

# Home Office COVID-19

## Situation Report and Dashboard #81

31/03/2020 20:13

Departmental Operations Centre

Version control: 1

Approved by: Phil Devin

New information is marked in red.

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# Executive Summary – Sitrep Summary

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## Headlines/Key Issues

- As of **09:00 31 March**, a total of **143,186** have been tested in the UK. Of which **25,150** were positive.
- As of **5 pm on 30 March**, of those hospitalised in the UK, **1,789** have died, an increase of **381 from 29 March**.
- DHSC will now be providing their sitrep at 21:00 each day. Figures included in the annex are correct as of 17:00 the previous day.

## Key Policing stats and headlines

- Police Officer and Staff absence across the UK are **15.6%** as of **31 March**, up from **14.8%** on **30 March**.

## Emerging issues

- The scale of remaining repatriation flights will require resolution of the API issue which is being pursued by Border Force.
- UKVI is managing issues regarding haulage drivers transporting produce from outside EU whose visas have expired, given disruption to VCS overseas visa service.

## Home Office staffing key stats

- Sickness absence because of COVID-19 illness is **1,260** (3.6% of HO Civil Servants – increase of **57** from **30/3/20**).
- Special Leave for COVID-19 Care/other related issues is **652** (1.9% of HO Civil Servants – increase of **42** from **30/3/20**).
- Special Leave for COVID-19 self-isolation is at **1,953** (5.6% of HO Civil Servants – increase of **33** from **30/3/20**).

## Border Force Ops

- Final two of four planned Peruvian evacuation flights have arrived.
- Focus has moved to repatriation flights from other locations.
- Border Force is having significant difficulties in obtaining passenger details for flights in advance. **Border Force has escalated the API issue with FCO, and are directly in contact with the carriers named by the FCO.**

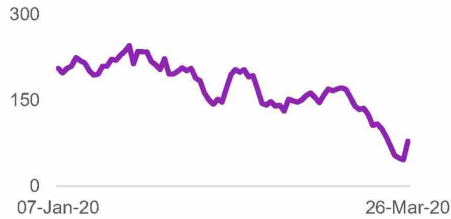


# Key Data Summary Dashboard

## Securing the border

Following a period of sustained downwards trend, there were 47 Inadequately Documented Arrivals on 26-Mar, the most in a single day since 15-Feb.

**Inadequately Documented Arrivals**  
Rolling 7-day total



IDA figures are reported four days in arrears due to a data lag on CID. Following consultation with colleagues in PRAU and IE intelligence, a new data source is being used for IDA data. This means that comparison of IDA figures with those from previous SitReps is not appropriate.

The total number of FNOs in detention was 940 on 31 March. The number of FNOs in detention is being monitored. Further narrative to follow in coming days.

### Foreign National Offenders in Detention

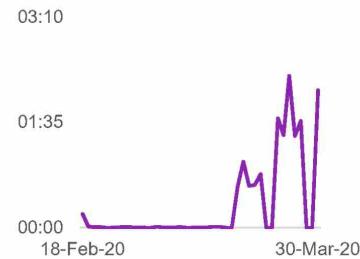
31-Mar-20

<b>Total</b>	<b>940</b>
Immigration Removal Centre	486
HM Prison	388
Airport	62

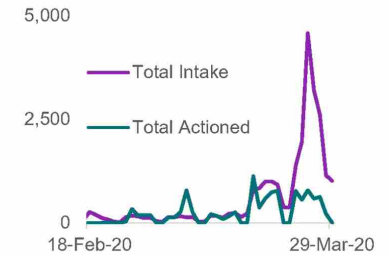
## Managing new demand relating to COVID-19

The Call Centre set up in response to COVID-19 continues to see high email and telephone demand. Average queue to call time breached 2 hours for the second time on 30-Mar.

**Average queue to call (h:mm)**



**Email Demand**



## Staff Safety, Wellbeing & Comms

COVID-19 related staffing disruptions, as recorded on HR COVID-19 disruption recording tool

- Sickness absence because of COVID-19 illness is at 1,260 (3.6% of HO Civil Servants)
- Special Leave for COVID-19 Care/other related issues is 652 (1.9% of HO Civil Servants)
- Special Leave for COVID-19 self-isolation is at 1,953 (5.6% of HO Civil Servants)

### Total Records by Business Area



Note: All WFH cases have now been removed following the decision to remove any reporting requirement for staff working from home. The data only includes the absence categories Data quality and accuracy is dependent on completion of the HR COVID-19 disruption reporting tool and therefore figures are thought to be subject to under-reporting.

As at: 31-Mar-20

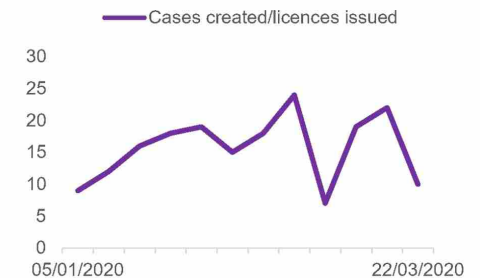
## Sustaining critical business as usual operations

The number of death registrations have remained on trend since the emergence of COVID-19. This is because, to date, the number of deaths as a result of the virus accounts for a small proportion of the number of deaths that are recorded on a weekly basis. Deathbed marriage registrations have also stayed on trend.

### Death Registrations



### Deathbed Marriage Registrations



Data included initially comes largely from existing routine reports collated centrally. We will expand and iterate the data/analysis accompanying the sitrep over the coming days to: Evaluate what further data is required and establish the data feeds to get that data added to the sitrep and; Assess the most appropriate frequency on which to update each data feed (as not all data is currently available on a daily basis, or is meaningful when updated at that frequently). Any feedback on priority areas to establish data feeds will also be taken into account.



# Scientific Advisory Group for Emergencies

SAGE met on 29 March 2020 and have advised as follows:

## Summary

- SAGE endorsed the reasonable worst case and optimistic scenarios, incorporating changes discussed in the meeting.
- Further work is required to understand how best to release measures and the scale of any resultant epidemic peaks.
- Further work is required on age distribution of ICU cases.

## Situation update

- The average length of stay in ICU was taken as 9.5 days on NHS advice.
- Vast majority of admissions to ICU and high dependency units are aged between mid 40s and 70. There are fewer admissions among the over 70s. ICU care may not reflect the full burden of disease, as now many patients are being cared for in other settings.
- NHS reported that critical care bed occupancy is not yet reaching saturation levels, London included.
- There is evidence that severity varies by sex (men are affected more severely), but there is no evidence that transmission varies by sex.
- NHS models use numbers approved by SAGE, but they are run more frequently and need to provide regional and other detail – leading to quantitative, but not qualitative differences in projected scenarios.

## Reasonable worst case (RWC) and optimistic scenario

- SAGE noted that the underlying epidemiology is unchanged, but cases within the NHS have grown rapidly, affecting bed requirements. Some numbers contained in the scenarios derive from data; others are assumptions – for example, around compliance. Age profile of ICU patients is not critical to modelling the trajectory of the epidemic – but modelling will need to evolve to reflect emerging practice in referrals to ICU. The modelling draws on both admission and death data
- Further work is required to understand how best to release measures and the scale of the second epidemic peak. This is a priority for SAGE in the coming week.
- Further work is required on age distribution of ICU cases.



# Policing

- National Total Absence: **42,051** officers and staff representing **15.6%** of national staffing on **30 March**, up from **14.8%** yesterday.
- **5** forces assess their current resource status as amber, **a decrease of 2** since **30 March**. **0** forces are assessed as red, **0** forces are assessed as black, **44** are assessed as green and **6** are assessed as blue.
- **5** forces have a total absence rate above 20%, no force has a total absence rate over 30%. **No change**.
- **8** forces are taking actions outside their core responsibilities, **No change since 30 March**.
- **0** forces have made Mutual Aid requests. **No change**.
- **7** forces have identified an issue with specialist capabilities. **No change**.
- **15** forces are experiencing disruption of delivery to standard force supplies, **a decrease of 2** since **30 March**.
- **7** forces face ongoing vulnerabilities in relation to Critical National Infrastructure in their area. **No change**.
- National Police Leads are reviewing the capability of forces to manage concurrent events (Bridges, riots or act of terrorism). There is likely to be significant challenges in the event of concurrency, if staff abstraction rates increase due to COVID-19, even accounting for the potential of military support.





## National Staffing Update (2/5)

OFFICIAL  
SENSITIVE

### Absence by role:

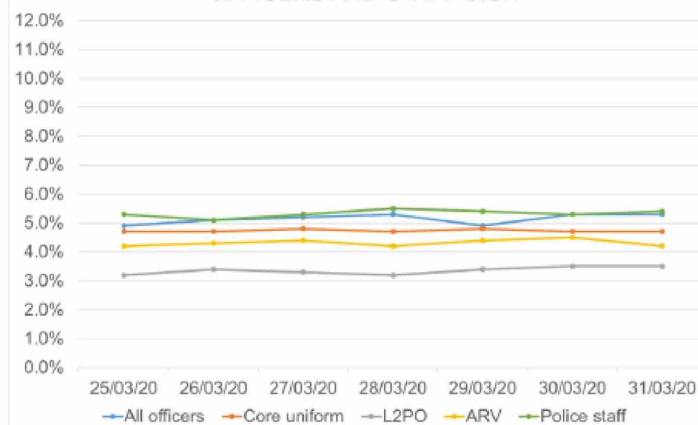
All officers sick	8,893	[5.3%]
Core uniform <sup>1</sup>	3,200	[4.7%]
L2 Public Order <sup>2</sup>	722	[3.5%]
ARV <sup>3</sup>	184	[4.2%]
Police staff <sup>4</sup>	5,509	[5.4%]

All officers caring or self-isolating	16,500	[9.8%]
Core uniform <sup>1</sup>	6,147	[9.0%]
L2 Public Order <sup>2</sup>	1,522	[7.5%]
ARV <sup>3</sup>	396	[8.9%]
Police staff <sup>4</sup>	11,049	[10.9%]

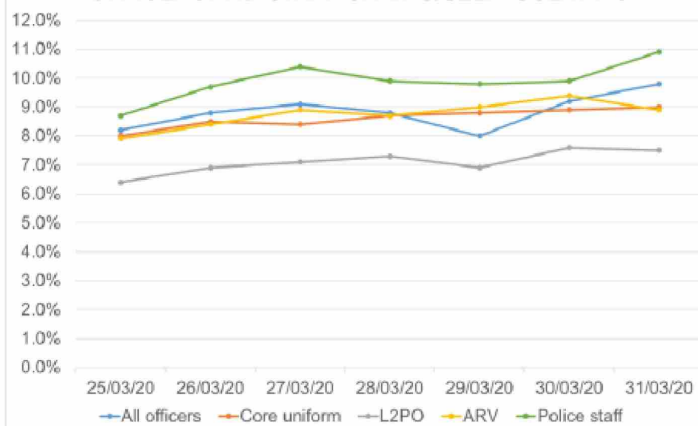
### Of those caring or self-isolating NOT ALL FORCES HAVE RETURNED DATA

All officers able to work from home	4,597	[2.7%]
Core uniform <sup>1</sup>	1,414	[2.1%]
L2 Public Order <sup>2</sup>	368	[1.8%]
ARV <sup>3</sup>	101	[2.3%]
Police staff <sup>4</sup>	2,198	[2.2%]

OFFICERS AND STAFF SICK



OFFICERS AND STAFF CARING/SELF-ISOLATING



<sup>1</sup> Response and Neighbourhood officers who deal with 999 calls.

<sup>2</sup> Specialist public order officers with additional protective equipment

<sup>3</sup> Armed officers available to respond to spontaneous firearms deployments

<sup>4</sup> Includes PCSOs

3



# Crime and Community Tensions

## Community Tensions:

- There have been continuing reports received relating to neighbours reporting their neighbours for not following social distancing guidelines.
- There has been no new reporting regarding places of worship being open since the weekend.
- NPoCC has received reporting of a number of incidents involving persons with mental health issues who are struggling to cope with self-isolation restrictions leading to various altercations with family members.
- NPoCC continue to receive reporting of unessential travel to second homes, holiday lets and caravans

## Hate Crime:

- The Police National Community Tensions Team (NCTT) continue to observe a higher levels of offences targeting those of Chinese, Japanese or South East Asian heritage (IC5). A total of 78 offences targeting people of Chinese or perceived Chinese ethnicity were recorded in the period 13/03/2020 – 19/03/2020, an increase of 129% (44 offences) over the 34 offences recorded in the previous reporting period.
- Police analysis continues to identify some targeting of other ethnicities in relation to the use of 'coronavirus', There were 80 offences which were recorded to have utilised the term 'coronavirus'. Of these offences 30 targeted people of Chinese or perceived Chinese ethnicity (IC5), 20 were of other ethnicities and a total of 30 did not record the victims ethnicity. The NCTT assess there is likely to be under-reporting of hate crime incidents.

## Public Order:

- NPoCC note that several forces have provided returns noting a decrease in public order offences and increased compliance with police instruction by members of the public (declining volumes remain the overall reporting trend despite the overall number submitted to NPoCC today increasing compared with yesterday).
- The majority of public order incidents relating to COVID-19 continue to be linked to individuals and groups failing to adhere to social distancing restrictions, leading to public order incidents. Incidents include individuals who cough, sneeze and spit in victims faces, including Police Officers, other emergency workers, and retail staff. Reporting indicates that a number of individuals have been charged and sentenced in relation to these offences.



# Office for Security and Counter-Terrorism

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OSCT update. (Note: It has been agreed that this will be provided weekly)

- The Counter Terror System is able to deliver all critical functions, although impact of school closures still being analysed.
- However, overseas CT crisis response significantly diminished.
- PREPARE functions under significant strain and ability to respond to a terrorist incident limited.



# Serious and Organised Crime

## Key Activities

- Child Sexual Abuse and Exploitation (CSAE) – Increasing time online as a result of school closures and restrictions on movement may result in an increasing number of children being approached online by offenders. CSAE continues to be prioritised by the NCA.
- Fraud and Illicit Finance – Fraudulent activities relating to COD-19 testing kits, and phishing attempts following the Government's SMS have been identified. **The National Fraud Intelligence Bureau (NFIB) data for the past 72 hours reports that there were 73 new reports of COVID-19 related frauds. The (unverified) losses of the 73 COVID-19 related reports is c.£240k with one mandate fraud accounting for £105k.**
- Borders Threat – Due to the reduction in passenger numbers, Border Force will be diverting resource from other areas into unaccompanied freight and fast parcels. They are seeing a rise in unaccompanied freight due to drivers not wishing to cross borders or being unable to do so. Fast Parcel numbers have not decreased and are assessed as likely to be used more for moving illicit commodities.
- Commodities – **Illegal drug prices are rising nationally owing to restricted supply.** The HO and NCA are meeting with key partners to share intelligence and understanding **today, 31 March.**
- **Advice is with the Minister** proposing that victims of modern slavery in safe houses are not made to leave for the next three months. **This will have significant impact on ability to meet demand for safe house accommodation.**
- **Most non-UK modern slavery conclusive grounds decisions require access to paper files. Some solutions being sought via other information sources, but a point will be reached where conclusive grounds decisions will slow and WiP will rise. The SCA has referred approximately 125 new referrals this week instead of the usual 240-250.**
- Work ongoing on prisoner release with HMPPS and law enforcement agencies to agree SOC cohort criteria of release exclusions and assurance. **Other SOC work in prisons delayed as resources focus on COVID-19 response.**

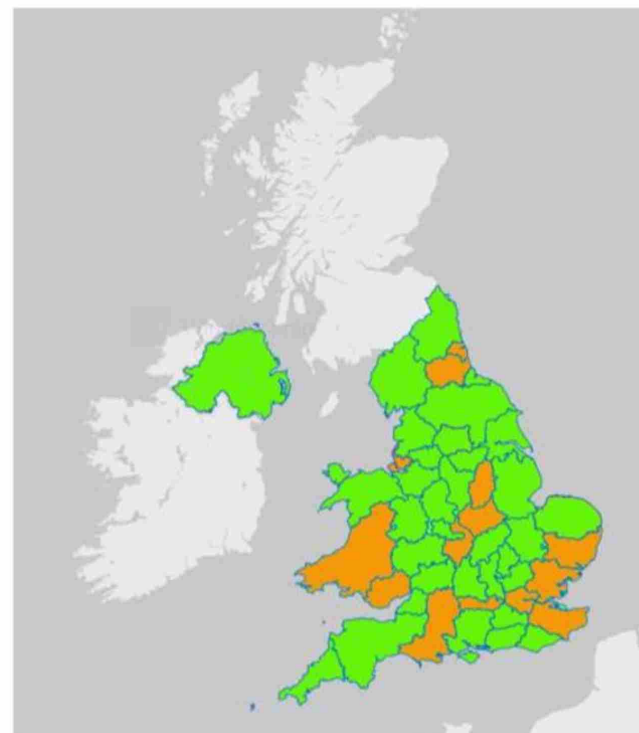
## National Crime Agency

- None of the NCA's critical capabilities are currently at risk due to staff absence.
- **NCA are currently revising staffing figures due to on-boarding. Absence figures should be reported again tomorrow, 1 April.**



# Fire and Rescue Service

- The national total number of personnel absent as a result of either COVID19 related sickness or self-isolation is **3815** as of **31 March** which is a decrease of **212** from **30 March**.
- Average total workforce absence across the responding services is **7.96%** a decrease of **0.22%** from **30 March**.
- Majority of FRS are reporting supply chain issues, which may be exacerbated by approaches from ambulance services for PPE provisions, and supplier issues with breathing apparatus ancillaries.
- **3** FRS have reported a reduction in front line appliance availability due to COVID-19 impacts. This is unchanged since **30 March**.
- No National Resilience assets have been declared unavailable as a direct result of COVID19 related impacts.
- BRAG ratings for FRS remain unchanged from **30 March**: 37 green, 14 amber.
- States of Jersey Fire Service reported for first time.
- Some FRS are reporting increased availability of on-call firefighters.



BRAG	Criteria
Green	Minor impacts are being experienced but these are understood
Amber	Impacts are being felt but the wider consequences are not yet fully understood
Red	Service is not functioning at a practical level
Black	Immediate and tangible threat to life, limb or national security



# Communications and Social Media

## Press / Media

- **Police:** Media scrutiny of the role of police in enforcing the coronavirus 'lockdown' continues, with reports that guidance has been issued by the National Police Chiefs' Council (NPCC) and College of Policing. The Guardian reports that forces are being warned not to over-reach their powers, while the Telegraph carries an op-ed from Metropolitan Police Assistant Commissioner Neil Basu in which he highlights the need to police by consent. Interviewed about these issues on the Today programme, NPCC chairman Martin Hewitt said a proportionate and consistent response was needed and noted that police were dealing with unprecedented measures.
- **Safeguarding:** Nicole Jacobs, Domestic Abuse Commissioner was on the Today programme this morning saying that more clarification is needed that people can leave their homes and seek support if they are at risk of domestic abuse, adding that the Home Secretary made that clear at the weekend. She added that there has been an increase in web traffic and calls to the national helpline, with women in particular seeking advice about child custody and concerns relating to debt. In separate coverage, several papers report that Billy Joe Saunders has had his boxing licence suspended following a social media post in which he seemingly advocated domestic violence. The Metro notes that Saunders apologised on social media for the video and intends to donate £25,000 to a domestic violence charity.
- **Immigration:** There was some coverage in the Guardian and trade press of the announcement yesterday to amend the Right to Rent and Right to Work checks for landlords and employers. The coverage was mostly straight, with the explanation that the temporary changes have been made in light of coronavirus.
  - Press Office continues to receive calls on immigration removal centres, including a query from the Guardian today on coronavirus cases at Tinsley House, Harmondsworth and Brook House and calls for detainees to be released. We are working with policy colleagues to agree updated lines.

## Digital

- Posting a rebuttal animation on assaults on emergency workers and protections in place.
- Amplifying content from OGDs - specifically No10 and DHSC.
- Posting NHS visa extension animation, if announced today.

## Strat Comms

- We are feeding into the submission on CSA to outline the preventative communications that is happening or planned in this space, in line with the increasing threat. We are expecting to hear back on the Fraud note and are working with gov.uk as well as the key agencies on an agreed overarching narrative and comms plan.

## External Affairs

- The External Affairs team will share the domestic abuse GOV.UK one pager with stakeholders today and ask them to amplify on their channels. Calls with NPCC and APCC to consider what work is being done on DA across the forces. The team are also continuing to work with policy and press colleagues on a CSE policy note.
- NPCC- BBC bids for 6s and 10s this evening for Martin Hewitt to speak about policing measures. They want to use this as an opportunity to reiterate that the police are taking a measured approach to this.
- College of Policing –looking to publish guidance for forces on COP website this afternoon (which went out to all forces on Thursday). This will include two documents, one around new regulation and the second with guidance specifically around the Act. They have also been approached by Sky News to speak on this evening's show about the guidance and what this means for the public.

## Internal Comms

- G7+ call today @2.30pm and possibly one with the Home Sec tomorrow
- All DG areas working on regular comms to staff.



# Border Force

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## Key Issues

- A repatriation team within Nat Ops HQ are working closely with the FCO and across regions on incoming repatriation flights. The importance of the provision of accurate data is a particular concern and work is ongoing to assure this and the process.
- BF are feeding into new data products around what data they can provide and where it comes from (passengers, air traffic, sea traffic and freight amongst others); this will enable production of a regular 'single source of information'.
- BF refreshing the TTCG and working closely with intelligence colleagues to examine new and emerging threats and appropriate tasking.
- Updated Reasonable Worst Case Plan received from Civil Contingencies Secretariat – will inform BF's own RWCS and resilience planning.
- Border Force has taken a phased approach to stepping down non-operational priority activity as staff have been redeployed to support the response to COVID-19. Those strategic functions with a Home Office or cross-Government interdependency, or those which are supporting Home Secretary priorities will be protected as far as possible. Alongside these, Border Force will also seek to protect those activities for which the medium to long term impact of not proceeding is likely to be greater than the cost of ringfencing them now:
- BN dependents visa waiver requests – **148** received as of 31 March.

## Staffing and Operations

- All business areas report a BRAG rating of green.



## Border Force – Port/Terminal Data

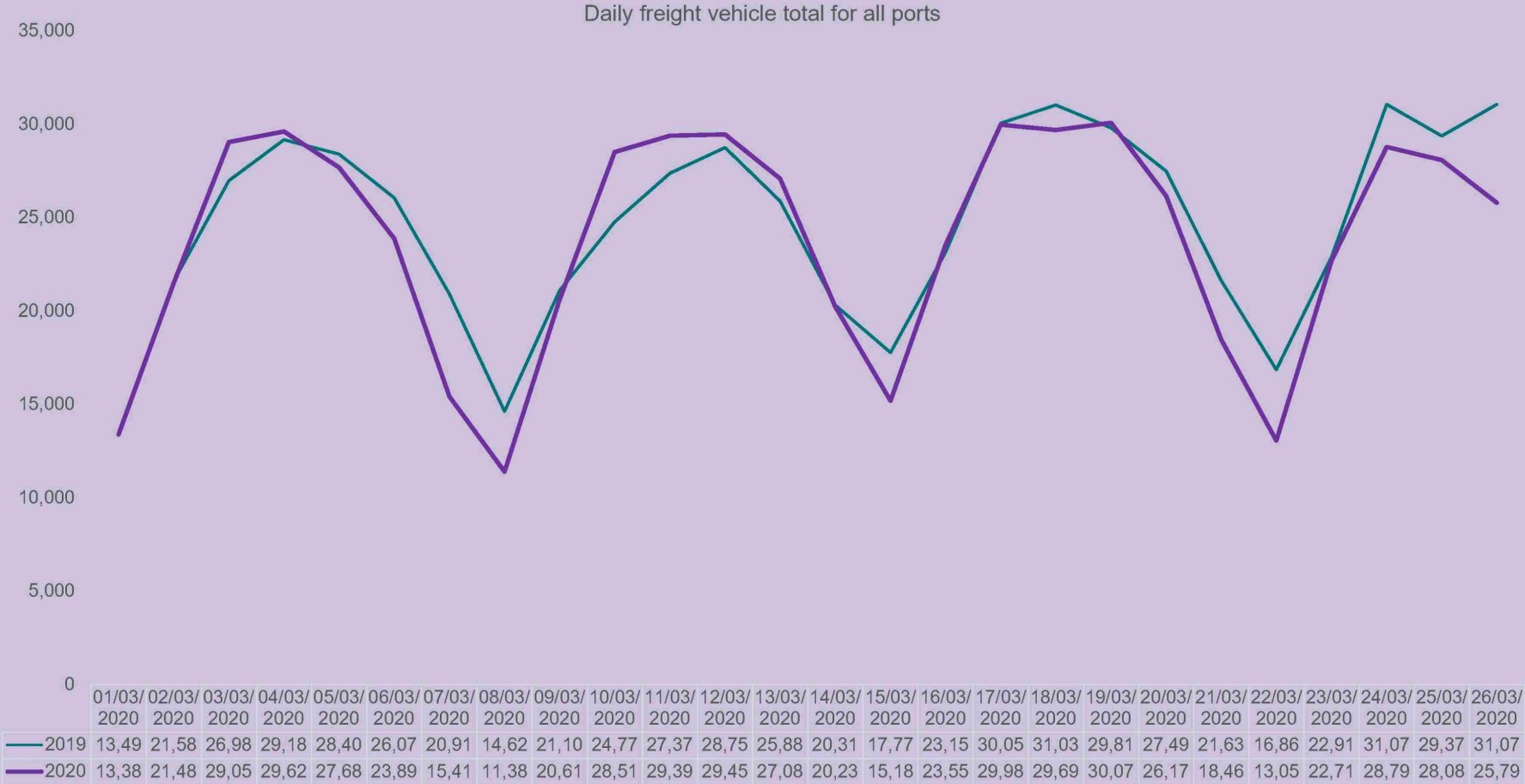
Port/Terminal	Status	Notes
LHR T2B	Closed	On 24/03
LHR T3	Operational	29/03 BA to consolidate flights to T5
Pembroke	Operational	
Fishguard	Operational	
Cardiff	Operational	No Arrivals airport closed 19:00 – 07:00
Bristol	Operational	No flights
Plymouth	Closed	
Exeter	Operational	No Flights
Newquay	Operational	No Flights
Poole	Limited sailing	Tue & Sat
Bournemouth	Operational	No scheduled arrivals. Open for GA/MOD flights and is a divert airport – (Operational 08.00-20.00)
Southampton Airport	Operational	No flights
Southampton Docks	Operational	
Cruise Ships	Operational	99% Liners cancelled
Portsmouth	Operational	Limited International arrivals and Freight
Newhaven	Operational	Freight only with some repatriation of pax
Gatwick N	Operational	No flights as of 01/04
Gatwick S	Operational	No overnight flights between 23:00 – 07:00 open for diverted flights only
Stansted GA	Operational	
Luton GA	Operational	Signature & Harrods closed
Biggin Hill	Operational	
Farnborough	Operational	
RAF Brize Norton	Operational	
RAF Northolt	Closed	
Oxford	Operational	
Belfast International	Operational	Only Freight
Belfast City	Closed	
Derry/Londonderry	Closed	
Belfast Port	Operational	
Aberdeen	Operational	
Immingham	Operational	
Leeds Bradford	Operational	One flight a day

Port/Terminal	Status	Notes
Teesport	Operational	
Port of Tyne	Closed	
Prestwick	Operational	GA MOD
LHR T5 C	Closed	Closed 29/3
Manchester T 2	Closed	Closed 25/03
Manchester T 3	Closed	Closed 25/03
Liverpool	Operational	Limited flights – WizzAir
John Lennon		
Humberside	Closed	
Edinburgh T 1	Closed	
Edinburgh T 2	Operational	
Glasgow	Operational	
Newcastle Airports	Operational	1 KLM Flight
Holyhead	Operational	8 daily from IRL
North Shields	Closed	
Norwich	Operational	No Flights
London City	Closed	Closed 25/03
Birmingham	Operational	
East Midlands	Operational	No Pax Flight
Luton	Operational	
Harwich	Operational	
Southend	Operational	Open Tue,Thu & Sun from 16.00 -22:00
Coventry	Operational	
HWDC	Operational	
Felixstowe	Operational	
Tilbury	Operational	
Stansted	Operational	
Ashford	Closed	
Ebbsfleet I	Closed	
Lille in France	Closed	
Dover	Operational	
Coquelles	Operational	
Calais	Operational	
Dunkerque	Operational	
St Pancras	Operational	
Paris	Operational	1 train a day
Brussels	Operational	1 train a day



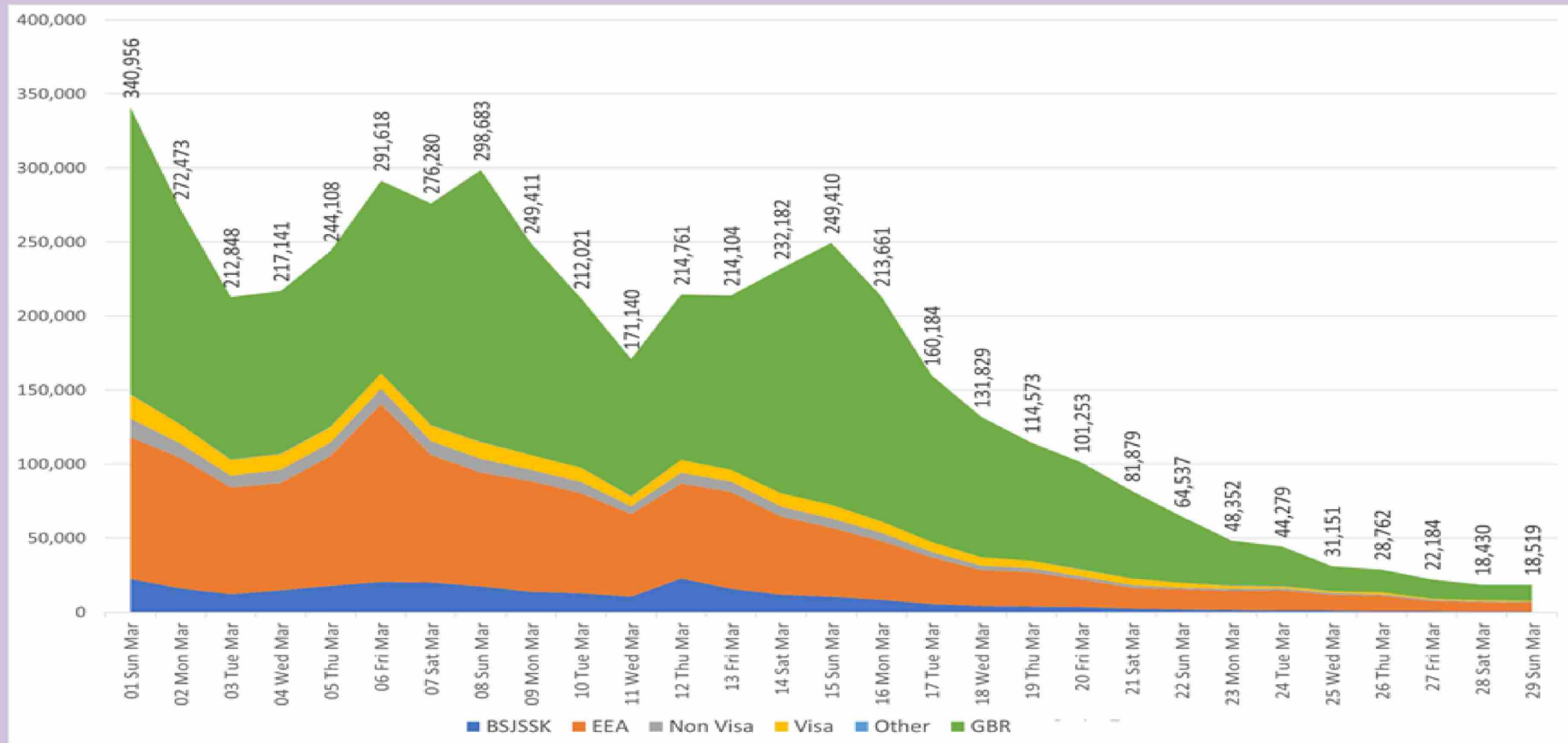
# Border Force – Goods Flows

These graphs show ferry crossing data.





# Border Force – Passenger Flows





# Border Force – Repatriation

Date of arrival	Name of Cruise Liner	Carrier Name	Originating Port	Arriving Port	No. of British Citizens
24.03.2020	Marella Explorer II	Tui	Bridgetown	LGW	335
24.03.2020	Marella Explorer II	Tui	Bridgetown	MAN	344
25.03.2020	Norwegian Jewel	WAMOS	Honolulu	LGW	87
25.03.2020	Repatriation	Fly One	Chisinau	Southend	3
25.03.2020	Repatriation	TUI	Marseilles	LGW	159
25.03.2020	Repatriation	TUI	Marseilles	LHR	0
25.03.2020	Repatriation	Quantas	Perth	LHR	21
26.03.2020	Repatriation	FCO/BA	Lima	LHR	
26.03.2020	Repatriation	Air Cairo	Sharm El Sheikh	LGW	118
26.03.2020	Repatriation	Air Cairo	Hurghada	LGW	86
27.03.2020	Repatriation	Avianca	Bogota	LHR	40
28.03.2020	Repatriation	Jet2	Innsbruck, Austria	STN	130
28.03.2020	Repatriation	Jet2	Innsbruck, Austria	BHX	136
28.03.2020	Repatriation	Air Moldova	KIV	STN	
28.03.2021	Repatriation	Air Moldova	STN	KIV	
29.03.2020	Repatriation	FCO/BA	Lima	LHR	
29.3.2020	Repatriation	Singapore	Changi	LHR	142
29.3.2020	Repatriation	Cathay Pacific	HK Intl	LHR	139
29.3.20.20	Repatriation	Neos	Rome, Frankfurt	LHR	57
29.3.2020	Repatriation	Air Cairo	Cairo	LGW	51
29.3.2020	Repatriation	Air Cairo	Sharm El Sheikh	LGW	26
29.3.2020	Repatriation	Air Cairo	Cairo	LGW	
30.03.2020	Repatriation	Georgian Airways	Tiblisi	LTN	0
30.03.2020	Repatriation	Titan Airways	Accra, Las Palmas	STN	
30.03.2020	Repatriation	Titan Airways	Accra, Las Palmas	STN	
30.03.2020	Repatriation	FCO/BA	Lima	LGW	
30.03.2020	Repatriation	Air Cairo	Basra	LGW	
31.03.2020	Repatriation	FCO/BA	Lima	LGW	



# Immigration Enforcement

- There are no known/live cases of COVID-19 across the immigration removal estate, with manageable number in protective isolation (17)
- The quarantine in place at Colnbrook IRC was lifted on the afternoon of 30 March, but remains in place at Harmondsworth due to cases of flu. The Centre is due to re-open for admissions on 3 April, once a deep clean of the site has taken place.
- Daily reviews continue for any new vulnerable cases in detention to ensure 'Adults at Risk' levels are not increased due to the risk of COVID-19 on those with underlying health conditions. High levels of cases have been released or are in the process of being released, with caseloads being reviewed daily to ensure detention remains appropriate.
- Immigration Enforcement report 8 clandestine encounters, with 16 individuals encountered. Border Force report 5 clandestine encounters, with 6 individuals encountered at the juxtaposed controls, and 2 encounters, of 5 individuals, in Zeebrugge.
- IE anticipate French law enforcement to be in the migrant camps on Tuesday seeking to move migrants on a voluntary basis to centres around France.
- At 31 March, IE have resolved issues with CMAC, the coach contract provider, who were unable to find a transport provider on 28 March for a symptomatic case (non-clandestine). IE have received assurances that transport will be available in the future.
- All reporting centres remain closed and reporting events cancelled.



# UK Visas and Immigration

- Director of Resettlement, Asylum, Support and Integration (RASI) has written to Public Health England to clarify **public health advice that has been given to RASI** in relation to the accommodation estate, specifically, the Initial Accommodation locations in Wakefield and Birmingham that house between 200-300 service users each. PHE advice has been to treat these locations as a 'shared household' and only those with symptoms should self-isolate in the facility. This **differs from advice that local authorities have been given**, where UKVI has been asked to take 194 people out of the facility in Wakefield. Meetings on this with PHE are taking place later today.
- **Integration and Vulnerability** are continuing to engage with the British Red Cross (BRC), as the single point of contact for the NGO sector. UKVI has three calls with them a week to update BRC on the latest HO position on **resettlement/asylum issues**. BRC welcomed the decision on asylum support made on Friday 27 March.
- FCO announcement on **plans for repatriation flights** – clarification required on focus of the flights to assess likely impact on **existing compelling/compassionate visa process** & whether capacity increase required.
- **Key supply lines** – haulage drivers transporting produce from outside EU – Moroccan/Turkey & other visa national drivers. To be discussed with Border Force bronze on **handling at the border for drivers with expired visas** given disruption to VCS overseas visa service.
- **COVID-19 Call volume** was 238, down on the 351 received on 27 March. Call waiting time increased to 2 hours from 1 hour 36 on 27 March. Monday also saw a significant increase in the number of abandoned calls with over 1400 recorded.



# HM Passport Office (including General Register Office)

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- **HMPO Service Delivery** are in early discussions to increase examination resource to manage work in progress levels to maintain reasonable performance against turnaround service level agreements. This requires analysis of demand, potential capacity and the constraints arising from providing a safe environment, in accordance with PHE advice, for staff to return to working in our sites. HMPO is also looking at how they can balance the passports requirement and also support the DWP ask.
- **GRO** are currently engaging with **registration services** that will have Nightingale Field Hospitals established within their local authority area (currently Newham, Birmingham and Manchester). These services will be dealing with an increased number of death registrations from these sites and will need to work closely with the hospitals to support the logistics of establishing new bereavement teams in each, supplying Medical Certificate Cause of Death certificates for doctors and setting up processes that will enable timely registration of deaths so bodies can be disposed.
- The **local authorities impacted** currently do not have **sufficient staffing** cover to deal with the anticipated volume of deaths from each field hospital. - GRO are engaging across regions to bring in support from surrounding local authorities to assist with this through partnership working.



- The daily **General Public Sector Ministerial Implementation Group** (GPSMIG), which was attended by the Home Secretary, included an item for discussion of a joint Home Office-DFT paper on border planning and resilience.
- The Home Secretary also attended the **International sub-committee meeting** where further updates on ventilators and repatriation were provided. It remains important to ensure that Border Force are involved in all repatriation efforts at an early stage. A paper on UK assistance to vulnerable countries was also presented. Further work on this is needed to ensure the scale of the irregular migration threat to the UK is considered.
- Temporary adjustments to **right to work and right to rent checks** were announced 30 March.
- **NHS workers' 12 month visa extensions** were announced midday 31 March.
- An information note on the capability and capacity within relevant UK operational partners related to **law enforcement and judicial cooperation** is going to the Home Sec 31 March as well as Immigration contingency proposals for Hong Kong British Nationals (Overseas) (BN(O)s) and their family dependants.
- Work continues at pace on advice to address the **closure of in-country UK visa and citizenship application services** (UKVCAS) and **service support centres** (SSC) due to COVID-19 on the most vulnerable/priority immigration cases.
- Questions have been raised by Heathrow colleagues **regarding refusing entry to visitors coming to the UK which are deemed to be unnecessary travel** under the UK's restrictions. Advice is being worked up on this issue.



# HO Staffing

## **National Security Vetting**

- NSV are reporting that they are currently operating at 15% capacity of BAU service level. We are urgently analysing the impact with HO security colleagues. It is likely we will need to prioritise recruitment activity accordingly to manage demand to NSV.

## **DWP redeployment**

- We are working with HMPO colleagues and considering the feasibility of the deploying HMPO and potentially UKVI staff to support DWP. There are a number of operating models being considered, including deployment of HMPO staff working in HMPO locations but completing DWP work or working from home. We need to be able to prioritise HMPO activity alongside any deployment to DWP work.

## **PHE advice on social distancing in an operational context**

- We are working with PHE to understand what measures can be put in place to mitigate risk and ensure social distancing measures can be practically implemented notwithstanding operational constraints

## **Volunteering**

- Likely that COVID 19 legislation enabling volunteering for NHS will not apply to crown servants. Initial perspective is that Civil Servants will not be able to volunteer during working hours beyond the existing allowance of special leave that can be used for volunteering. Awaiting advice on the position of Reservists.

## **Key worker letters**

- We are developing a process for issuing letters to Key Workers that can be used as evidence for the Police or other agencies to verify key worker status. We will issue guidance ASAP, it is likely to recommend DG and COVID response teams coordinate issuing them locally. They will need to be issued by G7 or above and records kept accordingly.

## **Mental Health & Bereavement**

- The 1<sup>st</sup> mental health Steering Board took place today and suggested development of a Bereavement policy.
- In the light of deaths in service that may be COVID 19 related we are assuring our policies and processes to ensure we have a holistic package of support available to line managers and colleagues affected, recognising the sensitivities involved and respectful of the wishes of the immediate family.



# Enablers

## Estates

- Further guidance on home working has been approved by HR and will be available on Horizon **1<sup>st</sup> April.**
- Requests for the replenishment of hand sanitisers are being addressed by MMS on a priority basis **and the Croydon supplies will be despatched this week.**
- Requests for reasonable adjustment furniture and equipment are being dealt with on a case by case basis.
- **2MS** – Bouygues have confirmed that they have sufficient resource to keep 2MS open – no change.
- **Croydon** – Lunar House remains open with guarding. Metro Point and Apollo House will remain open for staff with valid security passes – no change.
- **Regional Offices** – No new reported building closures. The level of occupancy in all buildings is less than 10%. The majority of buildings still appear to be open but restricted access to operational teams and departments delivering business critical activities.
- **MMS** – Mail and messenger services continue to provide a restricted service. **The level of work has dropped considerably over the past 2 days.**
- **Tech Bars** – all remain open by appointment open.

## Finance

- **Monitoring performance of SSCL** most of whose staff are now home working. All contact now with SSCL now online not by phone. No evidence of service diminution **at this stage**, but HO seeking greater transparency from SSCL/GSS on readiness state, and **daily supplier and grant payment reports now being monitored by the Financial Controller.**

## Digital, Data and Technology

**No incidents of significance to report.**

## Business Continuity and Security

- **Personnel Security:** Due to UKSV's limited vetting capacity (now at 15-20%) and to enable them to focus their capacity on urgent cases, Senior Security Advisers have been asked to identify any priority clearances which need escalating with UKSV, along with identifying any new clearances that can only be progressed under the critical criteria for COVID.
- **BC & Guarding** – No new update
- **STRAP** – No new update

## Commercial:

- **PPE** – DHSC have asked for a departmental view on PPE requirement over the next 3 weeks; coordinating with BF/IE/ Estates to understand need; BF/IE requirements been sent separately already and they have procured contingency suppliers to cater to first responder needs; need to continue coordinated response as a Department to ensure Commercial can provide all the support that is required. At 31 March a PPE lead for BICS has been identified. **The centralised HO commission included appropriate inputs from the Police, NCA, and Fire services. COVID Operations and Policy are currently following up with DHSC on next steps on how this will be taken forward.**



# Forthcoming Meetings and Events

## Meetings

- COBR(O) + (M) – As needed
- GPS-MIG Home Sec and M Gove – daily
- COVID and Vulnerable Children XHMG meeting – 6<sup>th</sup> April

## COVID-19 Cabinet Committees

- Strategy IG – PM Chair – Daily
- Public Sector IG – CDL Chair – Daily
- International IG – FS Chair – Mon, Tue, Wed
- Healthcare IG – SoS DHSC Chair – Twice Weekly
- Economic and Business IG – CX Chair - Weekly

## Parliamentary Interest

- Parliament now in recess



# Annexes

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**Annex A:** International case numbers

**Annex B:** UK cases

**Annex C:** Issues for UK Nationals Abroad

**Annex D:** Additional PRAU data



# Annex A – International Case Numbers

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The slides that follow are from data provided by the Department of Health and Social Services sitrep released **30 March** at 21:00.



# 1a(i) INTERNATIONAL CASES

Data as of **09:30 30/03/2020**

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
European Region				
Italy	97689	(+5217)	10779	(+756)
Spain	78797	(+6549)	6528	(+838)
Germany	57298	(+4751)	455	(+66)
France*	40174	(+2599)	2606	(+292)
Switzerland	14336	(+1123)	257	(+22)
Netherlands	10866	(+1104)	771	(+132)
Belgium	10836	(+1702)	431	(+78)
Turkey	9217	(+1815)	131	(+23)
Austria	8813	(+522)	68	(+0)
Portugal	5962	(+792)	119	(+19)
Norway	4102	(+257)	22	(+2)
Sweden	3700	(+253)	110	(+8)
Israel	3685	(+66)	13	(+1)
Czech Republic	2837	(+168)	17	(+4)
Ireland	2615	(+200)	46	(+10)
Denmark	2395	(+194)	72	(+7)
Luxembourg	1950	(+119)	21	(+3)
Poland	1905	(+267)	26	(+8)
Romania	1760	(+468)	43	(+6)
Russia	1534	(+270)	8	(+4)
Finland	1218	(+0)	9	(+2)
Greece	1156	(+95)	38	(+6)
Iceland	1020	(+57)	2	(+0)
Serbia	741	(+82)	13	(+6)
Slovenia	691	(+7)	9	(+0)
Estonia	679	(+39)	3	(+2)

\* Including cases and fatalities from French overseas territories as not reported separately

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
Croatia	657	(+0)	5	(+0)
Lithuania	484	(+47)	7	(+0)
Hungary	447	(+39)	15	(+2)
Armenia	424	(+17)	3	(+2)
Ukraine	418	(+107)	9	(+1)
Bulgaria	346	(+8)	8	(+1)
Andorra	321	(+32)	4	(+1)
Slovakia	314	(+22)	0	(+0)
Kazakhstan	294	(+43)	0	(+0)
Bosnia and Herzegovina	269	(+36)	6	(+2)
Republic of Moldova	263	(+32)	2	(+0)
North Macedonia	241	(+0)	4	(+1)
San Marino	228	(+5)	22	(+1)
Cyprus	214	(+35)	6	(+1)
Albania	212	(+15)	10	(+0)
Azerbaijan	164	(+1)	4	(+0)
Faroe Islands	159	(+4)	0	(+0)
Malta	151	(+12)	0	(+0)
Uzbekistan	133	(+29)	2	(+1)
Georgia	97	(+7)	0	(+0)
Belarus	94	(+0)	0	(+0)
Kosovo	94	(+3)	1	(+0)
Montenegro	85	(+15)	1	(+0)
Kyrgyzstan	84	(+0)	0	(+0)
Liechtenstein	61	(+0)	0	(+0)
Monaco	46	(+3)	1	(+0)
Greenland	10	(+0)	0	(+0)
The Vatican City	6	(+0)	0	(+0)

Regions according to WHO grouping





# 1a(ii) INTERNATIONAL CASES

Data as of **09:30 30/03/2020**

Regions according to WHO grouping

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
Western Pacific Region				
Mainland China	81470	(+31)	3304	(+4)
Republic of Korea	9661	(+78)	158	(+6)
Australia	4093	(+284)	16	(+2)
Malaysia	2470	(+150)	34	(+7)
Japan	1835	(+142)	54	(+2)
Philippines	1418	(+343)	71	(+3)
Singapore	802	(+70)	2	(+0)
Hong Kong SAR	641	(+59)	4	(+0)
New Zealand	552	(+76)	1	(+0)
Taiwan	306	(+8)	5	(+3)
Vietnam	179	(+0)	0	(+0)
Brunei	126	(+6)	1	(+0)
Cambodia	104	(+0)	0	(+0)
Guam	56	(+1)	1	(+0)
Macau SAR	38	(+1)	0	(+0)
French Polynesia	34	(+4)	0	(+0)
New Caledonia	15	(+0)	0	(+0)
Mongolia	12	(+0)	0	(+0)
Lao People's Democratic Republic	8	(+2)	0	(+0)
Fiji	5	(+0)	0	(+0)
Northern Mariana Islands	2	(+2)	0	(+0)
Papua New Guinea	1	(+0)	0	(+0)
International Conveyances				
International conveyance - Diamond Princess	712	(+0)	10	(+0)
International conveyance - Zaandam	2	(+2)	0	(+0)
International conveyance - Westerdam (Malaysia)	1	(+0)	0	(+0)

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
Eastern Mediterranean Region				
Iran (Islamic Republic of)	38309	(+2901)	2640	(+123)
Pakistan	1526	(+118)	13	(+2)
Saudi Arabia	1203	(+0)	4	(+0)
Qatar	634	(+44)	1	(+0)
Egypt	609	(+33)	40	(+4)
Iraq	547	(+41)	42	(+0)
Morocco	516	(+114)	27	(+2)
Bahrain	499	(+26)	4	(+0)
United Arab Emirates	468	(+0)	2	(+0)
Lebanon	438	(+26)	10	(+2)
Tunisia	278	(+51)	8	(+2)
Jordan	259	(+13)	3	(+2)
Kuwait	255	(+20)	0	(+0)
Oman	167	(+15)	0	(+0)
Afghanistan	114	(+8)	4	(+1)
Occupied Palestinian Territory	106	(+9)	1	(+0)
Syria	5	(+0)	0	(+0)
South-East Asia Region				
Thailand	1388	(+0)	7	(+0)
Indonesia	1285	(+130)	114	(+12)
India	1071	(+204)	29	(+4)
La Reunion (French)	207	(+64)	0	(+0)
Sri Lanka	115	(+0)	1	(+0)
Bangladesh	49	(+1)	5	(+0)
Maldives	17	(+1)	0	(+0)
Myanmar	10	(+2)	0	(+0)
Nepal	5	(+2)	0	(+0)
Bhutan	4	(+1)	0	(+0)
East Timor	1	(+0)	0	(+0)





# 1a(iii) INTERNATIONAL CASES

Data as of **09:30 30/03/2020**

Regions according to WHO grouping

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
African Region				
South Africa	1280	(+93)	2	(+1)
Algeria	511	(+57)	31	(+2)
Burkina Faso	222	(+76)	3	(+0)
Senegal	142	(+12)	0	(+0)
Cote d'Ivoire	140	(+39)	0	(+0)
Nigeria	111	(+46)	1	(+0)
Mauritius	110	(+14)	3	(+1)
Cameroon	91	(+0)	2	(+0)
Rwanda	70	(+10)	0	(+0)
Democratic Republic of Congo	65	(+7)	6	(+0)
Ghana	152	(+15)	5	(+0)
Mayotte (French)	50	(+0)	0	(+0)
Kenya	38	(+0)	1	(+0)
Mauritania	34	(+1)	0	(+0)
Uganda	33	(+3)	0	(+0)
Madagascar	28	(+2)	0	(+0)
Togo	28	(+0)	1	(+0)
Ethiopia	21	(+5)	0	(+0)
Niger	20	(+10)	3	(+2)
Congo	19	(+0)	0	(+0)
Mali	18	(+9)	0	(+0)

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
Guinea	16	(+8)	0	(+0)
Zambia	16	(+0)	0	(+0)
Djibouti	15	(+1)	0	(+0)
Equatorial Guinea	14	(+1)	0	(+0)
Tanzania	14	(+1)	0	(+0)
Eritrea	12	(+6)	0	(+0)
Namibia	11	(+3)	0	(+0)
Swaziland	9	(+0)	0	(+0)
Seychelles	8	(+0)	0	(+0)
Mozambique	8	(+0)	0	(+0)
Libya	8	(+7)	0	(+0)
Gabon	7	(+0)	1	(+0)
Angola	7	(+3)	2	(+2)
Central African Republic	6	(+0)	0	(+0)
Benin	6	(+1)	0	(+0)
Cape Verde	5	(+0)	1	(+0)
Chad	5	(+0)	0	(+0)
Zimbabwe	5	(+0)	1	(+0)
Sudan	5	(+0)	1	(+0)
Gambia	4	(+1)	1	(+0)
Somalia	3	(+0)	0	(+0)
Liberia	3	(+0)	0	(+0)
Guinea-Bissau	2	(+0)	0	(+0)





# 1a(iv) INTERNATIONAL CASES

Data as of 09:30 30/03/2020

Regions according to WHO grouping

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
Region of the Americas				
United States of America	122653	(+19332)	2112	(+444)
Canada	6255	(+830)	61	(+1)
Brazil	4256	(+352)	136	(+22)
Chile	2139	(+230)	7	(+1)
Ecuador	1924	(+89)	58	(+10)
Mexico	993	(+145)	20	(+4)
Panama	989	(+88)	24	(+7)
Dominican Republic	859	(+140)	39	(+11)
Peru	852	(+181)	18	(+2)
Argentina	820	(+75)	20	(+1)
Colombia	702	(+94)	10	(+4)
Costa Rica	314	(+19)	2	(+0)
Uruguay	304	(+0)	0	(+0)
Honduras	139	(+29)	3	(+1)
Cuba	119	(+0)	3	(+0)
Venezuela	113	(+0)	2	(+0)
Guadeloupe	106	(+4)	2	(+0)
Puerto Rico	100	(+0)	3	(+0)
Bolivia	96	(+15)	1	(+1)
Martinique (French)	93	(+0)	1	(+0)
Trinidad and Tobago	74	(+8)	2	(+0)
Paraguay	64	(+5)	3	(+0)
Aruba	50	(+4)	0	(+0)

Country	Confirmed cases	Overnight change	Fatalities	Overnight change
Region of the Americas				
Jamaica	36	(+4)	1	(+0)
Guatemala	36	(+2)	1	(+0)
Barbados	33	(+7)	0	(+0)
Guyana (French)	31	(+0)	0	(+0)
El Salvador	30	(+6)	0	(+0)
U.S. Virgin Islands	23	(+0)	0	(+0)
Haiti	15	(+0)	0	(+0)
Bahamas	14	(+4)	0	(+0)
Saint Martin (French)	12	(+0)	0	(+0)
Dominica	11	(+0)	0	(+0)
Curacao	9	(+0)	1	(+0)
Grenada	9	(+2)	0	(+0)
Suriname	8	(+0)	0	(+0)
Antigua and Barbuda	6	(+0)	0	(+0)
Sint Maarten	6	(+0)	0	(+0)
Guyana	5	(+0)	1	(+0)
St Barthelemy (French)	5	(+0)	0	(+0)
Nicaragua	4	(+2)	1	(+0)
St Lucia	3	(+0)	0	(+0)
Belize	2	(+0)	0	(+0)
St Kitts and Nevis	2	(+0)	0	(+0)
St Vincent and the Grenadines	1	(+0)	0	(+0)
Total	675212	(+56478)	31923	(+3007)





# Annex B – UK Cases Nationally

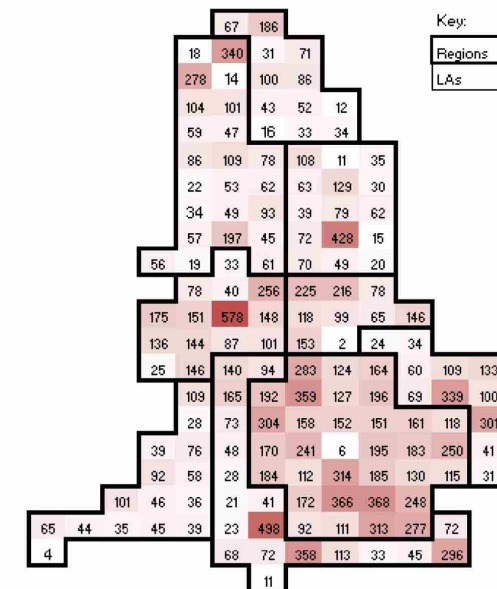
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The slides that follow are from data provided by the Department of Health and Social Services sitrep released **30 March** at 21:00. The Department of Health will no longer provide figures for UK national cases overseas, however emerging issues will be flagged from FCO injects.



## 2a. UK DATA: TESTING

	Total number of people for whom tests concluded	Overnight Change	Lab confirmed cases	Overnight Change	Time Stamp (today)
England	107,478	+5,334	18,594	+2,107	09:00
Scotland	14,624	+735	1,563	+739	09:00
Wales	7,303	+627	1,451	+210	07:00
Northern Ireland	5,541	+513	533	+123	09:15
Total	134,946	+7,209	22,141	+3,179	

COVID-19: Confirmed Cases - England  
30-Mar-20

This chart demonstrates the number of cases in each Upper Tier Local Authority.

The highest cases are shaded in darker red.

UTLA data can be accessed by following the following [link here](#) (Note: data is updated daily at 15:00).



2b. UK DATA: WEEKLY TESTING<sup>a</sup>

		23-Mar	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar	29-Mar	30-Mar
England	People tested per day	4,434	5,111	5,395	5,954	7,205	5,106	4,908	5,334
	Total	68,465	73,576	78,971	84,925	92,130	97,236 <sup>b</sup>	102,144 <sup>b,c</sup>	107,478
Scotland	People tested per day	685	604	708	811	786	860	756	735
	Total	9,364	9,968	10,676	11,487	12,273	13,133	13,889	14,624
Wales	People tested per day	278	479	97	738	622	761	555	627
	Total	3,424	3,903	4,000	4,738	5,360	6,121	6,676	7,303
Northern Ireland	People tested per day	208	297	383	344	298	272	742	513
	Total	2,692	2,989	3,372	3,716	4,014	4,286	5,028	5,541
Total (UK)	People tested per day	5,605	6,491	6,583	7,847	8,911	6,999	6,961	7,209
	Total	83,945	90,436	97,019	104,866	113,777	120,776	127,737	134,946

<sup>a</sup> Dates are based on extraction of laboratory data<sup>b</sup> Missing data from laboratories in Leicester<sup>c</sup> Missing data from laboratories in Guys and St Thomas' Trust



## 2c. UK DATA: DEATHS

17:00  
29 Mar 2020

	United Kingdom		NHS England		Scotland		Wales		Northern Ireland	
	Total	Daily increase	Total	Daily increase	Total	Daily increase	Total	Daily increase	Total	Daily increase
Confirmed as deceased	1,408	+180	1,284	+159	41	+1	62	+14	21	+6

Data as published at 14:00 on 30/03/20 and accurate up to 17:00 on 29/03/2020





# Annex C – Issues for UK Nationals Overseas

## Travel advice

- FCO travel advice has been reviewed and standardised. Each country now has a 'Return to the UK' sub-page detailing options available.
- Following the Foreign Secretary's 30 March announcement that the FCO is partnering with airlines to fly back circa 50,000 British National tourists stranded abroad due to the COVID-19 pandemic, FCO is updating country-specific travel advice with details of confirmed special flights and booking instructions.
- FCO continue to advise against all non-essential international travel. BNs resident in the UK who are currently travelling overseas are advised to return as soon as possible, while commercial options for return are still available.

## COVID-19 cases abroad

- 30 March, there were **55 new** COVID-19 (not diagnosed) related cases, bringing the total to **618** cases. Spain continues, to have the highest number of cases, with India, Azerbaijan, Australia and China remaining in the top 5. Turkey, New Zealand, Ghana and USA all had high number of new cases on 30 March.
- COVID-19 related cases (positive diagnosed) from 30 March are **171** cases of British nationals with a positive COVID-19 diagnosis. New cases have been recorded in China +2, Italy +2, Spain +2, Australia +1, New Zealand +1, South Korea +1.



# Annex C – Issues for UK Nationals Overseas

## Repatriation Flights are being planned for:

- The Americas
- Middle East & North Africa
- Africa
- South Asia
- Asia & Pacific

## Peru

- The final two HMG chartered flights arrived at Gatwick this morning. The Peru COVID-19 repatriation operation has completed and the FCO will exit Crisis Mode for Peru c.1800.

## Kuwait

- Total of 146 BNs and 2 Irish nationals now repatriated on 4 Kuwait Airways to UK.

## Philippines / Asia Pacific

- 830 BNs are reporting stranded to Embassy. Internal flights cancelled so many stranded in-country and increasing costs of international flights. FCO negotiating repatriation options with airlines.

## Cruise ships

- The Consular Repatriation Team are working closely with DfT to establish the number and location of cruise ships overseas with British nationals on board. DfT are now monitoring **152 cruise ships** and actively gathering data on others.
- Coral Princess - 374 BNs - en route Fort Lauderdale
- Marella Explorer 2 – 49 BNs unable to doc in Yucatan, FCO in post negotiating
- Zaandam – 228 BNs (1 deceased) - en route Fort Lauderdale
- Costa Luminosa - 27 BNs - repatriation flight from ROMA to LGW
- Costa Vittoria – 47 BNs - repatriation flight from ROMA to LGW



# Annex D – PRAU Key Data Analysis

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Where relevant reporting against existing service standards is shown. The expected impact of the COVID-19 response on service standards is under review

## Border processing and control

Passengers cleared within SLA	WE 06-Mar-20	WE 13-Mar-20	WE 20-Mar-20
Heathrow (non-EEA)	98.7%	99.0%	99.7%
Heathrow (EEA)	99.8%	100.0%	99.9%
Nationally (non-EEA)	99.0%	99.0%	99.2%
Nationally (EEA)	99.0%	99.2%	99.0%

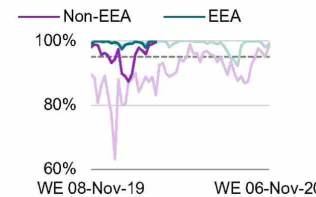
Cyclamen	Dec-19	Jan-20	Feb-20
Tier 1	100%	92.9%	94.6%
Tier 2	31.4%	26%	25.7%

Total passenger arrivals are **95% lower** for WE 30-Mar-20 than the equivalent week in 2019 (WE 01-Apr-19): declining from 1.9m to 100k.

Total arrivals were **98% lower** for 30-Mar-20 than an equivalent day in 2019 (01-Apr-2020): declining from 280k to 6k.

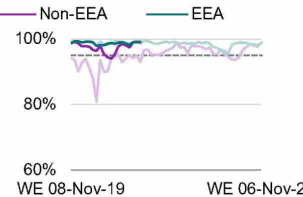
Figures shown are from scheduled aviation flights (i.e. repatriation flights are excluded) which includes passengers taking connecting flights and are subject to a time lag. Methodology is currently under refinement as there are some known data quality issues so these figures are indicative estimates which are subject to change.

### 99.7% Non-EEA Passengers Cleared at the Border in SLA timescales at Heathrow WE-20-Mar

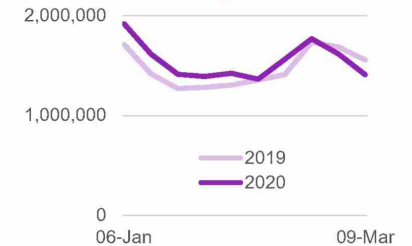


Darker shades: 2019/20, lighter shades: equivalent 2018/19 data. Chart has been updated and no longer shows 2017/18 data. SLA: 95% passengers sampled cleared within 25 minutes (EEA), 45 minutes (non-EEA)

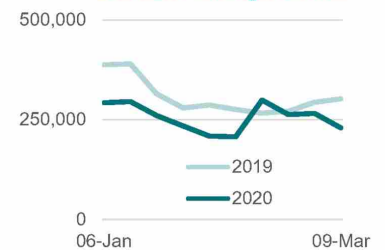
### 99.2% Non-EEA Passengers Cleared at the Border in SLA timescales nationally WE-20-Mar



### EEA Passenger Arrivals

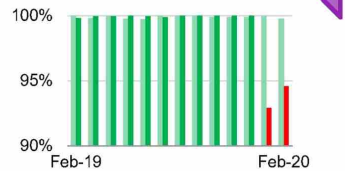


### Non-EEA Passenger Arrivals

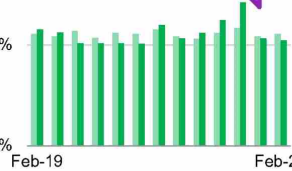


Passenger arrivals are calculated using Advance Passenger Information (API) data. All data comes from aviation arrivals only, and does not include arrivals from within the Common Travel Area. Please note that due to API data quality issues, EEA arrivals are being overestimated from Jan to mid Feb 2020, with non-EEA arrivals underestimated. Total arrival numbers are unaffected by these issues.

### 94.6% Traffic Screened (Tier 1) Under Cyclamen Programme In Feb-20



### 25.7% Traffic Screened (Tier 2) Under Cyclamen Programme In Feb-20



Lighter shades showing performance of year previous. Green: hit target, red: missed target. NB for Tier 1 99% or more is marked green. Please note that new targets came into effect on 8<sup>th</sup> Jan 2020, with many sites moving from lower targets to 100%. These may take time to adjust to substantially increased targets due to resourcing issues.

## Illegal entry

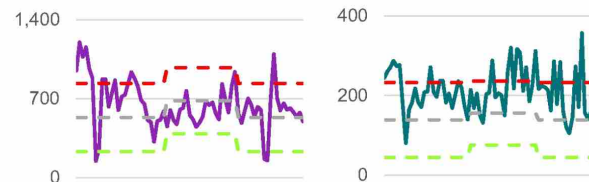
	WE 07-Mar-20	WE 14-Mar-20	WE 21-Mar-20
Clandestine attempts (juxtaposed ports)	540	577	495
Clandestines detected in country	216	136	168
Clandestines detected at UK ports	22	22	17

Small boats	Dec-19	Jan-20	Feb-20	Mar-20 (as of 30-Mar-20)
	278	94	182	115

Small boat figures are people who have a NOD small boats encounter and an Operation Sillath special conditions. Data is taken from live databases so may change and is subject to a timelag.

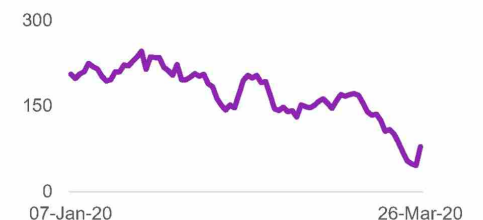
Clandestine data has been refreshed so figures presented today do not align to previous SitReps.

### 495 Clandestine Attempts at Juxtaposed Controls 185 Clandestines Detected In Country and at UK Ports in the week ending 21-Mar-20



WE-10-Nov-18 to WE-21-Mar-20. Red and green lines show range of normal variation in numbers which have been adjusted to the winter norm. These are based on normal variation in weekly figures but separated into two distinct periods (Summer and Winter). The Summer period is based on data gathered between 3 June 2017 and 28 October 2017. The Winter period is based on data gathered between 4 November 2017 and 26 May 2018.

### Inadequately Documented Arrivals Rolling 7-day total



IDA figures are reported four days in arrears due to a data lag on CID. Following consultation with colleagues in PRAU and IE intelligence, a new data source is being used for IDA data. This means that comparison of IDA figures with those from previous SitReps is not appropriate.



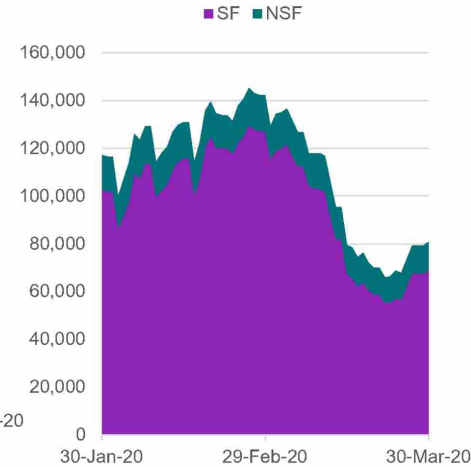
Where relevant reporting against existing service standards is shown. The expected impact of the COVID-19 response on service standards is under review

## UK processing

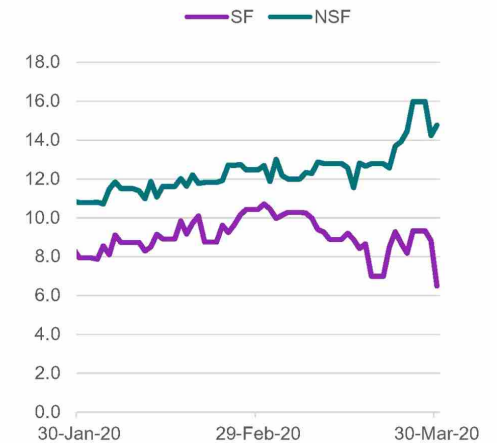
## UK Passport Intake &amp; Output



## UK Passport Work in Progress (WIP)



## HMPO Average Passport Processing Turnaround Time (UK)

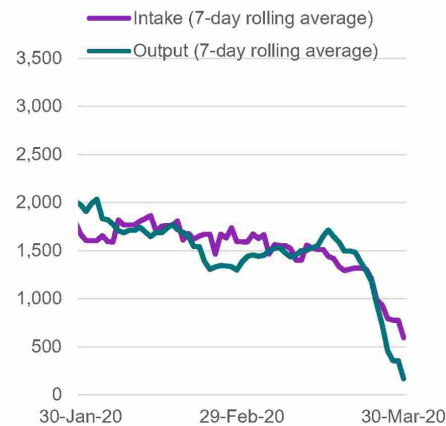


In line with Government guidance, operations have been scaled back to focus on cases of urgent or compassionate circumstance, hence the significant drop-off in output on 25 March (both UK and International). Intake levels are currently underreported for 25 March, resulting from the mail-scanning supplier not processing new work on that day.

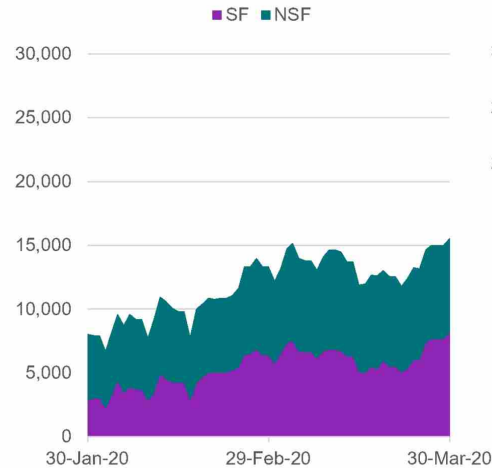
Nb. SF = Straightforward, NSF = Non-straightforward

## International processing

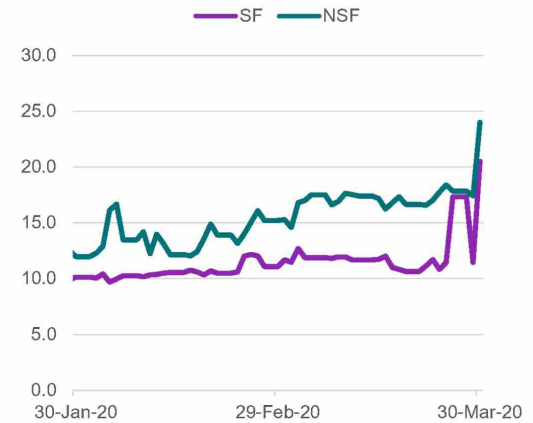
## International Passport Intake &amp; Output



## International Passport Work in Progress (WIP)



## HMPO Average Passport Processing Turnaround Time (International)



WIP figures are for close of play each day. No applications were received or cashiered on 28-Mar and 29-Mar so the WIP remained static.

The increase in turnaround for SF International cases was driven by a very low volume of specific cases picked out for urgent and compassionate purposes and processed on 26 March.



Where relevant reporting against existing service standards is shown. The expected impact of the COVID-19 response on service standards is under review

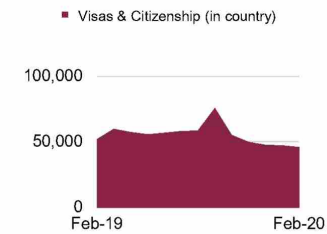
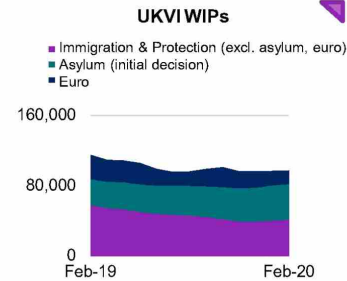
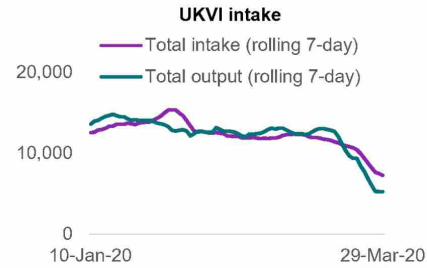
Data feed currently available daily

Data feed currently available monthly

## In-country visas

In-country visas	26-Mar-20	27-Mar-20	28-Mar-20	29-Mar-20	30-Mar-20
Intake	1,178	1,039	559	448	1,077
Output	805	732	0	0	420

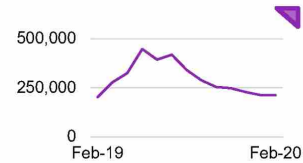
Cases in progress	Dec-19	Jan-20	Feb-20
Immigration & Protection (excl. asylum, euro)	38,989	40,277	41,088
Asylum (initial decision)	38,860	39,929	40,733
Euro	18,426	16,351	15,283
Visas & Citizenship (in country)	47,577	47,162	45,824



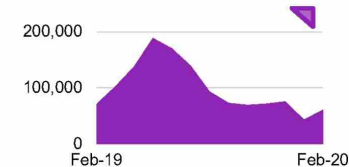
## Entry clearance visas

Visas & Citizenship (Overseas)	Dec-19	Jan-20	Feb-20
Intake	226,845	212,252	210,983
WIP	75,459	42,871	60,595

## Visas &amp; Citizenship Overseas Intake

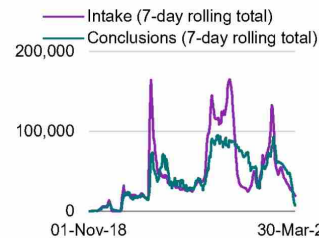
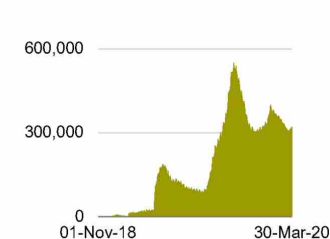


## Visas &amp; Citizenship Overseas WIP



## EUSS

EU Settlement Scheme (EUSS)	7 days to 30-Mar	cumulative since Scheme live	cumulative since PB1
Intake	19,405	3,234,286	3,465,768
Conclusions, of which	6,857	2,938,047	3,145,168
granted settled status	3,699	1,670,662	1,812,264
granted pre-settled	2,930	1,233,243	1,298,546
EU Settlement Scheme (EUSS)	as at 30-Mar-20		
Work Pool	320,600		

EUSS Intake & Conclusions  
Since PB2 to 30-Mar-20EUSS WIP  
Since PB3 to 30-Mar-20

Due to ongoing IT issues, EUSS data is currently not being retrospectively refreshed. These figures are therefore subject to change.



## Asylum

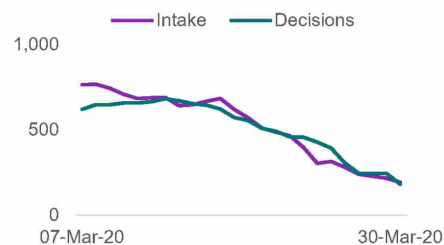
Asylum	24-Mar	25-Mar	26-Mar	27-Mar	28-Mar	29-Mar	30-Mar
Intake	25	89	44	23	2	1	9
Decisions	44	43	28	56	0	0	11

Data has been extracted from local management information databases – there is a timelag on this data so daily figures are likely to change. Please treat as indicative.

Recent drop off in Asylum intake is being explored by the business to understand if this is a genuine drop in demand or reflective of insufficient capacity to screen applicants.

## Asylum intake vs. decisions

Rolling 7-day



## Age and Size of Initial Decision WIP (No. of cases)

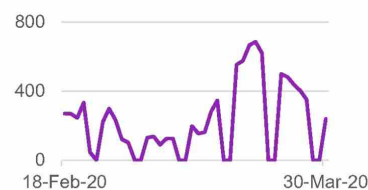


## COVID-19 Call Centre Contact Demand

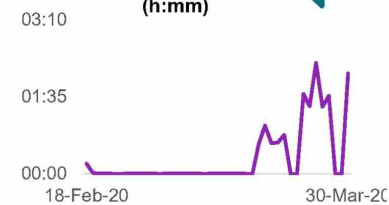
	13-Mar-20	20-Mar-20	27-Mar-20
Call Demand	318	620	351
Average queue to contact (H:MM)	0:01	0:48	1:36
E-mail demand	237	927	2620
E-mail Work-in-progress (total)	15	395	2615

Table data covers Friday 27<sup>th</sup> as email data has not been updated for Monday 30<sup>th</sup>, due to data processing issues

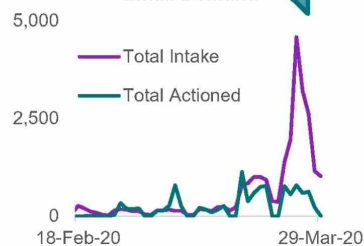
## Call demand



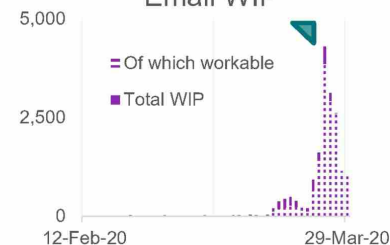
## Average queue to call (h:mm)



## Email Demand



## Email WIP





# IMMIGRATION ENFORCEMENT

OFFICIAL SENSITIVE

Data feed currently available weekly unless shown

Data feed currently available daily

Data feed currently available monthly

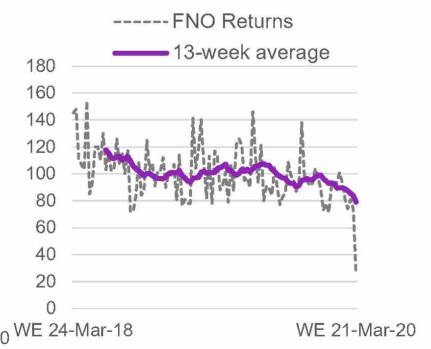
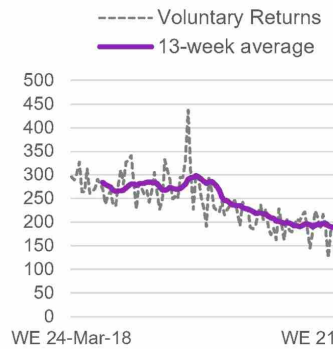
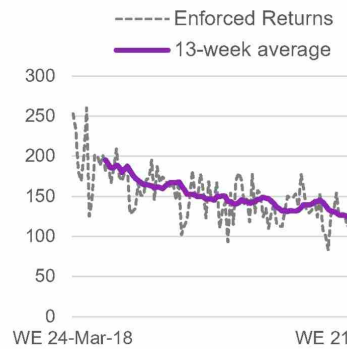
Where relevant reporting against existing service standards is shown. The expected impact of the COVID-19 response on service standards is under review

## Returns

	WE 07-Mar-20	WE 14-Mar-20	WE 21-Mar-20
Enforced returns	114	111	56
Voluntary returns **	175	168	59
Enforced returns of FNOs	81	74	28

\*\* Voluntary returns (which includes returns from data matching) is subject to data lag. Figures for recent weeks will increase and be revised in subsequent editions.

Other FNO returns (incl. voluntary) are not shown due to data lag. In 2017/18 other FNO returns made up around 11% of total FNO returns



## Detention

	WE 15-Mar-20	WE 22-Mar-20	WE 29-Mar-20
Returns from detention	127	63	16
Beds occupied (snapshot)	1,542	1,187	921
Releases from detention	248	435	306

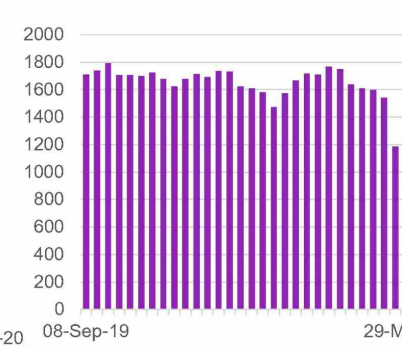
### Foreign National Offenders in Detention

FNOs in detention	31-Mar-20
Total	940
Immigration Removal Centre	486
Prison	388
Airport	62

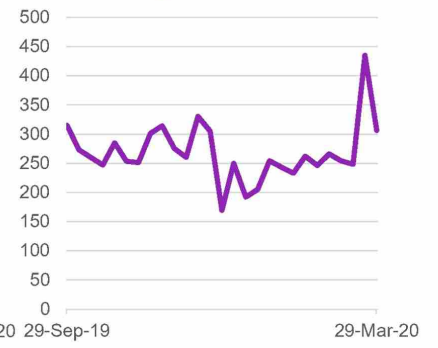
Returns from Detention  
In the week ending 29-Mar-20



Detention - Bed Occupancy  
As of 29-Mar-20



Releases from Detention  
In the week ending 29-Mar-20



Source: PRAU DEMI report



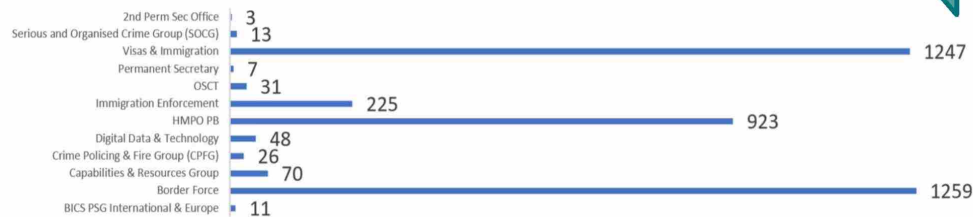
## HR AND IT

Where relevant reporting against existing service standards is shown. The expected impact of the COVID-19 response on service standards is under review

## Total COVID-19 Related Staffing Disruptions, as recorded on HR COVID-19 disruption tool

- Sickness absence because of COVID-19 illness is at 1,260 (3.6% of HO Civil Servants)
- Special Leave for COVID-19 Care/other related issues is 652 (1.9% of HO Civil Servants)
- Special Leave for COVID-19 self-isolation is at 1,953 (5.6% of HO Civil Servants)

## Total Records by Business Area



Note: All WFH cases have now been removed following the decision to remove any reporting requirement for staff working from home. The data only includes the absence categories. Data quality and accuracy is dependent on completion of the HR COVID-19 disruption reporting tool and therefore figures are thought to be subject to under-reporting.

As at: 31-Mar-20 0841h

## Total Live Records by Region



## IT Demand and Capacity

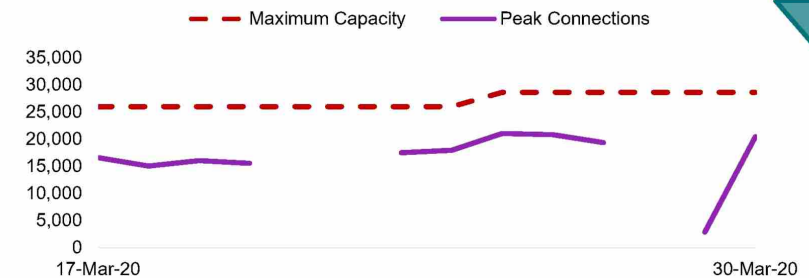
## IT Service Requests

IT Service Requests	28-Mar-20	29-Mar-20	30-Mar-20
Intake	79	99	887
Actioned	4	6	963



## VPN Remote Access

VPN Remote Access	28-Mar-20	29-Mar-20	30-Mar-20
Peak Connections	n/a	2,831	20,439





## Death Registrations and Deathbed Marriage Registrations

MARCH	Week 1	Week 2	Week 3
Death Registrations	10,920	10,994	10,676
	WE 08-Mar-20	WE 15-Mar-20	WE 22-Mar-20
Deathbed Marriage Registrations	19	22	10

**Death registrations:** The number of death registrations have not spiked since the emergence of coronavirus in the UK; they have remained on trend. This is because, to date, the number of deaths as a result of the virus is small as a proportion of the number of deaths that are recorded on a weekly basis. Note that January is higher due to the delay in registering deaths over the Christmas and new year period as offices are closed due to Bank Holidays. The fourth week of January is spiked because it incorporates more days of data, longer than a week (from the 22<sup>nd</sup> to the 31<sup>st</sup> of the month).

**Deathbed Marriage Registrations:** As with above, there is no spike or increase in trend. Note that the figures represent licenses issued, but it is not recorded how many will have actually been used as often the individual may have passed way before the ceremony could take place.

PRAU are working with GRO colleagues to include daily updates on registrations and comparisons to service standards.

### Death Registrations



### Deathbed Marriage Registrations

