

Report to Scottish Strategic Co-ordination Group

CUSTOMER CONTACT MANAGEMENT

Public Enquiry Office

The PEO in Glasgow deals with a wide range of applications including a fast track same day service. Customers are generally dealt with within 90 minutes and it's an end to end process. The PEO also gives a unique service whereupon applications are sifted by a more senior member of staff prior to proceeding to the counter stage. This service therefore, determines whether someone has provided the appropriate evidence before the customer has to wait needlessly or be refused with financial implications. The PEO is small but operates to maximum efficiency. It continually supersedes revenue targets and soft targets based on customer service objectives. The staff pride themselves in the service they offer to clients and will be instrumental to the implementation of biometrics in the next financial year. They will subsequently deal with a further 30,000 customers a year.

The unit manager is Martyn Dudman and he can be contacted on 0141 5551261

Reporting Centre

The Reporting Centre has 4 main units operating as one team. They have a counter operation which, deals with all persons required to report to the Agency by law. These people vary in background and nationality and all are treated equally with respect. Waiting times for these applicants has been reduced dramatically to assist the Agency but indeed to assist the customer. Those persons who have been compliant find themselves having to report less frequently allowing the concentration of staff to be placed with those who are not compliant. The RC is pivoted around many other areas of the business and has a great deal of internal and external customers. Further, the RC has a Screening Unit which deals with vulnerable applicants who are unable to make a claim in Liverpool. The Screening team has Service Level Agreements in place to assist their biggest stakeholders. In addition, the RC has a small Asylum Registration Card team which, is the only Unit in Scotland able to produce ARC cards to applicants. This assists them get support payments through their local Post Office after their cards are updated by the counter staff. Further the ARC card acts as the main form of ID to applicants and has an indication as to whether they have permission to work. The ARC unit takes 8 scheduled appointments per day and some counter referrals. Lastly, the RC has a small administration unit dealing with those persons who have failed to report. They can deal with around 20 per day and have recently taken on the monitoring of those persons who report to police stations across Scotland. The RC invite the International Organisation for Migration in to do a very worthwhile weekly surgery where the internal message regarding voluntary return is reinforced by an external and independent stakeholder.

The unit manager is Chris Robertson and he can be contacted on 0141 5551383

Compliance Team

The Compliance Team deal primarily with employers and educational establishments who employ work permit holders and foreign students. They assist these institutions by providing advice as to how best comply with the immigration rules under which, they obtained their foreign national workers/students. They conduct both scheduled and random visits and are working closely with our Regional Intelligence Unit at present to establish closer working arrangements. This team concentrate on the needs of individuals ensuring that working conditions and wages are to UK standards as well as trying to assist companies/universities where possible.

The unit manager is Julie Gunn and she can be contacted on 0141 5551448

Sponsor Account Management Unit

The Sponsor Account Managers are currently conducting forums and visits to educational establishments and workplaces who have had foreign nationals in the past. The purpose of this is to educate them on the new points based system the first tier of which is rolled out in April 08. They are currently on the fourth list of these clients and they tend to be those who have not had many permits/visas issued in the past. The role is likely to evolve over the next year and will take on more of a compliance based remit. In time they will be assisting these clients by providing them with help on a one-one basis putting actions plans into place when they haven't been fully compliant in order to avoid their permits being revoked or the company/university being downgraded to a lower rated sponsor. This Unit is very much in it's infancy but have made massive achievements in their field and continues to grow.

The unit manager is Carlyne Lindsay and she can be contacted on 0141 5551407

Customer Contact Management

All the above sections fall within Barry Dryden's remit as Assistant Director for Customer Contact Management. He provides all units with strategic direction whilst Carlyne Lindsay is responsible for all units on an operational basis as Senior Executive Officer.

Barry Dryden can be contacted on 0141 5551210
Carlyne Lindsay as above

Child Minding - Wales

The reporting centre in Wales have been contacted for information about the child minding services provided. A qualified child minder attends every

Tuesday where single parents attending substantive asylum interviews or documentation interviews are therefore invited to attend on Tuesdays.

The children are cared for in an interview room which is painted pink and toys are placed in it but the furniture is bolted to the floor and the room is used as an interview room for the rest of the week. This is a pilot scheme and its findings will be published in March 2008 and subsequently rolled out to other regions within the UK.

Asylum Casework

- No change - absconders and higher barrier country ratios - forces outside of our control - continue to present the greatest challenge to us delivering a minimum 40% conclusion rate - commonly less than half the cases routed to us have any chance of conclusion on target
- Illustrative Conclusion Results removing Absconders from the intake population for June - we have 106 cases, including 34 absconders. Removing absconders would realise a current conclusion rate of 42% (30/72) and a prediction of 60% (43/72) month end. This compares to 28% and 41% currently reported
- A protracted appeals process is a key reason for delay in return concluding claims within six months – a workshop at Glasgow's Pensions Solution Centre (this week and next) is seeking to identify ways off speeding this up. Reps from across the Regions are participating along with appeals policy and AIT reps
- Our grant rate is running at 20% - just above the UNHCR estimate of 15%. Our upheld appeals rate is 82% - providing assurance on the quality of our negative decisions October has resulted in confirmation that our quality audit report was *fully effective* at over 90% - jumping to the top of the quality table across the Regions.

New Border Agency

The Prime Minister Gordon Brown announced that a UK Border Agency will be created to strengthen border security. This will be an agency of the Home Office and will bring together all the work of the Border and Immigration Agency, customs detection work at the border from Her Majesty's Revenue and Customs and UK visas. It will have responsibility for tackling smuggling as well as immigration control. It will report jointly to the Home Secretary and the Chancellor of the Exchequer on its work at the border - managing the flow of goods and people.

The new agency will have about 25,000 staff, all of whom will be civil servants.

The Prime Minister said: 'To ensure we protect our borders and detect possible terrorist suspects, members of the new UK Border Agency will have the power from January next year, to detain people not just on suspicion of

immigration offences or for customs crime but also for other criminal activity including terrorism. Powers are also being given to airline liaison officers to cancel visas where justified.

There will be one single primary checkpoint for both passport control and customs; and a UK Border Agency - which will have 25,000 staff - will now apply controls at points of entry and exit on people and goods, in to and out of the UK, as well as working throughout the world.

'The new agency will enable us to transfer intelligence from UK operations overseas to those making visa decisions, and to check biometrics taken from visa applicants against criminal and counter-terrorism records.'

Creation of the UK Border Agency will mean:

- stronger controls over people coming to the UK
- more effective and efficient activity at the border by working as a single unit
- better links with the broader security agenda
- stronger controls overseas and an enhanced ability to act early
- better targeting of activity so low risk travellers and trade can be cleared quickly while high risk movements can be examined in more depth
- stronger effectiveness at key points of entry, including better relationships with port operators and police

Any additional information on BIA activity will be provided by Phil Taylor.