



# **Independent Chief Inspector of Borders and Immigration**

and Independent Monitor for  
Entry Clearance Refusals  
without the Right of Appeal

## **Annual Report**

**2013- 14**



# **Independent Chief Inspector of Borders and Immigration and Independent Monitor for Entry Clearance Refusals without the Right of Appeal**

**Annual Report for the period 1 November 2013 - 31 October 2014**

Presented to Parliament pursuant to Section 50 (2) of the UK Borders Act 2007 and Section 23 (4) of the Immigration and Asylum Act 1999.

December 2014



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## **Our Purpose**

**We provide independent scrutiny of the UK's border and immigration functions, to improve their efficiency and effectiveness.**

## **Our Vision**

**To drive improvement within the UK's border and immigration functions, to ensure they deliver fair, consistent and respectful services.**

# Foreword from John Vine CBE QPM

Independent Chief Inspector of Borders and Immigration



It gives me great pleasure to present my 2013-14 annual report as the Independent Chief Inspector of Borders and Immigration. This is my sixth and final annual report. It brings to a close my tenure which has seen me deliver over 70 inspection reports, 18 in the past year alone, in which I have made over 500

recommendations for improvement.

In 2006, John Reid, the then Home Secretary declared that the UK's immigration system was "not fit for purpose" and launched a Home Office consultation entitled "Fair, effective, transparent and trusted – rebuilding confidence in our immigration system" which resulted in the proposal to create a new independent regulator in this area.

It was proposed that the Chief Inspector should focus on overall efficiency and effectiveness across the then Border and Immigration Agency's operations including quality of decision making, enforcement powers and access to information and treatment of individuals. The proposals were well received with overwhelming cross-party support, and a government amendment to the Borders Bill (Now the UK Borders Act 2007) placed the role of the Chief Inspector of the UK Border Agency on the statute book.

I was selected for the role in open competition and took up the post in July 2008.

Prior to my appointment there were a number of independent monitors in place scrutinising complaints handling, race issues, and the quality of country of origin information produced by the Agency. All these functions were incorporated within the new inspection regime.

Another of the monitor roles - that of the Independent Monitor for Entry Clearance with no right of appeal - remains on the statute books and is a position I also hold.

Now, six and a half years later, the role of Chief Inspector is firmly established in the landscape of borders and immigration. I am responsible for the inspection of the majority of the Home Office's border and immigration functions, with a few exceptions including the immigration detention estate and individual case complaints.

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I have developed working relationships with all inspectorates, ombudsmen and watchdogs with any involvement with the subject area including undertaking a joint inspection with HMIP in relation to immigration detention.

There is now a fully functioning inspection operation in place to support me in my role as the Chief Inspector, with 30 well trained staff, delivering a full programme of work to a published inspection plan at an annual cost of £2.4m.

The impact of inspection in this highly contentious area has been considerable, laying bare the facts about the way that immigration services are delivered, in reports written in plain English. Also, most importantly, reports have examined the treatment experienced by those who have come into contact with the immigration services, whether they are the travelling public, those applying for visas to visit, work or live in the UK, or some of the more vulnerable groups such as children or those seeking asylum.

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I have made recommendations to improve performance in the delivery of border and

immigration services in line with legislative requirements. The Home Office has accepted over 95% of these and has implemented most of them.

In addition to making specific recommendations, a considerable amount of information has been published and placed before Parliament and into the public domain for the first time. This enables Parliament to hold Ministers accountable for border controls and immigration services and allows Ministers to exercise more effective oversight of their officials. It also highlights for the public those areas where the Home Office has made progress in its management of border and immigration operations and those where the Department needs to do more to demonstrate efficiency and effectiveness.

### Themes of recent inspections

Whilst there has been measurable progress in some areas of immigration and border control, much remains to be done to provide the public and Parliament with assurance that the Home Office's operations in this area are as effective as possible. Despite the abolition of the UK Border Agency and the functions being brought back under direct Ministerial control in the Home Office, many challenges persist and impact on public confidence. I believe that independent inspection has been and will continue to be an important catalyst for improvement.

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I still find too much evidence that the Home Office does not **get the basics right**. This includes the quality and consistency of decision making but also having caseworkers with the right skills, aligning resources to the right priorities and having high quality management information that provides a sound basis on which to make decisions on future strategy and resourcing.

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There are continuing **challenges in asylum**. This year I have examined and made recommendations on the asylum support system, the asylum casework team in Cardiff and the operation of the Non-Suspensive Appeals procedure for asylum claims

assessed as unfounded. I was also commissioned by the Home Secretary to undertake an investigation into the treatment by the Home Office of asylum applicants making claims on the basis of sexual orientation, following a critical article in a Sunday newspaper. Whilst I have been able to evidence some improvements in the Home Office's handling of asylum cases, the Department needs to ensure that it makes good quality decisions in a timely manner, treats all these vulnerable applicants with dignity and respect, and uses public money wisely.

My reports on the Cardiff asylum team and asylum support also highlighted **poor planning and implementation of change** as a barrier to efficiency and effectiveness. In my view, a decision to replace asylum case-owners with more junior staff whose focus was solely on decision-making had resulted in a loss of expertise and the emergence of a backlog of cases awaiting initial decision. The Department had called a halt to this change programme at the time of my inspections, but its repercussions were still being felt. I recommended that the Home Office learn lessons from this poor handling of change. Disappointingly, this is a theme I have highlighted in previous annual reports, most notably in relation to the Home Office's inefficient management of older asylum legacy cases.

Whilst there is a much improved picture of consistency of passport checks at ports I am concerned that this has sometimes been at the expense of **appropriate levels of customs activity at the border**. Both activities are vital in securing the border and in preventing and detecting those who smuggle goods and people in to the UK. I recommended the restoration of the internationally recognised term 'customs' in my freight report last year and this was accepted by the Home Office. I look forward to its application in practice. Inspection has also influenced the creation of a Border Force Operational Assurance Directorate in November 2013 to provide a consistent approach to first and second level assurance at the border.

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Within enforcement activity, whilst I understand the difficulties involved in identifying and obtaining



temporary travel documentation for individuals, there needs to be **more effective identification and removal of those who have no right to remain in the UK**. My inspection of Emergency Travel Documents (ETDs) identified that several thousand of these documents had already been agreed by embassies, with some dating back more than ten years, but had not been used by the Home Office to remove the individuals concerned. This demonstrates that there is room for significant improvement in this important area of enforcement. My inspections of European casework and of sham marriage also identified a worrying lack of enforcement activity against non-European nationals found to have entered into marriages of convenience with European sponsors.

Home Office staff working at our border, and executing immigration functions are responsible for exercising a number of statutory powers, similar to those of the police, to help them carry out their duties effectively. It is important that these **powers are used properly and proportionately**. The Home Office has the power to certify asylum and human rights claims that are clearly unfounded and in so doing to deny individuals making such claims an in-country right of appeal. This is known as a Non-Suspensive Appeal (NSA). In my inspection of this process, I found the Home Office was failing to consider certification in a high proportion of asylum cases, even where the law required it to do so. This meant that opportunities to deny in-country appeals to those making unfounded claims were being missed, resulting in delays to removal and extra costs to the taxpayer. In contrast, in my inspection of the power to enter business premises without a search warrant, I found widespread non-compliance with procedure and in some cases potentially with the law. The Home Office must ensure that guidance on the use of the powers it confers on its staff is clear and consistent, that staff know their powers under the law and that they are exercised effectively.

Finally, there is an ongoing need for the Home Office to maintain management grip of the quality, consistency and fairness of its work. I have repeatedly had to report on the lack of quality assurance by managers across the board and I have identified a number of backlogs of work that senior officials had not been aware of. Going forward, there needs to be improved strategic cohesion between the directorates within the Home Office in delivering a seamless immigration function, coupled with better management oversight and assurance processes to provide Ministers with confidence that policy is

being delivered effectively and that guidance is being followed by staff.

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There remains a continued need for thorough and independent oversight of border and immigration functions at the Home Office to ensure that improvement continues apace.

## **Establishing a credible inspectorate and maintaining independence**

Establishing an independent inspectorate from scratch was challenging. The reputation of the client organisation (initially the Borders and Immigration Agency, then the UK Border Agency and latterly the Home Office) was fragile and there was little understanding at the outset of the potential impact of independent inspection.

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*Establishing an independent inspectorate from scratch was challenging.*

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The inclusion of “of UKBA” in my title caused many difficulties, and I believe that the adoption in 2013 of the new title of Independent Chief Inspector of Borders and Immigration, following the abolition of the UKBA, brought with it far more clarity about the role.

Ultimately, however, my reputation and influence have relied upon the thoroughness of my inspection methodology and the quality and accuracy of my reports. This has helped address any scepticism or suspicion and has given my findings credibility and influence.

Developing a constructive relationship with a broad range of stakeholders in the borders and immigration field has been crucial. Stakeholders (including non governmental organisations, Government Agencies, the educational sector and air and sea carrier companies) have been able to discuss their concerns with me and make suggestions for inspection. In addition, I have

always actively engaged with the incumbent Chief Executive of the UKBA and the current Directors General in the Home Office when considering the content of my annual inspection plan.

Preparedness for inspection and receptiveness to it is essential to its success. As a Chief Constable I had experienced inspection by Her Majesty's Inspectorate of Constabulary in both England and Wales and in Scotland and had an understanding of the process and value of inspection generally. This understanding was almost entirely absent in the UK Border Agency when I took up my current post and it was clear to me from the outset that any inspection regime had to be bespoke to the immigration world.

I also realised that I had to ensure that the Agency saw my role as constructive, and as a driver for improvement. I therefore placed great emphasis on the 'how' as well as the 'why' of inspection, to make staff feel less apprehensive about being inspected but also to get to the truth about what was happening.

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I have developed and maintained a formal but constructive dialogue with the UK Border Agency/ Home Office to encourage co-operation and help smooth the inspection process. Key to this has been a protocol agreed with the Home Office setting out the expectations and requirements of both the inspectorate and the Home Office during inspection.

A key part of setting up the inspectorate was to develop a set of criteria against which inspection of borders and immigration could be conducted. The publication of these criteria not only allowed greater transparency, but crucially, enabled the agency/Home Office to better understand what inspection entailed. As I have refined my inspection methodology, I have also kept the criteria under review and amended them on a number of occasions to better support targeted and focused inspection activity.

Now, I inspect against 10 criteria under the headings of Operational Delivery, the Safeguarding of

Individuals and Continuous Improvement. For each inspection, I focus on those criteria most relevant to the issue being considered.

Other factors important in establishing the credibility of the inspectorate have included the opportunity for members of UKBA/Home Office staff to come and speak to me confidentially during inspections and the delivery of 'emerging findings' to senior managers in the area that has been inspected. They allow me to brief the organisation on what I have found and enable managers to start acting on emerging findings straight away without having to wait for the publication of my report.

I analyse a range of information as part of my inspections, including policy documents, guidance and management instructions. However, the most significant findings have consistently come from random sampling of case files and Home Office records. This has regularly enabled me to identify poor decision making, non compliance with law or policy and inaccurate or incomplete data being provided to Ministers or Parliament.

Whilst the majority of my inspections are announced in my published inspection plan at the start of the year, I have always thought it important that some of my inspections are unannounced or conducted at short notice. This type of inspection helps strengthen public confidence, providing a snap shot of Home Office activity at a particular point in time. The use of this type of inspection is also of value to the Home Office. Short notice and unannounced inspections allow me to highlight good practice as well as areas for improvement that the Department may not itself have identified.

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I have always been clear that I report what I find when I undertake an inspection, be it positive or negative. I have recently made this more transparent by dividing the Executive Summary sections of my reports into those that set out my positive findings and those that identify areas for improvement. Reporting on the successes recognises good work by Home Office staff and also acknowledges any action that may have already been taken by senior managers in response to previous recommendations.

All my findings and recommendations are supported by hard evidence, and my reports are subject to rigorous quality assurance. As a result, I have been able, where necessary, to deliver some very difficult messages for the Home Office, where it has been in the public interest to do so. For example, in my report on ETDs, I recommended that the Home Office review its practice of holding former Foreign National Offenders in immigration detention for months or years in cases where there was little or no prospect that they could be re-documented and removed. I noted that this was costly to the taxpayer and also potentially a breach of the individuals' human rights.

As a result the Home Office has been encouraged into looking at its practices and performance critically. This has at times been painful and sometimes difficult, but I believe that there has been an acknowledgement that the overall effect has been change and to some degree improvement. No less important is the impact on people who are the subject of the very considerable powers that the Home Office can exercise over their lives.

I have also made a commitment to the Home Secretary that should I encounter an issue whilst on inspection that presents an immediate risk or threat to the UK, or of harm to individuals, I will notify either her, or the appropriate Director General about it immediately, rather than wait till the production of my report, so that action can be taken immediately.

Ultimately however, my reports and my recommendations alone cannot improve the immigration and border system. It is the responsibility of the Home Secretary, Ministers and their officials to fully implement the recommendations that have been accepted to really drive improvement in these areas.

Some years ago I was critical of the then UK Border Agency for publicly accepting some of my recommendations in principle but showing little enthusiasm to take action to implement them. I still have some concerns in this area and I often have to repeat recommendations made in previous reports that have been accepted by the Home Office but which do not appear to have been implemented. This has included recommendations on change management, record keeping and the analysis of appeal outcomes. It can be both frustrating and disappointing, when I encounter the same issues over and over again. It is a particular concern when

the Home Office fails to take action where I make recommendations that relate to the treatment of individuals and the efficiency of the decision-making or removal process. For example, I have made repeat recommendations on the detention of immigration offenders in my 2011 report on Foreign National Offenders, my 2012 report on Detained Immigration Casework and my 2014 report on Emergency Travel Documents.

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## Relationship with the Home Office

A key component of establishing an influential inspectorate, building its reputation and delivering credible reports has been the need to maintain a constructive relationship with the Home Office, whilst maintaining my independence.

This has been developed over the years with strong working relationships at all levels, supported by the protocol document mentioned above. However there have been times when there have been differences of opinion particularly over redaction of reports on grounds of national security, and more recently in relation to the publication of reports.

The legislation creating my post, allows the Home Secretary, quite correctly, to redact passages from any of my reports on the grounds of national security, or where there is potential risk of harm to an individual.

She exercised that prerogative in relation to sections of the report of my investigation into Border Security, published in February 2012. In 2013 the power was used again on three further occasions, to redact sections of my reports into Juxtaposed controls, e-borders and freight. However, some of the information proposed for redaction in these reports, had already been disclosed to the public by the National Audit Office. In my view it is important to ensure that such powers are used sparingly, with the presumption of openness wherever possible.

Timely publication of reports is also very important in order for the inspection process to have the

intended impact.

In January this year, the Home Secretary, on the basis of legal advice she received, made the decision to lay all my reports in parliament rather than just the annual report, and commissioned investigations as had previously been the case.

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For the first five years of my tenure, I personally published all my inspection reports on a date of my choosing, as soon as possible after the completion of the inspection.

Whilst I understand the Home Secretary's decision, I feared, at the time it was made, that a consequence might be that reports would not be published promptly, reducing the impact of their findings. Unfortunately my concerns have proven correct. I now understand that the Home Secretary will aim to publish my reports within eight weeks of receiving the final version and when Parliament is sitting.

Overall however, my relationship with Ministers, heads of the Border Agency and other senior civil servants has been constructive and there has largely been an acknowledgement that inspection is a force for good. I should like therefore to place on record my thanks to former Chief Executives Lin Homer, Jonathan Sedgwick and Rob Whiteman and to the current Directors General of the Home Office for working constructively with me and my staff.

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## Looking Forward

On a personal level I have found the challenge of setting up a new inspectorate in such a high profile area extremely rewarding. Learning about immigration, customs and border control and about the art of independent inspection has been a fascinating experience.

The inspectorate that I have created is, as far as I can gather, the only one of its kind in the world. It has been a privilege to work with all my staff over my six and a half years in post, and I have been delighted to see so many of them leave the inspectorate on promotion. I believe the skills and experiences that they will have acquired whilst working as an inspector will be invaluable to them in their future careers.

I am immensely proud of the inspectorate and of what it has achieved.

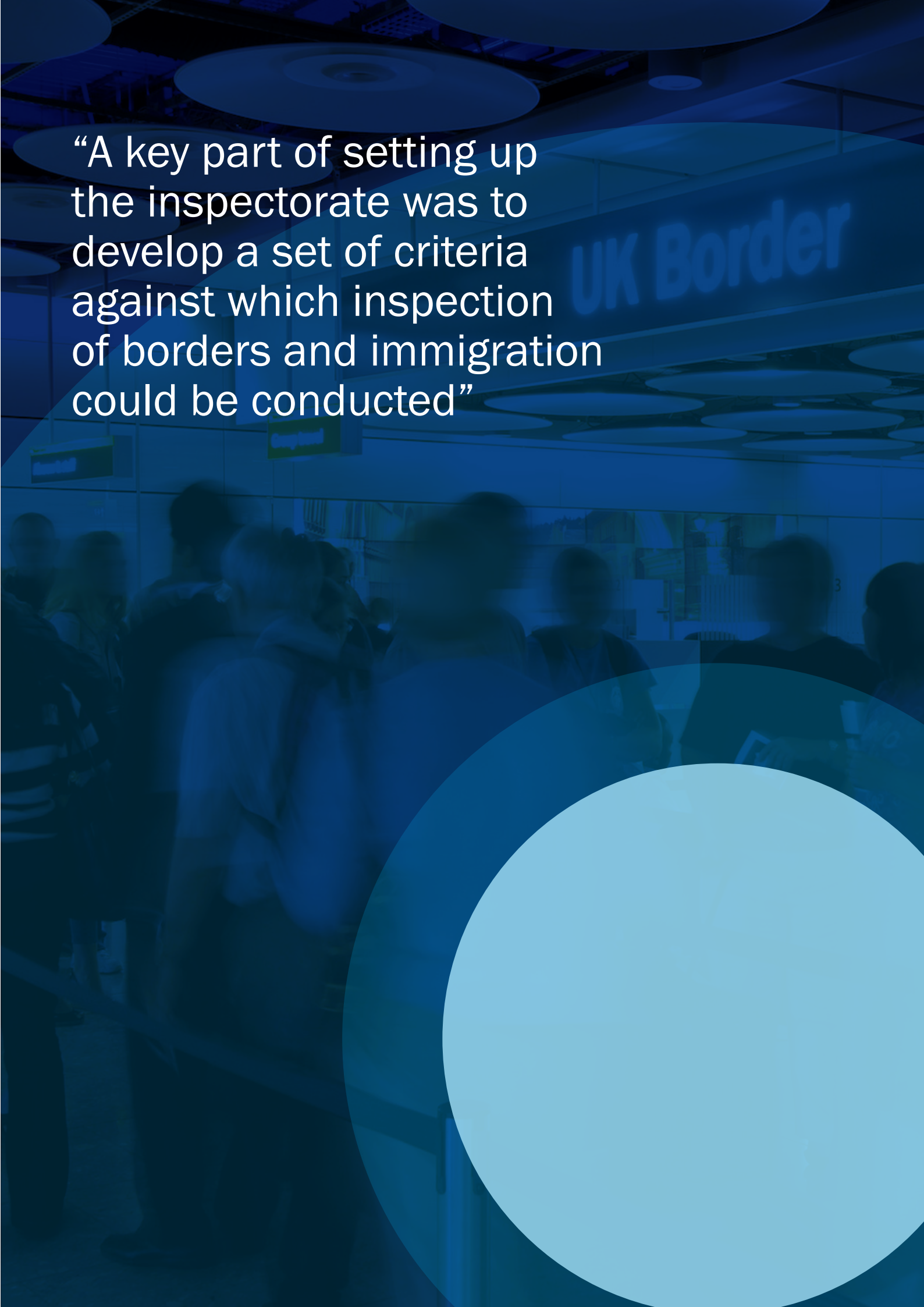


**John Vine**

**Independent Chief Inspector of Borders and Immigration**

“A key part of setting up the inspectorate was to develop a set of criteria against which inspection of borders and immigration could be conducted”

UK Border



# Role and Remit

The role of the Independent Chief Inspector for Borders and Immigration was established by the UK Borders Act 2007 to examine the efficiency and effectiveness of the functions of what was then the UK Border Agency.

The initial remit was to consider immigration, asylum and nationality issues. This was subsequently widened when the Borders, Citizenship and Immigration Act 2009 gave the Chief Inspector additional powers to look at border customs functions and contractors employed by the Agency.

The Chief Inspector is an independent public servant, appointed by and responsible to the Home Secretary. The Chief Inspector can also be called to

give evidence to the House of Commons Home Affairs Select Committee.

## The Legislative Framework

Sections 48-56 of the UK Borders Act 2007 set out the legislative framework for the inspection of the UK's border and immigration functions. In short, the Act:

- requires the Secretary of State to appoint a Chief Inspector to evaluate the efficiency and effectiveness of the UK's border and immigration functions in dealing with asylum, immigration and nationality matters;
- extends the Chief Inspector's remit to cover all UK Border Agency staff, both in the UK and overseas;
- requires the Chief Inspector to publish an annual report which the Secretary of State places before Parliament;
- does not permit the Chief Inspector to investigate individual cases, but allows him to use such cases as evidence for wider inspections;
- provides for the Secretary of State to request the Chief Inspector to carry out an investigation into any matter regarding asylum, immigration, customs and nationality matters; and

- requires the Chief Inspector to consult the Secretary of State regarding his inspection plans; but this does not prevent him working outside the plans where he regards this as appropriate.

The Immigration Act (2014) also provides for the Secretary of State to commission, within 12 months of section 15 of the Act coming into force, a report from the Chief Inspector on the effectiveness of the administrative review process.

## Change in Title

On 20 February 2012, the Home Secretary announced that from 1 March 2012 Border Force would split from the UK Border Agency to become a separate operational command within the Home Office.

The Home Secretary confirmed that this change would not affect the Chief Inspector's statutory responsibilities and that he would continue to be responsible for inspecting the operations of both the Agency and the new Border Force.

On 22 March 2012, the Chief Inspector of the UK Border Agency's title changed to become the Independent Chief Inspector of Borders and Immigration. His statutory responsibilities remain the same.

## Break-up of the UK Border Agency

On 26 March 2013 the Home Secretary announced that the UK Border Agency was to be broken up and, under a new package of reforms, brought back into the main Home Office reporting directly to Ministers.

The Chief Inspector continues to inspect UK immigration functions previously carried out by the Agency, border customs functions and contractors employed by the Home Office to deliver any of those functions.

# Our Inspection Findings

## Border Security

I have undertaken three inspections in the field of border security this year. My inspections of Border Force Freight Operations and Border Force Operations at Stansted Airport were announced inspections, while the third, examining how Border Force used its customs examination powers to search baggage in the absence of passengers was conducted at short notice.

This inspection examined how well Border Force identified risks to border security, how effective physical controls were, and how much of a deterrent to criminals Border Force interventions were. It also looked at the relationship between Border Force and HM's Revenue & Customs, because both needed to work together effectively to ensure that deterrents were used appropriately and customs and excise duties were collected.

Border Force staff employed in freight operations were committed, knowledgeable and experienced in countering threats from freight imports and I saw a number of local initiatives and processes that had yielded significant successes. Border Force also enjoyed a broadly positive relationship with port authorities, which yielded beneficial outcomes for both parties.

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*Border Force staff employed in freight operations were committed, knowledgeable and experienced in countering threats from freight imports.*

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However, a breakdown in communication between Border Force and HMRC at an operational level meant that Border Force was not referring suitable cases to HMRC for financial penalties to be issued to those who attempt to smuggle goods into the UK. I also found that large seizures of cigarettes and alcohol were not being investigated or prosecuted.

Financial penalties and prosecutions are powerful weapons in the war against those who attempt to evade customs controls and I considered they should

be used effectively to protect the UK economy from the threat of smuggling.

Border Force was breaching its agreed operating protocols by failing to carry out physical examinations of consignments selected by HMRC. I also found that there was a loss of criminal investigation skills which meant that staff were unsure of what should be disclosed for evidential purposes.

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*Border Force was breaching its agreed operating protocols by failing to carry out physical examinations of consignments selected by HMRC.*

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My investigation into border security checks published in 2012 found that record-keeping and assurance processes at the UK Border were inadequate. I was therefore disappointed to find similar problems within the freight area, where record-keeping in relation to many seizure files that I examined was poor and assurance processes were lacking.

Targeting processes used to identify smuggled goods within freight consignments were inefficient and represented a poor use of resources. A lack of recruitment had also contributed to an aging workforce within freight environments and I was concerned that the eventual departure of these staff, over a relatively short period of time in the future, would cause significant problems if not addressed.

The use of the term 'secondary control point' by Border Force to describe its customs responsibilities had led to confusion amongst the public. It also affected staff morale because they felt their work was less valued by senior management. 'Customs' is an internationally recognised expression understood by staff and members of the public alike and I encouraged Border Force to re-examine whether the term 'secondary control point' should continue to be used in view of these factors.

The requirements of the Border Force Operating Mandate were being met across both immigration and customs work. The operation of the civil penalty scheme was also working well and financial recovery was effective. Whilst passengers were subject to proper checks, I found some cases where the decisions to grant leave were unreasonable and I questioned why Temporary Admission had not been used to facilitate further enquires in other cases.

The absence of a visible Border Force presence in the customs channels affected its ability to both deter and detect smugglers. It was also important that former immigration staff, who had been trained to undertake customs work, were given the opportunity to do so. Resource constraints, coupled with an emphasis on immigration queue management, also meant that parcel traffic was not being examined as often as was required.

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The Home Office must ensure that Border Force can adequately protect the border from customs risks as well as those related to immigration.

Once again I found basic errors in record-keeping and a lack of compliance with Border Force procedures and, in some cases, legislative requirements. To address these failings and to avoid possible legal challenge, the Home Office must act with some urgency to embed a much stronger management assurance framework in all areas of Border Force and ensure compliance with it.

The use of the legislative power to examine a passenger's bags without their knowledge requires justification and suitable authorisation from a member of staff in a management grade. It is an intrusive power, but one that is necessary to protect UK border security. I therefore found it reassuring to see a high success level in an activity which, whilst intrusive, was clearly used proportionately to protect the UK border.

However, I again found that there needed to be more activity in the customs area, particularly in relation to activities that are not visible to the public. I found that the available guidance was inconsistent, resulting in marked regional variations

in procedures, standards, and the application of these powers.

I again found that record-keeping, management assurance and consistency of operation were lacking. The Home Office needs to ensure that, as a national organisation, its staff are operating to consistent national standards: standards that are fully supported by current, easily-accessible and detailed guidance.

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## Immigration Casework

European nationals and their family members may apply for documents from the Home Office confirming that they are exercising free movement rights in the UK. My inspection of European casework examined how the Home Office was handling such applications, as well as how effectively it was taking action to tackle abuse of this route by non-Europeans with no other right to be in the UK and their European sponsors.

Most decisions to refuse to issue documents were reasonable. I was pleased to find that staff and managers were alive to the risk of fraud and deception, given that there is significant abuse of this route. The Home Office had introduced interviews for couples suspected of entering into marriages of convenience. These provided a useful source of additional information for decision-makers, but there was scope to improve the process, for example by testing before interview that the couples could communicate with each other.

My sample of cases identified both sham marriages entered into in the UK and proxy marriages overseas, at which neither of the couple was present, as being common place. Such relationships often involved non-Europeans without permission to be in the UK. Almost all applications that involved proxy marriages were refused by the Home Office on the grounds that they were legally invalid.

I found that many non-European spouses who were refused simply made further applications. New regulations give the Home Office greater powers to act against European nationals who knowingly sponsor fraudulent applications by non-Europeans. I



was concerned, however, to find that those involved in deception were not prosecuted unless criminal gangs were involved. The Home Office needs to take firmer action in these cases and also ensure that enforcement teams are resourced so that they can remove both non-European family members and their European sponsors where the law allows it to do so.

My inspection in Dhaka in Bangladesh was considered by UKVI to be a ‘high risk’ location, primarily because of the high levels of corruption and prevalence of forged documentation which it sees in support of visa applications. I was therefore pleased that the risk assessment process in Dhaka was effective in supporting the visa operation. I also found that correspondence and complaints were dealt with in an efficient manner.

However, the quality of decision-making in Dhaka was poor in all of the visa categories I inspected. Entry Clearance Officers (ECOs) were misinterpreting evidence or failing to take account of positive evidence provided by applicants. Applicants also continued to be refused for failing to provide information which they could not have been aware of at the time of submitting their applications, a matter which I first raised in 2010.

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*The quality of decision-making in Dhaka was poor in all of the visa categories I inspected.*

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Decision-making reviews undertaken by Entry Clearance Managers were also failing to identify and address many of the issues that my inspection identified.

I found that ECOs were not always retaining relevant supporting documentation, nor were they fully recording grounds for their decisions. This was contrary to guidance and meant that it was impossible for me to determine whether applicants had in fact met the requirements of the Immigration Rules. Staff also had difficulty in applying the settlement guidance on the minimum income requirement, introduced into the Immigration Rules in July 2012. As a result refusal notices sometimes used weak or unsustainable grounds when refusing entry clearance in family settlement cases.

As the Independent Monitor for Entry Clearance, I need to be able to determine, from an examination

of the file and the IT system, why an application was judged to meet the requirements of the Immigration Rules or otherwise. In far too many of the cases which I examined in Dhaka, this was not clear.

In my short notice inspection of the Warsaw visa section, I found that decision-quality was poor and that targets needed review. I was also concerned that Entry Clearance Managers were neither aware of nor meeting their review targets. Finally, there was poor awareness of risk profiles among staff and the profiles themselves were not properly aligned with decision outcomes.

In my inspection of the Paris visa section, by contrast, I found good awareness of risk profiles, good decision quality and targets that allowed staff to make generally well-evidenced decisions. I was, however, concerned to find that the post did not have adequate arrangements for the storage of sensitive personal data and that Paris was encountering difficulties in verifying Tunisian documents following the closure of the visa section in Tunis.

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*I found good awareness of risk profiles, good decision quality and targets that allowed staff to make generally well-evidenced decisions.*

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My unannounced inspection of the Glasgow Public Enquiry Office, which offers a ‘premium’ same-day service for certain categories of applicants who want to either extend their leave or settle permanently in the United Kingdom, found that customer service provision was good. I also found that staff were committed and understood the importance of delivering a professional service.

However, as with other recent inspections, I found an absence of management assurance to provide confidence that the decisions being made were reasonable. I also found that the introduction of a new working model had been poorly implemented. This had resulted in the performance of the same-day service suffering. Staff were also adversely affected by this change, either because resources were not aligned correctly to deliver an efficient and effective service or because they had not been fully trained to undertake new responsibilities.

## Asylum

My unannounced inspection of the asylum casework team in Cardiff found that a backlog of undecided cases had grown as a result of a national change programme that had led to the loss of a significant number of experienced staff before being put on hold. The Cardiff team was prioritising cases that looked capable of being decided within thirty days, creating a risk that more complex cases would join the backlog. Finally, while I was pleased to find that new targets were being developed in consultation with staff, I assessed that these would be challenging to meet as they required the Home Office to decide significantly more cases in 2014-15 than in previous years with a less experienced workforce.

Since 2003, an asylum claim that is without substance can be certified as clearly unfounded with the result that any appeal against refusal is from overseas. In my inspection of the Non-Suspensive Appeals (NSA) process, I found that staff and managers were alive to the risks of certifying claims incorrectly and the potentially serious consequences if they did so.

However, opportunities to make use of the power were being missed. There was no evidence that almost half of the cases in my sample from so-called “designated states” had been considered for certification, despite this being a legal obligation.

I was also concerned that some decisions on certification were being made without the authorisation of a member of staff accredited as a Second Pair of Eyes, as a guarantee had been given to Parliament when the legislation was passed that this would happen in such cases. There was also a need for greater oversight of the NSA process and greater consistency in the quality of accreditation and training. More positively, I found that where asylum claims were certified, removal tended to be much swifter than for other cases, saving the taxpayer asylum support costs and unnecessary appeals.

Those claiming asylum in the UK can also apply to the Home Office for asylum support to help with their essential living needs. Such support consists of financial assistance, accommodation or both, with a budget of £155 million in 2013/14. I was therefore pleased to find that decision-making was good in the majority of cases I examined. Staff demonstrated fairness in assessing destitution claims rather than routinely disbelieving applicants, as well

as displaying a strong commitment to protecting vulnerable individuals, particularly at the newly-refurbished Asylum Screening Unit.

However, poorly managed organisational change had led to a sharp decline in asylum caseworking staff, with a consequent increase in the number of recipients of asylum support. This had resulted in further submission cases supported under Section 4 more than doubling in a 20-month period.

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*Staff demonstrated fairness in assessing destitution claims rather than routinely disbelieving applicants, as well as displaying a strong commitment to protecting vulnerable individuals.*

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Although the Home Office had commenced a large-scale recruitment campaign to address this issue, it needed to prioritise outstanding casework to ensure that public money was being spent effectively.

The Home Office did not have an effective strategy to identify and tackle fraud in the asylum support system. Work had not been undertaken to determine what its exposure to fraud risk was. Fraud and Compliance teams operated inconsistently and this aligned with insufficient resources meant opportunities to identify and deter those wishing to commit fraud were lost.

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*The Home Office did not have an effective strategy to identify and tackle fraud in the asylum support system.*

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Following concerns that had been raised about the way in which one applicant had been treated by the Home Office, and a highly critical article in the Observer newspaper, the Home Secretary asked me to undertake an investigation into the Department’s handling of asylum claims made on grounds of sexual orientation. I found that the Home Office had worked closely with stakeholders to improve guidance on such applications and that the guidance itself was of a good standard. However, I found that it was not being followed consistently

I was particularly concerned to find that sexuality-based questions were asked in more than half of the screening interviews I sampled, which is contrary to guidance. In more than a tenth of interview records I found unsatisfactory questions that either invited

a sexually explicit response or were demeaning to the applicant. In a fifth of cases, I also found Home Office staff asked questions that applied stereotypes of gay, lesbian or bisexual people. The Department must take further action to address these shortcomings.

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*I was particularly concerned to find that sexuality-based questions were asked in more than half of the screening interviews I sampled.*

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I also identified inconsistency of practice between teams dealing with detained and non-detained cases. Staff in the detained fast track (DFT) accepted sexually explicit material as evidence, whereas staff in non-detained teams did not. There is a risk of procedural unfairness if the Department does not have a consistent approach. The issue needs to be addressed in clear guidance to staff. I found that inappropriate questions were more common in DFT interviews than elsewhere. The allowed appeal rate for sexual orientation claims was also much higher than for other DFT decisions. The Home Office should investigate the reasons for this.

Contrary to concerns raised by stakeholders, I did not find that applicants were disclosing their claimed sexuality at a late stage in the asylum process. Almost all had disclosed it either at or before attending their screening interviews. Where the Home Office accepted the applicant's sexuality, it granted asylum in almost all cases. I did, however, identify a pattern of asylum claims being made where the individuals had been in the UK for many years. Almost all of these late claims were rejected as lacking credibility.

There was significant under-recording of sexual orientation claims. In an analysis of claims made in late 2013, I found that almost two-thirds had not been correctly recorded on the Home Office database as being ones based on sexual orientation. Without accurate data, the Home Office will not be able to give Ministers, Parliament and the public assurance that it is dealing with all of these claims appropriately.

## Immigration Enforcement

I undertook a short notice inspection in advance of my full inspection of European casework to assess how the Home Office was tackling sham marriages between non-European nationals without permission to be in the UK and European nationals.

If not detected, these allow non-Europeans to obtain five years' residency and potentially then settle permanently on the basis of relationships that are not genuine.

I observed an enforcement operation to disrupt suspected sham marriages that were conducted by the West London enforcement team at Brent Register Office. The operation was conducted professionally and the intelligence upon which it was based proved accurate, with two arrests being made.

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*The operation was conducted professionally and the intelligence upon which it was based proved accurate, with two arrests being made.*

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The West London team had developed close links with Brent, but I was concerned to find that many register offices elsewhere refer few, if any, cases of suspected sham marriage to the Home Office despite a statutory duty to do so. This means that a significant number of sham marriages may be going undetected. The Home Office must work with the General Register Office to ensure all such marriages are referred and also that local enforcement teams are adequately resourced to tackle the problem.

In certain circumstances, Home Office enforcement officers investigating immigration offences can enter business premises and make arrests without the need for a search warrant. My inspection therefore focused on whether the power was being exercised appropriately, in accordance with the law and Home Office guidance.

I found that in almost two-thirds of the cases I examined, I disagreed with the decision made by an Assistant Director to authorise the use of this power. This was because of weak justifications or because the need for swift action was not supported by the evidence. I also found six cases where the power appeared to have been used unlawfully, primarily because either the authorising officer was not at the appropriate grade or the power was not used within the time-frame set out in the legislation.

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*I found that in almost two-thirds of the cases I examined, I disagreed with the decision made by an Assistant Director to authorise the use of this power.*

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There were significant inconsistencies in the use of this power between different enforcement teams and widespread non-compliance with Home Office guidance in relation to its use. Staff and managers failed to properly justify use of this power and were ignoring the requirement to set out why search warrants were not sought in the first instance.

Many of the issues that I identified could have been detected through effective management oversight, but this had been completely lacking. However, during my inspection I found that senior managers were introducing a range of measures to improve performance and compliance in this area to ensure that staff used their enforcement powers proportionately and in accordance with the law.

In many instances, where a foreign national has no right to be in the UK, the Home Office must seek an Emergency Travel Document (ETD) from that individual's embassy before it can remove them from the UK. The process can be challenging as people often refuse to comply with attempts to re-document them or provide false information.

My inspection of the ETD process found that the Home Office had put in place a number of efficient processes with foreign governments that allowed their nationals to be re-documented swiftly. Detained interviewed schemes, where embassies interviewed their nationals in prisons and removals centres, were particularly effective.

However, I was concerned to find that the Home Office did not have a strategy in place that linked ETD applications to removals performance. Too many applications were being made that had little prospect of being agreed. Management information on the ETD process was inadequate and did not give an accurate picture of performance.

Several thousand ETD applications had been agreed by embassies, but the Home Office had not used the documents. Some of these agreements dated back more than ten years. Many of these cases were not being actively progressed, leaving individuals' immigration status unresolved.

While the Home Office complains that non-compliance with the ETD process by individuals is a major source of delay, it did not have a clear picture of the scale of the problem, other than for criminal cases, nor an effective strategy for tackling it.

Too often the Home Office's default approach,

particularly in the case of ex-Foreign National Offenders, was to keep the individuals in detention in the hope that they would eventually comply with the ETD process. This was particularly disappointing given recommendations I had made on this issue in a number of previous reports. Given the legal requirement only to detain individuals where there is a realistic prospect of removal, this is potentially a breach of their human rights. It is also extremely costly for the taxpayer.

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*The Home Office did not have a clear picture of the scale of the problem, other than for criminal cases, nor an effective strategy for tackling it.*

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This inspection examined the progress the Home Office had made in developing and implementing an Intelligence Management System to record and process allegations concerning immigration and customs offences. I found that in 2013, over 75,000 allegations were added to this system, which by the end of February 2014 had resulted in over 4,000 arrests and almost 1,000 removals. This demonstrated that the system was providing clear benefits by enabling the collection and analysis of allegations to develop intelligence, inform strategy and direct operational enforcement and caseworking activity.

However, I found that more could be done to improve the quality of data entry and to make better use of the advanced search facility, which would result in improved case management and lead to better results. I also identified issues around the timeliness of the initial assessment of an allegation, with over a third of cases in our sample missing the Ministerial target of two days.

I was concerned to find that opportunities to prevent or identify offences may have been missed. A number of the allegations in my file sample could have been investigated but were wrongly categorised as being of no value. In other cases, I identified that ineffective communication between teams and across Home Office Directorates had resulted in valuable intelligence not being used appropriately. The Home Office must ensure that the value of information contained within allegations to various parts of the business is recognised and that any action taken is appropriate.

# The Independent Advisory Group on Country Information

The Independent Advisory Group on Country Information (IAGCI) advises me about the content and quality of material produced by the Home Office. This is an ongoing strand of my inspection work and IAGCI enjoys a constructive and productive relationship with the Home Office.

Re-structuring at the Home Office has seen the merger of the Country of Origin Information Service (COIS), who were responsible for producing country information reports, and the Country Specific Litigation Team (CSLT) who were responsible for Operational Guidance Notes, to create the Country Policy and Information Team (CPIT).

CPIT have revised the products they produce and much of the work of the IAGCI this year has revolved around adapting to the change in product. New, streamlined country reports, focusing on those issues most commonly appearing in asylum claims are being produced, incorporating policy guidance within them. IAGCI have been considering how best to respond to this change in approach and have been developing a new strategy to assess COI material.

The new Chair, Dr Laura Hammond, has ably steered the group through this period of change and I have been extremely pleased with the proactive approach she has taken with regard to liaison with the Home Office.

The IAGCI has held one special meeting (December 2013) and two full meetings (January and June 2014) in this reporting period. The special meeting was called to consider the change in approach required by the group to respond to the changes in the Department mentioned above. The two regular meetings considered the following:

- **January 2014** – Country reports and OGNs for India and Syria, and a thematic review of Lesbian, Gay, Bisexual and Transgender issues in COI material.
- **June 2014** – Country reports and OGNs for Kuwait, Zimbabwe and Somalia.

Reports from all these meetings are published on my

website.

## Membership

Membership of the IAGCI is voluntary and members receive no financial recompense for their time or expertise. I am grateful to members for their commitment and dedication to the group and for the time they make available.

The group is made up of academics and organisations operating in the country information and / or refugee fields.

## Independent members

- **Dr Laura Hammond** (Chair) (School of Oriental and African Studies) – reappointed until April 2015
- **Dr Ceri Oeppen** (University of Exeter) – reappointed until April 2015
- **Dr Elena Fiddian-Qasmiyeh** (Refugee Studies Centre, University of Oxford) – reappointed until April; 2015
- **Dr Mike Collyer** (University of Sussex) – reappointed until April 2015
- **Dr Patricia Daley** (University of Oxford) – appointed in May 2013 until April 2015

## Organisational representatives

- **Mr Andrew Jordan** (First Tier Tribunal, Immigration and Asylum Chamber) – reappointed until April 2015
- **Ms Blanche Tax** (UNHCR, Geneva) – reappointed until April 2015
- **Ms Harriet Short** (Immigration Law Practitioners' Association – ILPA) - appointed in May 2013 until April 2015

Meetings are also attended by representatives of the Home Office, and independent experts at the discretion of the IAGCI Chair.

Further details, terms of reference, minutes and reports from the IAGCI can be found on my website at <http://icinspector.independent.gov.uk/country-information-reviews/>

# Working in Partnership

A key part of my work involves engaging and consulting with a wide range of stakeholders who have an interest in the UK's border and immigration functions.

In the past year I have actively continued to maintain constructive relationships with as many interested parties as possible, ranging from the passenger and freight carrying companies, interest groups promoting the welfare of vulnerable migrant groups and representatives of the UK's higher education sector.

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*I have actively continued to maintain constructive relationships with as many interested parties as possible.*

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I want to thank all the stakeholders who have played a valuable role in helping to inform, advise and support me during my tenure as Chief Inspector of Borders and Immigration. Among other things, the insight they have provided into the experiences of customers who pass through the UK's border and immigration systems and has been extremely beneficial.

## Stakeholder Forums

I currently host three regular stakeholder forums. Members of these forums are able to discuss my inspection reports, bring key issues to my attention and suggest proposals for my inspection plan and priorities.

- **Refugee and Asylum Forum** This forum provides regular opportunities for refugee and asylum stakeholders to discuss their views with me. This is the longest-running forum, which was established in 2009 and meets three times a year.
- **Aviation Stakeholder Forum** This forum brings together key aviation stakeholders, including airlines and airport operators. The forum was established in October 2011 and meets twice a year.

- **Seaports Stakeholder Forum** This forum was also established in October 2011, and brings together key seaport stakeholders, such as port operators and ferry companies. I created this, and the Aviation forum, to ensure that I was considering important views on border control, which was a key feature of my reports this year. The forum meets twice a year.

## Inspectorate Reference Group

In October 2010, I established the Inspectorate Reference Group to act in an independent advisory capacity, reacting to challenges and suggesting ways forward as the Inspectorate develops. The Inspectorate Reference Group meets a number of times during the year and I appoint its members for a period of two years. Issues of interest include:

- our organisational structure;
- our ways of working;
- how we relate to other organisations;
- how we respond to financial challenges; and
- internal training requirements.

I want to thank past and current members of the Inspectorate Reference Group who have been a valuable source of advice during my tenure. These include:

- Ken Sutton (Home Office)
- Aileen Murphie (National Audit Office)
- Alan Thompson (Retired)
- Ursula Ward (Portsmouth Hospitals Trust)

## Stakeholder Outreach

I carry out a number of speaking engagements in my capacity as Independent Chief Inspector of Borders and Immigration and I find these opportunities useful for sharing and increasing understanding of the work of the Inspectorate with interested stakeholders. Over the last 12 months, I have given presentations to the International Border Security Conference, the British Airlines Representatives

(BAR UK), the Home Office and the Association of Visitors to Immigration Detainees (AVID), to name a few.

### **Ongoing Consultation**

Aside from the established forums and speaking engagements, I carry out ongoing consultations with stakeholders to help define the scope of inspections.

I conducted surveys and discussions with refugee, asylum and human rights stakeholders to provide information for a number of inspections, such as Emergency Travel Documentation, European Casework and the investigation into asylum claims based on sexual orientation.

Similarly, I consulted aviation representatives during the scoping of my inspections of Stansted and Heathrow airports.

I also consulted with local authorities and councils during my inspections of sham marriage and nationality, and the higher education sector during my interviewing inspection.

These stakeholder consultations have proven to be both valuable and constructive as an additional source of evidence for my inspections.

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*These stakeholder consultations have proven to be both valuable and constructive as an additional source of evidence for my inspections.*

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“Now six years old and well established, the inspectorate boasts a diverse, talented and extremely capably work force”

UK Border





# People and Resources

## Diversity

Now six years old and well established, the inspectorate boasts a diverse, talented and extremely capable work force.

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*The inspectorate boasts a diverse, talented and extremely capable work force.*

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Only three colleagues remain from the very early days with the remainder of the posts now seeing their third and even fourth incumbents.

Members of my team have moved on to jobs in other Whitehall departments such as the Foreign and Commonwealth Office, Ministry of Justice and some have returned to the Home Office to take up posts where I know their experience in the Inspectorate will allow them to add substantial value. I have also loaned colleagues to other departments and to Her Majesty's Inspectorate of Constabulary.

ICIBI staff profile, October 2014:

- 44.4% female, 55.6% male
- 33% are black and minority ethnic (BME)
- 11% of staff are under 35 and 22% are over 50
- 19% work non-standard or reduced hours.

## Training and Development

This year staff have continued to take advantage of the training opportunities offered by the inspectorate and Civil Service Learning.

We have commissioned the Chartered Management Institute to run courses for their level 5 and level 7 qualifications and will be re-running the bespoke inspection courses developed in conjunction with Westminster Explained, for our latest intake of staff before the end of the year.

As well as formal training, the inspectorate has a policy of offering exit interviews to departing staff, and where possible, building in handover periods to

ensure skills and lessons learnt are passed on.

A comprehensive induction programme supports new staff through their arrival into the inspectorate and a well developed continuous improvement approach supports them throughout their time here and includes evaluations after every inspection, and a living, digital inspection handbook.

Learning and development remains a very high priority.

## Resources

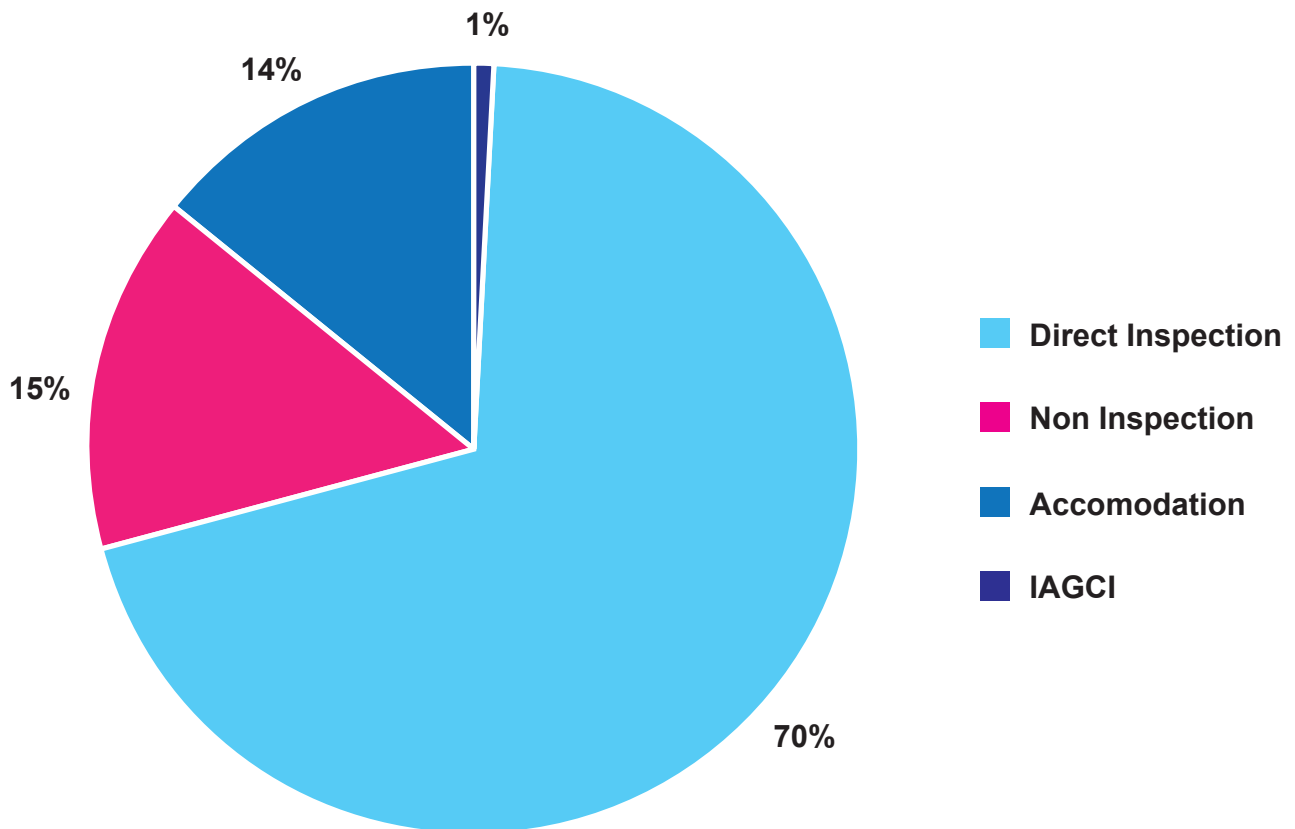
From a peak of forty one, a few years ago, the inspectorate has settled to a headcount of thirty and has maintained this amount over the last year, a number which I feel represents the minimum required to effectively inspect the large and diverse nature of the Home Office's immigration operations.

My staff are now split into three teams made up of two inspection teams, each led by an Assistant Chief Inspector, and corporate services which includes my secretariat. The majority of my resources are focused on front line delivery with 82% involved solely in inspection work.

My budget for 2013-14 fell by a further 5% to £2.45 million but, once again, we managed to increase efficiencies and deliver the entire inspection programme within budget.

# Appendix 1

Expenditure for the 2013-14 financial year



# Appendix 2

Reports published November 2013-October 2014

## Inspection Reports

1. An Inspection of Border Force Freight Operations (November 2013)
2. An Inspection of Decision Making Quality at the Warsaw Visa Section (December 2013)
3. An Inspection of the Dhaka Visa Section (December 2013)
4. An Inspection of a Sham Marriage Enforcement Operation (January 2014)
5. An Inspection of Border Force Operations at Stansted Airport (January 2014)
6. An Inspection of the use of the Power to Enter Business Premises without a Search Warrant (March 2014)
7. An Inspection of the Emergency Travel Document Process (March 2014)
8. Independent Chief Inspector of Borders and Immigration Spot Check Visits: Spring 2014 (April 2014)
9. An inspection of the use of Border Force customs examination powers to search baggage in the absence of passengers (April 2014)
10. An unannounced inspection of the service provided by Glasgow Public Enquiry Office (June 2014)
11. An Inspection of the Rights of European Citizens and their Spouses to Come to the UK (June 2014)
12. An inspection of the Non – Suspensive Appeals process for clearly unfounded asylum and human rights claims (July 2014)
13. An Unannounced Inspection of the Cardiff Asylum Team (July 2014)
14. An Inspection of Asylum Support (July 2014)
15. An Inspection of the Paris Visa Section (October 2014)
16. An inspection of the Intelligence Management System (October 2014)
17. An Investigation into the Home Office's Handling of Asylum Claims Made on the Grounds of Sexual Orientation (October 2014)

## Independent Advisory Group on Country Information reports

- Thematic review of Lesbian, Gay, Bisexual and Transgender issues in Country of Origin material, January 2014
- Evaluation of the Country of Origin Report on India, January 2014
- Evaluation of the Country of Origin Report on Syria, January 2014
- Evaluation of the Country of Origin Report on Kuwait, June 2014
- Evaluation of the Country of Origin Report on Zimbabwe, June 2014
- Evaluation of the Country of Origin Report on Somalia, June 2014

## Review of the Home Office's Operational Guidance Notes (OGN)

- Review of the Operational Guidance Notes for India, January 2014
- Review of the Operational Guidance Notes for Syria, January 2014
- Review of the Operational Guidance Notes for Kuwait, June 2014
- Review of the Operational Guidance Notes for Zimbabwe, June 2014
- Review of the Operational Guidance Notes for Somalia, June 2014

# Appendix 3

All Reports published June 2008 – October 2014

Date Report Published	Title of Report
19 August 2009	Inspection Report of the Visa Section in Rome
16 September 2009	Liverpool Asylum Screening Unit: Unannounced Inspection
14 October 2009	Inspection Report of the Visa Section in Abuja
27 January 2010	Inspection Report of the Visa Section in Kuala Lumpur
26 February 2010	Asylum: Getting the Balance Right?
5 March 2010	Croydon Public Enquiry Office: Unannounced Inspection
5 March 2010	Inspection Report of the Visa Section in Chennai
7 July 2010	Inspection of UK Border Agency operations in Wales and the South West
7 July 2010	Lessons to learn: The UK Border Agency's handling of complaints and MPs' correspondence
27 July 2010	An inspection of the UK Visa Section: Pakistan settlement applications
27 July 2010	Family Removals: A Thematic Inspection
16 September 2010	Loughborough Reporting Centre: Unannounced Inspection
4 November 2010	An inspection of entry clearance in Abu Dhabi and Islamabad
4 November 2010	An inspection of the Risk and Liaison Overseas Network (RALON) in Islamabad and the United Arab Emirates
18 November 2010	UK Border Agency's operations in the North West of England: An Inspection of Nationality Group: The Management of Applications for British Citizenship
18 November 2010	UK Border Agency's operations in the North West of England: Command and Control Unit
18 November 2010	UK Border Agency's operations in the North West of England: An Inspection of the Civil Penalties Compliance Team – Illegal Working
1 December 2010	Local Immigration Teams: The Change Management Process
1 December 2010	An inspection of border control at Manchester Airport
16 December 2010	An inspection of the visa section in Guangzhou
16 February 2011	A Thematic Inspection of the Points-Based System: Tier 2 (Skilled Workers)
17 March 2011	A short-notice inspection of decision making quality in the Istanbul visa section
17 March 2011	An inspection of the UK Border Agency visa section in Amman, Jordan
13 May 2011	A Short-Notice Inspection of a UK Border Agency Arrest Team (Croydon)
13 May 2011	Preventing and detecting immigration and customs offences: A thematic inspection of how the UK Border Agency receives and uses intelligence
20 May 2011	Inspection of the UK Border Agency in Scotland and Northern Ireland: Representation at First-Tier Appeals in Scotland
20 May 2011	"Inspection of the UK Border Agency in Scotland and Northern Ireland: Countering Abuse of the Common Travel Area"
20 May 2011	Inspection of the UK Border Agency in Scotland and Northern Ireland: Border Operations
14 July 2011	The use of country of origin information in deciding asylum applications: A thematic inspection
27 October 2011	A Short-Notice Inspection of a UK Border Agency Arrest Team (Bexley, Greenwich & Lambeth)

27 October 2011	A thematic inspection of how the UK Border Agency manages foreign national prisoners	24th January 2013	An inspection of applications to enter, remain and settle in the UK on the basis of marriage and civil partnerships
19 December 2011	Entry Clearance Decision-Making: A Global Review	28th February 2013	A Short-Notice Inspection of Birmingham Airport
19 December 2011	An inspection of the UK Border Agency Visa Section in New York	7th May 2013	An Investigation into the Establishment of the Performance and Compliance Unit
20 February 2012	An investigation into border security checks	26th June 2013	An investigation into the progress made on legacy asylum and migration cases
23 February 2012	Asylum: A thematic inspection of the Detained Fast Track	8th August 2013	An Inspection of Juxtaposed Controls
10 May 2012	Inspection of Gatwick Airport North Terminal	12th September 2013	An Inspection of applications to enter and remain in the UK under the Tier 1 Investor and Entrepreneur categories of the Points Based System
10 May 2012	Inspection of Border Control Operations at Terminal 3, Heathrow Airport	9th October 2013	'Exporting the border'? An inspection of e-Borders
14 June 2012	A comparative inspection of the UK Border Agency visa sections that process applications submitted in Africa : Nairobi, Abuja, Pretoria and the UK Visa Section	31st October 2013	An Inspection into the Handling of Asylum Applications Made by Unaccompanied Children
05 July 2012	A re-inspection of the UK Border Agency visa section in Abu Dhabi and Islamabad	21 November 2013	An Inspection of Border Force Freight Operations
05 July 2012	An inspection of the Hampshire and Isle of Wight Local Immigration Team	05 December 2013	An Inspection of the Dhaka Visa Section
12 July 2012	A Short-Notice Inspection of Border Security Checks at Heathrow Airport, Terminal 3 and 4	05 December 2013	An Inspection of the Warsaw Visa Section
6 September 2012	A short-notice inspection of decision making quality in the Madrid visa section	23 January 2014	A Short Notice Inspection of a Sham Marriage Enforcement Operation
22 November 2012	An inspection of the UK Border Agency's handling of legacy asylum and migration cases	23 January 2014	An Inspection of Border Force Operations at Stansted Airport
29 November 2012	An inspection of Tier 4 of the Points Based System (Students)	27 March 2014	An inspection of the use of the power to enter business premises without a search warrant
6 December 2012	A short-notice inspection of decision-making quality in the Accra visa section	27 March 2014	An Inspection of the Emergency Travel Document Process
12 December 2012	The effectiveness and impact of immigration detention casework: A joint thematic review by HM Inspectorate of Prisons and the Independent Chief Inspector of Borders and Immigration	03 April 2014	Independent Chief Inspector of Borders and Immigration Spot Check Visits
24th January 2013	An inspection of how the UK Border Agency and Border Force handle customs and immigration offences at ports	03 April 2014	An inspection of the use of Border Force customs examination powers to search baggage in the absence of passengers
		19 June 2014	An Unannounced Inspection of the Service Provided by Glasgow Public Enquiry Office

19 June 2014	The Rights of European Citizens to Come to the UK: Inspecting the Application Process and the Tackling of Abuse
15 July 2014	An Inspection of the Non-Suspensive Appeals process for ‘clearly unfounded’ asylum and human rights claims
15 July 2014	An Unannounced Inspection of the Cardiff Asylum Team
15 July 2014	An Inspection of Asylum Support
23 October 2014	An Inspection of the Paris Visa Section
23 October 2014	An inspection of the Intelligence Management System
23 October 2014	An Investigation into the Home Office’s Handling of Asylum Claims Made on the Grounds of Sexual Orientation









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