



Home Office

Rt Hon Anna Turley MP
Minister for Border Security &
Asylum

2 Marsham Street
London SW1P 4DF
www.gov.uk/home-office

Bell Ribeiro-Addy MP
House of Commons
London
SW1A 0AA

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7 August 2026

Dear Ms Ribeiro-Addy MP,

ASYLUM CASE SUMMARISATION AND ASYLUM POLICY SEARCH

Thank you for your further letter of 14 July 2026, with enclosures, to Alex Norris, former Minister for Border Security & Asylum, about the Asylum Case Summarisation and Asylum Policy Search tools.

Further to Alex Norris' reply of 22 June, I will respond to each of your points below:

- 1. Your letter states that "existing quality control processes are followed" and that monthly quality assurance is carried out. However, the Home Office's FOI response of 3rd July 2026 (FOI2026/04722) describes the tools as being in "early development" with quality assurance "still ongoing." Could you clarify whether the tools cannot have finalised quality control processes, or if this process is still ongoing.**

Two AI tools are operational in Asylum decision-making, the Asylum Policy Search (APS) tool, and the Asylum Case Summarisation (ACS) tool. Quality assurance was an ongoing metric to test the tools, as they were introduced into operations.

As further functions are added to the tools, these elements will also be subject to quality assurance. In the case of the ACS tool, this will include adding reference numbers to the summary, so the decision-maker will know what document specific information has been taken from. Quality assurance will be carried out by Subject Matter Experts (SMEs) before any future iteration of the tools are released.

- 2. Your letter says an updated EIA is "intended to be published in due course, now that both tools are operational," while the FOI response indicates publication is expected in August 2026 — several months after ACS was rolled out to all caseworkers in April 2026. Could you confirm whether the assessment was finalised before deployment, in line with the Public Sector Equality Duty?**

Equality Impact Assessments (EIAs) were completed for both tools before they were operationalised, and sent to our Public Sector Equality Duty team, in line with the Public Sector Equality Duty. We are still aiming to publish the EIA in August 2026.

- 3. Your letter refers to "a comprehensive suite of product specific training materials and guidance." An earlier FOI response (11th June 2026, FOI2026/06098) stated that this information is not held "in a reportable format" and would require a manual trawl of records. I would welcome clarification on this apparent discrepancy.**

The suite of ACS and APS specific training materials, including live demonstrations of the tool, was rolled out by our Business Change team, utilising a variety of media. A wider 'All for All' e-learning package was also available to all Home Office staff and is owned by the Cabinet Office. The cumulative time to collate, retrieve and package these materials into a sharable format from multiple source points, alongside the further asks in the Freedom of Information request, was limited under Section 12 of the Freedom of Information Act.

- 4. Your letter states that questions asked of the tools are "logged and are auditable," and that SME testing continues. A further FOI response (FOI2026/06252) indicates no summary of SME testing findings for APS exists. Could you clarify whether such records exist, and if so, why a summary has not been produced or disclosed?**

SME testing was carried out during the early development of the APS tool. The Country Policy Information Team posed questions to the APS tool and returned feedback to developers based on what they found. The aim was to use this feedback to improve the tool and make improvements prior to its operational release. No summary of findings was produced in a reportable format during this early review process.

The APS tool is now operational, and SME testing has now ceased. Questions asked of the tool by decision-makers now that it is operational are logged and are auditable. The function to report any issues with the tool remains open through a dedicated inbox.

- 5. Your letter states that decision-makers must continue to read all documents relating to a claim, while also citing time savings of 23–37 minutes per case from using the tools. Could you clarify how these figures are consistent with full document review, and whether any data exists on QA cases returned for incomplete review?**

After a claimant has had their substantive asylum interview, they have an agreed period to submit amendments to the Asylum Interview Record (AIR). The ACS tool allows the decision-maker to refamiliarise themselves with the case, after the period for amendments has passed, and they start to consider the claim.

If an asylum claimant must come in for a further interview, the ACS tool also allows the interview officer to refresh their knowledge of the asylum case, and what has already been covered in the first interview, to avoid duplication.

During the ACS pilot the test group reviewed transcripts 23 minutes more quickly than the comparison group (a 32% time saving). Interviews and survey results support the finding that the tool saved decision-makers' time, as users expressed the summary output acted as a refresher and oriented them to the basis of claim. By summarising the key points of the claim, the summarisation transcript helps to steer the decision-maker to appropriate asylum/country policy research.

Part of the framework which is used to assess asylum decision quality is confirmation that the decision considers and gives due weight to all oral and documentary supporting evidence and relevant Country of Origin Information in support of the claim. This mandatory measure does not include the Asylum Case Summary. The Asylum Case

Summary is designed to create efficiencies in time savings and is not a quality improvement metric.

In his reply of 22 June, the former Minister for Border Security & Asylum stated, *'If a decision-maker has not read all documents, this will be highlighted as part of the quality assurance feedback, and they will have to read the document missed and consider the decision again.'* This is in relation to existing quality assurance of asylum decisions and is not linked solely to AI tool output. These statistics should therefore not be conflated with the published evaluation results of the APS and ACS tools but do exist in general Quality Assurance review.

6. Your letter does not address whether applicants are told that AI has been used in their case, or how they can identify and correct errors in AI-generated content. I would be grateful for clarification on this point.

Asylum seekers are not specifically told AI has been used in the consideration of their claim.

These AI tools are assistive and summarise information provided by the claimant; they do not generate new content. Both APS and ACS are designed to be an aide to the decision-maker, in line with the human-in-the-loop principle. All asylum claims are considered on their own merits and the decision written by a decision maker. It is not possible to decide an asylum case using APS and ACS.

The Home Office is aware of the interest and scrutiny attached to the advances of AI and has been transparent about the Department exploring the technology landscape with the view to better understand the capabilities of AI and Automation tools, and their current maturity, along with the risks and benefits, evident in the publication of APS and ACS evaluation.

7. Your letter acknowledges that AI Playbook principles were not followed and that the tools are not registered under the Algorithmic Transparency Recording Standard. I would like to ask what steps are being taken to ensure future deployments comply with both?

The development of both APS and ACS began before the Algorithmic Transparency Recording Standard (ATRS) became mandatory and before publication of the UK Government AI Playbook. The Home Office recognises the importance of aligning these tools with current transparency and assurance expectations, and work is underway to address this retrospectively while strengthening compliance for future deployments.

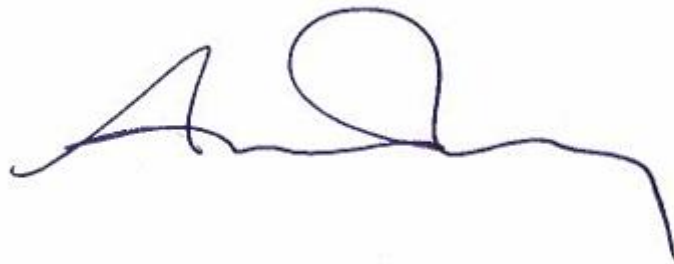
The Home Office is committed to maintaining public and Parliamentary confidence in its use of AI. AI deployments are subject to Home Office policies, governance and assurance processes, alongside cross-government guidance. These controls are being embedded throughout the technology lifecycle so that AI deployments are considered at the appropriate stages, from design and development through to deployment and review.

The Home Office has now embedded the ATRS within its AI governance processes, so that algorithmic tools are assessed for ATRS publication at the appropriate stage of development. As the APS and ACS tools were developed before the ATRS became mandatory, records for these tools are being completed retrospectively. Once completed, the draft records will go through the required review process, including review by the applicable department which will replace the Department for Science, Innovation & Technology, before final records are submitted the applicable department for publication on the ATRS Hub on GOV.UK.

Together, these steps support the retrospective application of ATRS to legacy tools and strengthen the Department's approach to future AI deployments by ensuring transparency, assurance and governance requirements are considered from the outset, where applicable.

Thank you once again for taking the time to write, and I trust this reply addresses the points you have raised.

Yours sincerely,

A handwritten signature in dark blue ink, consisting of a stylized 'A' followed by a large loop and a long horizontal stroke.

Rt Hon Anna Turley MP
Minister for Border Security and Asylum