



UK BORDER AGENCY

**RESPONSE TO PROFESSIONAL STANDARDS UNIT INVESTIGATION INTO
THE ALLEGATIONS MADE BY LOUISE PERRETT ABOUT HER EXPERIENCES
WORKING FOR THE UK BORDER AGENCY**

We believe that this has been a useful exercise for the UK Border Agency and are sure that our Agency will be the better for it. We welcome the chance this has given us to have a focused look at ourselves and devise a response accordingly.

We have fully considered the report of the investigation. While there is not a sufficient body of evidence to warrant disciplinary proceedings being taken against individuals there is enough in the report to cause us significant concern.

We intend to act in response to it and key elements of our response will be:

- to overhaul the Agency's approach to credibility issue, starting with a new Asylum Instruction and new training interventions associated with it;
- an increase from 20% to 50% of decisions being made in Cardiff being assessed against the UNHCR quality assurance matrix. There is no evidence to date of the quality of decisions in Cardiff being affected by the issues highlighted. But we need to make doubly sure that remains the case;
- to invite the Wales Refugee Council, with other key local partners, to help us design some awareness sessions for staff to deal with some of the concerns the report raises.
- To institute a new arrangement in Wales to ensure staff really can raise concerns outside their line management line.