assessment of current training needs, through focus groups, questionnaires and site visits (Q2) c. collaborative design of new training products (Q3-Q4) 	Ongoing to March 2024

WORKSTREAM 7 Asylum Transformation

Objectives	To promote fair and efficient refugee decision making at first instance, that is in accordance with both UK legislation and policy and international standards. Particular objective to support the Home Office to develop differentiated processing modalities for cases in the backlog, with the aim of extending such models into the flow.	
Method	<ul style="list-style-type: none"> i. Provide guidance and advice to asylum policy and operations on case processing modalities ii. Support with the development of interview and decision-making tools iii. Share best practice case processing modalities based on UNHCRs own experience and international examples iv. Provide guidance and advice on the processing of children’s claims and any related policies v. Observation of asylum interviews for the purpose of capacity building and evaluation of new processes. 	Ongoing and as needed.

WORKSTREAM 8 Trauma-Informed Practice

Objectives	To provide ongoing support to the Home Office in the ongoing development of trauma-informed practice against which people working within the asylum system can be held accountable.	
Method	<p>Work to consider best approaches to provide further support to the Home Office in addressing recommendations that have been provided by UNHCR and Hedroc (during the previous workplan, 2022-2023) by providing support in the following ways:</p> <ul style="list-style-type: none"> i. To join the TIP Advisory Board – which will be formed of representative members of different grades across the asylum process, including people with lived experience; ii. To support on the development of the TIP checklist – specific to a trauma informed practice policy making recorded teach-in and checklist document to help consider trauma-informed principles in all future reviews of asylum policy; and iii. To support with any sector based roundtable that may be taken forward. 	Ongoing to March 2024