

Team 4 - Ensuring Access to Justice when immigrating

Problem: *How can we improve the success rate of Ukraine Family Scheme applications, by streamlining the acquisition and compilation of relevant documentation and evidence.*

- Lack of information about which documents to upload when applying to the UK's Ukraine Family Scheme.
- Exacerbated by time pressures, language barriers, and technological literacy/access.
- Inability to access required documentation due to the impact of conflict on Ukrainian institutions.
- UK Government document uploading services are complicated and limited to English (see below).

Solution:

- App allowing creation of a profile for each asylum seeker or sponsor
- Documents may be uploaded, checked and re-uploaded before a VAC appointment according to latest guidance
- App available in English, Ukrainian and Russian

Target users:

- Ukrainian migrants. Women (18+30) potentially with children. Focussing on migrants fleeing to Poland and Hungary (countries with the most migrants).
- Eligible for the Ukraine Family Scheme (can join family member in the UK).
- Limited tech capabilities or access to technology. May only have access to a phone with no ability to charge it.

Existing alternative technologies:

- The UK Government has commercial partners (TLS or VFS) that allow Ukrainians to upload documents for their visa application.
- These services are complicated to understand and provide information only in English.
- Don't explain what documentation is needed for the application process (i.e proof of family or proof of residency on 1 January 2022).

How we will build it:

- Use Bryter document generation feature to create pre-drafted letters for missing documents
- Use Bryter to collate all evidence documents into a pdf format so that it is easy to upload 'bundle' onto Government website
- Cloud-style interface for storing information and enabling access for family members/sponsors.
- Simple and easy to use

Adoption- ensuring use:

- Partner with an on the ground aid relief organisation (i.e Care International or other Member Charities of the Disasters Emergency Committee) to hand out QR codes and place them in shelters/areas with a high concentration of migrants.
- Partner with DLA Piper (the law firm running the 'Ukraine Advice Project UK') to increase the target users' awareness of the app.

Key functions:

- Profiles set up for each asylum seeker, linkable with their UK sponsor to allow document or evidence upload from multiple sources
- Up-to-date document checklist with model or example documents
- Documents can be uploaded under set headings, removing the need to rename documents
- Pre-drafted letters can be produced providing reasons for missing documents
- Translation service for the most simple documents (e.g. marriage and birth certificates)
- Censoring service to allow non-caseworkers to securely check documents have been uploaded in the required format
- Can scan or upload screenshots and photographs directly from phone to provide evidence of family relationships with British citizen