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Welcome to the first edition of our new bi-monthly stakeholder update.

We have been asking you about how you would like to be updated on developments in the agency and to give us feedback on the format of such publications. We hope this new product is both informative and accessible, and we welcome any further comments you might have.

I am pleased to inform you that our multi-agency National Border Targeting Centre (NBTC) will soon replace the Joint Border Operations Centre as the multi-agency operational hub processing data on all passenger and crew movements into and out of the UK. The NBTC will provide a systematic, modern and world leading capability for detailed data analysis (page 5). We have also published our new strategy 'Protecting our Border and Protecting the Public' (page 12) which sets the direction for how we will improve our capability to protect the public and combat harm.

You may be aware that on 10 February we announced the outcome of our Tier 4 review of the points-based system and a package of measures to tackle any abuse of the system whilst safeguarding the ability of genuine international students to come to the UK to benefit from our world class education system and bring benefit to our economy (page 8).

We have also announced that calls for proposals for the European refugee and returns funds are open, which are

excellent opportunities to develop new projects in the refugee integration and returns fields (page 10). I would also like to advise you that there are upcoming changes to the arrangements for refugees and those granted humanitarian protection applying for indefinite leave to remain under our earned citizenship provisions (page 9).

Finally, in November 2009, Ipsos MORI conducted an electronic survey of stakeholders on behalf of the Home Office group. I'm pleased that most of you indicated that you are satisfied with your level of contact with us and recognise that we are placing greater emphasis on stakeholder engagement. See page 2 for further information. However, we recognise there are things which we can do better and have recently reinforced how we work with our partners in our "working in partnership with stakeholders" leaflet.

For general enquiries please write to the **Central Stakeholder Team**. For specific enquiries please see the contact details under the relevant article."



Lin Homer
Chief Executive
UK Border Agency

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Stakeholder research

In November 2009, Ipsos Mori conducted an electronic survey of stakeholders on behalf of the Home Office, including the UK Border Agency. Two in five of you say that your relationship with us has improved over the past year, which is better than in other parts of the Home Office. You noted a greater effort to communicate on our part and there is a sense that we are placing greater emphasis on stakeholder engagement. Most of you are satisfied with your level of contact with us. Nearly seven in ten of you are satisfied that you have access to the right people in our agency. You feel that we treat you with respect, that we listen to what you have to say, that we are open and honest with you, and that our staff are knowledgeable. However we know that we can do more to understand your organisations, involve you in policy development and provide feedback on your suggestions. Finally, we want to thank you for taking part in the survey. Your views are important to us as we need to know if we are getting it right. We have incorporated your feedback into our stakeholder engagement plan for 2010-11.

Phil Woolas talks immigration with agency stakeholders

Immigration Minister Phil Woolas hosted the first of a series of regional immigration question and answer sessions, in Manchester on 3 February. The purpose of the sessions, which have been run across the country during February and continue into March, is to give local and regional organisations the opportunity to put questions directly to ministers on border or immigration topics.

The event at Manchester town hall was attended by a wide range of stakeholder organisations from key areas – including representatives from education and business sectors, local faith groups and community migrant, asylum and refugee group members, MPs, councillors and officials from local authorities.

The session was chaired by Councillor M Afzal Khan, former Lord Mayor of Manchester. Joining Phil Woolas on the panel was David Wood (head of the agency's criminality and detention group), Steve Brassington (head of border force north) and Jo Liddy (north west regional director, immigration group). The discussion encouraged a vibrant mix of questions, suggestions and viewpoints on immigration matters from all areas of the community. Topics ranged from the detention of families, and the asylum application backlog to the content of the television programme, "UK Border Force." All the sessions will be attended by Phil Woolas or Meg Hillier, Parliamentary Under-Secretary of State at the Home Office.

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Charging for immigration and nationality service 2010-11

We have laid new regulations for the fees for immigration and nationality applications for 2010/11 on **20 January 2010** and **10 February 2010**.

Maintaining one of the world's most secure borders brings with it a basic fundamental cost. By charging above the administrative cost of delivery, the agency generates sufficient revenue to secure the border and control migration for the benefit of the UK. This enables us to fund the necessary improvements to the services we provide, and also to set fees for certain application types below cost recovery to support wider government objectives

Our overall aim is to ensure our fees make an appropriate contribution to the end-to-end costs of the immigration system in terms of the price paid for consideration of the application and to balance this with the interests of the general UK taxpayer. Following approval by Parliament the proposed fees will be implemented from 6 April and information will be available on the **UK Border Agency website**.

Migration advisory committee regional stakeholder forums

The Migration Advisory Committee is hosting a series of regional stakeholder forum events with the aim of spreading a better understanding of the Committee's work and to hear what stakeholders have to say at a regional and local level. Dates of future events are: 19 March in Cambridge, 30 April in London, 13 May in Nottingham and 11 June in Liverpool. If you wish to attend any of these events please call 020 8604 6076 or email mac@homeoffice.gsi.gov.uk. Further details can be found at UK Border Agency | **Migration Advisory Committee**.

British Safety Council Award

G4S have been awarded the **British Safety Council** five star award for Tinsley and Brook House Immigration Removal Centres. They were officially awarded the prestigious British Safety Council five star award, for Health and Safety, in January 2010. This international "quality-assured rating" system evaluates an organisation's health, safety and performance. To ensure it is a truly objective measurement and continuous improvement tool, the five star protocol and methodology evaluates management performance quantitatively, producing a numerical score for each of the 59 elements. The report works from a zero base and builds on an organisation's success in each element.



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Simplification programme

The government's plan to reduce, by 25 per cent, the administrative burdens from regulation on the private and third sectors began in 2005 and runs to May 2010. Overall progress in delivering the target is set out in the Government's "Summary of Simplification Plans 2009" that was published at the end of 2009 which shows what the Home Office expects to achieve. This can be viewed at [BERR | Summary of Simplification Plans](#)

The government has also announced new simplification targets for 2010 to 2015. These are to reduce regulatory costs by a further £1.5 billion pa on administrative burdens and a new £5 billion policy cost reduction target. Businesses and other interested parties have been invited to suggest where savings could be made to help with this new programme through a "Call for Evidence". The Home Office is playing its part in delivering this new target. Details of this new scheme are explained at [BERR | Simplifying Existing Regulations](#).



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Afghan conference

On 27 and 28 January the Prime Minister hosted the **Afghanistan London Conference** with 84 international delegations to set a new strategy for Afghanistan. In order to get that many VIP delegations into and out of the country in a very short time the agency, along with industry partners and other government departments, ran a bespoke operation to prepare the delegations, brief them and clear them across our borders with the minimum of fuss but the maximum security. The operation, which spanned five days, involved eight airports and the Eurostar, was a great success and was another confidence building operation in the run up to an even larger VIP operation for the 2012 Olympics.

National border targeting centre

The National Border Targeting Centre (NBTC) has been operational since 22 February. From that date, the NBTC replaced the Joint Border Operations Centre (JBOC) as the multi-agency operational hub processing data on all passenger and crew movements into and out of the UK. This data will be checked against a multi-Agency set of watchlists and profiles by the e-Borders system. Alerts will be issued to the primary checkpoint, so that where necessary immediate responses can be put into effect by the appropriate border agencies. The NBTC will build on the success that e-Borders and JBOC have already achieved, leading to over 5000 arrests for offences including murder and rape,

and individuals targeted in connection to counter terrorist investigations, drug smuggling, and immigration offences.

The NBTC will provide a systematic, modern and world leading capability for detailed data analysis. It will be staffed by officers forming multi-agency teams from the UK Border Agency and the police, working together to create a more secure border through closer and more integrated working.

As we ramp up the rollout of e-Borders to cover all passenger movements on all forms of transport by 2014, the NBTC will be at the heart of our work to manage the increasing operational demands this will bring and play an integral part in strengthening the border.

Steve Gillespie, Head of the National Border Targeting Centre Team at e-Borders said: 'The NBTC will build on the success of JBOC to be at the heart of Border Security activities. It will provide intelligence driven alerts and support to frontline activities that will greatly improve our overall capability and effectiveness on the frontline.'

Further information on e-Borders can be found at:
[UK Border Agency | e-Borders](#)

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Memorandum of understanding between UK Border Agency and the US Department of Homeland Security

A Memorandum of Understanding between the agency and the US Department of Homeland Security (DHS) was implemented last autumn. This agreement provides for the fingerprints of UK visa applicants, based in the US, to be vetted against the DHS Ident Watchlist, a database of known and suspected terrorists, persons subject of active wants or warrants in the US, and other criminal and immigration offenders.

Although a bilateral agreement between the UK and USA, this agreement serves as a precedent for further data sharing initiatives within the Five Country Conference process. This is a ground-breaking strategic agreement delivers sustainable and lawful data sharing. The tactical benefits of sharing information are already being realised. This agreement stands as a foundation upon which similar initiatives can be developed. The challenge now is to develop multi-lateral data-sharing capabilities to enhance our intelligence and responsiveness in countering threats posed by trans-national crime and terrorism.

Air stewardess jailed for drug smuggling

An Ethiopian air stewardess who attempted to smuggle cannabis worth almost £30,000 into the UK has been jailed for three years. 21-year-old Helina Teferi was stopped by UK Border Agency officers after arriving into Heathrow on an Ethiopian Airlines flight from Addis Ababa on 12 October 2009. For the full story, go to the [UK Border Agency website](#)

Mother and son plead guilty to people smuggling

A French mother and son have pleaded guilty to attempting to smuggle 16 Vietnamese nationals into the UK. Christiane Chocat, aged 51, and Benjamin Chocat, aged 20, both from Lumigny Nesles Ormeaux, near Paris, were arrested by the UK Border Agency on 1 October 2009. For the full story, go to [The UK Border Agency website](#).



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Points-based system (PBS)

Tier 4 review

On 12 November 2009 the Prime Minister announced of review of Tier 4 (the student route under our points-based system for controlling migration). As a result of this, on 10 February the Home Secretary announced a package of measures to tackle the abuse of Tier 4 by economic migrants, whilst at the same time continuing to safeguard the ability of genuine international students to come to the UK to benefit from our world class education system and bring benefit to our economy.

The review highlighted concerns about the numbers of individuals who were not serious about studying in the UK but who were primarily using Tier 4 as a route to work. There were also concerns about dependants who have historically enjoyed the right to work in the UK. The new regulations will ensure that students studying below degree level (excluding those on foundation degrees) have a more restricted ability to work in the UK and that their dependants cannot work here at all unless they qualify in their own right under the skilled or highly skilled tiers of the points-based system.

He also announced that we will change Tier 4 guidance to raise the minimum level of English language course which can be studied to ensure it is less open to abuse, and introduce a requirement for all sponsors of students studying below degree level (but again, excluding foundation degrees) to assess their students'

English language proficiency. We will also introduce arrangements for formal English language testing for Tier 4 by early summer, and are currently reviewing the criteria that approved test providers will be required to meet.

The review also looked fundamentally at the levels and types of courses which foreign students should be able to come to the UK to undertake through Tier 4.

Full details of the review and new regulations, which come into force on 3 March 2010, can be found at [UK Border Agency | Tougher rules for foreign students](#).

In addition, a new category of 'Highly Trusted Sponsor' under the points-based system sponsorship arrangements will be implemented on 6 April following a period of consultation with the education sector. Only those with highly trusted status will be able to offer courses at National Qualifications Framework Level 3 (and its equivalents) and courses with work placements below degree level.

These measures will improve our control of Tier 4 but should do little to deter genuine students whose main focus is study.

Enhancements to the sponsorship management system

The next release of enhancements to the agency's sponsorship management system took place on Monday 22 February 2010. The sponsorship

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management system is a secure IT system, enabling licensed sponsors to bring overseas workers and students to the UK and manage their stay here. The changes have been influenced by consultation with sponsors and feedback from key stakeholder groups. Further information on the enhancements can be found at: [UK Border Agency | Enhancements to the sponsorship management system](#)

Changes to Tier 4 student route applications

From 22 February 2010, any student who applies by post or at one of our public enquiry offices, to study in the UK under Tier 4 of the points-based system must possess a confirmation of acceptance for studies (CAS) from their prospective sponsor. More information can be found at: [UK Border Agency | Studying in the United Kingdom](#)

Non-compliance and recent college suspensions

On 18 January 2010 the agency suspended a number of colleges from the Tier 4 register of sponsors. Where we have intelligence or evidence to suggest that sponsors have not been meeting their obligations and are therefore posing a risk to effective immigration control, their licence will be suspended and the concerns investigated. If they are then found to be complicit the sponsors licence will be revoked.

Identity cards for foreign nationals

Post Office to use biometric enrolment

Since late last year, selected post offices will offer a biometric enrolment service for migrants applying for an identity card as part of an immigration application made by post. In partnership with the agency, post office staff at 17 locations will take biometrics, fingerprints and photographs, which are then securely sent to the UK Border Agency to be checked against existing records.

Postal applicants living near to one of the participating post offices and now extending under Tier 2 of the points-based system are informed of the option through their biometric notification letter, unless they have minor dependants as the trial does not currently extend to children under 16.

Successful applicants granted permission to stay in the UK for a limited period are issued with an identity card for foreign nationals within 10 working days of receiving their immigration decision. Information listed on the credit-card-sized proof of identity includes the length of time the person is entitled to remain in the UK and any entitlements, such as eligibility to work.

Currently, every migrant staying in the UK for more than six months who wants to extend their stay must apply for an identity card by April 2011.



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Earned citizenship

Indefinite Leave to Remain arrangements for those whose limited leave as a refugee, or on Humanitarian Protection grounds, expires from August 2010 until the new Earned Citizenship provisions are implemented.

In order to remain in the United Kingdom individuals granted refugee status and Humanitarian Protection with five years limited leave between August 2005 and July 2006 will need to apply to the agency for Indefinite Leave to Remain (ILR) from August 2010. We announced in 2005 that at the end of their period of limited leave, subject to the outcome of any review by the agency and to the policies in place at the time, refugees and those granted Humanitarian Protection would be eligible to seek Indefinite Leave to Remain. The first individuals granted refugee status and Humanitarian Protection with five years limited leave will reach the end of their leave from August 2010 onwards. This is before the new Earned Citizenship provisions are scheduled to come into force.

These individuals will need to make applications for Indefinite Leave to Remain to the agency between August 2010 and July 2011. It is proposed that those whose limited leave as a refugee or Humanitarian Protection expires after we implement the Earned Citizenship provisions (scheduled for July 2011), will need to apply for Probationary Citizenship under the Earned Citizenship provisions and not Indefinite Leave to Remain. Those

granted Probationary Citizenship will retain full access to mainstream benefits and be eligible to work.

We are seeking the assistance of our established stakeholder networks to help raise awareness. Further up-dates will be posted on our [website](#) over the coming months.

Analysis of public consultation responses - “earning the right to stay: a new points test for citizenship”

We published our formal analysis of the 2009 public consultation on “Earning the Right to Stay: A New Points Test for Citizenship” on 10 February. The consultation, which closed on 26 October 2009, sought views on the next stage of immigration reform. The main focus was the introduction of a points-based test for Earned Citizenship, extending our partnership with local authorities, supporting migrant integration and managing the impacts of migration on the developing world.

The Home Secretary has confirmed we will now plan for the introduction of a points test when we implement Earned Citizenship in July 2011. We will consider taking forward the proposals for delivering earned citizenship in partnership with local authorities as we develop our implementation plans and we hope to release an agency international strategy shortly which will address issues of migration and development.

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The full analysis is available on our website: [UK Border Agency | UK Border Agency publishes responses to consultation on points test for citizenship](#)

UK national network for the european migration network (EMN)

Our International Research team (part of Analysis, Research and Knowledge Management) hosted the second meeting of the UK National Network for the European Migration Network (EMN) on 8 December 2009 at Rhodes House, Oxford University. The event was attended by approximately 80 stakeholders including academics, NGOs, other government departments and the agency's research and policy staff. The UK National Network draws together academic researchers, NGOs, think tanks and other UK stakeholders in the field of migration research in order to discuss new research and share knowledge.

Jon Simmons, Director of Analysis, Research and Knowledge Management (UK Border Agency) said: "This conference was a good example of how we are actively seeking to ensure that academia and government communicate well in a language that both sectors can understand"

The agency is planning two further UK National Network meetings in 2010. Please email [Ben Smith](#) or call him on 0208 760 8642 for further details.

European refugee and return funds

We are pleased to announce that calls for proposals for the European Refugee Fund 2009 and European Return Fund 2010 are now open. For both calls, the closing date for completed applications is 4pm on Thursday 25 March 2010. EU funding offers a great opportunity to develop new projects in the fields of refugee integration and return management. Bidders can be from within and outside government.

The European Refugee Fund is mainly aimed at organisations involved in setting up projects that assist in the integration of refugees, people who have been granted Humanitarian Protection (HP) or Discretionary Leave (DL). The value of the fund available for external tender for 2009 is approximately £800,000 and is targeted at projects in the following areas:

- Innovative, refugee specific, English language alternatives to ESOL with a particular focus on vocational English
- Innovative solutions to housing for newly granted refugees.

At least £500,000 is available from the European Return Fund in 2010 to co-fund projects that seek to set up or improve counselling and return information measures for third country nationals returning to their country of origin. Eligible applicants for both Funds include non-governmental organisations (NGOs), charities,

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academic institutions, central and local government, intergovernmental organisations, limited companies and any partnership made up of these organisations. Projects can last a maximum of three years. Funding is provided on a co-funding basis (normally 50%, though up to 75% can be available if specific priorities are met).

Further details are available at [UK Border Agency | Latest News and Updates](#). The application pack is available via the Home Office Emptoris e-procurement site. To register for Emptoris please contact EUfunding@homeoffice.gsi.gov.uk.

Gang jailed for running bogus college

Four people who ran a bogus college and a corrupt immigration advisory firm have been jailed for a total of 25 years for masterminding an immigration scam that is thought to have netted them millions of pounds. The four were arrested after a joint investigation by the agency's Immigration Crime Team and the Metropolitan Police. Chinese nationals Junjie Kao (30) and Wie Xing (30), and Bangladeshi national Khaled Mahmud (35), pleaded guilty to conspiracy to assist unlawful immigration. All three were sentenced to seven years imprisonment. For the full story, go to the [UK Border Agency | Latest News and Updates](#)

Family operations team respond to feedback

The Professional Standards for Enforcement Team have been acting on feedback received from families in detention at Yarl's Wood. The team have been talking to staff about how they deal with families and exploring what can be done better. Some very constructive conversations about the issues, supported by the Office of the Children's Champion and staff at Yarl's Wood have taken place.

The team attended the National Asylum Stakeholder Forum Children's Sub-Group on 18 February to talk about the issues in more detail, and they would like to hear from anyone who has an interest in the subject. For further information, please email [Lionel Garriock](mailto:Lionel.Garriock).

New MP account management team holds MP open day

Following the introduction of the MP account management team in the Scotland and Northern Ireland, an MP open day was held in Festival Court, Glasgow on 29 January. The event was well attended by MPs and caseworkers who were given presentations on all areas of work that the region covers and also a presentation by visa customer services on the work that they do. Attendees had a tour of the site and met staff in the public enquiry office taking biometric data and staff in the reporting centre. Glasgow City Council staff took part



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in a presentation on the family returns project which showed the strength of our partnership working. The day was successful with very good feedback from all who attended with requests to repeat events in Westminster and elsewhere in Scotland to enable those that could not attend the opportunity of hearing the presentations. Lis Welsh, MP account manager for the UK Border Agency Scotland and Northern Ireland said: “It was a very successful day and the feedback received will help us plan for future events”

Phil Taylor, Regional Director for the UK Border Agency Scotland and Northern Ireland said: “MPs and caseworkers were enthusiastic about the service from the regional team. One office told me we were the best in central government at responding to their enquiries”

Another event in Belfast is planned in the near future and the MP account management team will provide details in due course. For further information on this planned event, please email [Lis Welsh](#), or contact her on 0141 555 1272.

UK Border Agency publishes a new law enforcement strategy

On 22 February, the Minister of State for Borders Immigration Phil Woolas, launched ‘Protecting our Border, Protecting the Public, the agency’s new strategy for enforcing the immigration rules and addressing immigration and cross border crime.

The strategy sets the direction for how we will improve our capability to protect the public and combat harm caused by a range of border and immigration crime such as illegal immigration, tax fraud and smuggling prohibited and restricted goods.

In support of the wider government priorities around tackling organised crime, the strategy identifies the detection of Class A drugs at the border and targeting groups that facilitate illegal entry or stay in the UK, amongst its top priorities for action. The strategy also explains our relationship with the wider law enforcement community, setting out how the agencies will work more closely together to deter, disrupt, detect and deal with crime, in order to make the UK a hostile environment for criminals and a safer place for the public.



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Inspection report of the visa section in Kuala Lumpur

We have responded to a very positive report into visa operations in Kuala Lumpur and Singapore by our independent Chief Inspector, John Vine. In the report, published on 27 January, the independent Chief Inspector was complimentary about levels of customer service and complaints handling. In particular, his report recorded that, of the files inspected, all visas granted had been correctly decided. This was the first independent Chief Inspector's report to look in detail at Tier 4 (student) applications under the points-based system. The independent Chief Inspector's team visited Kuala Lumpur and Singapore between 28 September and 2 October 2009. They examined 200 case files, interviewed staff and visited the visa application centres in both locations. A copy of the full report and our response can be found at:

[UK Border Agency | Chief Inspector of the UK Border Agency](#)

Euromed hosted international conference to look at migration pressures in the Mediterranean

One of the objectives was to develop an Interactive Map on Migration (i-Map), which assists governments by providing a source and exchange instrument for strategic information on migration. The conference attracted experts from around the world and was

attended by representatives from the EU, North Africa, Ethiopia, Mali, Niger and Senegal, together with key stakeholders including the UN Refugee Agency UNHCR, International Organization for Migration (IOM), Interpol and the EU border security agency, Frontex.

In her opening address, the agency's International Director, Barbara Woodward stressed the UK's support for the EU's global approach on migration, which she said provided a framework for comprehensive engagement with countries to the south and east of Europe on migration and asylum policy.

In his keynote speech Paul Morgan, EuroMed's regional director (International Group), added: "Illegal migration in the Mediterranean is a shared problem that requires a co-ordinated response based on solidarity, responsibility and increased practical support to those countries affected. The UK strongly supports this work, which provides a useful forum for European, Arab and other partner states and agencies to discuss the irregular migration phenomenon and better understand the push and pull factors involved. Further information can be found at: [Newsroom](#)

Fighting fraud in the Philippines

The Philippines leads the world when it comes to exporting and regulating the movement of its overseas workers. Filipino labour is highly sought after in certain sectors, including nursing, care homes and seafaring.

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While the prospect of overseas employment attracts many legitimate workers to the UK, there is a growing problem of illegal immigration from the Philippines. The agency is working closely with the FCO as well as the Philippine government on a number of initiatives aimed at securing UK borders and preventing the exploitation of workers.

The agency recently concluded a high profile two-month campaign to tackle visa fraud and forgery. The campaign was aimed at reducing the number of visa applications backed by forged or fraudulent documents by helping applicants understand how to obtain a visa legally as well as explaining the consequences of applying illegally. The campaign targeted the most likely potential offenders, women aged between 20-48, many of whom attend nursing colleges and apply for student visas. Some are victims of scam agents but most offend knowingly, believing it to be the only way of gaining entry to the UK. Their awareness of the legal route to working or studying in the UK is low as is their understanding of the consequences of getting caught for submitting an illegal application.

Running between October and December 2009, the campaign's reach was broadened thanks to the formation of a partnership with Philippine government agencies. These agencies play a crucial role in helping to raise awareness and distribute information on how to correctly apply for a UK visa.

The communication blitz saw agency staff in-country make several radio appearances, adverts were run in national newspapers and online, and explanatory leaflets distributed to nursing colleges, universities and employment offices. The Asia-Pacific regional marketing and communications manager said: "This is a great example of FCO and the agency working as one team, both in terms of funding and in making it happen, to achieve joint objectives. Anecdotal evidence indicates the campaign is cutting through."

Working with the banking sector

The agency has drawn up a Memorandum of Understanding (MOU) with Philippine banking officials to help identify false banking documentation used successfully by many fraudulent applications from those wishing to move to the UK. The bank certificate verification system will allow financial documentation to be checked more quickly and accurately by officials processing UK visas. Bank documentation fraud is involved in 21% of all fraudulent applications from Filipino citizens. This includes false documentation as well as altered or unofficially issued certificates. The MOU will ensure faster, more efficient checking of bank certifications.

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Turkey visa application centres

Since 11 January 2010 the agency in Turkey only accepts online visa applications that are submitted using our [online application system](#). Paper applications will only be accepted in compassionate cases such as illness, or death of a close relative. For full information about the visa application process available for applicants in Turkey please visit our website for the [visa application centres in Turkey](#).

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National asylum stakeholder forum (NASF)

The last NASF meeting took place on 26 January 2010. An update was provided on the removals workshop which took place on 3 March 2010 and was scheduled at the request of NASF attendees to discuss issues associated with removals and enforcement.

The NASF meeting also provided an opportunity to update attendees on the family return project which is a joint enterprise between the agency and Glasgow City Council. The aim of the project is to reduce the need for enforced removals and detention of families in Scotland.

The afternoon discussion focused on gender issues in the asylum process. Maurice Wren, Asylum Aid, introduced the topic and updated attendees on the positive discussion that had taken place with the agency.

The next meeting will include a discussion on active review and is scheduled to take place on the 30 March 2010. Minutes of previous meetings are available online at [UK Border Agency | National asylum stakeholder forum](#).

For further information please email [Adam Whisker](#) or [Sheelagh Warde](#).

National asylum stakeholder operational forum (NASOF)

The agency is committed to the National Asylum Operational Forum for a further six months following feedback at the 21 January 2010 meeting, indicating that stakeholders considered it a valuable opportunity for them to raise operational issues.

The next meeting is due to take place on 16 April 2010. Please email [Adam Whisker](#)

Case resolution sub-group

As well as the regular updates, there was a detailed discussion on the further submissions in person process. The Case Resolution Directorate have taken away suggestions to improve the process and, in response to stakeholder input, have made the process for applicants physically unable to travel to Liverpool more accessible.

The next meeting is due to take place on 11 March 2010. Please contact the [Case Resolution Directorate](#) for further information and minutes of previous meetings.

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Stakeholder Group	Date of Next Meeting	Contact
Corporate stakeholder group (CSG)	27 April 2010	Tunmbi.Kayode@homeoffice.gsi.gov.uk
National migration group (NMG)	10 March 2010	Amanda.Bryan@homeoffice.gsi.gov.uk
National asylum stakeholder forum (NASF)	30 March 2010	Adam.Whisker@homeoffice.gsi.gov.uk Sheelagh.Warde2@homeoffice.gsi.gov.uk
National asylum operational forum (NASOF)	16 April 2010	Adam.Whisker@homeoffice.gsi.gov.uk
Scottish asylum seekers forum (SASF)	20 May 2010	Lynne.Davidson@homeoffice.gsi.gov.uk
Case resolution sub-group	11 March 2010	caseresolution@homeoffice.gsi.gov.uk
Children's sub-group	19 May 2010	Sheelagh.Warde2@homeoffice.gsi.gov.uk
Detention user group (DUG)	26 April 2010	Carolyn.Seaman@homeoffice.gsi.gov.uk
Voluntary returns steering group (VRSG)	17 March 2010	Helen.Cordingley@homeoffice.gsi.gov.uk
Employer taskforce	17 March 2010	Carl.Padgett2@homeoffice.gsi.gov.uk
Arts and entertainment taskforce	17 March 2010	Carl.Padgett2@homeoffice.gsi.gov.uk

CONSULTATIONS & ONLINE NEWS

UK Border Agency News is a Central Stakeholder Team product.

We welcome feedback and content ideas.

To contact us, subscribe or unsubscribe, please email amanda.bryan@homeoffice.gsi.gov.uk

Department of Health (England) and UK Border Agency public consultations on migrants' access to the NHS

The agency and Department of Health (England) are conducting public consultations until 27 April 2010. The consultations explore the recommendations of a joint agency and Dept. of Health review into migrants' access to the NHS, the outcome of which was announced by Ann Keen (Health Minister) on 20 July 2009.

As well as proposing changes to the existing NHS Charging Regulations and the Immigration Rules, the Dept. of Health is opening up a public discussion around requiring overseas visitors to hold health insurance. This would allow for a simpler means by which to regulate access to NHS services, help overseas visitors better understand what rights they have to access the NHS and afford the NHS greater assurance that costs incurred in treating overseas visitors will be recovered.

Our consultation documents (including response documents and impact assessments) can be found at: [UK Border Agency | Current consultations](#)

The Department of Health consultation documents can be found at: [Live consultations: Department of Health - Consultations](#)

A summary of responses will be published online. Respondents may respond online or in hard copy. In case you have any enquiries, please write to agency at these addresses;

NHSUKBAconsultation@homeoffice.gsi.gov.uk or UK Border Agency NHS Consultation, Postal account 23, PO Box 90, M90 3RR marking the envelope "Enquiries".

Latest News Online

You can keep up to date with latest news and announcements from the UK Border Agency by logging on to our site at [UK Border Agency | News and updates](#)

Contact the central stakeholder team

One of the functions of the central stakeholder team is to identify opportunities for engaging with stakeholders and enhancing information sharing. We aim to capture topical issues and key events that may be of interest to staff and stakeholders such as consultations, substantial policy changes or announcements and launches.

Our stakeholders can contact us by sending an email to us at: ukbacentralstakeholderteam@homeoffice.gsi.gov.uk

