

## Case study - The Home Office



**The IND is part of the Home Office. Its purpose is 'to regulate entry to, and settlement in, the UK effectively in the interests of sustainable growth, and social inclusion'. It has offices throughout the UK with the three main ones located in Croydon, Liverpool and Sheffield.**

IND call centre is known as the Immigration and Nationality Enquiry Bureau (INEB) and is staffed by up to 120 agents who field calls during the day on Mondays to Fridays. Located in Croydon, Surrey it is a national centre and is the main public point of contact for any immigration enquiry.



INEB handles inbound calls from individuals or their legal representatives seeking immigration information or asking for progress reports on outstanding applications. Callers may be already resident in the UK and looking to extend their working visa, or change visa type, or they may be visiting foreign nationals who wish to become resident. There are no periodic troughs, as is typical of other call centres, but a constantly high level of calls that increases slightly just before Christmas.

In spring 2001, the Home Office Minister authorised investment in a new system and set INEB a service level target of handling 25,000 calls per week. DeTeWe was chosen to implement a new contact centre solution, which went live on 18 March 2002.

For the first time, the team is able to analyse and report on the call centre traffic both during and outside opening hours. "Now we are able to present accurate and easily digestible reports to senior management," says Stephanie Pearce, INEB Senior Management. "This means that as well as showing the performance of the

call centre we can also provide data to support any changes to our business, for example a need for more agents."

INEB now consistently handles in excess of 26,000 calls each week and is committed to improving service levels still further. As well as this, most callers now get through in just 1 or 2 attempts. The ease with which information messages and call routing can be immediately changed has also significantly improved INEB's service to its customers.

### Contact

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