



Home Office

# Home Office Mid-Year Report

April to the end September 2014

**Home Office Mid-Year Report**  
April to the end of September 2014

First version published 18 December 2014  
Updated version published 22 December 2014

# Contents

<b>Executive Summary</b> .....	4
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## **Home Office Priorities**

1. Cut Crime .....	6
2. Reduce Immigration .....	11
3. Prevent Terrorism .....	18
4. Promote Growth by Keeping the UK Safe .....	21

## **Finance, Programmes and People**

Home Office Financial Performance .....	23
Major Projects .....	25
People .....	26

## **Annexes - Indicators and Expenditure**

A: Input Indicators .....	28
Impact Indicators .....	29
B: Expenditure by Key Programme/ Major Policy Area .....	32

# Executive Summary

This mid-year report updates Parliament on how the Home Office has performed against its objectives in the first six months of 2014-15. Our priorities remain to *cut crime, reduce immigration* and *prevent terrorism*, supporting the government's growth agenda and at the same time keeping the British public safe. We continue to make good progress on each of these goals.

In August, the national threat level from international terrorism was raised from substantial to severe in response to activities of terrorist groups in Syria and Iraq. We are taking action to ensure we have the legal powers needed to stop people travelling to fight there and are working with the police and security and intelligence agencies to introduce the necessary legislation. We are using the unique intervention point of our border to ensure that we are combating the threats caused by both individuals and illicit goods. For example, we have improved border and aviation security by working more effectively, both across the department and with partners, by improving systems to provide more effective targeting for interventions, whilst improving the free flow of legitimate passengers and freight.

The Crime Survey for England and Wales shows that crime has fallen by almost two thirds since its peak in 1995 and by more than a fifth since the start of this Parliament. We continue to reform the police to improve accountability and transparency. We are expanding the remit of the Independent Police Complaints Commission and the College of Policing has published a Code of Ethics on police behaviour. We continue to address crimes against vulnerable people: working to protect children, eradicate slavery from the UK and provide support for victims. In addition, the Serious Crime Bill will strengthen the powers of the National Crime Agency, the police and other law enforcement agencies to pursue, disrupt and bring to justice serious and organised criminals. Challenges remain to make the Police Information Communications Technology Company operational and to deliver the level of collaboration required to drive improvements and efficiencies.

The most significant challenge is our growing understanding of the extent of previously "hidden" or under-reported crime and particularly child sexual abuse, both online and off. The scale of the threat demands a change in our collective response across the criminal justice system and beyond.

We have worked successfully with the police to ensure the safety and security of major events, including the Glasgow Commonwealth Games and the NATO Summit in Newport in September 2014.

Management of immigration and the security of the border remain priorities. The United Kingdom's growing economy and a proud history of tolerance and acceptance of those who genuinely need our protection makes it an attractive destination for migrants. Overall net migration is down by a quarter since its peak in 2005, and net migration from outside the EU is back down to levels close to those of the late 1990s. The provisions in the new Immigration Act will make our immigration control systems more effective while at the same time enabling the UK to continue to attract the brightest and best to work and study here. We continue to face challenges on managing volumes of migration from within and outside the European Union, as well as managing asylum. Numbers of people applying for asylum have risen, in part in response to global events.

We continue to maintain border security, for example in meeting the border operating mandate agreed with Ministers. However our border security operations are increasingly under pressure, for example, in Calais. We have worked to improve physical security in the port, providing additional equipment and increasing joint intelligence work with our French counterparts. We have supported Public Health England to implement enhanced screening arrangements for the Ebola virus for people travelling from the affected regions arriving at major airports.

Performance in HM Passport Office was problematic with high demand causing unacceptable delays for some customers this summer. The Home Secretary announced that from October 2014, HM Passport Office ceased to be an executive agency of the Home Office and now reports directly to ministers. We have put a plan in place to ensure that we continue to apply the lessons from the summer and ensure that delays are minimised. These measures have ensured that work in progress is back within seasonal norms.

There are big challenges ahead, including responding to the threat from terrorism, cutting online crime and abuse, ensuring the police are effective and trusted and continuing to strengthen our immigration system, while also continuing to reduce our cost to the taxpayer. We can only do this if we also continue to transform how we work as a department, in line with wider civil service reform. This has included making a significant shift towards digital services, through the launch of our new online visa services for China, and development of our digital exemplars and new data analytics capabilities.

Alongside this, we are continuing to transform our delivery and capability for the future, to meet the commitments in the Home Office Improvement Plan and to move beyond consistent competence towards excellence in service delivery, as the public rightly expects.

**Mark Sedwill**

Permanent Secretary

Home Office

# 1. Cut Crime

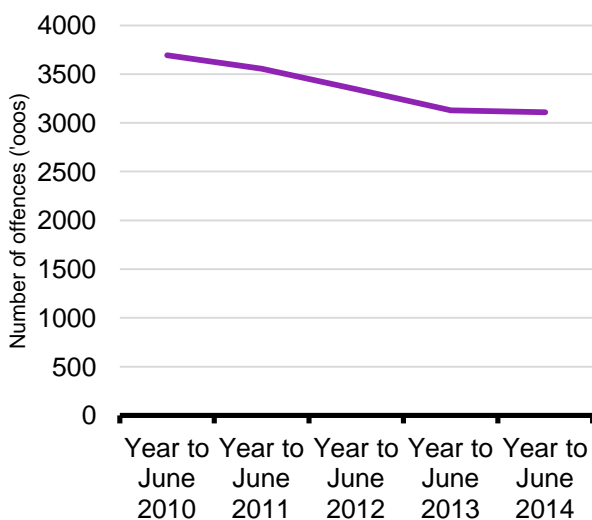
Support the police in cutting crime through work to: improve police accountability, transparency and integrity and public trust; improve police efficiency and effectiveness; lead targeted action on key crime types, such as anti-social behaviour; ensure police powers and regulations are proportionate and effective; protect vulnerable victims; and join up with work across the wider Criminal Justice System.

The number of crimes recorded by the police in England and Wales was 3.7 million offences in the twelve months to the end of June 2014, the same number as the previous year. At the same time, the Crime Survey for England and Wales, which is based on the experience of the public rather than police figures, shows that crime has fallen by almost two thirds since its peak in 1995. The implementation of an ambitious package of reforms has continued in 2014-15. We have introduced a new Serious Crime Bill that will strengthen the powers of the National Crime Agency, the police and other law enforcement agencies to pursue, disrupt and bring to justice serious and organised criminals. Work is underway to keep pace with emerging crime threats, including intensifying our focus on preventing sexual violence against children and vulnerable adults, and publishing a Modern Slavery Bill.

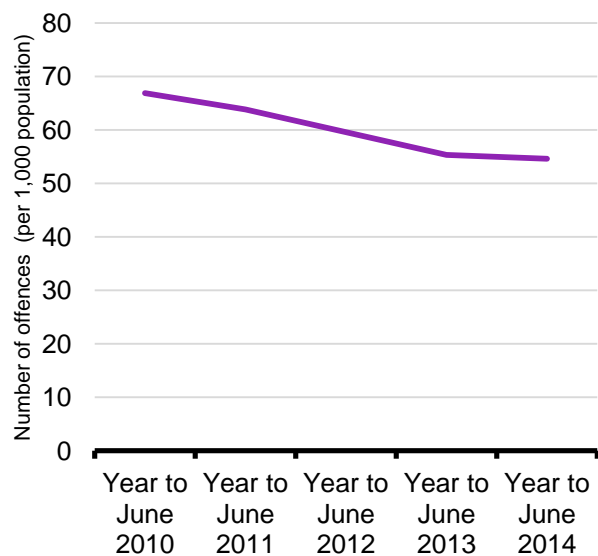
## Key performance indicator

The Home Office Business Plan includes a number of input and impact indicators to help the public assess the impact of policies and reforms. This data is published regularly on the GOV.UK website. For *cut crime*, the indicator is the number of police recorded offences where there is a known victim, which includes all violence and property offences but excludes crimes like drug offences.

Violent and property crime



Violent and property crime (per 1,000 population)



- Police recorded violent and property crime has fallen by 16 per cent between the year ending June 2010 and year ending June 2014, from 3.7 to 3.1 million offences.
- There has been a corresponding fall in the number of violent and property offences per 1,000 population from 67 in the year ending June 2010 to 55 in the year ending June 2014.

## Achievements between April and the end of September 2014 include:

### **Improve police accountability, transparency and integrity and public trust**

We continue to take action to improve police accountability, re-balancing power towards communities, giving the public more information, and working with the police and other bodies to improve public trust in the police. This is an ambitious programme of reform that will continue into 2015. In the last six months:

- The College of Policing published its Code of Ethics in July, which sets out the standards of behaviour that the public can expect from officers and staff in every role and at every level and will help guide decision making.
- We have ensured that the majority of victims' services, including for victims of sexual and domestic violence and victim initiated Restorative Justice Services are being commissioned to respond to local needs by Police and Crime Commissioners rather than central government.
- HM Inspectorate of Constabulary has introduced its 2014-15 Inspection Programme to Parliament and published its Chief Inspector's first State of Policing assessment on the efficiency and effectiveness of the police.
- We have strengthened the Independent Police Complaints Commission's (IPCC) powers in the Anti-social Behaviour, Crime and Policing Act 2014. The IPCC's three-year expansion programme is under way, with a number of additional staff recruited to support the organisation taking on additional cases.
- We have implemented half of the recommendations in Lord Justice Leveson's report on the press and the police, including publication of guidance on 'off the record' briefings, relationships with the media, and on gifts, hospitality and entertainment. Work is underway on the remaining recommendations, including those covering corruption and whistleblowing.
- We have announced a fundamental review of Police Leadership to be conducted by the College of Policing.
- We have improved the information on crime and justice outcomes on [police.uk](http://police.uk) and published data on the police use of stop and search on [data.police.uk](http://data.police.uk).

### **Improve police efficiency and effectiveness**

HM Inspectorate of Constabulary's 'Valuing the Police' report, published in July, found that police forces have largely met the financial challenge of the spending review with crime continuing to fall, victim satisfaction improving and forces continuing to protect their frontline services. In the last six months:

- The College of Policing published their strategic intent document and co-ordinated work to support the National Policing vision for 2016, which sets out how frontline officers and staff will be supported with the skills, leadership, technology and ways of working that, will allow them to provide high-quality policing.
- We launched this year's Police Innovation Fund, which encourages collaboration, digitisation and other innovative approaches to policing. An IT Supplier Summit was held in October, attended by Police and Crime Commissioners, police forces and industry. Challenges remain, however, to establish an operational Police Information Communications Technology (Police ICT) company and to deliver the level of collaboration required to drive real improvements and greater efficiency across the Police ICT.
- We are continuing to reform police pay and conditions by implementing the majority of recommendations from Tom Winsor's independent review of police officer and staff remuneration and conditions, including enhanced entry requirements, direct entry at

more senior ranks, and targeted pay & allowances that are more closely linked to contribution and reward professional skill & development.

- We have replaced the Police Negotiating Board and Police Advisory Board in England, Wales and Northern Ireland with the new Police Remuneration Review Body which became operational in September 2014.

## **Lead targeted action on key crime types**

Our reforms are tackling existing and emerging crime threats. In the last six months:

- We have increased capability in the National Crime Agency's National Cyber Crime Unit and cyber teams in Regional Organised Crime Units, following further investment funding from the National Cyber Security Programme.
- The College of Policing and police forces have put a greater focus on cyber training.
- The Action Fraud reporting service for fraud and financially-motivated cyber crime has moved to the City of London Police (the national lead force for fraud).
- There has been a four percentage-point increase in the uptake of safer online behaviour with 2.5 million UK adults behaving more safely, avoiding a potential loss of £100m so far since Cyber Streetwise was launched in January 2014.
- We have used our Computer Emergency Response Team to support the smooth running of both the Glasgow Commonwealth Games and the Newport NATO Summit.
- We have introduced legislation to tackle the illicit market in substances used as drug cutting agents in the Serious Crime Bill.
- We continue to take action to address the harm caused by alcohol through twenty Local Alcohol Action Areas and have improved the tools available to local communities by reforming powers to tackle anti-social behaviour.
- Forty-three areas now benefit from a frontline team and an expert support network as part of the Ending Gang and Youth Violence programme.
- A Crime and Policing Knowledge Hub has been established to help improve our detection and response to emerging crime types.
- We are working across Border Force and the National Crime Agency to strengthen resilience against organised criminals and harmful substances crossing the border. Some notable achievements include: in April Border Force officers at Manchester Airport seized around 50 kilos of heroin in a consignment of carpets from Pakistan and in August Border Force officers seized in excess of 40 million cigarette sticks as a result of targeting in our maritime operations.

## **Protecting Vulnerable People**

Tackling crimes against vulnerable people, for example, children, victims of slavery and women and girls who are the victims of violence presents a major challenge both in providing a service to victims and bringing perpetrators to justice. In July, following concerns raised about the original Home Office investigation into information received on child sexual abuse between 1979 and 1999, and whether the Department funded a pro-paedophile group, the Home Secretary announced a formal review lead by Peter Wanless and Richard Whittam QC. The report from this review was published in November 2014.

The National Group on Sexual Violence against Children and Vulnerable People is refreshing its action plan to reflect the learning from historical and more recent child sexual exploitation cases. This is an area where significant challenges remain for all those involved in the criminal justice system to clarify the scale of the problem, understand what interventions are most effective, and to develop appropriate policy responses.



In addition, in the last six months:

- We have announced a package of measures to address Violence against Women and Girls at the Girl Summit on Forced Marriage and Female Genital Mutilation in June, including our intention to establish a Female Genital Mutilation unit, which is now established, to promote learning for safeguarding professionals, and to launch an online resource pack for service commissioners with funding in local areas.
- We have established Border Force anti-trafficking teams at key ports, and undertaken operations at ports specifically to prevent victims being taken abroad to suffer Female Genital Mutilation;
- The Modern Slavery Bill has been introduced which consolidates current offences relating to trafficking and slavery by creating two new civil orders to prevent modern slavery, establishes an Anti-Slavery Commissioner, and makes provision for the protection of modern slavery victims.
- We have established a non-statutory independent panel inquiry to consider whether public bodies, and other non-state institutions, have taken seriously their duty of care to protect children from sexual abuse.

Work has continued through the joint United Kingdom/United States of America taskforce to find new technological solutions to combat online child sexual exploitation through collaboration with the technology sector. In May 2014, an industry event branded '*WePROTECT 2014*' brought together 68 engineers from 47 companies to generate new technological solutions to combat online exploitation. Industry 'champions' and project management support have been secured to develop the concepts that emerged from the event, which seek to disrupt access to child abuse imagery and rescue and protect abused children. A significant programme of work continues to improve the UK's response to improving child protection online including preparations for an international summit in December 2014 which will consider other work to tackle the international nature of online child sexual exploitation.

A new Child Abuse Image Database will provide law enforcement agencies with better tools to search seized devices and increase their ability to identify victims. Work over the last six months means the database is on track to go live in December

### **Strengthen the fight against serious and organised crime**

The Serious Crime Bill will enhance the powers of the National Crime Agency, the police and other law enforcement agencies to pursue, disrupt and bring to justice serious and organised criminals. The Bill includes provisions to:

- strengthen the operation of the asset recovery process by closing loopholes in the Proceeds of Crime Act 2002;
- amend the Computer Misuse Act 1990 to provide for a new offence where an attack on a computer system causes severe damage to human welfare, the environment, the economy or national security;
- create a new offence targeting people who actively support, and benefit from, participating in organised crime; and
- improve the effectiveness of serious crime prevention orders and gang injunctions.

### **Ensure police powers and other regulations are proportionate and effective**

Whilst the police need the right powers to cut crime, the powers must be proportionate and used in a way that maintains public trust and confidence. Measures introduced this year to address some key concerns include:

- A package of reforms that are changing the way that the police use stop and search powers. This follows the publication of HM Inspectorate of Constabulary's report on stop and search which showed 27% of stop-and-search records reviewed did not contain reasonable grounds to search people. These include the launch of the 'Best Use of Stop and Search' Scheme in August and a consultation on the Police and Criminal Evidence Act Code of Practice to clarify 'reasonable grounds' for suspicion and to make clear that improper use will lead to performance or disciplinary proceedings; and
- A cross-Government review of powers of entry to remove unjustified powers and add further safeguards to protect the rights of individuals and businesses. Subject to the introduction of secondary legislation, a code of practice governing how powers of entry are used will be introduced in spring 2015.

We continue to deliver against Home Office actions in the cross-government alcohol strategy. These include:

- A ban on the worst examples of cheap alcohol being sold below cost price; strengthening mandatory licence conditions, for example to target irresponsible drink promotions in pubs and clubs and working with the alcohol industry to do more to reduce the harm caused by alcohol.
- A consultation on locally-set licensing fees. We are considering the responses and the evidence provided by licensing authorities before deciding how to proceed.

### **Working across the wider criminal justice system**

Coherent action across the criminal justice system towards a shared set of objectives is essential to ensure a more effective and efficient response to crime. We have delivered all the actions in Transforming the Criminal Justice System (CJS): A Strategy & Action Plan to Reform the Criminal Justice System published in June 2013, which included:

- increasing the national take-up of police-led prosecutions for uncontested traffic and other specified offences;
- enabling the police to prosecute shoplifting offences through magistrates' courts, where the value of the good stolen is £200 or less, whilst preserving the defendant's right to elect a Crown Court trial; and
- providing more details on case timeliness on [police.uk](http://police.uk) so that members of the public can better understand criminal justice services in their area and how they compare with others.

In April 2014, youth and adult liaison and diversion schemes for offenders with mental health, learning disability or substance misuse problems were launched in ten areas covering thirteen police forces. These new schemes are based in both police custody suites and courts and aim to identify, assess and refer people with mental health problems and other vulnerabilities for treatment and support at their earliest point of contact with police. In addition the schemes will work with criminal justice partners and magistrates to support the most appropriate justice outcomes, such as mental health treatment requirements.

## 2. Reduce immigration

**Continue to develop and implement policies to reduce net migration and tackle abuse, while attracting and retaining the brightest and best migrants to work, study or invest in the UK. Transform the immigration system so that it commands public confidence and serves our economic interests.**

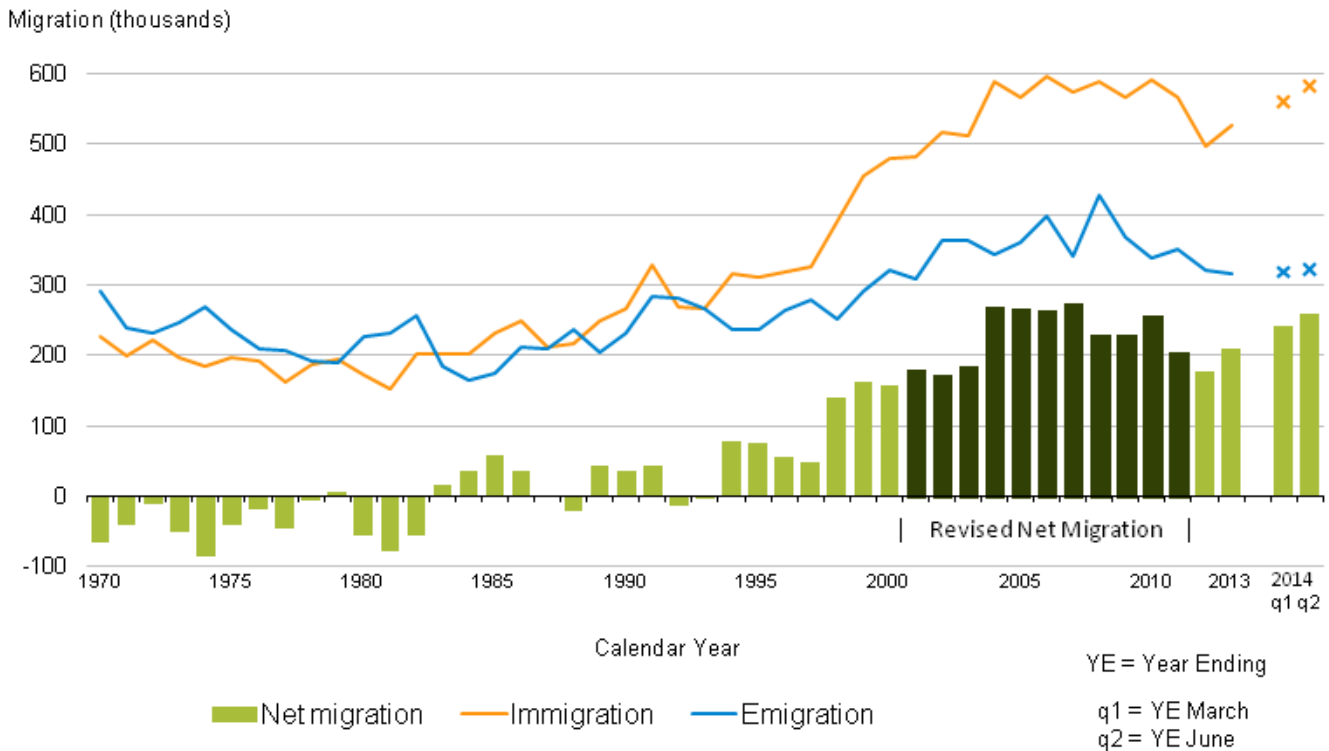
In the last six months:

- We have gained Royal Assent for the new Immigration Act which contains measures to stop migrants using public services to which they are not entitled, reduce the pull factors which encourage people to come to the UK for the wrong reasons, and makes it easier to remove people who should not be here.
- To reduce non-EU net migration we have maintained the annual limit on economic migration. Despite the challenges we face on migration as a result of the UK's relative economic strength and our proud history of tolerance and acceptance to those who genuinely need our protection, our reforms have cut net migration from outside the EU back down to levels close to those of the late 1990s (168,000 in the year ending June 2014 compared with 129,000 in 1998 and 179,000 in 1999).
- To manage asylum numbers and to clamp down on abusive claims we are committed to: disrupting flows of illegal migration, including by changing our visa system and by working with partners to build border security and asylum capacity in countries such as Greece, Italy and Bulgaria. We are also maintaining robust border controls and making quick, high quality decisions and removing from the UK those that make unfounded or abusive applications. We decide claims promptly and tackle weak claims, for example through our detained fast track process. Where claims have no merit, there is no right of appeal prior to departure from the UK. In 2013 the number of asylum claims in the EU was the highest it has been since 2002 but the UK has experienced a much more modest rise than countries such as France and Germany. In the year ending September 2014, we returned 4,289 failed asylum seekers.
- To tackle problems at the port of Calais, we set out a number of commitments in a joint declaration on 20 September 2014 including £12m from the UK towards bolstering security and infrastructure. This will build on the sustained UK support and investment in improving physical security and upgrading technology at Calais.
- As well as stopping people entering the UK, we are removing those with no right to be here. We have closed down bogus colleges and, to tackle issues around English language testing we have conducted more enforcement visits.
- We have also continued our interventions into potential sham marriages. In 2013-14, we intervened in more than 1,300 suspected sham marriages – more than double that of the previous year.
- We continue to work with law enforcement partners to strengthen our response to EEA criminals who cross our border, by ensuring that better quality data is available at the immigration control to support a refusals decision.
- The number of passengers refused entry at UK ports and airports rose by 10% to 17,587 compared with the previous 12 months (16,012).
- Our visa service has remained internationally competitive with the vast majority of non-settlement visas dealt within target times.

## Key performance indicator

The Home Office Business Plan includes a number of input and impact indicators to help the public assess the impact of policies and reforms. For Reduce immigration, the indicator is the measure of net migration to the UK.

### Total long-term international migration estimates, UK, 1970 to 2014<sup>1</sup>



- Net long-term migration to the UK was estimated to be 260,000 in the year ending June 2014, a statistically significant increase from 182,000 in the previous 12 months.
- 583,000 people immigrated to the UK in the year ending June 2014, a statistically significant increase from 502,000 in the previous 12 months. There were statistically significant increases in immigration of EU (up 45,000) and non-EU (up 30,000) citizens.
- An estimated 323,000 people emigrated from the UK in the year ending June 2014. Long-term emigration has been relatively stable since 2010.

### Achievements between April and the end of September 2014 include:

#### Strengthen the system of granting students permission to enter or stay in the UK

A number of policy changes have been made to attract the international students who we want to come to the UK, while clamping down on abuse. The figures show this strategy is working with a 2% increase in the number of sponsored student visas applications for universities, and a rise of 4% for Russell Group universities. In the year ending September 2014, we saw strong growth in the number of study visas granted to key emerging markets including China (+4%), Brazil (+70%) and Saudi Arabia (+12%).

<sup>1</sup> Source: [Office for National Statistics: Migration Statistics Quarterly Report, November 2014](#)

Other achievements include:

- Continuing action to curb student visa abuse, making the application process more rigorous and requiring colleges to improve course quality. This has resulted in a 25% decrease in the number of further education study-related sponsor applications in the year ending June 2014. We have conducted more than 105,000 student visa interviews between April and September at the Sheffield Interviewing Hub, compared to 90,000 during the same period last year. This includes 3,800 interviews with students applying to extend their visas in the UK.
- Taking action against the individuals and institutions involved in the English language testing fraud uncovered earlier this year. We have set up a sponsorship working group with education sector stakeholders in order to support students that have been affected by, but not involved in, the fraud.
- Tackling the negative perceptions that students are not welcome in the UK by taking every opportunity to communicate the message that the UK is open to genuine international students and that we have a strong visa offer. We will continue to reiterate this message.

### **Strengthen the system of granting spouses permission to enter or stay in the UK**

The Court of Appeal has upheld the lawfulness of the new English language and minimum income threshold requirements, which were introduced in changes to the immigration rules. In addition, we have implemented changes to give the full weight of primary legislation to the public interest in those requirements under the qualified right to respect for private and family life under European Court of Human Rights Article 8.

Family visas issued in the year ending September 2014 were down by 33% compared with the year ending June 2010. They are now at the lowest level since comparable records began in 2005.

### **Set an annual limit on the number of non-EU economic migrants admitted to the UK**

In April 2014, the Tier 2 limit was set at 20,700 for the rest of this Parliament.

- Our reforms have helped UK nationals into employment. The growth in the overall level of employment was 692,000 compared with July to September 2013, and of this 66% can be accounted for by UK nationals. Work visas issued were up by 5% in the 12 months to September 2013, compared to the same period to September 2012, with skilled work visas issued up 13%.
- The numbers of skilled people being sponsored by UK employers in sectors such as IT and science have also increased. The majority of the 52,214 certificates used in sponsored visa applications related to the following sectors: information and communication (22,275, up 15%), professional, scientific and technical activities (9,824, up 19%), financial and insurance activities (6,255, up 8%) and human health and social work (2,868, up 51%)
- We have made changes to Tier 1 routes to ensure that they remain open to those who will make the greatest economic contribution, whilst also preventing abuse. Recent changes include a higher investment threshold for the Tier 1 (Investor) category and a suspension of in-country switching into the Tier 1 (Entrepreneur) category for most students and post-study workers.
- We have improved flexibility for businesses and their employees by allowing Tier 2 visas to be granted for up to 5 years at a time, rather than the previous 3 years.

## Transforming border security

We have continued to strengthen border security by the execution of full checks at the border in line with our Operating Mandate. In the last six months we have:

- Strengthened the operation of the Warnings Index. The Index is used by officers to check arriving passengers and is part of the Critical National Infrastructure. We are investing in new technology platforms to system improve resilience.
- Improved our ability to identify and intercept prohibited commodities by introducing an improved targeting system for sea container traffic.
- Improved the speed that legitimate travellers pass across the border by increasing the number of electronic passport gates, freeing up more border officer time to tackle to tackle criminals, traffickers and those who exploit vulnerable individuals.
- Improved our ability to disrupt and deter people trafficking, including for the purpose of sexual exploitation or slavery.
- Worked with Public Health England to support the introduction of additional checks to combat the threat of Ebola.
- Worked with partners at ports with juxtaposed controls to improve the resilience of our controls, for example by stopping illegal migrants from travelling to the UK.

## Resolved Intra-Schengen ticket abuse ('Lille loophole')

Intra-Schengen ticket abuse (the 'Lille loophole') has been successfully managed through close co-operation with Eurostar and the authorities in Belgium and France. There have been no successful attempts since introduction of the designated carriage solution in November 2013 and only one successful attempt since July 2013

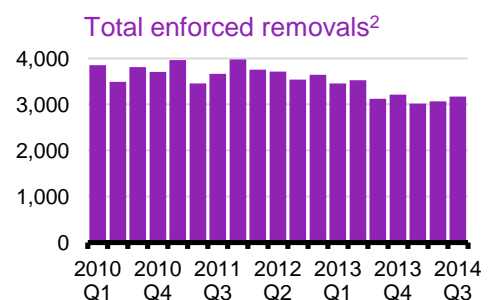
## Exit Checks

The Government intends to extend Exit Checks to cover all routes leaving the UK by March 2015. The new Exit Checks process is in addition to the effective Pre-Departure Checking System already used and the physical border security measures we employ. In July 2014, we included a provision in the Immigration Act which would enable carrier and port operator staff to conduct embarkation checks at the border on departure. In addition, we have made good progress agreeing with stakeholders and partners how checks will be implemented on different routes exiting the UK. We have also developed more accurate departure lists by improving our data matching capability.

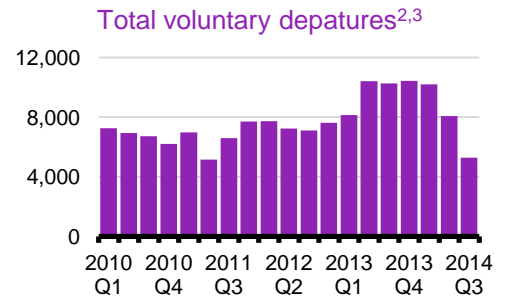
## Improve enforcement capability

We have now closed the Enforcement Transition Programme, a programme which oversaw the development of Immigration Enforcement from the former UK Border Agency, as national structures and processes are now in place to improve delivery against core objectives. In the last six months:

- We have established a new change programme to focus on Immigration Enforcement's strategic intent and drive work forward throughout the business. This includes maximising productivity and removing bureaucracy by ensuring our processes and structures put intelligence at the heart of all activity.



- A new strategy has been developed to tackle immigration abuse, underpinned by the four Ps of Protect, Prevent, Pursue, Prepare. The strategy sets out how we will tackle abuse across a wider spectrum of interventions with greater emphasis on partnership working and increasing compliance with the law.
- We have implemented new powers to revoke driving licences and strengthened and simplified the civil penalty scheme to prevent illegal working. These actions are enhancing the way we manage the denial of benefits and services to those who have no legal right to them, with a view to encouraging voluntary departure from the country.
- We have also revised our approach to Assisted Voluntary Returns. The scheme is now only available to non-detained individuals, to prevent abuse of the system.



## Tackle European Economic Area (EEA) criminality

In the last six months we have:

- Increased our use of the existing public policy test to deport or refuse entry to EEA criminals.
- Amended the law to discourage meritless appeals. This should improve the rate at which we can deport individuals on grounds of public policy.
- Ensured that the new re-entry bar on EEA nationals who have been administratively removed is being applied proportionately and effectively.
- Increased the information flows on criminality committed in the UK and abroad by EEA nationals.

## Improve the immigration system

In July 2014, the first phase of measures from the Immigration Act 2014 came into effect, including new powers to revoke driving licences and reforms to the penalty scheme for those who employ illegal workers. We have doubled the maximum penalty for employing an illegal worker to £20,000.

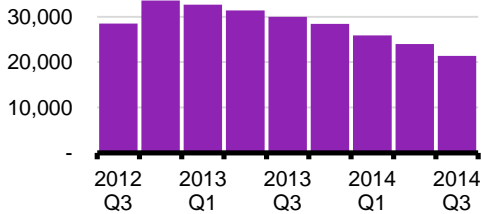
In September 2014, we announced launch dates for the next phase of measures which introduce a requirement for private rental sector landlords to check a prospective tenant's immigration status.

We have focused on reducing outstanding asylum casework and constraining asylum support costs. In March 2014, we cleared all straightforward pre-2011 cases and in June 2014, we did the same for pre-2012 cases (other than those which form part of the Older Live Cases cohort). We have also cleared our backlog of trafficking claims; 70% of new claims receive a final decision within 90 days.

<sup>2</sup> Source: [Home Office Immigration Statistics July to September 2014](#)

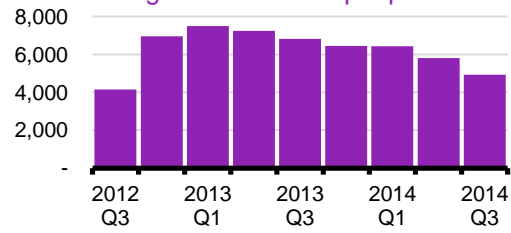
<sup>3</sup> The figures for total voluntary departures and confirmed voluntary departures for the latest periods are particularly subject to upward revision as matching checks are made on travellers after departure, so care should be taken when interpreting these figures.

Older live cases unit live asylum cohort of people<sup>4</sup>



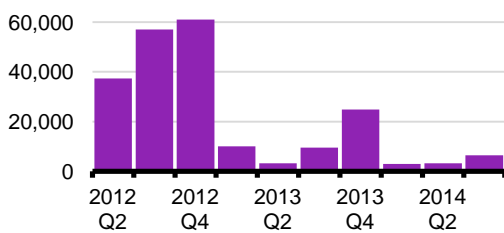
- We are reviewing all cases in this cohort, prioritising cases as appropriate, and communicating decisions to customers.

Older live cases unit live immigration cohort of people<sup>4</sup>



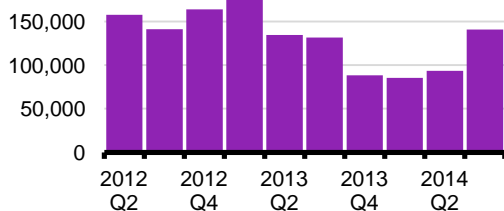
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Cases to be loaded onto the casework information database<sup>4</sup>



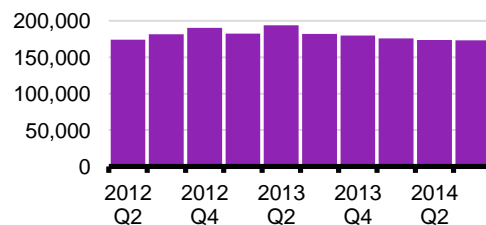
- The number of cases to be loaded onto the casework information database is low and represents no more than two weeks' work.
- The reduction in the number cases reflect the new UK Visas and Immigration service standards that we implemented on 1 January 2014 which now measure from the point at which the application was posted.

Temporary and permanent migration pool<sup>4</sup>



- The number of applications in the Temporary and Permanent Migration pool has reduced significantly from its peak in Q1 2013.
- At the end of Q4 2013 there were no backlog cases and we have since been processing the vast majority of cases within service standard.
- The rise in the number of cases in the pool in the last quarter reflects the short-term loan of staff to HM Passport Office, seasonal intake and the number of abusive cases in the system, such as students with fraudulently obtained English language certificates.

Migration refusal pool (post-2008)<sup>4</sup>



- As a result of Capita's pro-active contact management, at the end of Q2 2014, the Migration Refusal Pool stood at just over 173,500 records.
- From the start of contact activity (week commencing 10 December 2012 until the end of quarter 2, 2014) Capita has recorded 58,300 departures from the country.

<sup>4</sup> Source: [Home Office Migration Transparency Data](#)



## **Her Majesty's Passport Office**

Delivery of passports over the summer was impacted upon by significant levels of passport demand since the start of 2014. This caused unacceptable delays for some of our customers. A range of contingency measures were introduced by Ministers in June to ensure that passports were delivered on time for people who needed to travel.

We have taken steps to prevent a recurrence of events by removing agency status from HM Passport Office and making the organisation directly accountable to Ministers. Demand forecasting has been reviewed and a new senior management structure put in place. These measures, along with a significant increase in operational resource, will provide customers with the level of service they rightly expect, whilst maintaining the high standards of passport security and supporting the department's aims on crime prevention and public protection.

# 3. Prevent terrorism

**Reduce the risk to the UK and its interests overseas from terrorism, so that people can go about their lives freely and with confidence. This will be achieved through our work to deliver the UK's Strategy for Countering Terrorism (CONTEST) by stopping terrorist attacks; stopping people becoming terrorists or supporting terrorism; strengthening our protection against terrorist attacks and mitigating the impact of terrorist attacks.**

In August 2014, the Joint Terrorism Analysis Centre raised the national threat level from international terrorism from SUBSTANTIAL to SEVERE, meaning a terrorist attack is highly likely. This is related to the developing situation in Syria and Iraq. Some of the terrorist groups there have recruited foreign fighters, who have travelled from the UK and Europe. We face the very serious threat that British nationals aligned with these terrorist groups will, on their return, seek to carry out an attack here or will radicalise others.

Islamic State in Iraq and the Levant (ISIL) has the intent and resources to direct and encourage terrorist activity in the West in parallel to its territorial ambitions. Al Nusrah Front (ANF), Al Qa'ida's affiliate in Syria, is also engaged in providing training to foreign fighters. In addition, Al Qa'ida affiliates and regional terrorist groups remain intent on targeting Western interests, including Boko Haram in Nigeria, al Shabaab in East Africa, Al Qa'ida in the Islamic Maghreb in North Africa, Al Qa'ida in the Arabian Peninsula in Yemen, like-minded groups in Libya, as well as those in Pakistan and Afghanistan.

The Prime Minister's September 2014 statement on terrorism made clear that we must ensure we have all the legal powers we need to stop people travelling to fight in Syria and Iraq. We are considering what measures are required, in consultation with the police and security and intelligence agencies, and will introduce legislation at the earliest opportunity.

Further details on the Terrorist Threat and the UK's response are included in the [CONTEST Annual Report](#).

## **Achievements between April and the end of September 2014 include:**

### **Maintain the ability of the Police and the Security and Intelligence Agencies to identify and disrupt terrorist threats to the UK and its interests overseas**

The Immigration Act reduces the number of appeal routes (from 17 to 4) to make it easier to deport individuals. The Criminal Justice and Courts Bill currently before Parliament will, when enacted, allow us to reduce the lengthy and costly litigation process. Later this year, the Independent Reviewer of Terrorism Legislation (David Anderson QC) will complete and submit his review of Deportation with Assurance and provide recommendations about how the legal process can be further improved.

### **Bring forward proposals to enable the protection of the public and the investigation of crime in cyberspace, including introducing legislation as necessary**

In April 2014, the European Court of Justice issued a judgment declaring the EU Data Retention Directive (DRD) invalid. Following the judgment, the Data Retention and Investigatory Powers Act 2014 (DRIPA) was passed in July 2014. The Act provides a clear statutory basis, in primary legislation, for the Government to require domestic communications service providers to retain certain types of communications data. In addition the Act makes explicit that, as Parliament always intended, any company providing telecommunications services to customers in the UK

must comply with lawful authorisations under Part 1 of RIPA, regardless of where those companies are based.

The Act also extends existing safeguards, enhancing the data retention notice regime and formalising the requirements on communications service providers to safeguard this crucial data. The legislation has replaced the Data Retention Regulations (EC Directive) 2009 with the Data Retention Regulations 2014, which came into force at the end of July 2014. The Act does not enable the retention of any data types that could not be retained under the 2009 Regulations. In addition, the Regulations ensure that data can be retained for a maximum period of 12 months, enabling data to be retained by providers for a shorter period, where appropriate, in any given case.

## **Stop people becoming terrorists or supporting terrorism through delivery of the Prevent Strategy**

In the last six months:

- We have continued to remove unlawful terrorist-related content from the internet, having taken down more than 34,000 pieces of unlawful terrorist-related content since December 2013.
- We have continued to support over 70 local community projects (including projects on Syria and Iraq), for example: interactive workshops for young people to explore the consequences of travel to Syria, and online tools to counter extremist messaging.
- We have revised and rolled out our flagship training product 'Workshop to Raise Awareness of Prevent' (WRAP) which is a training tool to teach frontline workers how to identify and support those at risk of radicalisation. We have agreement by the Extremism Task Force to make delivery of Prevent and Channel a legal requirement, in order to improve local delivery and make it more consistent.

## **Improve UK border and aviation security against terrorists**

We have improved border and aviation security through a variety of means including technology, training and partnership working involving a number of organisations at, before and after the physical border. All continue to play a role in border security, exploiting the unique point of intervention presented by the UK border for countering terrorism, organised crime and illegal migration.

We have introduced a new, more sophisticated automated freight targeting system allowing us to quickly determine which freight containers need to be examined. This will improve frontline officers' hit rate in finding illicit goods, as well as improving the free flow of legitimate trade through ports.

We have continued to develop our systems (known as Cyclamen) which are used to detect the movement of radiological or nuclear material at our borders. We are investing in a dedicated programme to enhance and expand our border detection capability informed by the latest science and technology research and international collaboration.

We have increased the number of UK staff overseas to work with foreign governments on aviation security, building the local security capability. The success of our international engagements and other 'upstream' interventions by our operations have ensured that, in many cases, we have reduced the risk of harmful individuals and goods reaching the UK.

Our current Advance Passenger Information (API) coverage is at just over 80%. Of this, the largest portion is in commercial air coverage. Together with carriers, and the countries in which

they are based, we have worked towards filling the gaps in the data on a voluntary basis. This has been largely successful – a large amount of the air passenger data we get on travel within the EU is provided to HMG voluntarily. We are transforming Border Force intelligence and targeting, including through the use of big data.

**Improve the ability of the emergency services to work together during a major or complex incident**

The Joint Emergency Services Interoperability Programme closed on 30 September 2014. We have trained over 10,200 Operational & Tactical Commanders, designed and rolled out a control room training course and conducted live-play exercises across every region of the UK.

## 4. Promote growth by keeping the UK safe

Promote growth and support business through work to: cut crime; open up public services; improve the operation of our immigration system so it is an asset to UK competitiveness; build on the success of our world leading brands; and continue to support small and medium-sized companies through our procurement strategy.

**Achievements between April and the end of September 2014 include:**

### **Overhauling our Visa and Immigration Service**

We have invested substantial resource in communications both in the UK and overseas to improve information for customers and to tackle misperceptions about the visa service, both in the UK and overseas. We have created new fact sheets, briefing and marketing materials for our visa offer, which can be accessed by other government departments and partners on the [GREAT brand library](#). We have established a cross-government communications group called 'Open for Business and Tourism' to maximise our resources and to ensure a consistent approach to our communications.

We issued 1.5 million entry clearance visas in the period April to September 2014. These figures are comparable with the same period last year when Electronic Visa Waiver applications are included.

In the last six months we have:

- Continued to develop new premium services for high net-worth individuals and businesses in key growth markets. A priority visa service has already launched in over 100 countries. The Super Priority (same day) service launched in China in August 2014. Both services will be expanded.
- Launched a number of key initiatives in China. An intuitive online application form has been introduced for some visitors designed for use on mobile and tablet platforms. Customers who want extra flexibility can also use a passport pass back service (which allows applicants to retain their passport while their application is processed).
- Expanded the VIP mobile biometric service where, for an additional fee, we visit customers at their preferred location to take their biometrics and documents.
- Continued to pilot an elite service for global business leaders, the GREAT club. We have partnered with Tech London Advocates to hold interactive sessions with economically important groups, such as the technology sector. Both have received very positive feedback from users.
- Expanded the range of countries in which we offer tailored priority (3-5 day) and super priority (24 hour) services and brought forward a range of other customer improvements.

### **Trade on our world leading brands**

The Home Office's Security Industry Engagement Directorate was established in 2013 to coordinate cross government implementation of the security aspects of the 2012 National Security through Technology White Paper. In the last six months we have:

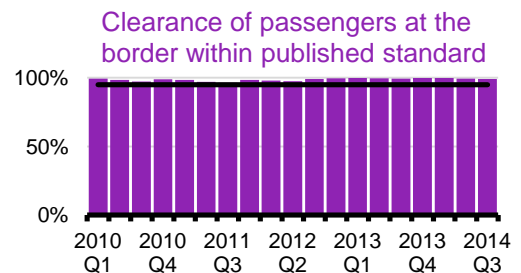
- Promoted government and industry expertise overseas, through targeted trade visits and hosting inward delegations.

- Signed a security memorandum of understanding with Qatar, which will broaden and deepen security relationships between our respective countries.
- Co-ordinated and supported international events in Brazil and Japan, looking at opportunities for industry to help secure their respective Olympic and Paralympic Games.
- Supported the travel industry: the Home Secretary attended an influential UK counter terrorism exhibition to provide public and visible support.
- Co-ordinated and led a ministerial trade visit to Pakistan focused on protective security.
- Organised and led a maritime security consortium trade event in Nigeria on HMS Iron Duke. We are working with industry to follow up on significant opportunities that were created at this event.
- Established and co-ordinated a quarterly industry and government security growth partnership steering group, providing a new approach to the innovation, promotion and delivery of UK security capabilities.
- Jointly led a ministerial security session at Commonwealth Games British Business House which provided the climate for international delegations to build relationships with UK industry partners ranging from small medium enterprises to multi-national corporations.

### Make lawful travel and trade with the UK easy and attractive

We continue to meet our service level agreements for queue performance at ports and airports, notably including over the peak summer period and during the Glasgow Commonwealth Games.<sup>5,6</sup>

Improvements have been made at a number of ports, such as Stansted, Manchester, and Edinburgh, including new signage and passenger information. This is proving successful, with increased passenger use of electronic passport gates.



The Registered Traveller scheme allows trusted individuals to pass quickly through passport control by using electronic gates. The pilot has been expanded and, from July 2014, registered travellers have been able to use electronic gates at London Gatwick and Heathrow Airports. In addition, Fast Track lanes are in place at Heathrow terminals. A new, flexibly resourced Fast Track service was introduced at Heathrow Terminals 1 and 4 in April and Terminal 2 in June 2014. The new service includes a 15 minute queue target (95% of Fast Track queues within 15 minutes), and to date this target has been achieved.

We are continually refining our targeting capabilities to better identify individuals and goods that may pose a risk of harm, ensuring that genuine goods and people may pass through border controls more quickly.

<sup>5</sup> Data from Q2 2014 onwards is provisional

<sup>6</sup> Source: Home Office, [Migration Transparency Data](#)

# Financial performance

Financial Performance	Resources (£'000)				Capital (£'000)			
	Annual Plan	Annual Plan	Actual	Actual	Annual Plan	Annual Plan	Actual	Actual
	2014-15 <sup>7</sup>	2014-15 revised Q2	APR to SEP 2014-15	APR to SEP 2013-14	2014-15	2014-15 revised Q2	APR to SEP 2014-15	APR to SEP 2013-14
<b>Total Departmental Expenditure Limit (DEL) - Voted<sup>8</sup></b>	<b>10,729,811</b>	<b>10,729,810</b>	<b>5,321,702</b>	<b>5,201,834</b>	<b>420,382</b>	<b>420,582</b>	<b>132,312</b>	<b>143,901</b>
Crime and Policing Group	8,496,997	8,511,227	4,273,110	4,012,608	127,500	127,549	56,871	62,835
Office for Security and Counter Terrorism	684,296	685,130	321,491	343,608	102,182	102,182	22,074	9,563
Immigration Enforcement	443,494	464,999	216,142	199,845	0	2,800	785	988
UK Visas & Immigration	-264,728	-267,427	-110,605	-232,311	6,000	12,000	2	124
International & Immigration Policy	37,264	36,980	15,709	15,547	6,000	5,800	3,135	3,814
Border Force	519,184	518,187	244,201	282,927	75,400	75,400	13,964	14,876
HM Passport Office	3000	3000	-39,711	-48,664	18,450	18,491	1,621	4,063
Central Home Office	696,110	673,647	365,871	389,709	44,950	36,260	24,166	25,656
Arms Length Bodies (Net)	114,093	104,067	35,494	228,283	39,900	40,100	9,694	21,982
National Fraud Authority <sup>9</sup>	0	0	0	3,701	0	0	0	0
Area Based Grants <sup>10</sup>	0	0	0	5,523	0	0	0	0
European Solidarity Mechanism <sup>11</sup>	1	0	0	1,058	0	0	0	0
DUP	100	0	0	0	0	0	0	0
<b>Total Annually Managed Expenditure (AME)- Voted</b>	<b>1,378,222</b>	<b>1,378,222</b>	<b>1,551,912</b>	<b>1,308,198</b>			<b>0</b>	<b>0</b>
AME Charges	3,682	3,222	209,264	50,083				
Police Superannuation	1,374,540	1,375,000	1,342,650	1,258,766				
AME Charges Arms Length Bodies (Net)	0	0	-2	-651				
<b>Of which Admin</b>	<b>434,615</b>	<b>434,615</b>	<b>222,987</b>	<b>205,454</b>				
<b>Net Cash Requirement</b>	<b>12,267,838</b>	<b>12,267,838</b>	<b>6,701,282</b>	<b>6,791,000</b>				

<sup>7</sup> NCA is excluded from the 2014-15 numbers as it is now a Non- Ministerial Department managed through a separate estimate.

<sup>8</sup> All expenditure lines by area are net of income.

<sup>9</sup> National Fraud Authority (NFA) was dissolved in March 2014.

<sup>10</sup> Nothing has been coded to the Area Based Grant this year.

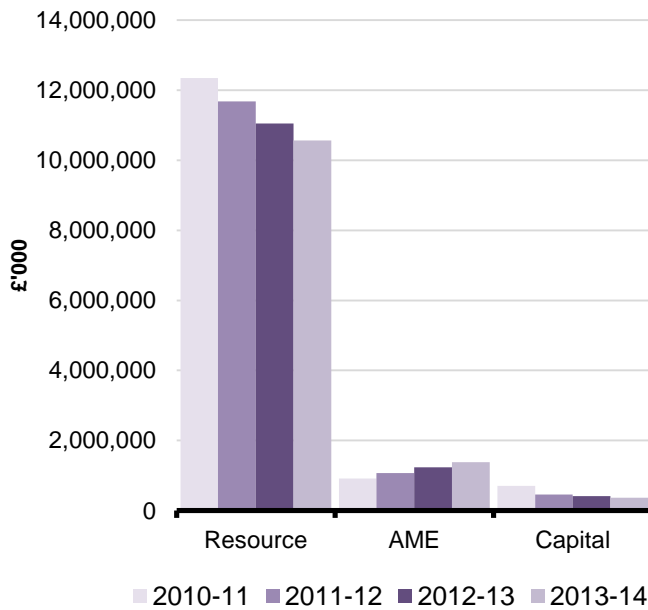
<sup>11</sup> Assumption made is the grant received nets of grant paid out.

## Estimates

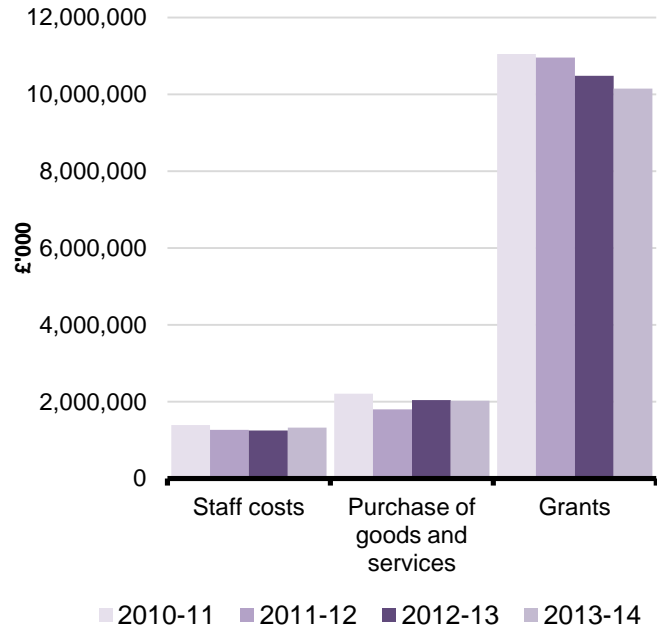
The Home Office will be seeking to make some changes to its budget at the Supplementary Estimate. Changes will reflect the machinery of government transfer of the Gang masters Licensing Authority from DEFRA to the Home Office and the Office for National Statistics re-classification of the Disclosure and Barring Service from an Arms Length Body to a Public Corporation. Some movements will also be required to reflect changes in funding between Home Office priorities and between years.

## Departmental Spending<sup>12</sup> 2010-11 to 2013-14

Resource Departmental Expenditure Limit (DEL)



Analysis by type of expenditure



- There has been a year on year decrease in resource expenditure in line with Spending Review announcements.
- The AME increase is due to the cost of police pensions.

- There has been a reduction in grants payment year on year.
- 2011-12 grant payments were higher than 2012-13 due to additional grants relating to riot damages, approximately £151m.
- There was a reduction in the Police Main Grant of approximately £339m between 2011-12 and 2012-13.

<sup>12</sup> Source: [Home Office Annual Report and Accounts 2013-14](#)



# Major Projects

The Government's transparency policy, which was agreed by Cabinet, governs the publication of data relating to major project delivery performance. It requires departments to publish the Major Project Authority's delivery confidence assessments for Government's major projects, accompanied by the department's project narrative every 12 months, six months in arrears. The MPA publishes its Annual Report at the same time (the MPA's Annual Report 2014 was published in May 2014 and can be found at <https://www.gov.uk/government/publications/major-projects-authority-annual-report-2014>)

Information on major project performance more recent than that published in the Annual Report is not permitted to be released into the public domain. The transparency policy and exemptions guidance is published at: <https://www.gov.uk/government/publications/major-projects-transparency-policy-and-exemptions-guidance>.

The next publication of the MPA Annual Report is expected to be in May 2015, and will report on Q2 2014-15 data. This will be published on [www.gov.uk](http://www.gov.uk).

# People

Whole Department Family Workforce Size		30 September 2014	30 September 2013
Payroll Staff	Department and Agencies	26,811	25,313
	Non departmental public bodies	1,622	5,138
	Department Family	28,433	30,451
<b>Average Payroll Staff Costs</b>		£100,940,246	£109,381,599
Contingent Labour	Department and Agencies	2,568	2,075
	Non departmental public bodies	92	190
	Department Family	2,661	2,264
<b>Average Contingent Labour Staff Costs</b>		£7,941,027	£5,592,204

Department and Agencies Only		30 September 2014	30 September 2013
Workforce Shape	Administrative Assistants and Officers	27.4%	28.1%
	Executive Officers	41.4%	40.8%
	Higher and Senior Executive Officers	23.4%	23.5%
	Grade 7/6	7.1%	6.9%
	Senior Civil Servants	0.7%	0.8%
	Part Time	20.0%	20.0%
Workforce Dynamics	Recruitment Exceptions	1,411	594
	Annual Turnover Rate	5.1%	4.6%

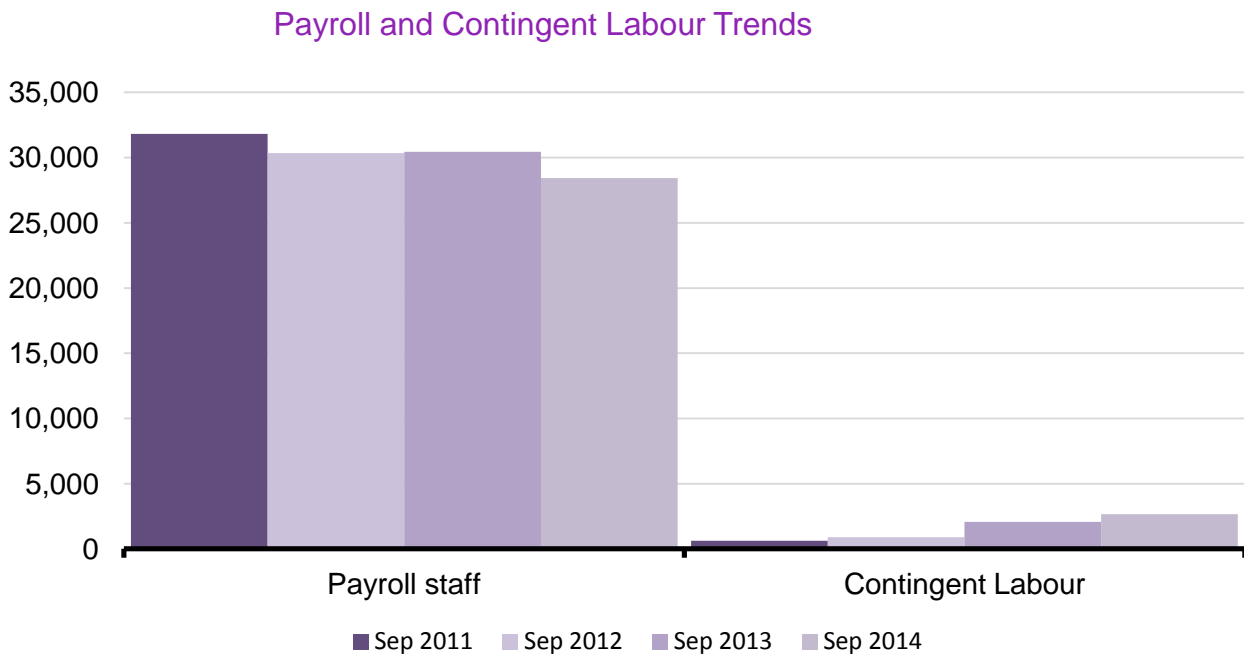
Department and Agencies Only		31 March 2014 <sup>13</sup>	31 March 2013
Workforce Diversity	Black and Minority Ethnic	23.3%	23.3%
	Women	51.8%	52.1%
	Disabled	9.0%	9.1%
Diversity of Senior Civil Servants only	Black and Minority Ethnic	4.5%	5.0%
	Women	34.4%	32.6%
	Women (Top Management Posts)	24.4%	24.4%
	Disabled	6.2%	6.1%
Average Working Days Lost <sup>14</sup>	Actual	7.11	7.52
	Standardised	7.5	7.8

Department only - People Survey Metrics		2014	2013
Engagement Index (%)		53%	52%
Theme Scores (%)	Leadership & Managing Change	35%	34%
	My Work	67%	67%
	My Line Manager	61%	61%
	Organisational Objectives and Purpose	81%	80%

<sup>13</sup> As part of its Open Data commitments the Home Office publishes quarterly information on [diversity and sick absence](#). Information for the quarter ended June 2014 will be published in January 2015.

<sup>14</sup> Average working days lost figure is reported one quarter in arrears to the Cabinet Office, the figures here are in line with the cross-civil service figure published by the Cabinet Office.

## Payroll and Contingent Labour Trends



- There has been a decrease in the number of payroll staff within the overall departmental family from September 2013 to September 2014: this is largely due to the closure of the Serious Organised Crime Agency and the majority of its functions moving to the newly formed National Crime Agency, a non-Ministerial Department<sup>15</sup>.
- The department’s workforce is flexible; utilising contingent labour where appropriate, particularly to meet fluctuating (seasonal) demands. Contingent labour has filled roles which that were only required on a temporary basis and those that required specialist skills not held by existing permanent staff.

## Attendance Management



The Home Office continues to make improvements in the number of working days lost to sick absence, and is below the current Civil Service average.

<sup>15</sup> Updated text which replaces original text in an earlier version of this document

# Key Input indicators

Input Indicators <sup>16</sup>	2013-14	2012-13	Context
Cost per head of population of total police force cost	£188	£191	This excludes the Metropolitan Police Service and the City of London Police Force figures.
Cost per passenger processed at the UK border	£3.05 <sup>16,17</sup>	£2.85 <sup>17,18</sup>	This data may fluctuate as a result of deployment decisions in response to risk and operational requirements, which influence the balance between passenger processing and customs related activity at the border.
Cost per decision for all permanent and temporary migration applications	£173	£182	
The cost of producing and issuing a passport	£57.71	£59.40	

<sup>16</sup> The measurement annex for the input indicators is available on GOV.UK.

<sup>17</sup> Figure quoted is based on internal management information rounded to the nearest 5 pence.

<sup>18</sup> There has been a revision to the allocation of staff time between passenger and detection activity due to a change in methodology that means a year on year direct comparison is not appropriate.

# Key Impact indicators

Impact Indicators <sup>19</sup>	Latest data	Previous data	Context
Crime rates – violent and property crime recorded by the police	3,108,592 crimes were recorded by the police in the 12 months to the end of June 2014	3,128,441 crimes were recorded by the police in the 12 months to the end of June 2013	June 2014 data show a rate of 55 recorded offences per 1,000 population June 2013 data show a rate of 55 recorded offences per 1,000 population <sup>20</sup>
The size, value and nature of organised crime and our success in diminishing it and its profitability	<p>As of March 2014, organised crime group mapping<sup>21</sup> (OCGM) identified some 39,000 organised criminals in around 5,800 groups currently operating in ways that directly affect the UK.</p> <p>The Home Office estimates that the social and economic costs of organised crime in this country are at least £24 billion a year.</p> <p>We will be looking to publish non-sensitive information as part of a public annual report on the progress of the Strategy after 31 December 2014.</p>	<p>Law enforcement agencies estimate there are around 5,500 active organised crime groups operating to the detriment of the UK, comprising about 37,000 people.</p> <p>The Home Office estimates that the social and economic costs of organised crime in this country are at least £24 billion a year.</p>	<p>A new <u>Serious and Organised Crime Strategy</u> was published in October 2013. Serious and organised crime (SOC) is a threat to our national security, the safety of our communities and the prosperity of our economy. It is chronic, corrosive and global and, in many ways, more complex than terrorism.</p> <p>SOC includes drugs and human trafficking, illegal immigration, cyber crime, money laundering, corruption, and child sexual exploitation. It affects everyone, from individuals to major businesses. The cyber crime threat is particularly significant - consisting of cyber-dependent crimes (e.g. hacking to steal data) and cyber-enabled crimes (eg fraud and online child sexual exploitation).</p>

<sup>19</sup> The measurement annex for the impact indicators is available on GOV.UK.

<sup>20</sup> Rates are derived using population estimates from Office for National Statistics.

<sup>21</sup> Organised Crime Group Mapping' (OCGM) is a process where UK law enforcement agencies collate and share intelligence and information in a systematic way to produce an overall picture of serious and organised crime affecting the UK. Data sourced from the NCA Annual report published November 2014.

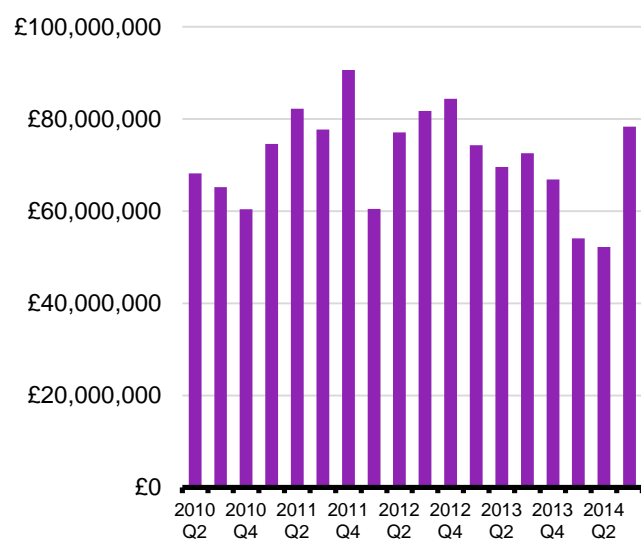
Impact Indicators	Latest data	Previous data	Context
Net migration to the UK	260,000 for year ending June 2014 (statistically significant rise)	182,000 for year ending June 2013	Non-EU net migration: +168,000; an increase from +139,000 (statistically significant) EU net migration: +142,000, an increase from +106,000 (not statistically significant)
Annual level of revenue protected through detecting goods where excise duty has not been declared	£78 million <sup>22,22</sup> (July to September 2014)	£73 million <sup>21,23</sup> (July to September 2013)	
Clearance of passengers at the border within published standards	99.2% <sup>22</sup> (July to September 2014)	99.4% <sup>22</sup> (July to September 2013)	Service standards: 95% of European Economic Area (EEA) passengers within 25 minutes; 95% non-EEA passengers within 45 minutes.
Percentage of migration applications decided within published standards	Not applicable. Data for new service standards is available below.	93% <sup>22</sup> (July to September 2013)	In January 2014, UK Visas and Immigration introduced a new set of standards that provided customers with greater clarity on when they would receive an outcome to their immigration application. The standards also make clear how non-compliance with application requirements are treated and measured. This makes it easier for customers to understand the requirements and to plan accordingly.
Percentage of asylum applications concluded in one year	51% <sup>22</sup> (July to September 2014)	60% <sup>22</sup> (July to September 2013)	
UK (domestic) straightforward passport applications processed within target	77% <sup>24</sup> (April to September 2014)	100% <sup>24</sup> (April to September 2013)	For April to September 2014 performance fell short of the 99.5% target. This was due to high levels of passport demand from January to July.  Between April and September 2014, HMPO processed a total of 2,304,332 straightforward passport applications from UK based customers. For the same period in 2013, the equivalent figure was 2,132,268.

<sup>22</sup> Figures quoted are rounded to the nearest million pounds.

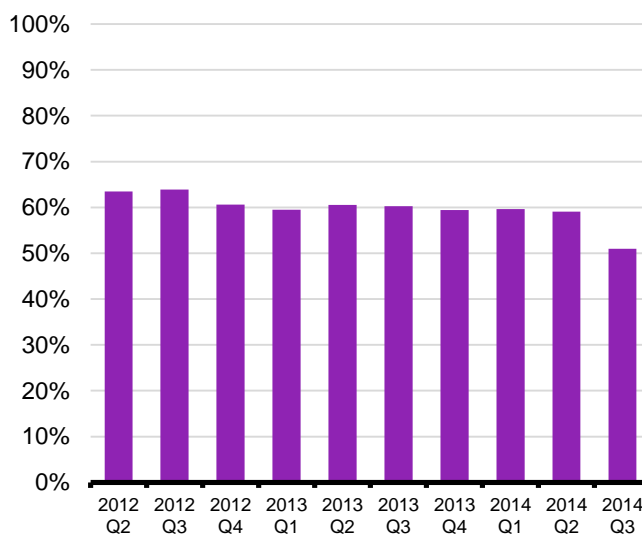
<sup>23</sup> Data is provisional.

<sup>24</sup> Percentages are rounded to the nearest whole number.

Annual level of protected revenue through detecting goods where excise duty has not been declared<sup>24,25,26</sup>



Percentage of asylum applications concluded in one year<sup>25,26</sup>



### In-Country Service Standards for key immigration applications<sup>27</sup>

Service standards for temporary migration	Service standard	2014 Q1	2014 Q2
Spouse/Partner	8 weeks	97%	100%
Other Non Points Based System	8 weeks	100%	100%
Visitor	8 weeks	99%	100%
Tier 1 Entrepreneur	8 weeks	100%	99%
Tier 1 General	8 weeks	100%	100%
Tier 1 Other	8 weeks	100%	99%
Tier 2/5	8 weeks	100%	100%
Study	8 weeks	99.8%	99.5%
Croatia <sup>28</sup>	6 months	99%	
Service standards for permanent migration <sup>27</sup>			
European Casework	6 months	100%	
British Citizen	6 months	100%	
Permanent Residence	6 months	100%	
Service standards for sponsorship			
Sponsorship (Pre-Licence)	8 weeks	100%	100%
Sponsorship (Highly Trusted Sponsorship)	18 weeks	100%	100%
Sponsorship (Post-Licence)	18 weeks	100%	100%
Sponsorship (Licence Renewals)	18 weeks	100%	100%

<sup>25</sup> Publication for revenue protected began in Q2 2010, no data available prior to this date.

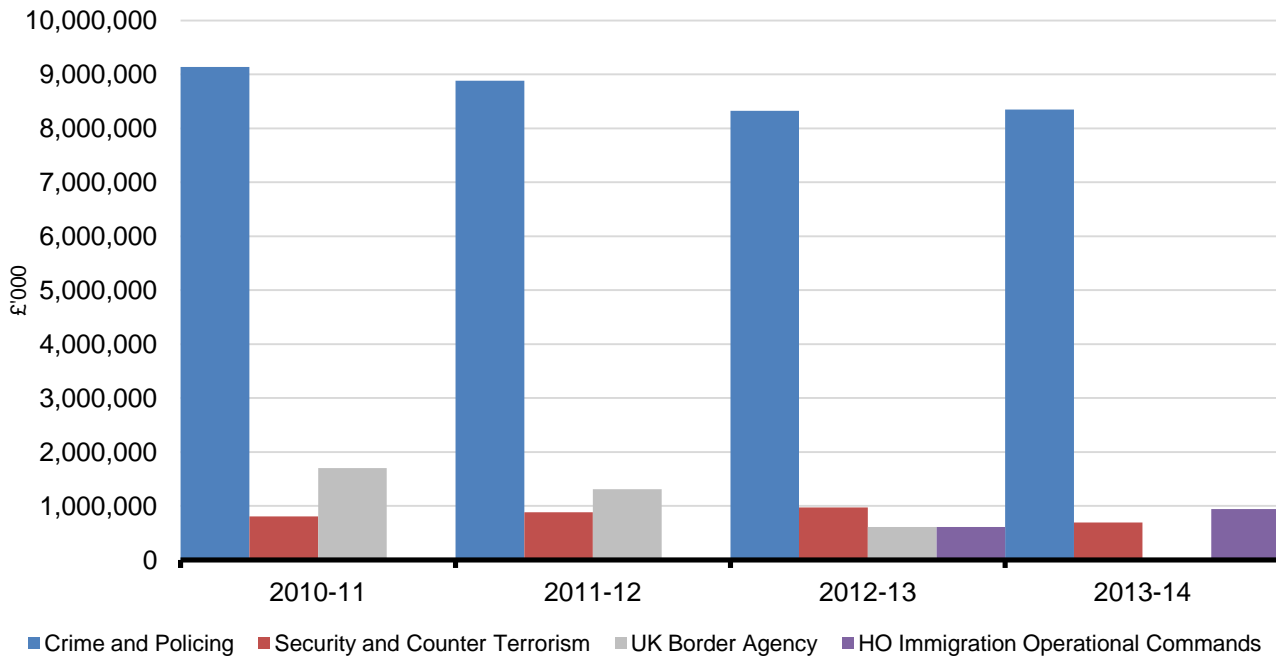
<sup>26</sup> Data from Q2 2014 onwards is provisional.

<sup>27</sup> Source: Home Office, [Migration Transparency Data](#)

<sup>28</sup> Due to the way Service Standards (6 months) are calculated the data will not be available until 26 February 2015.

# Expenditure

## Key programme and major policy spending patterns



'Home Office Immigration Operational Commands' include Border Force from 2012-13 (following its split from the UK Border Agency to become a separate operational command within the Home Office on 1 March 2012). From 1 April 2013 the remaining parts of the UK Border Agency became operational commands within the Home Office.

## Resource annual plan 2014-15 by business areas

- Crime and Policing
- Security and Counter Terrorism
- Immigration
- Borders
- Central Home Office
- Executive Agencies and Arms Lengths Bodies

