

UK Visa and Citizenship Application Services (UKVCAS)

From November 2018, Sopra Steria will be introducing a new service for customers in the UK applying to extend their stay or apply for citizenship. This new UK Visa and Citizenship Application Service (UKVCAS) will offer increased convenience and choice for customers and allow them to submit key evidence and personal information in a more secure way.

Customers will be able to book an appointment at one of six core locations in major cities during office hours on a free to use basis, or take advantage of an enhanced user-pay service in 50 local libraries. Appointments will also be available at evenings and weekends and at short notice (on the day / next day).

Key processes improvements will mean there is no longer the need to leave documents with UKVI after application submission which is a significant step in delivering a more digital and user friendly service.

UKVCAS will offer a range of additional services for those applicants requiring more support and convenience. Customers will be able to upload evidence from home before their appointment and have those documents checked in advance. A premium Lounge will be available in Central London and mobile services can be booked by businesses, universities, groups of applicants or individuals.

Added value services including immigration advice, translation and interpretation will also be available.

The UK Visa and Citizenship Application Service will be rolled out across the following locations starting from early November 2018, with web services available from 2nd November 2018:

Period	Service Point Opening	
Week Commencing 5 th November	Manchester Premium Lounge (London)	
Week Commencing 12 th November	Aberdeen Birmingham Bradley Stoke Burnholme Burnley Cambridge Glasgow Hull Lancaster	Liverpool Newcastle Nottingham Peterborough Stockport Wakefield Warrington Warwick
Week Commencing 19 th November	Belfast Bristol Patchway Cardiff Coventry Croydon Dorchester Gloucester Ipswich Kensington (London)	Llandudno Newport Salisbury Shepherds Bush (London) Swindon Taunton Truro Victoria (London) Wolverhampton
Week Commencing 26 th November	Barbican (London) Bedford Bournemouth Brighton Canning Town (London) Canterbury East Ham (London) Eastbourne Grays Hemel Hempstead Norwich	Portsmouth Preston Reading Shoe Lane (London) Stevenage Stratford (London) Swinton Watford Wimbledon (London)

Our range of added value services includes the following:



Next day & Walk in (same day) and Out of hours appointments - In addition to our free of charge appointments at core service points we offer a range of other appointment types and times.

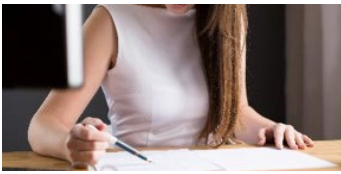


Document checking - this service is available for customers who would like our team to check that they have correctly uploaded documents prior to their appointment .



Interpretation - We can arrange for an interpreter to be available over the telephone for customers who require language assistance during their appointment.

Added value services provided by our partners BLS:



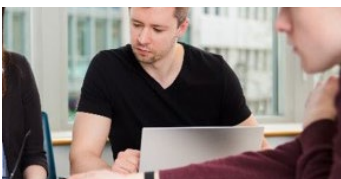
Document translation - The document translation service can be used by customers whose original documents are not in English or Welsh. All translations are completed by professional translators who will translate documents within 3 to 4 days.



Premium lounge - The premium lounge is for customers who desire a service with added comfort and privacy. The premium lounge provides an upgraded service in comfortable surroundings with spacious seating areas, hi-speed wifi and business facilities such as scanning and printing



VIP service - The VIP Service is a mobile service provided by specially trained team members who will visit customers in their home, office or other location. The team will complete the same processes provided in our physical offices - such as identity checks, biometric enrolment and document scanning (if required) - but in a location that is convenient to the customer.



On-demand pop-up - The on-demand pop-up service is provides application facilities for organisations with more than 10 applicants and is available in England, Scotland, Wales and Northern Ireland at a location convenient to the organisation.