



British Chambers of Commerce

East Lancashire Chamber of Commerce

26 February 2009



Charlotte Taylor
Communications, Strategy and Stakeholder Manager

Aims of the session

- To provide a brief overview of the work of the UK Border Agency
- To explain how the current entry clearance system relates to UK business

UK Border Agency

Formed 1 April 2008

Consists of

- **Borders and Immigration Agency**
- **UKvisas**
- **HM Revenue and Customs**

Reports to

- **Home Office**
- **Treasury**



UK Border Agency strategic aims

Three strategic aims:

Strengthen the UK's border

Regulate UK travel, trade and migration

Tackle immigration and customs crime

Areas of control

- **Pre-entry – Visa Services**
- **On entry – Border Force**
- **After entry – Regional Teams**

Categories of Entrant

EEA (plus Switzerland)

Visa nationals

- India
- China
- Russia

Non-visa nationals

- United States
- Japan
- Australia

Categories of visa

Visitor

Tourist

Family visitor

Business visitor

Student visitor

Settlement

Marriage

Family reunification

Work

Highly skilled

Skilled

Study

Temporary mobility/sports/arts and entertainment

Work visas

Business visitors may be granted:

- **six months leave to enter – multiple entry. Longer term visit visas also available.**
- **PBS Tier 2 visa usually granted for three years.**

Visitor requirements

- **Intention to leave the UK at the end of visit**
- **Can support themselves without work or recourse to public funds**
- **Will not undertake any other action for which the visa is not intended**
- **Business visitors can attend meetings, arrange deals, conduct site visits**
- **Business visitors cannot take paid employment in the UK**

- **The fee is currently £65 for a six month visit visa**

UK Border Agency International Group in context

Headline figures

- **2.5m applications in 2007/8**
- **80% of visa applications issued**
- **100+ visa issuing Posts**
- **Over 130 nationalities require visas**
- **Approximately 2500 staff: about 2300 overseas and 200 in London**
- **Independent Monitor scrutinises decisions**

Top ten posts for work permit and Tier 2-related applications

April 2008 – January 2009

- **Chennai** 14580
- **Mumbai** 9443
- **New York** 5952
- **New Delhi** 4553
- **Tokyo** 2703
- **Los Angeles** 2631
- **Pretoria** 2567
- **Canberra** 2443
- **Chicago** 1642
- **Ottawa** 1357

Controls

Biometrics and Commercial Partners

- **All applicants now required to submit biometric information**
- **Biometrics being collected in 239 Visa Application Centres in 50 countries**

Visa application process

- **All applicants now required to provide fingerprints and have a digital photograph taken**
- **Enables positive identification of visa applicants who may later destroy their documents on arrival or seek asylum using false identities and nationalities**
- **Also prevents identity of genuine travellers being used by non-genuine travellers to gain entry illegally**

The Enrolment Procedure

Collecting Fingerprints

1. The applicant places the four fingers of their right hand flat on the capture plate, and presses gently downwards.



2. The applicant places the four fingers of their left hand flat on the capture plate in the same way.



3. The applicant finally places both of their thumbs on the capture plate in the same way.

Customer services

Speed of turnaround

Ease of access

Fewer interviews

Excellent information, complaints handling, professionalism

Consistent decision-making, objective criteria

Marketing and outreach

New customer service standards

- **90% of straightforward (non-settlement) applications in 5 working days; 98% in 10 days; 100% in 60 days**
- **90% of non straightforward (non- settlement) applications in 15 working days; 98% in 30 days ; 100% in 60 days**
- **95% of applications for settlement in not more than 12 weeks (60 days) and 100% in 120 days**



Any questions?

www.ukba.gov.uk

www.ukvisas.gov.uk

charlotte.taylor@fco.gov.uk