



Loughborough Reporting Centre: Unannounced Inspection

15 July 2010



John Vine CBE QPM
Independent Chief Inspector of the UK Border Agency



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Foreword from John Vine CBE QPM



I am pleased to present the report on my recent unannounced inspection of the UK Border Agency's Loughborough reporting centre. This is one of 15 reporting centres currently operated by the UK Border Agency across the United Kingdom.

The UK Border Agency requires people who are waiting for a decision on their asylum application, and those whose claims have been refused, to report at specified reporting centres. This is done in order to ensure that contact is maintained pending the final outcome of their case.

The reporting centre, located in central Loughborough, is used by an average of approximately 250 people per day. People travel from across Leicestershire, Nottinghamshire and Derbyshire to the centre in order to report, or to make further submissions.

In this inspection, I found that the accommodation available to people using the centre was clean, bright and modern. I was impressed at the dedication and professionalism shown by all staff, including the UK Border Agency's contractors operating within the centre. I found that people using the reporting centre were seen promptly and generally within the local target time. Staff were welcoming and treated people with respect and courtesy. These findings were supported by the findings of the survey we conducted with people reporting on the day of inspection.

However, I was concerned to find that Agency staff sometimes made use of people using the centre to interpret for others. This was a clear breach of confidentiality which could easily be avoided by access to interpretation facilities.

I found that there was a lack of up to date literature available to people to inform them how to make a complaint. This is particularly disappointing, given that I found an almost identical issue during my unannounced inspection of the Liverpool Asylum Screening Unit, which was conducted in August 2009.

A handwritten signature in black ink that reads "John Vine" followed by a period. The signature is written in a cursive, flowing style.

John Vine CBE QPM
Independent Chief Inspector of the UK Border Agency

1. Summary of Recommendations

We recommend that the UK Border Agency ensures that:

- people reporting have access to interpretation facilities where necessary;
- all staff have a clear understanding of their responsibilities with regard to recording complaints; and up to date literature is provided, advising people how they can make complaints;
- all relevant factors are considered (in line with published policy) when assessing people's eligibility for travel expenses;
- all people using the centre have access to drinking water; and
- information on display is up to date, consistent with the UK Border Agency's branding and informs people that private interview rooms are available if required.

2. The Inspection

Background

- 2.1 The UK Border Agency requires people who are liable to be detained, such as those who have made a claim for asylum which is yet to be decided, or has been refused, to report at specified reporting centres or local police stations. The UK Border Agency uses reporting in order to maintain contact with, and to manage the compliance of, those liable to detention. Contact management also provides people who are reporting with the opportunity to raise any concerns they may have.
- 2.2 During the reporting process, UK Border Agency staff confirm the person's identity, enquire about the person's current circumstances and reactivate the person's biometric identity card. People receiving asylum support have their fingerprints taken in order to update their Application Registration Card (ARC).
- 2.3 Some reporting centres, including Loughborough, are also used by the UK Border Agency as a place where people can make further submissions in person¹. These can be made either by booking an appointment in advance or during a routine reporting event. Each of the UK Border Agency's Immigration Group regions² has at least one reporting centre where these further submissions can be made. Loughborough is located in the Immigration Group's Midland and East region.
- 2.4 The Loughborough reporting centre covers parts of Derbyshire, Leicestershire and Nottinghamshire. At the time of inspection, it was operated by 11 UK Border Agency staff members, in addition to a number of contracted security staff.

Inspection Methodology

- 2.5 The terms of reference for this inspection were:

'To examine the efficiency and effectiveness of the UK Border Agency's Loughborough reporting centre through unannounced inspection. The inspection will assess whether the UK Border Agency is delivering fair, consistent and respectful services.'
- 2.6 We arrived at Loughborough reporting centre at 10.00am on 15 July 2010, announced our presence to the security staff and asked to see the centre manager. We did not provide the UK Border Agency with any advance notice of our inspection.
- 2.7 We assessed the reporting centre against a number of the Chief Inspector's core criteria. These can be found at Appendix 1.

1 With effect from 14 October 2009, UKBA's customers who made an asylum claim on or after 5 March 2007, were required to make any further submissions in person at a specified reporting centre.

2 London and South East; Midland and East; Scotland and Northern Ireland; Wales and South West; North West; and North East, Yorkshire and the Humber.

2.8 We conducted the inspection by observing:

- the way that people were treated on arrival;
- the queuing system; and
- how staff interacted with people during the reporting process.

2.9 We interviewed all eleven members of staff who were working at the centre that day. We also conducted a survey of 17 people³ attending the reporting centre to find out their experience of the centre and the services provided to them. We used a telephone interpretation service where this was requested.

2.10 We were informed by managers at the centre that approximately 250 people used the centre each day. On the day of the inspection, 201 people had appointments to use the centre and at the end of the day a manager confirmed that a total of 176 people had reported.

2.11 We noted that all of those we surveyed had travelled to the reporting centre in order to comply with a 'reporting event' set by the UK Border Agency. None of those surveyed had travelled to the reporting centre in order to make further submissions.

³ One respondent had to leave the interview part way through the survey. We have used their responses to questions in our calculations. Where they did not provide a response, we have used sixteen surveys for our calculations.

3. Inspection findings – Impact on people subject to UK Border Agency Services

General criterion:

UK Border Agency staff and staff of commercial partners are welcoming and engage positively with customers and other users.

Specific criterion:

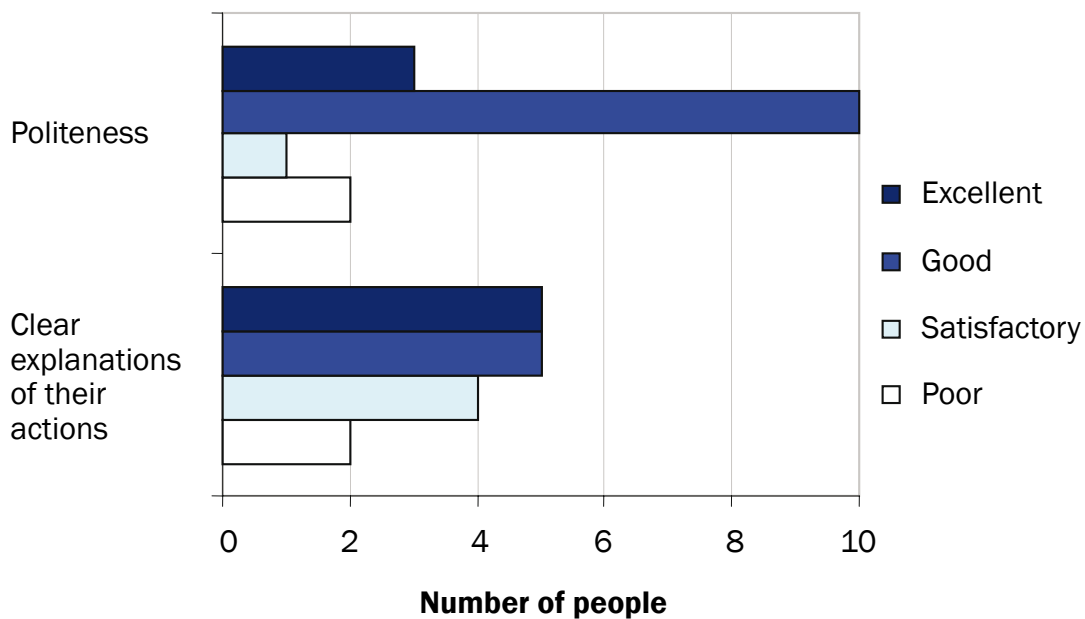
(i) Customer queuing and waiting times are as short as possible and adhere to UK Border Agency guidelines / Service Level Agreements.

- 3.1 We were informed that the UK Border Agency did not have a national target for how quickly people should be seen at a reporting centre. However, we found that Loughborough had a local target that people would be seen by a member of counter staff within 20 minutes of their arrival.
- 3.2 On arrival, people were given a numbered ticket and asked to remain in the waiting area until their number was announced. This was done using both a tannoy system and an electronic screen in the waiting area. An electronic queue management system was used to measure the time taken from when the ticket was issued until the person had been called.
- 3.3 The queue management system provided managers with information on how long people were waiting at a particular moment in time. However, it did not store information, which could have been used by managers to identify trends in waiting times. The system did not, for example, capture data on the longest, shortest or average waiting time each day, or over the preceding week or month. Consequently, we found that when managers were tasked with providing management information on queuing times for the preceding month, they had to calculate the figure using their recollection of the months 'current' waiting times.
- 3.4 From our observations and our survey of people using the centre, we saw that the majority of people were seen very quickly after their arrival at the reporting centre and within its local target. The average waiting time for the seventeen people surveyed was seven minutes. We noted that the shortest waiting time was less than a minute. However, one respondent informed us that they had waited for 25 minutes, whilst another informed us that they had waited for 21 minutes before they were seen by UK Border Agency staff.
- 3.5 We found that the reporting centre used its resources effectively in order to minimise the length of time that people waited. We were consistently informed by staff of all grades that, when queuing times approached 20 minutes, staff performing administrative duties were redirected to assist colleagues working on the counters, until such a time as the waiting time reduced. We also noted that of the two operational managers within the centre, one sat close to staff operating the counters. This enabled managers to observe staff interacting with people and to view activity within the centre, including waiting times.

(ii) UK Border Agency staff are professional, courteous, and respectful when dealing with customers irrespective of their status.

- 3.6 We were impressed with the welcoming and friendly manner adopted by both UK Border Agency and contracted staff during their interactions with people attending the reporting centre.
- 3.7 The centre’s contracted security staff acted as the first point of contact for people using the centre. We found them to be friendly and approachable, and observed them trying to assist people with queries on issues ranging from how the process of being called to a counter worked, to where they could catch a bus after they had been seen.
- 3.8 We noted that all UK Border Agency staff who worked behind the counters had a specific objective contained within their annual staff appraisal process relating to ‘Customer Focus’. We witnessed a number of instances where staff provided people reporting with updates on how their asylum claim was progressing.
- 3.9 These observations were supported by the findings of our survey of people using the centre, in which 13 out of 16 respondents rated UK Border Agency staff as either good or excellent for their politeness; and 10 rated them as either good or excellent for having clearly explained what they were doing.

Figure 1: How people responding to our survey rated UKBA staff for politeness and clear explanations of their actions.



- 3.10 It is imperative that UK Border Agency staff and people using the centre are able to communicate with each other effectively. We were, therefore, particularly interested to see how UK Border Agency staff dealt with people who were unable to speak English.
- 3.11 We were informed by staff that although most attendees could communicate in English, some had only a limited knowledge and others had none.
- 3.12 We found that people using the reporting centre did not have access to interpretation facilities, such as the telephone interpretation service that we used to conduct our survey. Given the importance of people using the centre being able to communicate accurately with UK Border Agency staff, we do not think that this is acceptable. We also noted a marked contrast between the lack of access to such a facility for staff at the reporting centre’s counters and an enforcement team operating in the reporting centre. During our inspection we observed an enforcement team who had detained somebody at the reporting centre and made effective use of telephone interpretation to communicate with the person they had detained.

- 3.13 We found that the UK Border Agency counter staff at the reporting centre had not used an interpreter for their interaction with any of those who we surveyed. Three respondents stated that they would have found it helpful had UK Border Agency staff used an interpreter to communicate with them.
- 3.14 Staff informed us that they had a series of ‘prompt sheets’ which had been designed to allow them to communicate with people. We saw these sheets which contained a list of translated questions that were routinely asked of people reporting. Staff informed us that if they found it difficult to communicate with a person in English, they held up a sheet in the person’s language for them to read the question and respond.
- 3.15 However, we do not believe that this approach is an effective way of communicating with people for a number of reasons:
- it assumes that people will be able to read their language and we were informed by staff that some could not;
 - even where people understood the question, there was no effective way for them to fully communicate their response; and
 - the sheets were only available in three languages (Kurdish, Mandarin and Somali), rather than all of those used by people using the centre.
- 3.16 We were informed by some staff that in an attempt to overcome these difficulties they sometimes asked other people using the centre, who could communicate in English, to interpret for people who could not.
- 3.17 Expecting people to divulge potentially sensitive, personal information via an unofficial interpreter is unacceptable and clearly breaches confidentiality between the UK Border Agency and the person reporting. There is a clear risk that people will feel inhibited by the presence of such a person and consequently will not divulge information to the UK Border Agency. Also of concern is that neither the UK Border Agency, nor the person who is being interpreted for, have any assurance that either the questions or responses have been accurately translated.
- 3.18 During our inspection we saw an example of where staff used a third party to communicate with a person who had reported at the centre. This is set out below:

Figure 2: Observation of the UK Border Agency's use of a third party to interpret

The person reporting:

- Had moved house; and
- Required a travel ticket for their next reporting event.

UK Border Agency staff:

- Initially attempted to communicate with the person in English;
- Having realised that the person could not communicate in English, asked a person who had reported, was leaving the centre and who spoke the same language to interpret; and
- Asked the person questions about where they lived and which travel company operated in their area.

The Chief Inspector's comments:

- The person who had reported and the person asked to interpret had significant difficulties understanding each other;
- The UK Border Agency staff member had to ask the question a number of times before they were provided with a response they were satisfied with;
- There was no assurance to either the person reporting, or the UK Border Agency, that the interpretation was accurate; and
- This reinforces the potentially significant misunderstanding that could occur if unofficial interpreters are provided.

(iii) UK Border Agency staff can identify and sensitively support vulnerable and distressed customers especially children.

- 3.19 All staff had undertaken both computer based 'E-Learning' and classroom based training on 'Keeping Children Safe'. We did not observe, and were not made aware of, any particular issues on the day of inspection. However, we were informed that the training had been used by staff to identify cases where a child may have been at risk. We were also advised that staff had liaised with the police and other agencies where this had occurred.
- 3.20 We were told of examples where staff had amended the frequency, location or time that people were expected to report, taking account of a person's circumstances. We did not witness this taking place first hand but received consistent feedback from staff that they were empowered to do this and that they felt confident to recommend such changes to managers for approval.
- 3.21 We found that staff at the centre were provided with an 'Incident Information Pack', which detailed how they should respond to an incident requiring the intervention of, or referral to, a third party. The pack provided staff with a clear command structure for responding to incidents and listed contact details for third parties who may need to be contacted, such as social services in the surrounding areas. We noted that the centre also operated an 'Incident Log' into which staff recorded incidents and any responses. This was monitored by managers within the centre in order to identify trends and to consider whether steps could be taken to reduce the likelihood of incidents reoccurring.
- 3.22 People travelling to reporting centres in order to report could, in certain circumstances, have their travel expenses paid for by the UK Border Agency. Of the 15 people who responded to our survey question 'Did the UKBA pay for your travel?', four said that their travel had been paid for, whilst 11 said that it had not.

3.23 The UK Border Agency's policy⁴ stated that people living outside of a three mile radius of their reporting centre, who received asylum support under Section 95 or Section 4 of the Immigration and Asylum Act 1999, are eligible to receive help towards their travelling expenses. The policy provided that those living within a three mile radius would not be eligible for support, except on the grounds of 'exceptional need.'

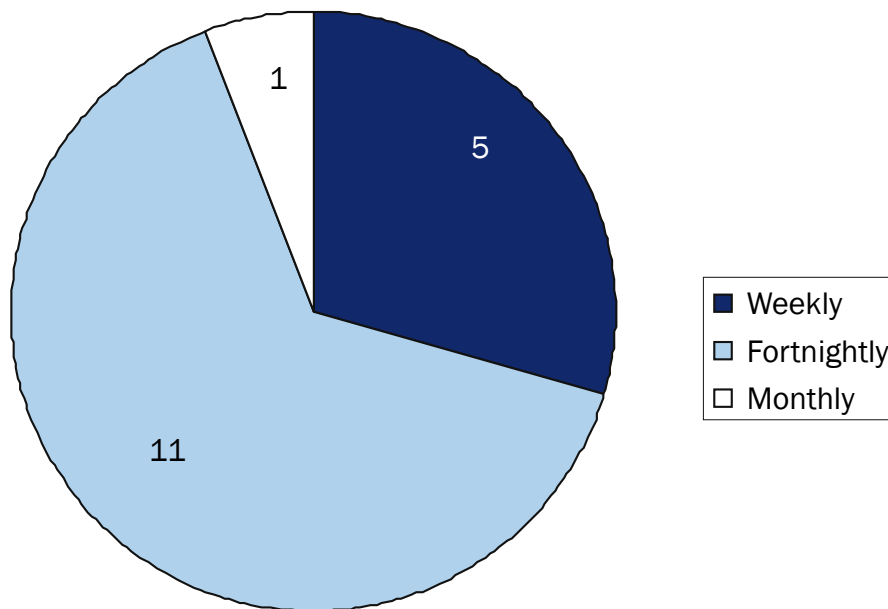
3.24 We noted that the UK Border Agency's guidance⁵ provided an illustration of the type of factors that could impact on a person's ability to attend a reporting centre. It cited:

- Body pain;
- Disability;
- Mental health issues; and
- Pregnancy related conditions.

The guidance went on to state: *"This list is not exhaustive and provides illustration only."*

3.25 We were therefore disappointed that staff who considered travel applications considered only two factors: the distance that a person was required to travel from their home to the centre; and any medical issues that they had. Such an interpretation was contrary to what the guidance stated. The narrow interpretation could have a significant impact on people, particularly given the frequency with which many reported. As can be seen from Figure 3, the majority of those surveyed, were required to report on a fortnightly basis.

Figure 3 – Frequency of reporting of people who responded to our survey



3.26 As an example, this meant that a person living within three miles of their reporting centre who cared for a sick relative would be refused based on the centre's interpretation, even if their travelling time to the centre meant that they had to be away from their relative for significant periods of time.

⁴ Enforcement Instructions and Guidance, Chapter 22a.3.3:

<http://www.ukba.homeoffice.gov.uk/sitecontent/documents/policyandlaw/enforcement/oemsectiond/>

⁵ Enforcement Instructions and Guidance; Chapter 22a.5.1

We recommend that the UK Border Agency ensures that:

- people reporting have access to interpretation facilities where necessary; and
- all relevant factors are considered (in line with published policy) when assessing people's eligibility for travel expenses

General criterion:

Facilities and services meet the needs of customers and are conducive to ensuring 'business' is progressed.

Specific criterion:

- (i) Accommodation, whether interview rooms, waiting rooms etc. is welcoming and clean.**
- (ii) The environment fosters proper engagement with customers.**

- 3.27 The centre opened in 2006, prior to which it had been refurbished to the UK Border Agency's specification. The public areas of the centre were located on the ground floor, with the first floor being used for administrative and managerial functions.
- 3.28 We found that the centre had a logical physical layout, which enabled people who had been seen by a UK Border Agency staff member at a counter to exit the building without having to go back through the waiting area. This minimised both noise and disruption for those in the waiting area, who were listening for their number to be announced.
- 3.29 The tannoy announcements and the electronic board, which were used by staff to call for the next person were clear. We observed people using these throughout the day with no apparent difficulties.
- 3.30 The centre was bright, modern and well ventilated. We found that the centre had toilets, a faith room and a disabled toilet, which also had baby-changing facilities contained within it. All of the public areas were clean and tidy throughout the day.
- 3.31 Respondents to our survey were positive about the quality of the accommodation, with respondents describing the accommodation as, *"very decent"*, *"clean and comfortable"* and (of a) *"good standard"*.
- 3.32 We also noted that staff at the centre promoted the Voluntary Assisted Return and Reintegration Programme⁶ (VARRP) to people using the centre. The centre displayed posters and played a DVD within the waiting area, informing people about the scheme and offering information about how they could apply for it. All the UK Border Agency's staff operating the counters had received training on the scheme, which allowed them to answer people's questions. In addition, four members of staff within the centre were Assisted Voluntary Return (AVR) 'Champions', whose role included promoting the scheme to people who were eligible for it.
- 3.33 However, we found that the counter design provided only limited privacy to people using the centre. The limited depth of the screens at each side of the counters meant that it was possible to overhear conversations between UK Border Agency staff and people up to three counters away. Staff informed us that they had not received any complaints about this. They advised us that if people requested greater privacy, it was normally possible to use a private interview suite which was located close to the counters. However, there were no signs informing customers that this facility was available. Consequently, we believe that the limited privacy provided by the counters could inhibit people from providing the UK Border Agency with sensitive personal information because they do not want others to overhear what they were saying.

⁶ A scheme offered by the International Organisation for Migration, to those who had applied for asylum and wished to return permanently to their country of origin.

3.34 People travelled relatively long distances from across Derbyshire, Leicestershire, and Nottinghamshire to reach the reporting centre. The average distance travelled by those who we surveyed was 14½ miles. However, staff informed us that people from Glossop in Derbyshire (approximately 70 miles from the centre) had, in the past, been required to attend the centre. Staff informed us that people were offered the opportunity to report at a centre closer to their residential address if this was more convenient for them. Managers also confirmed that electronic monitoring and voice recognition technology could be considered where appropriate to reduce the need to travel to the reporting centre.

Figure 4 – Distance travelled to the reporting centre by people who responded to our survey

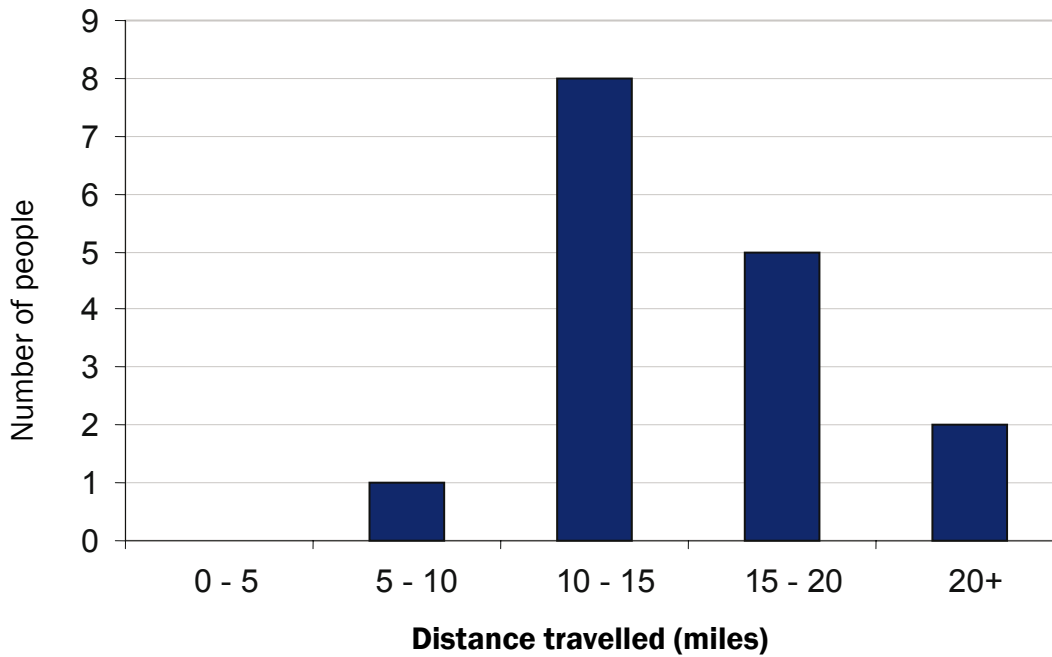


Table 5 – Mode of transport used by people who responded to our survey to travel to the reporting centre

Transport type	Number	Percentage
Walk	0	0%
Public Transport	9	56%
Car/Taxi	7	44%
Other	0	0%
Total	16	100%

3.35 We noted that although people could take drinks into the centre, the UK Border Agency required these to be un-opened for security reasons. If not, they had to be left with the security staff at the centre's reception. Given this and the significant distances that some people would have had to travel to reach the centre, we were therefore disappointed that there was not a water fountain or other refreshment facilities available for people to use in the waiting room. Although staff informed us that they provided water to people on request, we did not see any signs advertising this to people using the centre. Indeed one of the people surveyed stated that having a water cooler in the waiting area would have been beneficial.

- 3.36 We also felt that the way that posters were displayed throughout both the waiting area and at the counters detracted from the otherwise professional appearance of the centre. In particular we noted that:
- some of the UK Border Agency's posters did not have branding;
 - there were a number of posters repeating the same information;
 - posters were displayed across a number of walls, rather than being located in one central, accessible and visible site; and
 - they were all written in English.

We recommend that the UK Border Agency ensures that:

- all people using the centre have access to drinking water; and
- information on display is up to date, consistent with UK Border Agency branding and informs people that private interview rooms are available if required.

General criterion:

UK Border Agency staff are responsive to customer complaints/grievances

Specific criterion:

(i) Complaint/grievance procedures are simple, transparent and accessible and used by UK Border Agency staff

- 3.37 We found that staff were aware of the UK Border Agency's definition of a complaint⁷. However, we found that there was a lack of understanding amongst staff about what they were expected to do if somebody 'expressed dissatisfaction'. Staff informed us that where people made a verbal expression of dissatisfaction, they ordinarily attempted to resolve it 'on the spot' but did not routinely record the complaint formally. This was not in accordance with the UK Border Agency's guidance, which stated that any expression of dissatisfaction was a complaint – and should be recorded as such.
- 3.38 A manager informed us that they sometimes identified cases in which a person had expressed dissatisfaction verbally. They did this by looking through notes on the Casework Information Database (CID). However, even where they had identified a verbal complaint, this was not formally recorded as a complaint. The ambiguity over the process to be followed when a person expressed dissatisfaction was also something that we found in our recent thematic inspection on the UK Border Agency's handling of complaints and MPs' correspondence⁸.
- 3.39 We found that there were no posters within the public sections of the reporting area to inform people how they could make a complaint. The only literature available to people using the centre was a leaflet that was significantly out of date. The leaflet had been produced in October 2007 and therefore:
- referred to the Border and Immigration Agency, which was replaced by the UK Border Agency in April 2008;
 - provided an out of date telephone number for customer complaints; and
 - referred to the Complaints Audit Committee, which ceased to exist on 1 July 2008.

⁷ '...any expression of dissatisfaction about the services provided by the UK Border Agency and / or about the professional conduct of the UK Border Agency staff, including contractors.'

⁸ This report can be found at: http://icinspector.independent.gov.uk/wp-content/uploads/2010/07/Lessons-to-learn_The-UK-Border-Agency's-handling-of-complaints-and-MPs-correspondence.pdf

- 3.40 We are particularly disappointed by this, as we found a similar issue during our unannounced inspection of the Liverpool Asylum Screening Unit, which was carried out in August 2009⁹.
- 3.41 Again, we were surprised at the contrast between what was available within the reporting centre compared to other users and contractors within the same building. In the case of complaint literature, we found the level of information in the reporting centre was significantly worse than that available within the centre's Short Term Holding Facilities (STHFs)¹⁰. We did not inspect these facilities as this was outside of our statutory remit, however, we observed that within the holding room there was:
- a Detention Services 'Do you wish to submit a written complaint?' document dated June 2010, which had been translated into ten languages;
 - a 'complaints box', which was signposted in different languages; and
 - paper and pencils for people to make complaints.
- 3.42 Staff informed us that the Midlands and East region had recently appointed a member of staff who would have overall responsibility for customer service and complaint handling. We found that staff within the centre had been waiting for the appointment of this person, in order to inform them of how complaints should be handled.

We recommend that the UK Border Agency ensures that:

- all staff have a clear understanding of their responsibilities with regard to recording complaints; and provides up to date literature advising people how they can make complaints.

⁹ This report can be found at: http://icinspector.independent.gov.uk/wp-content/uploads/2010/03/liverpool_asu.pdf

¹⁰ These are used by UKBA for the detention of a person detained under the Immigration Acts

Appendix 1

Inspection Core Criteria

General criterion:

UKBA staff and staff of commercial partners are welcoming and engage positively with customers and other users.

Specific criteria:

Customer queuing and waiting times are as short as possible and adhere to UKBA guidelines/ Service Level Agreements.

UKBA staff are professional, courteous, respectful and culturally aware when dealing with customers, irrespective of their status.

UKBA staff can identify and sensitively support vulnerable and distressed customers especially children.

General criterion:

Facilities and services meet the needs of customers and are conducive to ensuring 'business' is progressed.

Specific criteria:

Accommodation, whether interview rooms, waiting rooms etc. are welcoming and clean.

The environment fosters proper engagement with customers.

General criterion:

UKBA staff are responsive to customer complaints/grievances

Specific criterion:

Complaint/grievance procedures are simple, transparent and accessible and used by UKBA staff

Appendix 2

Locations of the UK Border Agency's reporting centres

- Cardiff
- Folkestone
- Glasgow
- Leeds
- Liverpool
- London (5)
- Loughborough
- Manchester
- North Shields
- Sheffield
- Solihull

Appendix 3

Customer survey – Unannounced Inspection

Initial of interviewer: JV / MV/ GE / SEJ / RD

Time customer surveyed:
Was an interpreter used for the interview?
Respondent sex: Male / Female
Nationality:

1. Why are you visiting the reporting centre today?

- To report *go to q2*
- To make further submissions *go to q3*
- To report and make further submissions *go to q2*

2. How frequently do you report?

- Daily
- Weekly
- Fortnightly
- Monthly
- Other (please specify) _____

If they are not making further submissions then proceed to question 5

3. If making further submissions: Did you make an appointment?

- Yes *go to q4*
- No *go to q5*

4. If yes: Was it easy to get an appointment through your caseworker by telephone?

- Yes
- No
- N/A (if appointment was made on their behalf)

Comments _____

5. What time were you asked to arrive at the reporting centre?

_____ AM/PM

6. What time did you arrive at the reporting centre?

_____ AM/PM

7. And what time were you seen?

_____ AM/PM

Tick if still waiting

8. Did the UKBA use an interpreter, either in person or over the phone, when you were seen today?

Yes *go to q9*

No *go to q9*

Still waiting *go to q10*

9.

If yes to q8	If no to q8
Was it helpful?	Would it have been helpful?
Why?	How?

10. Where have you travelled from today?

11. How did you travel to the reporting centre today?

Walk

Public Transport

Car/Taxi

Other (please specify) _____

12. Did the UKBA pay for your travel?

Yes No

13. How would you rate the UKBA staff who you have met today for:

<i>(please tick)</i>	Excellent	Good	Satisfactory	Poor
clearly explaining what they were doing?				
politeness?				

14. Thinking about the facilities here, do you have any comments on their:

- cleanliness
- safety
- comfort
- disability provisions
- childcare provisions

15. Do you have any other comments?

16. If you needed to make a complaint about the reporting centre, how would you do this?

Thank you for taking the time to complete this survey.

Appendix 4

Glossary

Entry	Abbreviation	Description
Assisted Voluntary Return	AVR	The generic term for the three voluntary return programmes provided by the International Organisation for Migration. One is for anyone who has been in the asylum system at any stage – applying, appealing, refused – (VARRP); one is for families with children whether they have applied for asylum or not (AVRFC); and a third is for irregular migrants – who have overstayed their visas or have been smuggled or trafficked into the country (AVRIM). Under all three programmes, IOM arranges flights and onward transportation to their home doorstep but under the schemes for asylum seekers, families and young people. IOM also delivers Reintegration Assistance in the country of return.
Casework Information Database	CID	The Case Information Database is an administrative tool, used by the UK Border Agency to perform asylum tasks including recording all applications for asylum, with the related casework and decisions.
Complaint		Defined by the UK Border Agency as ‘any expression of dissatisfaction about the services provided by or for the UK Border Agency and / or about the professional conduct of UK Border Agency staff including contractors’.
Complaints box		A brightly coloured box placed at accessible locations in Short Term Holding Facilities, in which people being detained can post complaints. It is only opened by Agency staff, not by contractors who operate the facilities.
Further Submissions		A person who has made a claim for asylum, which was refused and whose appeal rights have been exhausted, can ask to have their claim re-examined owing to a change in their circumstances.
Reporting centre		A UK Border Agency office where people who are liable to detention by the UK Border Agency are required to report on a regular basis.
Short Term Holding Facilities	STHF	Used by UK Border Agency enforcement units to reduce reliance on police facilities and to provide a short term assessment/ induction facility prior to moving to a main centre.

Acknowledgements

We are grateful to the UK Border Agency for its help and co-operation throughout the inspection. In particular, we are grateful for the assistance in arranging interviews with staff at short notice.

Chief Inspector:	John Vine
Assistant Chief Inspector:	Mark Voce
Inspector:	Gareth Elks
Inspection Officer:	Steve Embrey-Jones
Analyst:	Ryan Dee

