

## Inspection Plan 2017/18 – 2019/20

Theme 1: Protecting the border (identifying and intercepting risks and threats)				
Area	Topic	17/18	18/19	19/20
Intelligence	An inspection of the Intelligence Functions of Border Force and Immigration Enforcement was published 21 July 2016 <b>Possible re-inspection in 2017/18 or 2018/19</b>			
Customs Controls	An inspection of Border Force operations at Coventry and Langley postal hubs (March - July 2016) was published 13 October 2016 <b>Possible re-inspection in 2017/18</b>			
	Border Force Freight operations			●
Visa applications (crossover with Theme 2)	Visa Post(s) - focusing on the efficiency, effectiveness and consistency of UKVI's visa operations	○	●	●
UK Seaports and coastline	An inspection of Border Force operations at east coast seaports due <b>to be published April 2017</b>			
	West Coast Ports (to include people and goods entering the UK via the Common Travel Area)		●	
	South Coast Ports (to include Dover)	●		
	The Border Force Cutter Fleet	○	»	»
	The National Maritime Intelligence Centre (NMIC) – a standing item in Ports and Cutter Fleet inspections	»	»	»
UK Airports	Immigration and customs controls of scheduled international flights	○	○	○
Border security partnerships	Juxtaposed controls			●

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	» a standing item that will be covered, where possible, in all relevant inspections

Theme 2: Providing a service (processing applicants, claimants and customers)				
Area	Topic	17/18	18/19	19/20
Immigration routes	An inspection of family reunion applications (January – May 2016) was published 14 September 2016 <b>Possible re-inspection in 2017/18</b>			
	Asylum casework	●		●
	Points Based System (PBS) visa applications – a standing item in all Visa Post inspections, plus an inspection focusing on treatment of a particular Tier(s) across the system in 2018/19	»	●	»
	Administrative Reviews An inspection of the Administrative Review Processes introduced following the 2014 Immigration Act (Sept – Dec 2015), published 26 May 2016 Re-inspection report due to be published mid-June 2017			○
Routes to citizenship	Nationality casework – registration of children as British citizens under the British Nationality Act 1981	○		
	An inspection of the General Register Office for England and Wales, with particular emphasis on birth records (March – June 2016) was published 13 October 2016 <b>Possible re-inspection in 2017/18</b>			
Service Levels	Service standards (and internal targets) – a standing item in all inspections	»	»	»
	Charging for services – covered in relevant inspections, plus a system-wide inspection of in 2018/19	»	○	»
	Complaints handling will be a standing item in all inspections  A re-inspection of Complaints Handling, work began in January 2017, due to report by early May 2017, and to be published by early July 2017	»	»	»

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Theme 2: Providing a service (processing applicants, claimants and customers)				
Area	Topic	17/18	18/19	19/20
Identification and treatment of vulnerable individuals	Children –(including the exercise of S. 55 safeguarding duties and ‘best interest’ judgements) – treatment of children will be a standing item in all relevant inspections	●	»	»
	Potential Victims of Modern Slavery (in collaboration with the Office of the Anti-Slavery Commissioner) – focusing on in-country identification and treatment		●	
	An inspection of Border Force’s identification and treatment of Potential Victims of Modern Slavery was published 2 February 2017 <b>Possible re-inspection in 2017/18</b>			
	Immigration detainees, including the handling of further submissions and the provision of bail accommodation – aligned with HM Inspectorate of Prisons’ inspection programme, where possible			●
	Vulnerable adults, including identification and treatment victims of torture – a standing item in all relevant inspections	○	»	○
	Domestic Workers visa route			
	Women (gender bias) – a standing item in all inspections, plus a themed inspection in 2018/19	»	○	»
Particular social groups – a standing item where relevant, and forming part of the Asylum casework inspection in 2017/18	»	»	»	
Syrian Refugee Programme	Progress towards the agreed targets and lessons learnt	●		

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**Theme 3: Compliance Management and Enforcement**

Area	Topic	17/18	18/19	19/20
Clandestine entrants	A short notice inspection of the Home Office response to 'Lorry Drops' was published 21 July 2016 <b>Possible re-inspection in 2017/18</b>			
	Clandestine entrants – identification and handling			●
'Hostile environment'	Checking of immigration status within civil registration processes – <b>see also Theme 2 'Routes to citizenship'</b>			
	An inspection of the 'hostile environment' measures relating to driving licences and bank accounts (January – July 2016) was published 13 October 2016 <b>Possible re-inspection in 2017/18</b>			
	An inspection of the implementation of the 2014 'hostile environment' provisions for tackling sham marriage was published 15 December 2016 <b>Possible re-inspection in 2017/18</b>			
	Landlord immigration checks	●		
	National Health Service charging	○		
	Illegal working		●	
	Status reviews - revocation of leave to remain and deprivation of citizenship	○		
	Overview of 'hostile environment' measures			○
Contact management	An inspection of reporting arrangements, including the work of Reporting Centres, work began in December 2016, due to report by mid-May 2017, and to be published by early July 2017			●
	Reporting arrangements, including Reporting Centres			
	'Helplines' (and published guidance)		○	

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**Theme 3: Compliance Management and Enforcement**

Area	Topic	17/18	18/19	19/20
Removals	An inspection into failed right of abode applications and referral for enforcement action, published 13 October 2016 <b>Possible re-inspection in 2017/18</b>			
	An inspection of Removals, focusing on Foreign National Offenders, work began in January 2017, due to report by late May 2017, and to be <b>published by late July</b>			
	Migration Removals Pool (MRP), Voluntary Returns, Family Returns, and Emergency Travel Documents (last inspected 2015)		●	
Exit checks	Exploitation of exit check data across the border and immigration systems (including planning and implementation of Exit Check project), included as a standing item where relevant from Year 2	●	»	»
Sanctions and Penalties	Completeness, consistency of application, deterrent effect of sanctions and penalties (including, but not limited to, the 'hostile environment' measures above), a standing item where relevant	»		○

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**Theme 4: Working with others**

Area	Topic	17/18	18/19	19/20
<b>'Hand-offs' between Home Office Directorates</b>	Alignment of border and immigration processes and priorities – a standing item for all inspections, plus an inspection of any 'new' major processes at an early stage, plus an inspection of HM Passport Office and/or General Register Office in Year 2 where there functions overlap or join border and immigration functions	»	●	●
	Forecasting, planning, contingency planning - a standing item for all inspections, plus a re-inspection of the planning for (and management of) a summer 2016 asylum 'surge' under Theme 5	»	»	○
	'Onshoring' (to the UK) of immigration functions and remote decision-making	○		
<b>Partnerships</b>	Other Government Departments (OGDs) and Local Authorities – alignment of priorities and responsibilities, information sharing, plus a comparison of similar functions e.g. DWP, HMRC processing of bulk data, contact management	●		
	Law Enforcement – information sharing and collaborative working		●	
	Overseas partners and stakeholders – relationship management, information sharing, comparative performance			●
<b>Commercial contracts</b>	National/strategically significant (Home Office 'Tier 1') contracts – performance/delivery management, alignment with in-house border and immigration functions		●	
	Regional or Local ('Tiers 2 and 3') contracts – Home Office visibility, plus performance/delivery management	●		
	Overseas contracts, for example Visa Application Centres (VACs) – a standing item in all Visa Post inspections	»	»	»
<b>'Joint' Inspections</b>	Collaborations with other Inspectorates and similar bodies (including short-term attachments, input to inspections and, where relevant, joint or complementary inspections)	○	○	○

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**Theme 5: Learning and improving**

Area	Topic	17/18	18/19	19/20
<b>Country of Origin Information</b>	Country of Origin (CoI) Reviews – 10-12 reviews per year focused on the countries and issues featuring most commonly in Asylum claims – reviews commissioned and quality assured by the Independent Advisory Group on Country Information	○	○	○
	Production, usefulness and use made of CoI material within the Home Office – to include an assessment of the ICI’s process for delivering CoI reviews	●		
<b>Litigation</b>	Handling of litigation cases, including the work of Presenting Officers – inspection combined with Organisational Learning	●		
	Organisational learning from litigation cases, including Pre-Action Protocol (PAP) letters, Judicial Reviews, allowed appeals – then included as a standing item in relevant inspections		»	»
	Non-suspensive appeals – a standing item where relevant, plus a thematic inspection in 2019/20	»	»	○
<b>Staff</b>	Type of staff (permanent, temporary, agency), grades/responsibility levels, provision of initial and refresher/top-up training, knowledge, experience, engagement – a standing item in all inspections	»	»	
<b>Tools/Technology</b>	Operating Mandates, Instructions, Guidance, Quality Assurance – clarity, accessibility, use etc. – a standing item in all inspections, plus a thematic inspection in 2018/19	»	●	»
	Data/Management Information, record keeping - a standing item in all inspections, plus a thematic inspection in 2019/20	»	»	●
	Digital services at the border - a standing item in relevant inspections, plus a thematic inspection in 2018/19	»	●	»
<b>Re-inspections</b>	Check on the implementation of accepted Recommendations, after c. 6+ months or earlier if the Home Office has committed to an earlier implementation date – 6 re-inspections per year	●	●	●

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**Home Secretary Commissions**

Area	Topic	17/18	18/19	19/20
<b>Not known in advance</b>	S. 50 of the UK Borders Act 2007 enables the Home Secretary to request the ICI to report in relation to a specified matter.	●	●	●

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