



Customer Information Service Survey Report

UK Border Agency – International Group

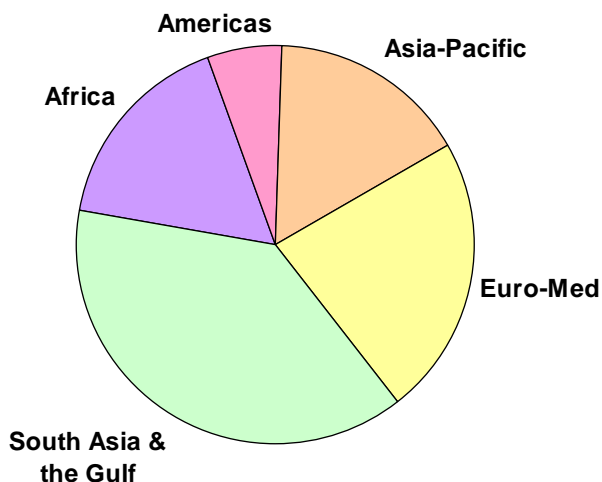
August- September 2008

External publication

About the respondents

Geography

There were 9518 usable responses covering 142 countries. Of these 7690 were paper surveys and 1828 were completed on the website



			% Web Response	
South Asia & the Gulf	3635			10%
India	3013	83%		7%
Myanmar	136	4%		0%
UAE	114	3%		27%
14 other countries	372	10%		31%

			% Web Response	
Euro-Med	2175			38%
France	346	16%		21%
Morocco	333	15%		1%
UK	291	13%		97%
51 other countries	1205	55%		39%

			% Web Response	
Africa	1589			13%
South Africa	348	22%		11%
Kenya	302	19%		5%
Sierra Leone	205	13%		0%
27 other countries	734	46%		21%

			% Web Response	
Asia-Pacific	1523			15%
Australia	447	29%		14%
Singapore	384	25%		2%
Malaysia	316	21%		17%
15 other countries	376	25%		29%

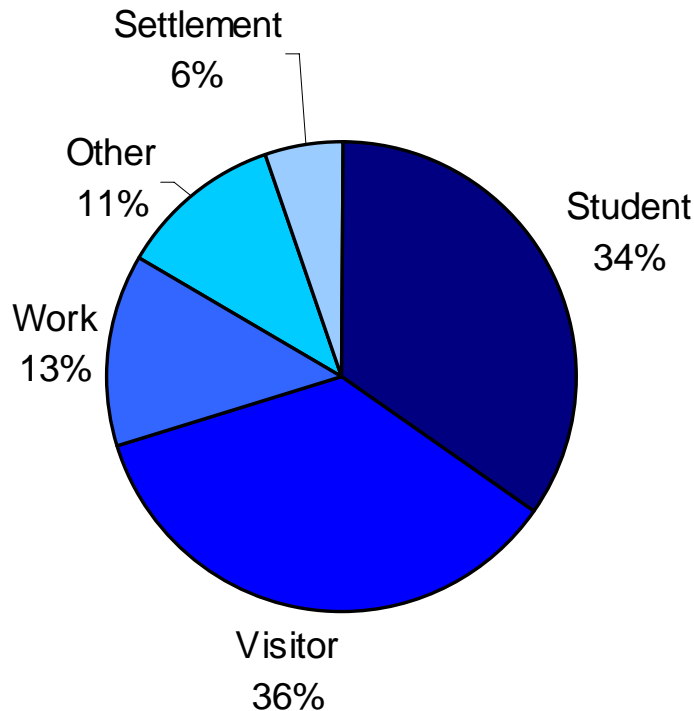
			% Web Response	
Americas	591			38%
Brazil	234	40%		13%
Jamaica	86	15%		16%
Ecuador	73	12%		5%
20 other countries	198	34%		38%

- The geographical breakdown of respondents is broadly in line with applications received
- The survey was in English which may have prevented some customers from responding. Therefore some countries may be underrepresented

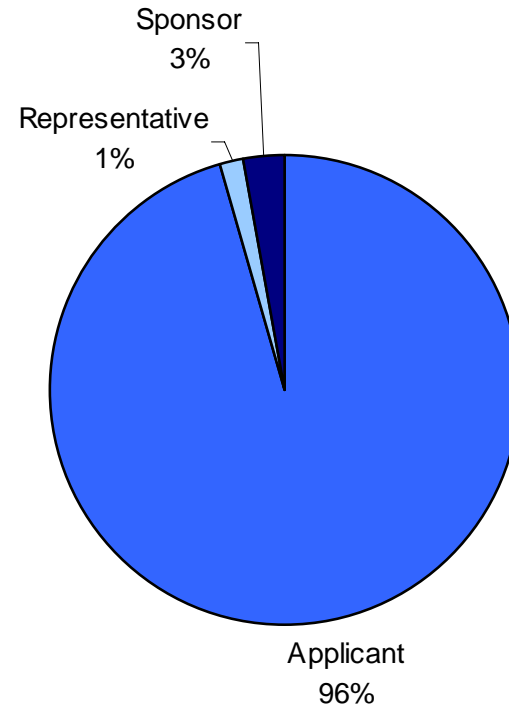
About the respondents

Types of respondent

Visa Type



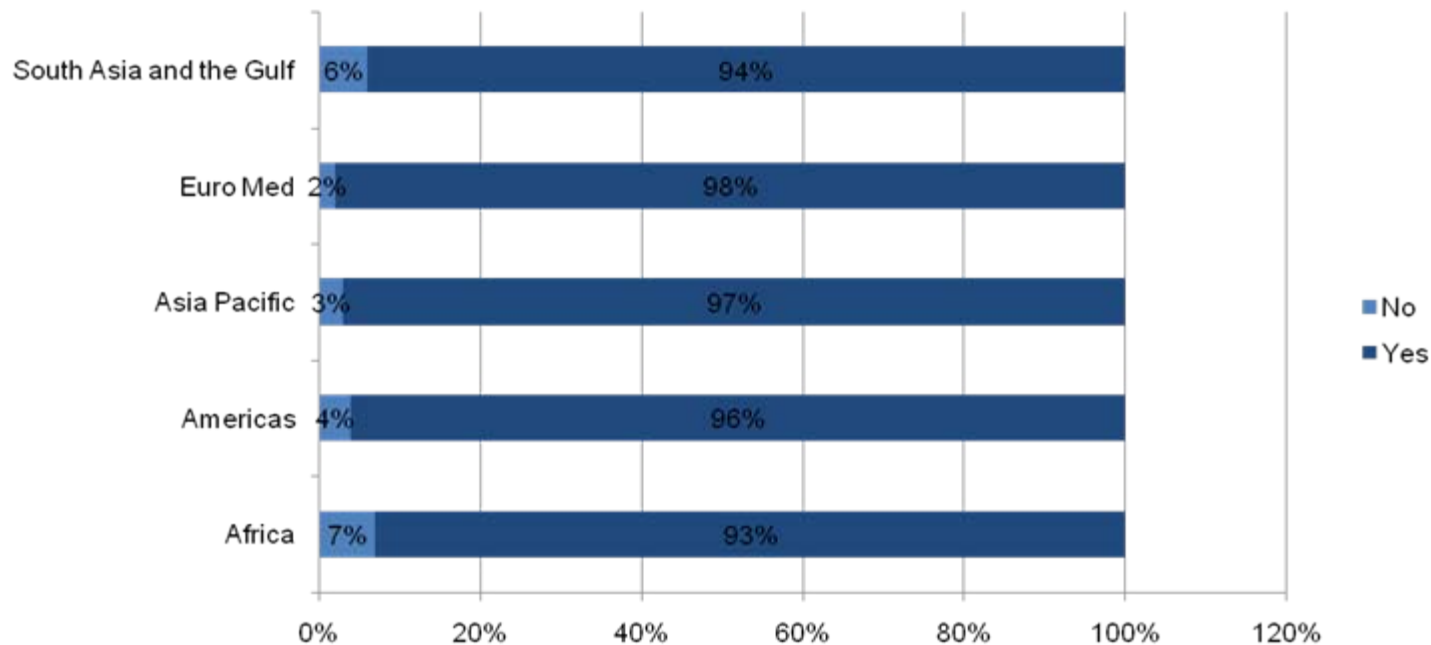
Respondent Type



- The breakdown of respondents by visa type is in line with applications received
- The majority of responses were received from visa applicants

Internet access

Respondents who had access to the internet

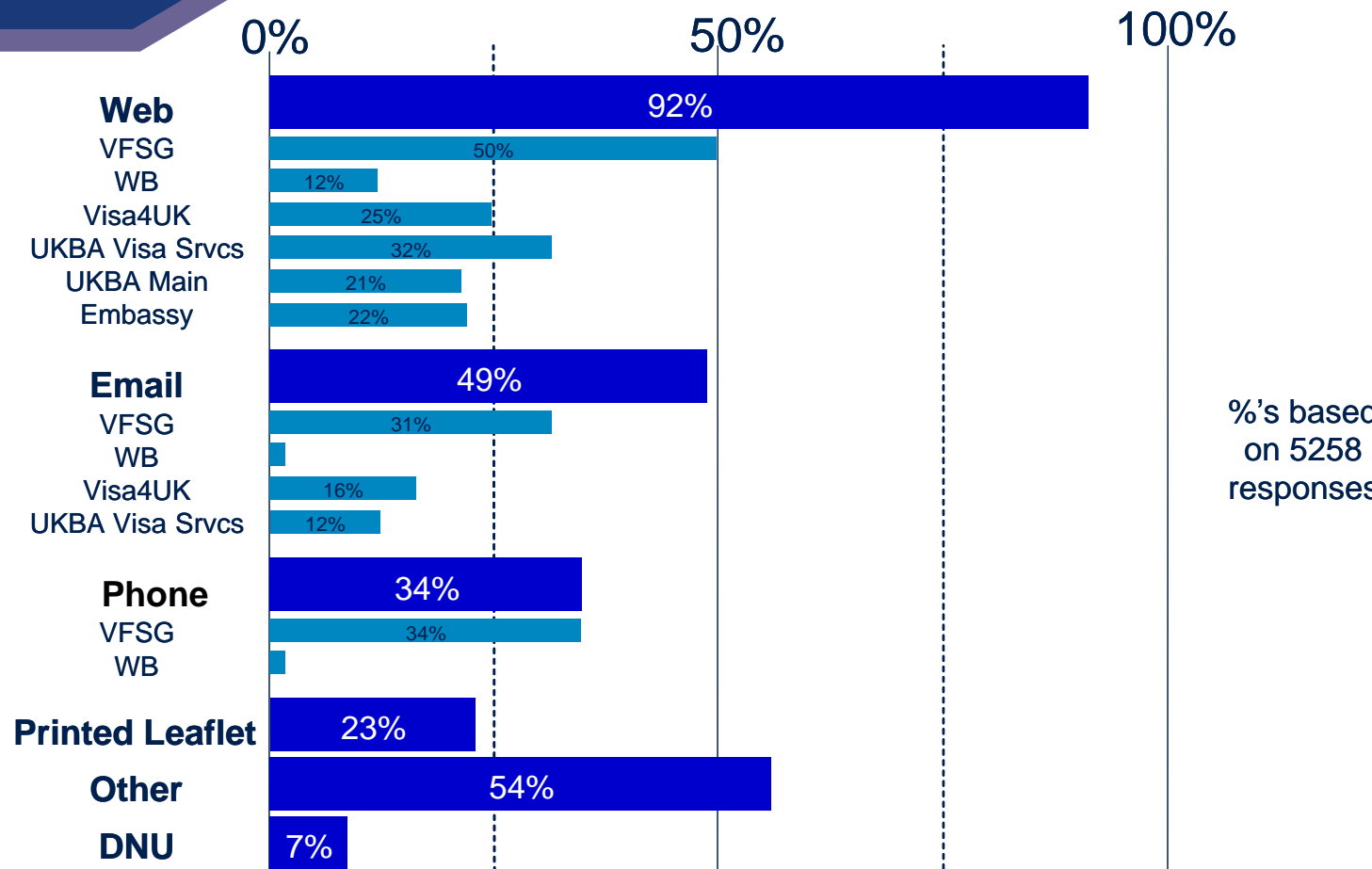


%'s based on 9390 responses

- Access to the internet is very high across the world
- This supports the current strategy to focus on web based information and applications

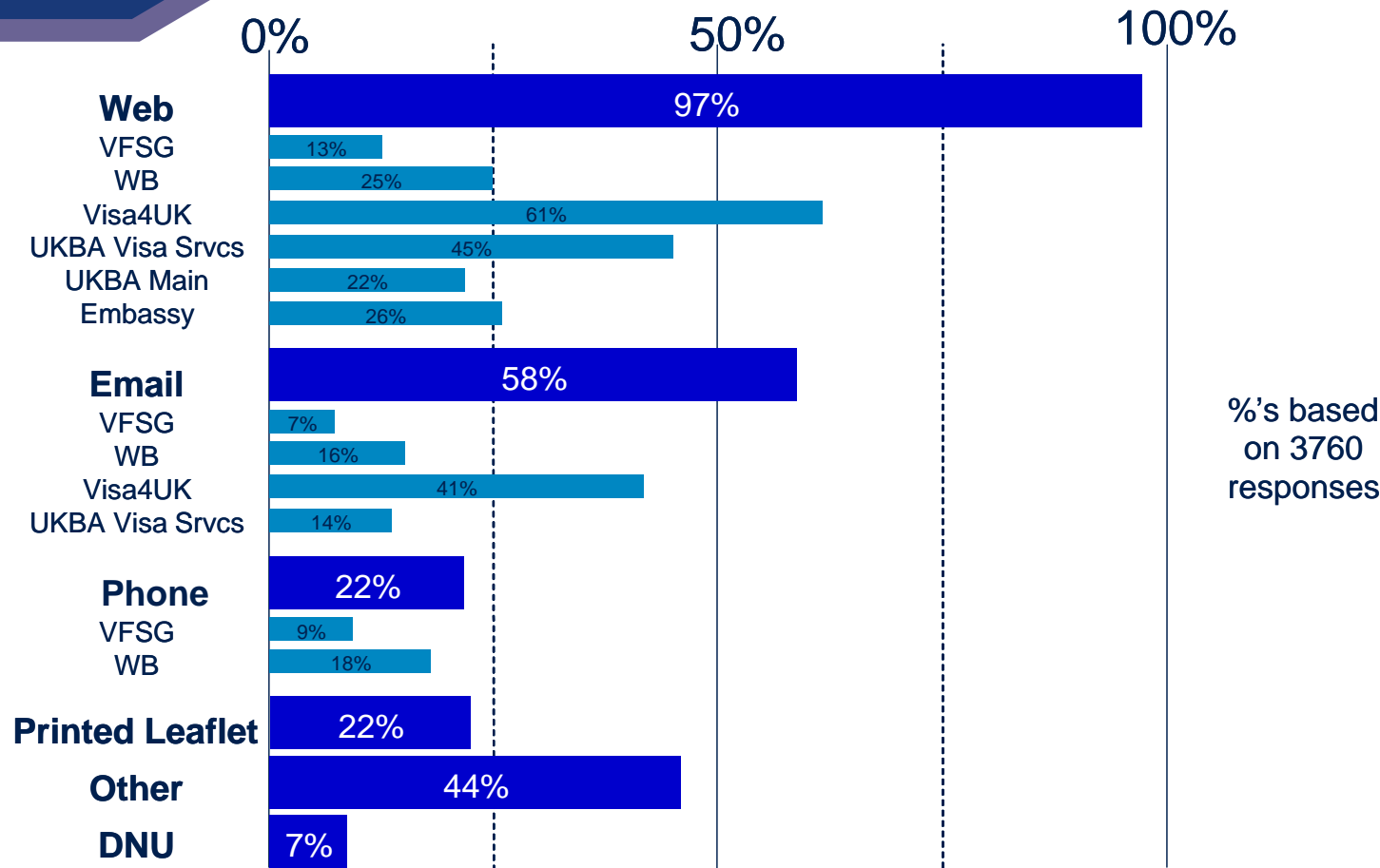
What sources of information have you used?

VFS Global Customers



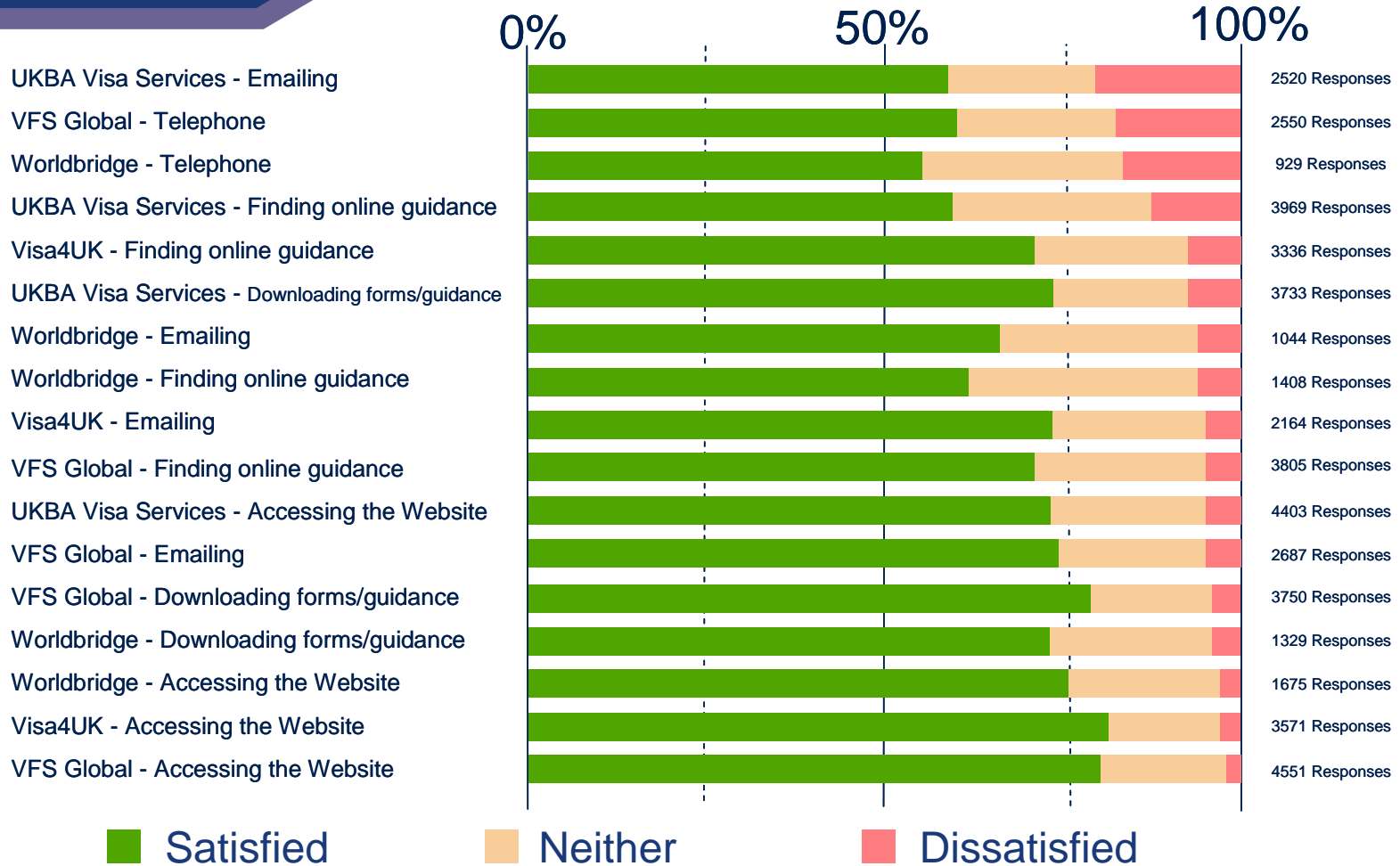
- The web is the main source of information used by respondents
- Email and telephone are also significant sources

What sources of information have you used? WorldBridge Customers



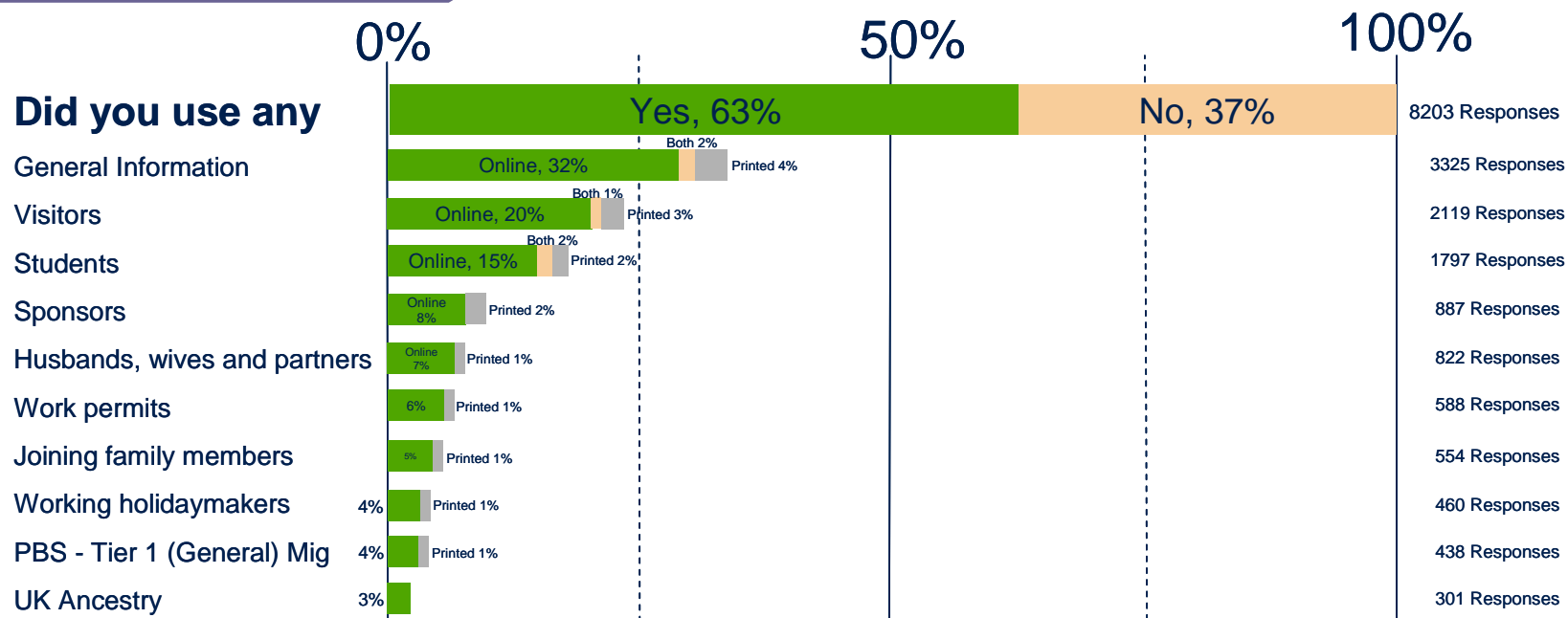
- The web is the main source of information used by respondents
- Email is also a significant source

How easy was it to find and use the following services?



- The level of dissatisfaction was highest in relation to email and telephone services. This was followed by access to online guidance for certain websites

What sources of information have you used?



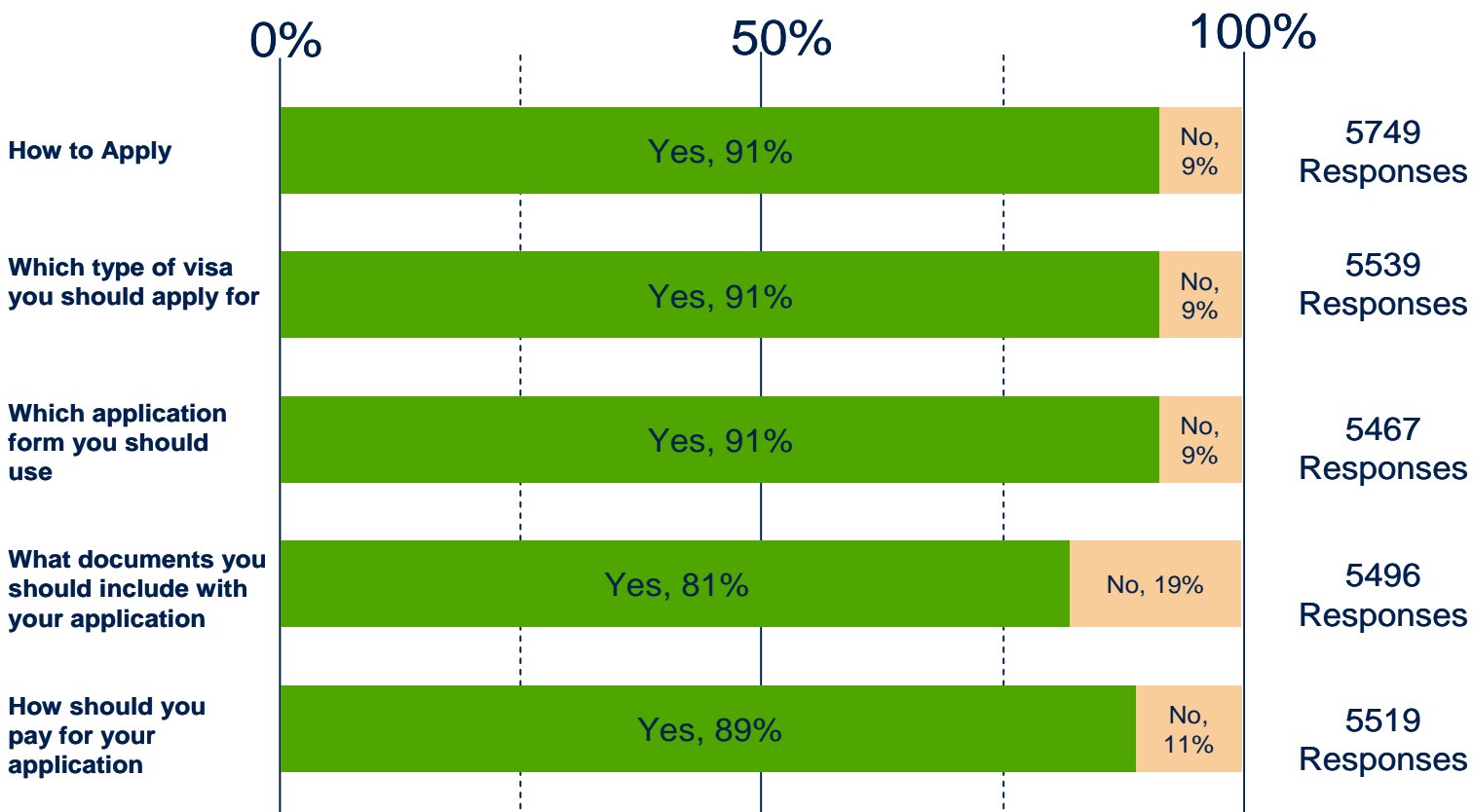
Adopted Children
 Returning Residents
 Setting up in business
 Right of abode
 Work permits
 Permit-free employment
 Au pairs
 Overseas domestic workers
 EEA and Swiss nationals
 Appeals
 Transit through the UK
 PBS - Tier 1 Investor
 PBS - Tier 1 Entrepreneur
 PBS - Tier 1 Post Study Work

These categories had a usage of 2% or less each.

The general ratio of Online:Printed was 3:1

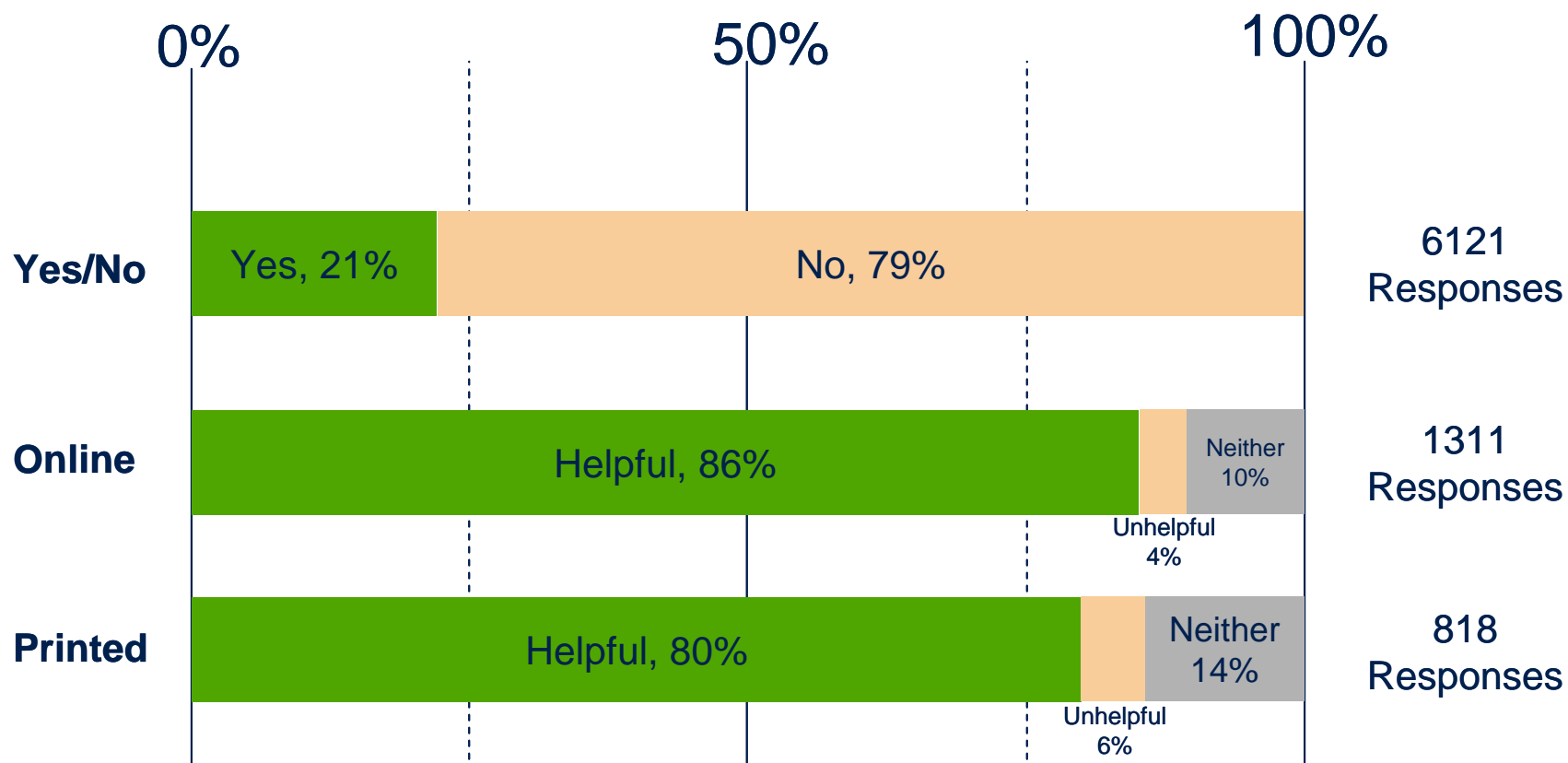
- Customers generally prefer to obtain information online
- A small number of guidance documents are heavily utilised which may support the possibility of consolidating the less popular guides

Did the guidance fully answer your questions?



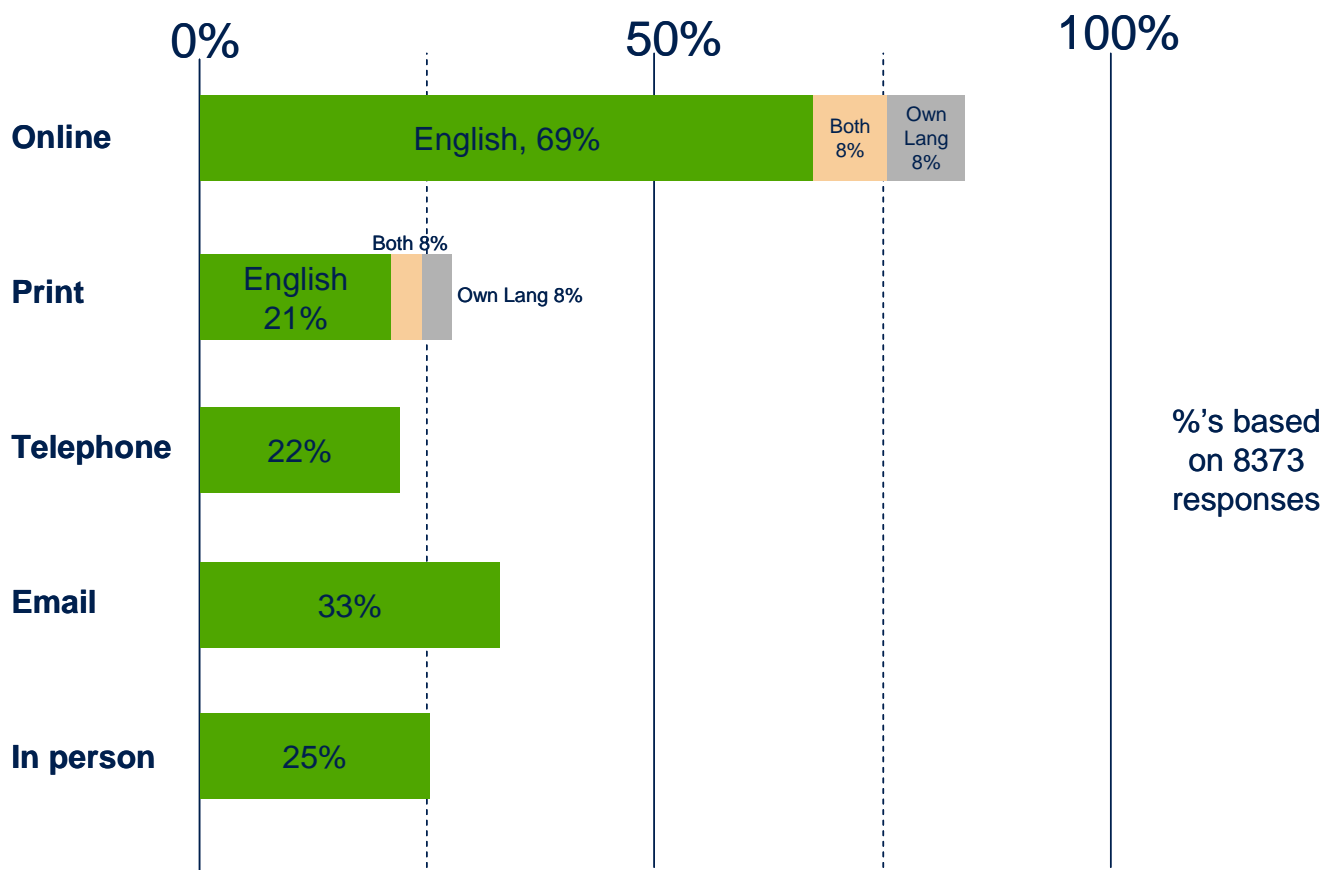
- Guidance documents are largely regarded by customers as comprehensive
- There is a perceived gap in the quality and consistency of information relating to what supporting documentation is required when submitting a visa application

Did you use any translated guidance?



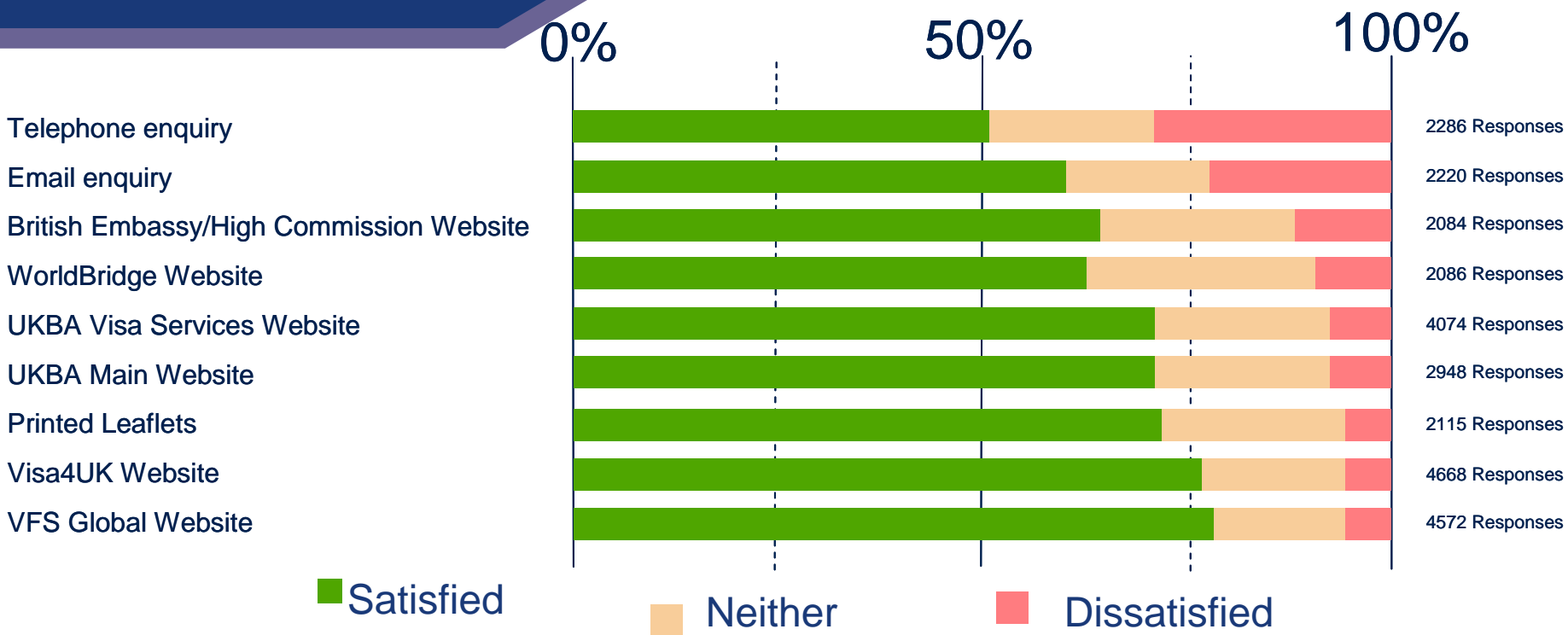
- A small proportion of respondents who accessed translated guidance documents found them useful

How do you prefer to get information?



- The majority of customers prefer to obtain information in English and online which supports the move away from pre printed guidance documents

Please rate how satisfied you were overall with the sources that you used



- A significant proportion of customers are dissatisfied with telephone and email services supporting the need to review these areas
- It is possible that the customer is confused with the number of websites offering information about the visa process
- The level of satisfaction with commercial partner websites varied from 60% for WorldBridge to over 75% for VFS Global

What you said about our information services

The individual comments included both positive and negative feedback. We are conducting an in depth analysis with a view to implementing changes.

What you liked about our service

- “Biometrics was very good”
- “Everything was clearly outlined and defined”
 - “The visa4uk website was the most useful”
 - “The services provided by the UK Border Agency is useful and reliable on information”
 - “Good and inviting atmosphere”
 - “I am 100% satisfied to have filled the form online because I think it is better than before”
 - “Customer service extremely helpful and efficient”
- “The offices at the UK application centre were helpful and understanding”

Areas for improvement

- “A full list of documents required would be useful I was refused because of this”- **We will resolve this at the next review of the Visa Application Form**
- “I would like to get more information about visa processing duration for all categories”- **We now publish a guide to visa processing times each month on our websites**
- “The information provided is satisfactory other than by telephone”
 - “Email address to contact regarding current application....no online information or on the phone about who to contact re current application”
 - **We have commissioned a review of the telephone and email services**

What you have asked for

- You have asked for more information about photo size, style etc- **We will address this at the next review of Visa Application Forms**
- You have said there is inconsistent information about the list of supporting documents- **We will address this in the next review of the Visa Application Form**
- You have asked for a list of fees in local currencies which should include payment methods- **We have updated the fees section of our websites which includes local currencies and payment methods**
- You have asked for more information about processing times- **We have published a guide to visa processing times on our websites which is broken down by each location**
- You have asked for information regarding opening times- **We publish this information on commercial partner websites along with details of public holidays**

Action Plan

What we will be doing.....

As a result of your comments we will be.....

- Conducting a review of all telephony and email services
- Conducting a review of the Visa Application Forms
- Publishing monthly statistics on visa processing times
- Conducting further reviews of the services we provide our customers in the form of surveys and customer focus groups