



**THE UK BORDER AGENCY RESPONSE TO THE
INDEPENDENT CHIEF INSPECTOR'S REPORT ON THE
INSPECTION OF NATIONALITY GROUP – THE
MANAGEMENT OF APPLICATIONS FOR BRITISH
CITIZENSHIP**

THE UK BORDER AGENCY RESPONSE TO RECOMMENDATIONS FROM THE INDEPENDENT CHIEF INSPECTOR'S REPORT ON NATIONALITY GROUP – THE MANAGEMENT OF APPLICATIONS FOR BRITISH CITIZENSHIP

- 1. Recommendation 1 - Commissions a working group to report to the UK Border Agency Board on how the effective working practices identified in Nationality Group can be shared with and applied to other areas of the Agency.**
 - 1.1 Accepted** – We will commission a working group to report to the UK Border Agency on how the effective working practices identified in Nationality Group can be shared with and applied to other areas of the Agency. Nationality Group Senior Management Team are happy to support other work areas in the role out of this recommendation.
- 2. Recommendation 2 - Ensures that, when returning important documents (such as passports or certificates) to customers, it does not use any courier companies that routinely destroy undeliverable items.**
 - 2.1 Accepted** - We continually review our processes and since this report was drafted we have introduced a new method of despatch, placing the onus on our customers who would like their documents to be signed for on delivery, to submit pre-paid envelopes with their application form.
- 3. Recommendation 3 - Implements quarterly quality assurance targets.**
 - 3.1 Accepted** – A quarterly target would ensure that the quality of decisions is consistent throughout the year. We will introduce this from January 2011.