

By email only
Ed Mackie
Deputy Director
Cross-Cutting Operations
UK Visas & Immigration
Home Office

cc: Lee Graham, Engagement Lead, External Engagement & Inclusive Policymaking. Future Border & Immigration System (FBIS) Programme, Migration and Borders Group, Home Office

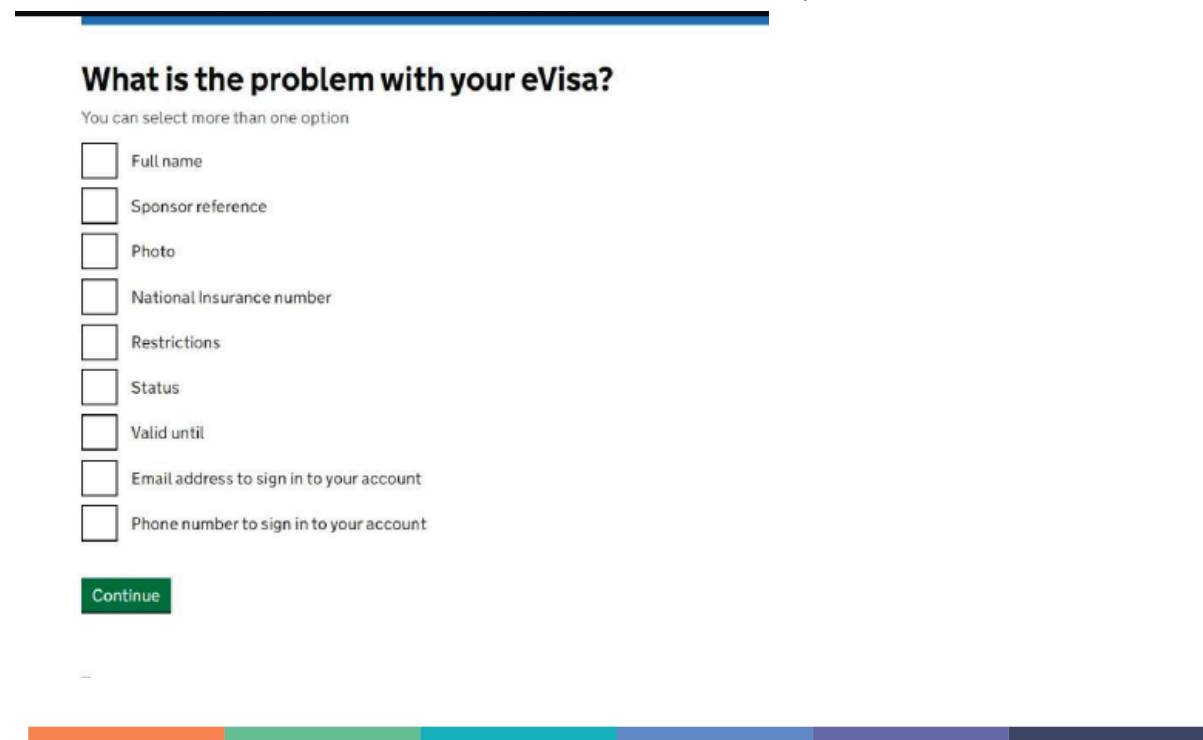
13 November 2024

Dear Ed,

Re: Feedback on 'Report an error with your eVisa' form

Thank you for your letter dated 7 November 2024 which notified us of the new 'Report an error with your eVisa' form on gov.uk. I write to provide feedback on the form on behalf of our Digitalisation Working Group. ILPA's recommendations for improving the form are numbered 1 to 3.

We are concerned that the options provided for answering the question '[w]hat is the problem with your eVisa?' are too narrow. For reference, here is a screenshot of the options available:



Several members are concerned that it is taking a significant length of time for account-holders to have their details 'seeded' by the UKVI. When an account holder's details are not seeded, they are prevented from viewing their status until otherwise notified. Members have reported that they are experiencing significant delays, with some reporting that they have clients who created their account up to six months ago and remain unable to view their status.

Your letter explicitly says that 'where customers are having **issues seeing their eVisa** or the status being shown, this should be reported on this form' (emphasis added). In our view, the issue of an individual being unable to view their status for a prolonged period of time due to Home Office delays falls neatly within this category, so should be reportable via the form. As it stands, the form only caters for situations where people *can* see their eVisa but that eVisa displays some incorrect information.

Furthermore, your letter states that the UKVI Resolution Centre will be directing customers to use the form to report issues or errors. It is foreseeable that account-holders may become frustrated when directed to use a form which does not appear able to assist, particularly if this is after waiting in a long phone queue to speak to someone at the Resolution Centre.

1. **We recommend adding an option of "Unable to view eVisa"** to ensure that individuals who have been unable to view their status for a prolonged period after creating their account can use the form.
2. **We also recommend that you add a sub-question, so that when this option is selected, the person is asked when the account was created.** This will be essential to understand how widespread these delays are, and the time it is taking to provide people the necessary access to their status. Such information can be used by the Home Office to improve the efficiency of resolution of these issues.

Additionally, in such a large-scale IT project, it is entirely conceivable that errors may arise that do not align with any of the listed options and that there will be problems with viewing status of which we are not yet aware or which have not yet presented themselves.

3. **We recommend adding an option labelled 'other - error not listed', or something similar.** This would ensure that individuals who have any error viewing their status have recourse, particularly where they may have been directed to the form by the Resolution Centre.



Even if individuals do complete the report form, for example, by reporting the error in an inaccurate category, the error will be misrepresented in Home Office data about the issues with online status. This might hinder attempts to learn and develop your digital systems.

Thank you for being open to feedback on the form. I look forward to hearing from you.

Yours sincerely,

Zoe Bantleman

Legal Director

Immigration Law Practitioners' Association (ILPA)



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