



## UK Visas & Immigration

Daniel Bird

request-440343-9fe8be43@whatdotheyknow.com

Freedom of Information  
Central Correspondence Team  
Customer Performance &  
Improvement  
PO Box 3468  
Sheffield  
S3 8WA

Email:  
FOIRRequests@homeoffice.gsi.gov  
.uk

[www.gov.uk/ukvi](http://www.gov.uk/ukvi)

FOI Reference: 45916

14 November 2017

Dear Mr Bird

Thank you for your enquiry of 23 October, in which you requested a variety of information regarding the UKVI helpline and Sitel UK. Your request is being handled as a request for information under the Freedom of Information Act 2000.

### Information Requested

*The UK Visas and Immigration service provides a 'paid for' helpline for queries about visa applications. The contract to provide this service is let to Sitel UK. Please release the following details:*

- The amount of revenue generated by telephone calls to this 'paid for' service in each of month since the contract was first awarded to Sitel;*
- The average number of calls per day in each month since the contract was first awarded to Sitel;*
- Details of contract monitoring and KPIs used by UK Visas and Immigration to monitor the performance of Sitel in providing this service.*

### UKVI Response

Section 43 of the FOI Act exempts from disclosure information that may prejudice the commercial interests of the Supplier and/or the Home Office, therefore the

financial arrangement in place between the Home Office and Sitel UK Ltd for the provision of Contact Centre Services (UK and International) and the call volumes are not available due to this information being commercially sensitive.

The attached annex details the KPI's and service levels we have in place for this contract.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to [foirequests@homeoffice.gsi.gov.uk](mailto:foirequests@homeoffice.gsi.gov.uk), quoting reference **45916**. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOIA.

Information Access Team  
Home Office  
3rd Floor, Peel Building  
2 Marsham Street  
London SW1P 4DF

e-mail: [info.access@homeoffice.gsi.gov.uk](mailto:info.access@homeoffice.gsi.gov.uk)

Yours sincerely

C. Walls  
Customer Performance & Improvement.

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:

<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>

