



Home Office

# **The Home Office response to the Independent Chief Inspector's report:**

## **Country of Origin Information**

### **June 2019**

# Introduction

The Home Office thanks the Independent Chief Inspector of Borders and Immigration (ICIBI) for this report, as well as the Independent Advisory Group on Country Information (IAGCI) and the individual reviewers for the positive overall nature of the reviews, the complimentary remarks about the quality standards of the team and their products and the constructive comments and feedback to enable further improvement.

## Response to Recommendations

### Recommendation 1

#### 1. The Home Office should:

**By the end of 2019-20, carry out a thorough and open needs analysis for Country of Origin Information (COI), involving both Home Office ‘customers’ and external stakeholders, and use the results to ‘right-size’ CPIT and resource it appropriately, and to establish effective ongoing feedback mechanisms.**

#### 1.1 Accepted.

1.1 The Home Office accepts the recommendation. We acknowledge the importance of continually reviewing our processes, products and services to ensure they best meet the needs of our end users. However, whilst we will reach out to relevant external stakeholders, as we explained in our ‘Response to an inspection report on the Home Office’s production and use of country of origin information’ in January 2018, COI and CPINs are intended for use by Home Office caseworkers, therefore we will focus on their needs.

## Summary

Recommendation	HO Response
1. <i>By the end of 2019-20, carry out a thorough and open needs analysis for Country of Origin Information (COI), involving both Home Office ‘customers’ and external stakeholders, and use the results to ‘right-size’ CPIT and resource it appropriately, and to establish effective ongoing feedback mechanisms.</i>	Accepted.