

Monique Hawkins

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DECS Reference: TRO/0390542/22

21 November 2022

Dear Monique Hawkins,

Thank you for your letter of 12 May 2022 to Kevin Foster MP, former Minister for Safe and Legal Migration, about individuals with multiple immigration applications and their appearance in the View and Prove service. Your letter has been passed to me to reply. I'm very sorry for the long delay in responding.

You asked a number of questions and I will address these in turn.

Q1. Would you agree that it may be difficult to design algorithmic logic to decide which application status should be shown when people with multiple immigration applications log in to View & Prove, such that the most relevant information is shown to each individual in every circumstance?

Logic already exists and is in use to determine which immigration status should be shown to a user of our online services when the user has multiple immigration statuses, e.g. a certificate of application (COA) for an EU Settlement Scheme (EUSS) application and extant leave on an eVisa.

A project to enable the display of multiple immigration statuses side by side on our online services is underway, and is currently in the early technology research and design stages.

Q2. Can View & Prove be updated such that people see both any granted status and any pending immigration application, see their rights associated with both, and be able to generate a share code with both? If so, when could this update be implemented by?

See above. We do not yet have a timetable to implement multiple immigration statuses on our online services but initial research and design is underway.

Q3. Could View & Prove also be updated such that all attached identity documents can be listed, to confirm to people that they can travel with each of these documents? (This is also discussed in our recent report to the IMA5).

There is work planned in 2023 to enhance the UKVI customer account. This will include a dashboard which will display, among other things, a list of the verified identity documents associated to the customer's account. A person can travel on any of the verified identity documents associated with their account, provided that the document remains valid and compliant with border rules. For more information on which identity documents can be used to travel to the UK, see <https://www.gov.uk/uk-border-control>.

Q4. As also asked in our separate letter 'Upgrading from pre-settled to settled status', can the dashboard view of people's applications be updated to show improved information for each application, including whether a granted EUSS status is for pre-settled or settled status, and including the state (granted, refused, invalid, withdrawn, void) of each application?

As stated above, as part of our work to improve the UKVI account, we are looking at how we can enable users to view multiple statuses. If someone has a pending application (or applications), and other, already concluded, applications, they would be displayed side by side to the individual. How the individual could choose to share one status but not the other with a third party is currently being researched.

Q5. Can the EU Settlement Resolution Centre telephone options be urgently reviewed to allow people to speak to an agent about the progress of their application, instead of automatically terminating their call?

The UKVI Resolution Centre (RC) does now answer such progress calls and has done for some time. However, its agents can only provide an update on the status of the EUSS application. If an application is still awaiting consideration, RC agents cannot give any timescales for when decisions are likely to be made. Caseworkers will make contact with applicants if they require any further information when they begin consideration of the application, and to inform the applicant of the decision on their application.

Q6. Will the Government refund people for any visa application fees, immigration healthcare surcharges and other associated costs resulting from unnecessary visa applications due to incorrectly being informed that pending late applications do not grant any rights until status is granted?

The Home Office will not refund the visa fee paid in these cases. The visa fee is paid for the consideration of an application and is payable regardless of the decision made.

The applicant may be eligible for an ex-gratia payment for their visa application fee. We would require further information to determine if this is appropriate in this case. If the applicant wishes to make an ex-gratia payment claim, they need to provide the sequence of events involved in their loss, showing the relevant expenses incurred, along with all appropriate receipts and evidence. If original receipts are sent, applicants are advised to keep a copy for their records.

Applicants who wish to make a claim must send the details of the claim, including relevant receipts/evidence, to:

Complaints@homeoffice.gov.uk

The applicant should include the words 'Ex-Gratia Claim' in the email subject line.

Whether individuals are eligible for refunds of the Immigration Health Surcharge (IHS) is dependent on the circumstances of their individual case. Applicants can contact the Home Office directly to determine whether they are due a refund using the details provided here:

<https://www.gov.uk/contact-ukvi-inside-outside-uk>

Please let me know if you have any further queries or feedback.

Yours sincerely

Matt Cooper

Email: Public.Enquiries@homeoffice.gov.uk