

# ICIBI stakeholder engagement survey – Results



In response to the stakeholder survey results, David Neal, the Independent Chief Inspector, said:

I welcome the responses to this survey and thank all those who took the time to contribute.

I am encouraged to find that stakeholders find participation with the ICIBI worthwhile, and gratefully take on board the suggestions for improvement.

Several suggestions were made for topics for future inspections, all of which have been noted and will form part of my consideration for my 2022 inspection programme.

I will now conduct a survey on an annual basis, to further inform my approach, and encourage participants to be as candid as possible in their responses. I would also like to remind stakeholders that they are free to contact me at any time, either directly or through inspectors.

## **Survey Results**

Stakeholders who have previously engaged with the ICIBI through our fora, interviews or by [submitting evidence for an inspection](#) were invited to participate in the survey by email, and through the ICIBI's website and [Twitter](#).

The survey asked questions relating to stakeholders' experiences of engaging with the ICIBI. It also asked questions about how they use ICIBI reports, and their views on the value of the recommendations we make.

Sixty-eight stakeholders from the ICIBI database were contacted by email, drawing their attention to the survey.

The survey was completed by 28 stakeholders in total, although not all

respondents answered every question.

26 respondents described themselves/ their organisation as follows:

<b>Participant</b>	<b>Number of respondents</b>
NGO	13
Home Office contractor/service delivery on behalf of the Home Office	3
Other *	3
Trade association	1
Community group	1
Local authority	1
Local authority partnership (e.g. regional strategic migration partnership)	1
Academic or researcher	1
Direct personal experience of Home Office's border or immigration functions, e.g. EU citizen, asylum seeker, refugee	1
Interested member of the public	1
Other	3

Headline findings were as follows:

- Generally, stakeholders reported to finding engaging with the ICIBI worthwhile.
- Many stakeholders said they use ICIBI reports for advocacy and engagement with the Home Office. They value the access to information the ICIBI has, and the Home Office's duty to respond. ICIBI findings which align with their concerns add weight to their advocacy.
- Stakeholders said they were broadly happy with the communication from inspectors, although it was suggested that there could be more follow up engagement, to update on progress of inspections.
- Stakeholders welcome advance notice of inspection findings, dates reports are sent to the Home Secretary and publication dates of reports.
- Seventeen out of 25 respondents said the Home Office responses to ICIBI recommendations were not adequate. There is frustration at how long reports take to be published, which can render recommendations out of date. There was appetite for the ICIBI to be more proactive in following up progress on recommendations.
- Specific concerns were raised about the Home Office not following up on actions to address recommendations made by the IAGCI which had been 'accepted'.
- Ten out of 26 respondents "strongly agreed" or "agreed" that ICIBI reports adequately addressed equality and diversity issues. Fourteen said they "neither agreed nor disagreed", and 2 either "disagreed" or "strongly disagreed".
- Stakeholders were positive about the ICIBI stakeholder fora, describing them as a useful way to hear about and feed into the inspectorate's priorities and reports. They were happy with the frequency of which they

were convened. Several recommendations were made for additional participants.

As responses were anonymised, the ICIBI is not able to respond directly to those who contributed. However, their responses will inform future stakeholder engagement, and work is already underway to follow up on feedback received.

Published 16 November 2021

Last updated 16 November 2021 [+ show all updates](#)

1. 16 November 2021

Headlines added to the article

2. 16 November 2021

First published.

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## [Teesside steel company secures record exports with finance support](#)

- Teesside-based business secures a £15 million funding package from Santander UK, supported by UK Export Finance (UKEF)
- The funding enables Paralloy to fulfil the most exports in its 90-year history, with shipments to North America, the Middle East and Asia-Pacific
- The firm has opened two additional sites and recruited more than 70 new staff following record demand for exports

Minister for Exports, Mike Freer, has today announced that Teesside steel company Paralloy has secured a £15 million funding package from Santander UK with an 80% guarantee from UKEF to support its export-led growth.

The guarantee is a UKEF [General Export Facility \(GEF\)](#), which is designed to help UK businesses easily access funding to cover the cost of international trade and help level up export opportunities for businesses across the UK.

Paralloy makes patented steel alloy castings used in high temperature furnaces and exports 95% of what it makes in the UK to 70 overseas markets. Its exports have reached record levels of up to £50 million, and the firm required general working capital to fulfil record demand for its services.

As the country builds back better from coronavirus, the funding package has enabled Paralloy to take on higher value export contracts, open two new sites in Teesside, and create 76 new highly skilled jobs locally. The firm has plans to hire a further 40 additional staff, including engineers, welders and

fabricators this year.

The announcement comes as the UK government embarks on its first [International Trade Week](#) (November 15 – 19), designed to help businesses learn more about selling globally and connect with trade industry experts. The week will launch the 'Made in the UK, Sold to the World' campaign, and will include a series of virtual and in-person events, including daily presentations outlining UKEF's financial support for exporters.

**Minister for Exports, Mike Freer MP, said:**

It's great to see Paralloy boost its exports, creating more highly skilled jobs in the North East. This support using – UK Export Finance's General Export Facility – shows how the government can help local companies sell to the world helping to level up and build back better than ever before. UKEF has huge liquidity for exporters to tap into. This week's events will raise awareness of how its financial support can help businesses win, fulfil and get paid for export contracts.

Paralloy is one of only a handful of companies worldwide to produce these steel castings and is a key supplier to the blue hydrogen market, which produces virtually no greenhouse gas emissions and is much in demand as firms across the world transition away from polluting fossil fuels.

This UKEF-backed funding package from Santander UK has enabled us to future-proof the business, and provided the working capital to fulfil bigger export contracts. It's truly been a game-changer, and we can now focus on building out our order book even more and hiring the right team to support that.

**Mark Ling, Head of Trade & Supplier Finance at Santander UK, said:**

Paralloy has successfully navigated unprecedented challenges posed by the pandemic, growing its business significantly over the past 18 months. The General Export Facility offers crucial support to UK businesses, and we are pleased to work with UKEF to provide this funding to Paralloy and a growing number of other companies to help fulfil their international growth ambitions.

**Ulviyya Huseynova, Export Finance Manager for North Yorkshire, Humberside and Teesside, said:**

This is exactly what the GEF was designed to achieve: empowering a business to focus on its overall growth and unlock more export opportunities. With beginnings in the heart of the UK's metal

industry, Paralloys is now helping to power the fuel of the future with its specialist equipment, and I am thrilled that we could provide the necessary support.

## About UK Export Finance

UK Export Finance is the UK's export credit agency and a government department, working along-side the Department for International Trade as an integral part of its strategy and operations. Established in 1919, it exists to ensure that no viable UK export should fail for a lack of finance from the private market. It provides finance and insurance to help exporters win, fulfil and get paid for export contracts.

## About Santander UK

[Santander UK](#) is a financial services provider in the UK that offers a wide range of personal and commercial financial products and services. At 31 June 2021, the bank had around 20,900 employees and serves around 14 million active customers, via a nationwide branch network, telephone, mobile and online banking. Santander UK is subject to the full supervision of the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA) in the UK. Santander UK plc customers' eligible deposits are protected by the Financial Services Compensation Scheme (FSCS) in the UK.

## Contact

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# [HMCTS presents the 5th Annual Public User Event](#)



We have now published recordings from all sessions held at this year's Annual Public User Event: Reforming court and tribunal services together. This year's iteration – the fifth of its kind – was held digitally over 9 and 10 November, and covered the latest progress of the reform programme across criminal, civil, family and tribunals jurisdictions as well as our cross-

cutting activity.

Over 760 people attended sessions across the two days, and were given the opportunity to hear from those leading reform at HMCTS, as well as provide input, feedback and views through question and answer discussions that featured throughout the event.

HMCTS Strategy & Change Director, Gemma Hewison, reflected:

“Once again, those working in the HMCTS reform programme and our dedicated, engaged public users have done themselves proud in coming together for another inspiring event. As the title suggests, the reform programme is about reforming services, not in isolation, but alongside those who use them. Whilst this engagement happens all year round, the annual November event is our opportunity to showcase and celebrate this work, and it’s fantastic to see it go from strength to strength each year.

My sincere thanks to everyone who joined, probed, questioned, shared and listened over the past two days. I’m already looking forward to welcoming you again next year.”

## **Presentations**

Attendees were given the opportunity to choose from a range of sessions across the two days, depending on their area of interest or expertise. Recordings of these sessions are [available in a playlist on YouTube](#):

### **Cross-jurisdictional**

- publication and Information project: making it easier to find and view court and tribunal lists
- remote hearings: what next?
- Find a Court or Tribunal (FaCT): a new design to help find the right court or tribunal for you
- equal justice: collecting protected characteristics data
- from insight to action: designing out barriers to justice in reform services
- helping people to access and use HMCTS services online
- closing Q&A panel

### **Crime**

- changes within Section 28 provision for victims and witnesses
- improving the crime service through technology
- improving the crime service through process redesign
- improving defendant engagement: encouraging take up of legal representation in custody using behavioural insight
- a new code of practice for victims of crime (Victims’ Code)

### **Civil**

- Whiplash Reform Programme: the Official Injury Claim service

- what has the civil project delivered so far and what will the future look like?
- HMCTS small claims mediation service

## **Family**

- probate: digital journey so far and next steps
- ending the 'blame game': the Divorce, Dissolution and Separation Act
- Domestic abuse and other protective orders

## **Tribunals**

- Immigration and Asylum project: new online appeals service for appellants in person
- Royal Courts of Justice and Upper Tribunals project: digital technology
- SSCS Tribunals project: expansion of Submit your Appeal / Manage your Appeal for other DWP appeal types

## **Presentation slides**

### **[Remote hearings: what next?](#)**

PDF, 676 KB, 10 pages

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### **[Equal justice: collecting protected characteristics data](#)**

PDF, 962 KB, 14 pages

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### **[Helping people to access and use HMCTS services online](#)**

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## **[Changes within Section 28 provision for victims and witnesses](#)**

PDF, 289 KB, 9 pages

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## **[Improving the crime service through technology](#)**

PDF, 547 KB, 23 pages

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## **[Improving the crime service through process redesign](#)**

PDF, 767 KB, 16 pages

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## **[A new code of practice for victims of crime](#)**

PDF, 750 KB, 14 pages

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### **[Whiplash Reform Programme: the Official Injury Claim service](#)**

PDF, 500 KB, 8 pages

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### **[HMCTS small claims mediation service](#)**

PDF, 293 KB, 9 pages

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### **[Probate: digital journey so far and next steps](#)**

PDF, 538 KB, 18 pages

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### **[Domestic abuse and other protective orders](#)**

PDF, 1.39 MB, 18 pages

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us if you say what assistive technology you use.

## **User inclusion question responses**

At the 5th Annual Public User Engagement event, there was Q&A time at the end of each session. Across the sessions there were some questions around users' inclusion, accessibility and support needs which were not always answered. These questions have been grouped into the themes and an update has been provided.

### **[User inclusion question responses](#)**

PDF, 107 KB, 2 pages

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### **[Video hearing question responses](#)**

PDF, 173 KB, 2 pages

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### **[Social Security and Child Support question responses](#)**

PDF, 128 KB, 2 pages

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1. 12 January 2022

Added additional question response documents.

2. 3 December 2021

Added the user inclusion question responses

3. 17 November 2021

Added slide decks

4. 16 November 2021

First published.

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## [Government Property Agency announces Debra Soper as first Chief Operating Officer](#)



The Government Property Agency (GPA) hires Debra Soper as Chief Operating Officer in a recruitment drive as part of its strategy to place people at the centre of its property agenda of Her Majesty's Government. Debra oversees the operational functions of the GPA which cover key areas such as data and technology, commercial, legal, HR, security, and marketing and communications.

The GPA is an executive agency of the Cabinet Office, responsible for delivering the Government's property agenda across its office and warehouse portfolios. Formed in April 2018, the GPA has a crucial role in the Government's Levelling Up, Net Zero and Civil Service Transformation initiatives.

Debra joins from the Cabinet Office where she was an Executive Director and Deputy Government Chief People Officer and Civil Service HR Chief Operations Officer. Debra has five years' senior level experience in the Cabinet Office and prior to that held several private sector roles for companies such as

Pearson plc, Aon Consulting, Accenture and BAE Systems.

**Steven Boyd, CEO of the GPA, said:**

Property is about people. We acquire and fit out buildings to deliver great places to work for our customers. And we are reshaping our workplace offering to focus on people rather than buildings. Debra's appointment as Chief Operating Officer, with her background in people, is a key part of our growth strategy.

Debra will help us bring to bear the wide range of professionals that we need to deliver some crucial Government initiatives.

**Debra Soper said:**

The GPA has a huge mandate to deliver for Government. Every one of our 300 people, and those in our extensive supply chain, has a role to play. I am proud to be playing my own part in this and helping to take forward the Agency's exciting agenda.

We are actively recruiting more than 100 roles across various disciplines, and we are looking for people with strong property and commercial skills who are prepared to innovate to deliver for our customers.

The GPA is currently working on delivering the Government's Hubs Programme as part of the Levelling Up agenda and Workplace Transformation Project. It is also managing 800,000 sq m of the Government's office and warehouse portfolios, and providing guidance on workplace services including design, technology, sustainability and customer experience.

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1. 16 November 2021

Changed header

2. 16 November 2021

Link to GPA added.

3. 16 November 2021

First published.

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# Flavouring company polluted Suffolk river

The escape of the liquid has led to the company handing thousands of pounds to charity, and making significant changes to procedures and infrastructure.

International Flavours & Fragrances I.F.F. (Great Britain) Ltd allowed around 93 litres of an undiluted solution called Quatdet to enter Stour Brook in October 2017.

As a result, the company has paid £50,000 to [Essex and Suffolk Rivers Trust](#) in a civil sanction, as well as the [Environment Agency's](#) investigation and legal costs of more than £16,000.

The money will support the charity's work protecting river habitats in the 2 counties.

Ben Marshall, a land and water officer for the Environment Agency in Suffolk, said:

It is important all organisations take action to avoid polluting the environment through careful consideration of their processes and procedures, and the monitoring of operations.

Serious errors occurred at IFF's Haverhill plant, allowing a cleaning agent to escape into the brook.

Following the Environment Agency's investigation, IFF took steps to avoid a repeat by installing equipment to contain spills, and improving its accident-reporting system. The company has also reviewed the sites drainage plans.

In agreeing to the sanction, known as an enforcement undertaking that can be used as an alternative to a prosecution. The Environment Agency accepted the company's negligence wasn't down to dangerous or foolhardy behaviour.

The Environment Agency was also satisfied IFF had improved its infrastructure and systems since the incident to prevent it happening again.

Enforcement undertakings allow companies and individuals to make good some of the environmental damage they cause, including through a financial contribution to a local project. The Environment Agency must also be sure the polluter will make changes to its operations.

While agreeing to enforcement undertakings, the Environment Agency continues to prosecute organisations and individuals where evidence shows high levels of culpability and serious environment harm.

The Environment Agency urges anyone who spots what they think is pollution to call its free, 24 hour incident hotline: 0800 80 70 60. Officers respond to limit damage to the environment, protecting people and wildlife.

International Flavours & Fragrances I.F.F. (Great Britain) Ltd, of Duddery Hill, Haverhill, was sanctioned under the [Environmental Permitting Regulations 2010 \(as amended\)](#). IFF paid the Environment Agency's costs of £16,299.92 for the case.