

Smartphones and Asylum

1. Do you own or have access to a phone? Is it a smartphone?
 - How do you normally access data/internet? [SIM, Wi-Fi, other]
2. How do you use your phone as part of the asylum process?
 - Contact with Home Office/ Solicitor
3. How do you use your phone to get support or advice in the asylum process?
 - Housing (MEARS) /General Advice/ ASPEN
4. Do you think that the smartphone being part of your experience of claiming asylum in the UK is helpful?
 - Translation/ Getting in contact with people/ Sending emails/ WhatsApp

Smartphones and Everyday life in the UK

5. Do you find having a smartphone is useful to you in your everyday life? In which ways?
6. Do you use your phone to stay in contact with [the charity] or other groups in Sunderland?
7. What kinds of general everyday practices do you do using your smartphone?
 - *[Follow up if not mentioned: What kinds of applications would you normally use to do these things?]*
 - Keeping in contact with friends/family
 - Education (language learning)
 - Using social media
 - Health
 - Leisure
 - Play
8. Do you think that **not** having a smartphone would make your life in the UK harder? In which ways?