

ACS & APS — the UK Home Office's AI Tools for Asylum Casework, With a Documented 9% Failure Rate

AI in the Public Sector · Good practice · United Kingdom

Quality score: 53/100

Evidence strength: Moderate

Summary

Piloted May-December 2024, the Home Office's ACS and APS tools cut asylum casework time by up to an hour per case, but its own evaluation found 9% of AI summaries too flawed to use and almost a quarter of caseworkers lacked confidence in the outputs, ahead of a January 2026 wider

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-03

[UK Home Office](#) — accessed 2026-09-03

[Electronic Immigration Network — Home Office to expand AI use in asylum decision-making](#) — accessed 2026-09-03

[Open Rights Group — Saving time, risking lives: Government uses AI tools to inform asylum decisions](#) — accessed 2026-09-03

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