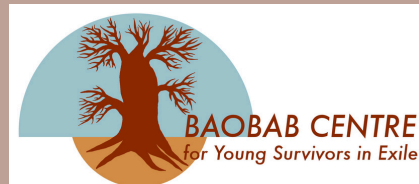


Summary of Baobab Casework Support 2024



Purpose of this Summary: To show changes in casework patterns in the year 2024, compared with data collected in 2023. Our aim is to show areas of strength, weakness and to explore what improvements to data collection and our service.

Increase in Total Casework Support

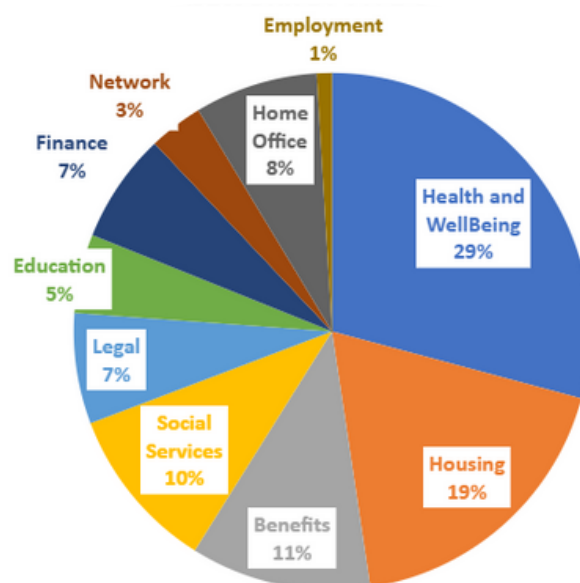
- 57% more sessions were conducted in 2024 compared to 2023 (2080 to 1319 sessions).
- Weekly average attendance rose by 56% (from 25 to 39 sessions).
- More young people served: 66 in 2024 vs. 58 in 2023.
- Weekly average of young people seen increased from 18 to 25.
- 81% of regular attendees received casework help, largely consistent with 2023 (77%).

Casework Decreases in Summer, Increases in Home Office work in Autumn

- Health, housing, benefits, and social services remain steady year-round.
- August slowdown in finance, legal, networks, education, and Home Office casework, but employment support increases.
- Home Office support spikes post-summer, likely due to policy changes (ex. eVISAs, Illegal Migration Act).
- Seasonal trends are likely influenced by school holidays & staffing variations.

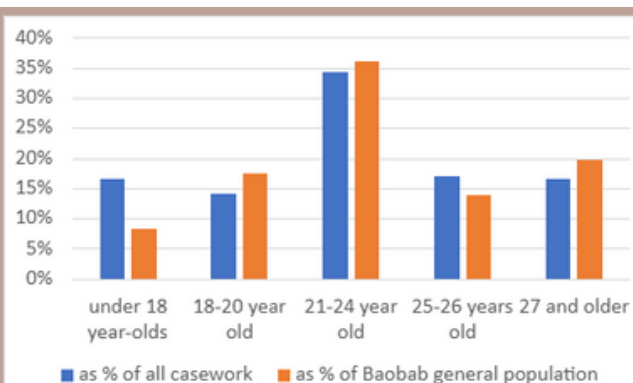
Health & Housing #1 Casework Area

Areas of work were nearly identical to 2023 (within 1%) except for Home Office, which doubled to 8%.



Increase and Change in Nature of Casework After Protection

- In 85% of cases, casework rises by minimum 11 hours in 6 months after being granted asylum, than in previous 6 months.
- The nature of casework changes too: increases in social services, housing, benefits and legal.



Under 18s Require Double the Casework

- Under-18s received double the casework support relative to their population share (16% and 8% resp).
- All other age groups received support in line with their representation.
- Example: 21-24-year-olds made up 36% of the population and received 34% of casework.