



**THE UK BORDER AGENCY RESPONSE TO
THE INDEPENDENT CHIEF INSPECTOR'S REPORT ON
LOCAL IMMIGRATION TEAMS**



THE UK BORDER AGENCY RESPONSE TO RECOMMENDATIONS FROM THE INDEPENDENT CHIEF INSPECTOR'S REPORT ON LOCAL IMMIGRATION TEAMS

1. Recommendation 1 – Develops performance measures to assess the impact of LITs to allow best practice and lessons learned to be shared across regions.

1.1 Accepted and work in progress.

1.2 Local Immigration Team (LIT) performance is a standing agenda item on the North West LIT leaders' monthly meeting.

1.3 Individual LIT performance becomes a standing agenda item from the next national LIT meeting onwards, scheduled for 30 November. A revised set of measures are being prepared for the new performance framework for April 2011 onwards.

2. Recommendation 2 – Introduces a formal feedback mechanism for partners and stakeholders.

2.1 Accepted and work in progress.

2.2 Since the launch of the North West's LIT External Stakeholder Engagement and Communication Strategy during February 2010 and this inspection each individual LIT Leader within the region has undertaken a review of their respective LIT. The reviews were completed in September 2010. The review included an appraisal of interactions with corporate partners to date including the seven Strategic Partners outlined within the '*Enforcing the Deal*' and '*Blueprint for a Local Immigration Team*'. Information captured included corporate partner priorities and evidence of future and joint working planned or undertaken.

2.3 The North West LITs' Stakeholder Engagement and Communication Strategy is in the process of being refreshed and will incorporate the Customer Service Excellence (CSE) accreditation criteria in order to develop better '*customer insight*' of which our corporate partners are a key customer group. This will also provide a number of opportunities which corporate partners can utilise to provide LITs with their comments thus allowing LITs to demonstrate their commitment in seeking and using feedback.

3. Recommendation 3 – Produces new communication strategies for staff and stakeholders, to include an explanation of benefits of a LIT and what effect LITs will have on them.

3.1 Accepted and work in progress.

3.2 From 14 June 2010, LIT Leaders have regular meetings with their individual LIT aligned representatives from Asylum, Sponsor Management, Intelligence and Enforcement workstreams. These meetings are designed to share information from the different parts of the business across the LIT network, which prevents silo working and encourages collective decision making based on each LITs individual priorities.

3.3 The responsibility for communicating the benefits of LITs has been reinforced with operational managers and communication and interaction with LIT leaders is a key standard in all staff appraisals.

3.4 The North West LITs will be undertaking a review of its internal Communication Plan and external Stakeholder and Communication Strategy with a view to employing more practical and effective methods in which to promote the purpose and benefits of LITs.