

## ICIBI 3-year Inspection Plan 2017-18 to 2019-20, updated as at April 2018

Theme 1: Protecting the border (identifying and intercepting risks and threats)						
Area	Topic	17-18	18-19	19-20	Updated Plan as at April 2018	
Intelligence	A re-inspection of the Intelligence Functions of Border Force and Immigration Enforcement (published 21 July 2016) Possible re-inspection in 2017-18 or 2018-19				<b>2018-19:</b> Progress check on the development of the Single Intelligence Platform <b>2019-20:</b> Possible re-inspection, to include the work of the National Border Targeting Centre	
Customs Controls	An inspection of Border Force operations at Coventry and Langley postal hubs (March - July 2016) was published 13 October 2016 Possible re-inspection in 2017-18				<b>2018-19:</b> 'Light-touch' re-inspection of the original recommendations	
	Border Force Freight operations			●	<b>2019-20:</b> Inspection scope and timing subject to agreement on the handling of freight after the UK's exit from the EU	
Visa applications (crossover with Theme 2)	Visa Decision Making Centre(s) - focusing on the efficiency, effectiveness and consistency of UKVI's visa operations	○	●	●	<b>2017-18:</b> Inspection of Croydon and Istanbul published July 2017 <b>2018-19:</b> Inspection of "onshoring" of decision making to Croydon and Sheffield <b>2019-20:</b> To be decided	
UK Seaports and coastline	An inspection of Border Force operations at east coast seaports will be published in April 2017 Possible re-inspection in 2017-18				<b>2017-18:</b> Re-inspection of recommendations incorporated into south coast ports inspection	
	West Coast Ports (to include people and goods entering the UK via the Common Travel Area)		●		<b>2019-20:</b> Deferred from 2018-19; timing subject to agreement on the CTA arrangements after the UK exits the EU	
	South Coast Ports (to include Dover)	●			<b>2017-18:</b> Inspection began in January 2018, due for publication mid-2018	
	The Border Force Cutter Fleet	○	»	»	<b>2017-18:</b> Inspection deferred due to recent Border Force Operational Assurance Directorate review <b>2019-20:</b> Possibly include in overview inspection of seaports, incorporating re-inspection of recommendations from previous inspections	
	The National Maritime Intelligence Centre (NMIC) – a standing item in Ports and Cutter Fleet inspections	»	»	»	<b>2017-18:</b> NMIC included in scope of south coast ports inspection	
UK Airports	Immigration and customs controls of scheduled international flights	○	○	○	<b>2017-18:</b> Inspection of Gatwick (South) published July 2017; Inspection of Stansted published March 2018 <b>2018-19 and 2019-20:</b> Programme of inspections of Border Force resourcing at regional UK airports, including service levels	
Border security partnerships	Juxtaposed controls			●	<b>2019-20:</b> Inspection scope and timing subject to agreement on the arrangements for juxtaposed controls after the UK's exit from the EU	

**Theme 2: Providing a service (processing applicants, claimants and customers)**

Area	Topic	17-18	18-19	19-20	Updated Plan as at April 2018
Immigration routes	An inspection of family reunion applications (January – May 2016) was published 14 September 2016 Possible re-inspection in 2017-18				<b>2018-19:</b> Re-inspection of family reunion applications, focusing on Amman DMC, due for publication Q1 2018-19 <b>2018-19</b> or <b>2019-20:</b> Re-inspection of Pretoria Entry Clearance Decision Making Centre
	Asylum casework	●		●	<b>2017-18:</b> Asylum Intake and Casework inspection published November 2017 <b>2019-20:</b> As originally planned, with a possible interim inspection of the Asylum ‘new model’ office (Bootle) in 2018-19
	Points Based System (PBS) visa applications – a standing item in all Visa Post inspections, plus an inspection focusing on treatment of a particular Tier(s) across the system in 2018-19	»	●	»	<b>2018-19:</b> Inspection of “Brexit preparedness”, focusing on resourcing and processes for the registration and settlement of EU nationals <b>2019-20:</b> To be decided, but possibly to include Intra-Company Transfers
	Administrative Reviews An inspection of the Administrative Review Processes introduced following the 2014 Immigration Act (Sept – Dec 2015), published 26 May 2016			○	<b>2017-18:</b> Re-inspection published July 2017 <b>2019-20:</b> Follow-up to 2017 re-inspection, to include an examination of benefits realisation
Routes to citizenship	Nationality casework – registration of children as British citizens under the British Nationality Act 1981	○			<b>2017-18:</b> ‘Good character’ inspection published July 2017 <b>2018-19:</b> ‘Light touch’ re-inspection
	An inspection of the General Register Office for England and Wales, with particular emphasis on birth records (March – June 2016), published 13 October 2016 Possible re-inspection in 2017-18				<b>2019-20:</b> ‘Light touch’ re-inspection of 2016 recommendations
	Abuse of UK marriage laws for immigration purposes, including marriage fraud				<b>2018-19</b> or <b>2019-20:</b> Possible ‘new’ topic for inspection
Identification and treatment of vulnerable individuals	Children (including the exercise of S. 55 safeguarding duties and ‘best interest’ judgements) – treatment of children will be a standing item in all relevant inspections	●	»	»	<b>2017-18:</b> ‘Best interests’ inspection published March 2018 <b>2018-19:</b> Inspection of the safeguarding of children and young people departing the UK <b>2019-20:</b> Possible ‘best interests’ re-inspection
	Potential Victims of Modern Slavery (in collaboration with the Office of the Anti-Slavery Commissioner) – focusing on in-country identification and treatment				<b>2019-20:</b> Deferred from 2018-19, as ‘in country’ covered by NAO in ‘Reducing Modern Slavery’, published December 2017.
	An inspection of Border Force’s identification and treatment of Potential Victims of Modern Slavery was published 2 February 2017 Possible re-inspection in 2017/18		●		<b>2017-18:</b> Re-inspection of ‘at the border’ identification and treatment published March 2018
	Immigration detainees, including the handling of further submissions and the provision of bail accommodation – aligned with HM Inspectorate of Prisons’ inspection programme, where possible			●	<b>2019-20:</b> As originally planned; scope likely to include some or all of: follow-up actions from the 2018 Shaw Review; availability of post-detention

					accommodation; application of the Adults at Risk policy; policy, training and practice in relation to Medico-Legal reports/medical evidence
	Vulnerable adults, including identification and treatment victims of torture – a standing item in all relevant inspections  Domestic Workers visa route	○	»	○	<b>2017-18:</b> Inspection began in January 2018, due for publication mid-2018 <b>2019-20:</b> Scope to be decided, but may include processes for determining “no recourse to public funds”
	Women (gender bias) – a standing item in all inspections, plus a themed inspection in 2018-19	»	○	»	<b>2017-18:</b> Pregnant women is a focus of the Asylum Accommodation inspection, begun January 2018, due for publication mid-2018 <b>2018-19:</b> As planned; scope to take account of findings of Asylum Accommodation inspection
	Particular social groups – a standing item where relevant, and forming part of the Asylum casework inspection in 2017-18	»	»	»	<b>2018-19</b> or <b>2019-20:</b> Inspection to focus on treatment of LGBTI
Service Levels	Service standards (and internal targets) – a standing item in all inspections	»	»	»	<b>2018-19</b> and <b>2019-20:</b> As originally planned
	Charging for services – covered in relevant inspections, plus a system-wide inspection of in 2018-19		○	»	<b>2018-19:</b> As originally planned; scope to include value for money and fee waiver criteria
	Complaints handling will be a standing item in all inspections A re-inspection of Complaints Handling, work began in January 2017, due to report by early May 2017, and to be published by early July 2017	»	»	»	<b>2017-18:</b> Re-inspection published in July 2017 <b>2018-19</b> and <b>2019-20:</b> As originally planned
Syrian Refugee Programme	Progress towards the agreed targets and lessons learnt	●			<b>2017-18:</b> Report completed March 2018, due to be published Q1 2018-19 <b>2019-20:</b> Possible re-inspection

**Theme 3: Compliance Management and Enforcement**

Area	Topic	17-18	18-19	19-20	Updated Plan as at April 2018
Clandestine entrants	A short notice inspection of the Home Office response to 'Lorry Drops' was published 21 July 2016 Possible re-inspection in 2017-18				<b>2019-20:</b> Incorporate re-inspection into Clandestine Entrants inspection (below)
	Clandestine entrants – identification and handling			●	<b>2019-20:</b> As originally planned
'Hostile environment'	Checking of immigration status within civil registration processes – see also Theme 2 'Routes to citizenship'				<b>2018-19:</b> Possible 'light touch' re-inspection
	An inspection of the 'hostile environment' measures relating to driving licences and bank accounts (January – July 2016) was published 13 October 2016 Possible re-inspection in 2017-18				<b>2019-20:</b> Include re-inspection in Overview
	An inspection of the implementation of the 2014 'hostile environment' provisions for tackling sham marriage was published 15 December 2016 Possible re-inspection in 2017-18				<b>2019-20:</b> Include re-inspection in Overview
	Landlord immigration checks	●			<b>2017-18:</b> 'Right to Rent' inspection published March 2018. <b>2019-20:</b> Include re-inspection in Overview
	National Health Service charging	○			<b>2018-19:</b> Inspection deferred from 2017-18, due to insufficient ICIBI capacity
	Illegal working		●		<b>2018-19:</b> As originally planned, or possibly to begin in Q1 2019-20
	Status reviews - revocation of leave to remain and deprivation of citizenship	○			<b>2019-20:</b> Possible 'light touch' re-inspection
	Overview of 'hostile environment' measures			○	<b>2019-20:</b> Timing as originally planned, but likely to be a bigger piece of work than envisaged
Contact management	An inspection of reporting arrangements, including the work of Reporting Centres, work began in December 2016, due to report by mid-May 2017, and to be published by early July 2017 Reporting arrangements, including Reporting Centres			●	<b>2017-18:</b> Inspection brought forward (at the Home Secretary's request), published November 2017 <b>2019-20:</b> Re-inspection
	'Helplines' (and published guidance)		○		<b>2018-19:</b> As originally planned, or possibly to begin in early 2019-20
Removals	An inspection into failed right of abode applications and referral for enforcement action, published 13 October 2016 Possible re-inspection in 2017-18				<b>2019-20:</b> Possible 'light touch' re-inspection
	An inspection of Removals, focusing on Foreign National Offenders, work began in January 2017, due to report by late May 2017, and to be published by late July				<b>2017-18:</b> Inspected (at the Home Secretary's request), report published November 2017. <b>2019-20:</b> Re-inspection
	Migration Removals Pool (MRP), Voluntary Returns, Family Returns, and Emergency Travel Documents (last inspected 2015)		●		<b>2019-20:</b> Defer from 2018-19 and combine with the Overview of 'hostile environment' measures

Exit checks	Exploitation of exit check data across the border and immigration systems (including planning and implementation of Exit Check project), included as a standing item where relevant from Year 2	●	»	»	<b>2017-18:</b> Inspection published March 2018 <b>2019-20:</b> Re-inspection
Sanctions and Penalties	Completeness, consistency of application, deterrent effect of sanctions and penalties (including, but not limited to, the 'hostile environment' measures above), a standing item where relevant	»		○	<b>2019-20:</b> As originally planned

**Theme 4: Working with others**

Area	Topic	17-18	18-19	19-20	Updated Plan as at April 2018
‘Hand-offs’ between Home Office Directorates	Alignment of border and immigration processes and priorities – a standing item for all inspections, plus an inspection of any ‘new’ major processes at an early stage, plus an inspection of HM Passport Office and/or General Register Office in Year 2 where there functions overlap or join border and immigration functions	»	●	●	<b>2018-19:</b> Defer HMPO/GRO/UKVI overlap inspection to focus on preparations for the UK’s exit from the EU and the consequences for BICS ‘business as usual’ <b>2019-20:</b> To be decided, possibly re-instate HMPO/GRO/UKVI overlap inspection
	Forecasting, planning, contingency planning - a standing item for all inspections, plus a re-inspection of the planning for (and management of) a summer 2016 asylum ‘surge’ under Theme 5	»	»	○	<b>2018-19:</b> Bring forward from 2019-20 and run alongside workforce planning inspection (see Theme 5)
	‘Onshoring’ (to the UK) of immigration functions and remote decision-making	○			<b>2017-18:</b> Deferred due to delays in roll out <b>2018-19:</b> Inspection of “onshoring” of decision making to Croydon and Sheffield (see under Theme 1); to include document handling between overseas posts and UK Decision Making Centres.
Partnerships	Other Government Departments (OGDs) and Local Authorities – alignment of priorities and responsibilities, information sharing, plus a comparison of similar functions e.g. DWP, HMRC processing of bulk data, contact management	●			<b>2017-18:</b> Inspection begun February 2018, due for publication mid-2018
	Law Enforcement – information sharing and collaborative working		●		<b>2019-20:</b> Deferred from 2018-19; to include a re-inspection of Operation NEXUS.
	Overseas partners and stakeholders – relationship management, information sharing, comparative performance			●	<b>2019-20:</b> As originally planned, possible focus on Immigration Enforcement International (formerly RALON)
Commercial contracts	National/strategically significant (Home Office ‘Tier 1’) contracts – performance/delivery management, alignment with in-house border and immigration functions		●		<b>2017-18:</b> Asylum Accommodation inspection (begun in January 2018, due to be published mid-2018) – brought forward from 2018-19 in response to Home Affairs Committee report
	Regional or Local (‘Tiers 2 and 3’) contracts – Home Office visibility, plus performance/delivery management	●			<b>2019-20:</b> Deferred from 2017-18 to make room for Asylum Accommodation inspection (above); possibly to include NGO contracts
	Overseas contracts, for example Visa Application Centres (VACs) – a standing item in all Visa Decision Making Centre inspections		»	»	<b>2018-19 and 2019-20:</b> As originally planned
‘Joint’ Inspections	Collaborations with other Inspectorates and similar bodies (including short-term attachments, input to inspections and, where relevant, joint or complementary inspections)	○	○	○	<b>2017-18:</b> ICIBI supported HMICFRS inspection in Guernsey <b>2018-19:</b> Possible support to HMICFRS inspection in Jersey <b>2019-20:</b> To be decided

**Theme 5: Learning and improving**

Area	Topic	17-18	18-19	19-20	Updated Plan as at April 2018
Country of Origin Information	Country of Origin (Col) Reviews – 10-12 reviews per year focused on the countries and issues featuring most commonly in Asylum claims – reviews commissioned and quality assured by the Independent Advisory Group on Country Information	○	○	○	<b>2017-18:</b> See Annual Report <b>2018-19 and 2019-20:</b> As originally planned
	Production, usefulness and use made of Col material within the Home Office – to include an assessment of the ICI’s process for delivering Col reviews	●			<b>2017-18:</b> Inspection published January 2018 <b>2019-20:</b> Re-inspection in parallel with Asylum Casework inspection, meanwhile monitor through COI reviews
Litigation	Handling of litigation cases, including the work of Presenting Officers – inspection combined with Organisational Learning	●			<b>2017-18:</b> Inspection published January 2018, but Presenting Officers were set out of scope <b>2019-20:</b> Inspection of the work of Presenting Officers
	Organisational learning from litigation cases, including Pre-Action Protocol (PAP) letters, Judicial Reviews, allowed appeals – then included as a standing item in relevant inspections		»	»	<b>2017-18:</b> See above <b>2018-19:</b> Possible re-inspection of 2017-18 Learning from Litigation inspection
	Non-suspensive appeals – a standing item where relevant, plus a thematic inspection in 2019-20	»	»	○	<b>2019-20:</b> As originally planned
Staff	Type of staff (permanent, temporary, agency), grades/responsibility levels, provision of initial and refresher/top-up training, knowledge, experience, engagement – a standing item in all inspections	»	»		<b>2018-19:</b> Workforce planning across BICS (‘right skills, right place, right time’), including for the UK’s exit for the EU – a major piece of work requiring significant resources <b>2019-20:</b> Re-inspection
Tools/Technology	Operating Mandates, Instructions, Guidance, Quality Assurance – clarity, accessibility, use etc. – a standing item in all inspections, plus a thematic inspection in 2018-19	»	●	»	<b>2018-19 (or early 2019-20):</b> Inspection to complement the workforce planning inspection
	Data/Management Information, record keeping - a standing item in all inspections, plus a thematic inspection in 2019-20	»	»	●	<b>2019-20:</b> Inspection to include review of ATLAS implementation
	Digital services at the border - a standing item in relevant inspections, plus a thematic inspection in 2018-19	»	●	»	<b>2018-19:</b> As originally planned
Re-inspections	Check on the implementation of accepted Recommendations, after c. 6+ months or earlier if the Home Office has committed to an earlier implementation date – 6 re-inspections per year	●	●	●	<b>2017-18:</b> 5 re-inspections published; all other inspections incorporated re-inspection points where relevant <b>2018-19 and 2019-20:</b> As originally planned

### Home Secretary Commissions

Area	Topic	17-18	18-19	19-20	Updated Plan as at April 2018
Not known in advance	S. 50 of the UK Borders Act 2007 enables the Home Secretary to request the ICI to report in relation to a specified matter.	●	●	●	<b>2018-19</b> and <b>2019-20</b> : As originally planned (merge with planned inspections where possible)

#### Key

- an inspection that is likely to require significant resources (for planning purposes estimated at 350 days) and take 20 weeks to complete
- an inspection that is likely to require more limited resources (for planning purposes estimated at 200 days) and may be completed in less than 20 weeks
- » a standing item that will be covered, where possible, in all relevant inspections