7 June 2011

Ref: FOI 18740

Dear Mark

Thank you for your e-mail of 21/05/11 in which you ask for information under the Freedom of Information Act. Your request has been handled as a request for information under the Freedom of Information Act 2000.

I am able to disclose the information set out in the enclosed Annex.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the Home Office holds.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference FOI 18740. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team
Home Office
Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
e-mail: FOIRequests@homeoffice.gsi.gov.uk

As part of any internal review the Department’s handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.
Yours sincerely

M McEvoy
Assistant Director
UKBA
North West Region
Case Assurance Audit Unit
Freedom of Information request from Mark (reference FOI 18740)

Information requested.

1. How many Legacy cases have been concluded so far?

2. How Many Legacy Cases Are still in Croydon and How many Cases have been transferred to CAAU Liverpool?

3. Can you confirm that all legacy cases will be concluded by 31 of July 2011 as stated by UKBA?

4. What steps will be taken if this deadline will not be met by July 2011

5. Can you confirm that all the applicants who fall under legacy cases and have been in constant contact with CRD or (CAAU now) will have their cases concluded by July 2011 or sooner as stated by UKBA?

6. Can you confirm that the applicants (Legacy case) and their representatives will be able to get an accurate update through telephone or e-mail as there has been growing concern that the info provided by CRD, CAAU (now) has been very "standard answers" and limited.

7. What support can applicants (under legacy) claim to live while they wait for case conclusion as most of them are not entitled to work and cannot claim benefits under these circumstances.

8. How long does it take to get an answer when applying for work permit (asylum seekers with outstanding claims for more than 12 (months) and where should they refer to?

Response

1. Case Resolution Directorate has now reviewed more than 400,000 cases. A statistical progress update to the Home Affairs Committee on 31/01/11 confirmed that:

   - 161,000 cases were reviewed by Case Resolution Directorate and granted some form or leave be it limited or indefinite.

   - 205,500 other cases were determined by Case Resolution Directorate where an "other" action occurred that led to a grant of some form of leave, or removal that wasn’t recorded on the Case Information Data base. This also included duplicate cases that have been deleted from the Case Information Database. In all circumstances Case Resolution Directorates actions have been to update or delete the Case Information Database with the appropriate information.
36,000 Removals: Deportations, Extraditions, Enforced Removals and Voluntary Departures, assisted and unassisted were also Commissioned by Case Resolution Directorate.

2. The Case Resolution Directorate has now reviewed all of its older asylum cases. This was completed on 31/03/11. The Case Assurance and Audit unit (CAAU) will be responsible for bringing to conclusion all CRD cases that have been reviewed but not concluded. This figure is still to be finalised as part of the CRD closure and is not yet available.

3. As stated in the response to questions 2, the Case Resolution Directorate has now reviewed all of its older asylum cases. This was completed on 31/03/11. The Case Assurance Audit Unit was established in Liverpool in April 2011. It forms part of the UK Border Agency North West Region. The unit continues to monitor cases:
   - That have been reviewed by the Case Resolution Directorate but not yet removed due to outstanding criminal charges awaiting prosecution.
   - Where applicants could not be contacted or did not respond to CRD efforts to contact them, and
   - Where the UK border Agency is in contact with individuals whose case is currently awaiting removal action.

4. The Case Assurance and Audit unit (CAAU) will be responsible for bringing to conclusion all CRD cases that have been reviewed but not concluded. CAAU cases will be reviewed on an ongoing basis, it is anticipated that cases will be fully monitored and case worked within a two year period.

5. As stated in the response to question 2 above, the Case Resolution Directorate has now reviewed all of its older asylum cases. This was completed on 31/03/11. CAAU cases will be reviewed on an ongoing basis and it is anticipated that cases will be fully monitored and case worked within a two year period.

6. There are a number of different methods that applicants and their representatives can contact UKBA if they believe their case is being handled by CAAU. A link to the UKBA website is provided for ease of reference http://www.ukba.homeoffice.gov.uk/asylum/oldercases/

CAAU can also be contacted by as follows:

**General enquiries:**

By email to Caau enquiries@ukba.gsi.gov.uk
By post to UKBA
Case Assurance Audit Unit
North West Region
Department 87
PO Box 306
Liverpool
L2 0QN
By telephone to Immigration Enquiry Bureau 0870 606 7766

**CAAU Section 4 enquires by**

Telephone to 0151 213 2082
Email to Section4Queries@homeoffice.gsi.gov.uk

7. The UKBA website explains in detail what services and support are available to asylum applicants who are awaiting a decision on their claim. Please refer to the following link for further information on what advice and support is available: [http://www.ukba.homeoffice.gov.uk/asylum/support/](http://www.ukba.homeoffice.gov.uk/asylum/support/)

Completed application forms for section 4 support for CAAU cases can be sent by fax to the following number 0870 336 9345.

8. If an asylum seeker has waited longer than 12 months for UKBA to make an initial decision on their asylum application, they may request permission to work. Currently, most new asylum applications receive a decision within 30 days. If their application has been rejected, they may request permission to work if they have made asylum-based further submissions which have been outstanding for more than 12 months.

If their case is being managed by a regional asylum team the permission to work application should be sent to their case owner. If their case was being managed by CRD, CRD has now reviewed all older asylum applications. The Case Assurance and Audit unit will be responsible for residual work on:

- cases we have been unable to trace and may have left the country (the CRD controlled archive);
- cases that have been reviewed but not fully concluded.

If it is believed that the case is being handled by CAAU permission to work requests should be sent to:

Case Assurance and Audit Unit
North West Region
Department 87
PO Box 306
Liverpool
L2 0QN

There is no specific target for the consideration of permission to work requests, although CAAU aims to consider them within 3 months. A copy of the outstanding further submissions should be sent to assist in the fast processing of the permission to work application.

**Date 6 June 2011**