



Home Office

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

**“A short-notice inspection of decision
making quality in the Paris visa section”**

June 2014

The Home Office thanks the Independent Chief Inspector for his report and is pleased to note the positive findings.

The ICI recognises that decision quality in Paris is good and that a range of good practice exists in relation to decision reviews and appeals analysis. The ICI notes that refusal notices are of a good standard, decisions are consistently being made within service standards, and decision making targets are stretching but achievable and set in consultation with staff.

The Home Office also notes that the ICI found an excellent relationship between the visa section and RALON, a good awareness of risk profiles and positive evidence of verification activity.

The Home Office response to the recommendations:

1. Ensures personal data is stored securely and that an effective breach policy is implemented.

1.1 Accepted and implemented in part

1.2 Staff have been reminded of the breach policy and their responsibilities in relation to the protection of personal data. A local review of storage requirements has been conducted and the Paris visa section is securing additional lockable cupboards.

2. Publishes clear service standards so that each visa applicant is given a reasonable expectation of when they might receive a decision.

2.1 Accepted

2.2 We are introducing new customer service standards which will be in place shortly. We will communicate these clearly to customers once the service standards and the management information that supports them have been properly tested and are considered robust. The communication will include how the service standards are measured so that customers understand when they can reasonably expect a decision