**Home Office Internal Review:**

Tier 2 of the Points Based System

**Feedback Questionnaire**

4 July 2013

Summary

In November 2012, the Better Regulation Executive (BRE), which is part of the Department for Business, Innovation & Skills (BIS), proposed a Focus on Enforcement review of the Tier 2 rules and processes. It was agreed that the Home Office would lead the review.

As part of the process it was agreed that the Home Office would undertake an internal review to look at: methods to improve our interaction with sponsors; how we can provide a more supportive customer service; and to explore areas where we can reduce the overall levels of bureaucracy.

As a Tier 2 sponsor we are keen to gather some specific feedback of your experiences of the enforcement of immigration policies and procedures, from an end-to-end process of employing Tier 2 migrant workers.

About You (For sponsors)

Name of the person completing the questionnaire

Registered Company Name Sponsor Licence Number

Company Size (the number of employees) Sector (human health, IT, education etc)

Approximate date of the grant of the sponsor licence Company Postcode

Number of sponsored workers

About You (For representatives)

Name of the person completing the questionnaire

Name of company representing sponsors

Number of sponsors represented Sectors represented (human health, IT, education, all etc)

Approximate number of migrants

***All information provided will be treated in strict confidence***

For each section we are keen to hear about views of the immigration system and first hand experiences of completing the steps necessary to employ non-EEA workers.

If you wish to

If you wish to provide further details regarding any of the topics, we would welcome your comments and please send completed forms to:

SponsorshipSpecialProjects@homeoffice.gsi.gov.uk

Section 1: Obtaining a sponsor licence

**Policy & guidance:** *Easy to locate? Is the guidance clear and concise? What would you change?*

**Burden on your business***: Was the time permitted to send in documents realistic? Are all the document required necessary? How can it be streamlined?*

**Points of contact and the systems to provide help and support:** *Did you use the employer helpline/ mailbox support? How satisfactory was the response time/ detail?*

**Application process and IT:** *How easy was the website to navigate? How easy to complete was the online form? What would you change?*

**Your experiences when dealing with Home Office:** *How satisfied with the level communications you experienced? What improvement would you make?*

**Timeliness of decisions and service standards:** *Were you aware of the service standard? Was your application considered within the service standard?*

Section 2: How would you rate the post licence services and support?

**Policy & guidance:** *Were you aware of your notification responsibilities upon obtaining a sponsor licence? Is the sponsor management system guidance clear and concise?*

**Burden on your business:** *Are the level of sponsor responsibilities necessary? (e.g. Change of Circumstances, Migrant notifications.)How often do you send a notification?*

**Points of contact and the systems to provide help and support:** *Did you use the employer helpline/ sponsor support mailbox? Were you satisfied by the response time/information?*

**Application process and IT:** *Do you find Sponsor Management System easy to use? What enhancements would you like to be developed?*

**Your experiences when dealing with Home Office:** *How satisfied with the level communications you experienced? What improvement would you make?*

**Timeliness of decisions and service standards:** *What is an acceptable level of service when dealing with a notification?*

Section 3: How would you rate the post licence services and support?

**Policy & guidance:** *Has you organisation received a visit from a compliance officer? Was the visit scheduled or unannounced?*

**Burden on your business:** *What were you views on the level of scrutiny during the visit? Was any action taken as a result of the visit?*

**Points of contact and the systems to provide help and support:** *How would you rate the visiting officers: professionalism; product knowledge; follow up activity? Was the visit tailored to your industry type?*

**Application process and IT:** *Was the visit and post-visit process clear to you throughout? Did you receive an action plan?*

**Your experiences when dealing with Home Office:** *Did you feel fully informed?*

**Timeliness of decisions and service standards:** *Were you informed of the outcome of the visit within an acceptable period of time? Was all subsequent activity completed in acceptable timeframe?*

Section 4: T2 work visa/ in-country work LTR

**Policy & guidance:** *Are you aware of your responsibilities towards migrants you sponsor? Is the sponsor management system guidance clear and concise?*

**Burden on your business:** *Have you have had to: fulfil the Resident Labour Market Test (RLMT)? Maintain and accommodate migrants? Apply for Restricted CoS?*

**Points of contact and the systems to provide help and support:** *Have you ever been contacted regarding a Tier 2 application you have sponsored? Were you satisfied this interaction was necessary?*

**Application process and IT:** *What are you view on: assigning a CoS? Applying for restricted CoS? What enhancements would you like to be developed?*

**Your experiences when dealing with Home Office:** *Were all correspondence letters easily understood? How satisfied with the level communications you experienced?*

**Timeliness of decisions and service standards:** *Has the consideration time of an application impacted on your business? Have you used premium service; PEO? Tier 2 Priority postal?*

Section 5: Any other views or areas that you wish to provide comment on?

Please enter your information here

Thank you for taking the time to complete this feedback form. It would be appreciated if it could be returned by Friday 19 July.

Please send completed forms to:

SponsorshipSpecialProjects@homeoffice.gsi.gov.uk