



UK Visas & Immigration

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Dear Ms Childs

Thank you for your letter of 3 January, in which you ask for details on the payment processing facility for in country Visa applications. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Information Requested

1 – *The name of the company that is contracted to currently operate (and has throughout 2017 operated, if different) the initial payment processing facility in Durham for applications sent to UK Visas and Immigration, for*
a) – *EEA applications, posted to PO box 590 Durham, DH99 1AD*
b) – *Leave to remain applications – PO box 646 Durham, DH1 9LL*

2 – *The number of employees at the above; contractor facility, currently and in June 2017, and specifically the number of employees involved in the initial processing of EEA applications there.*

3 – *The job specification for payment processing employees in that facility, including any requirements as to citizenship or immigration status.*

4 – *Security screening (vetting) requirements for employees in that facility, including DBS etc, and who is responsible for that security screening (e.g. the contraction organization or the Home Office).*

Response

National Savings and Investments (NS&I) provide the initial payment processing facility to the Home Office under a Memorandum of Understanding (MoU) between the two Government Departments, using NS&I's agreement with Atos IT Services UK Ltd to effect the payments process.

There are currently 39 employees who process payments (including 6 managers). In June 2017, staffing levels varied between 35 and 41 employees (including 6 managers) that were available to process payments. The daily average was 4.28 full time equivalents processing EEA applications.

The job specification for payment processing employees is detailed in the attached Annex 1.

The processing of security clearance applications for the payment processing service is completed by Atos IT Services UK Ltd employees on behalf of NS&I. All employees are required to undergo and successfully gain a baseline personnel security standard security clearance check, which is processed through the Home Office.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to foirequests@homeoffice.gsi.gov.uk, quoting reference **46819**. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOI Act.

Yours sincerely

C. Walls
Customer Performance & Improvement.

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:

<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>