

Proposal to change the fee structure for the Nationality Checking Service

SUMMARY

- 1.1 A number of changes and improvements have been made to the Registration Service as part of a drive to modernise the service, not least of which was the relocation of the service to the Council House in January 2016.
- 1.2 The day to day management of this service transferred into Customer Management in May 2016, whilst the Director of Governance and Monitoring Officer retained the statutory title of Proper Officer for the Registration Service.
- 1.3 A review of the delivery of this service continues with the twin ambition of making access to the service easier whilst generating additional income where possible.
- 1.4 The Nationality Checking Service (NCS) is a chargeable service, where the fee is set by the Local Authority, and is available for people applying for British citizenship, or British citizenship and a British passport at the same time.
- 1.5 NCS is a demand driven service where customers will 'take up' almost any available appointment. The ambition is to develop this chargeable service by creating more available appointments, which are easier to access together with an easier to understand fee structure.

RECOMMENDATIONS

- 2.1 To note the implementation of an online option for customers wanting to book an appointment for the Nationality Checking Service.
- 2.2 To authorise a proposed change to the fee structure for the Nationality Checking Service to £70 per adult and £50 per child.

REASONS FOR RECOMMENDATIONS

- 3.1 An online option to book an NCS appointment will mean customers can access the service any time and help to increase the number of NCS appointments carried out by the Council, increasing the income generated by this service.
- 3.2 Simplifying the fee structure will make it easier to understand, whilst the increase brings the Council in line with other Local Authorities and will help to

generate additional income of £43k in 2016-17.

SUPPORTING INFORMATION

- 4.1 Currently customers wanting an NCS appointment can only call the Council between 9:00am and 3:00pm Monday to Friday to request a call back from a Registrar. This call back can take up to five workings, by which time 55% of customers requesting the call back have a found an NCS appointment with another Local Authority. An online option to book an appointment will be available anytime, removing the attrition we currently experience whilst helping to create a positive reputation for this service
- 4.2 The current fee structure is:
- A single adult fee is £60
 - Husband and wife living together who apply at the same time will cost £118.
 - Husband and wife and up to two children who apply at the same time will cost £168. Any additional children cost £36 for each child.
 - For a child who submits a separate application from their parents, it will cost £48.

OTHER OPTIONS CONSIDERED

5.1 No change

Although delivering a surplus in 2015-16 the Registration Service still has a service pressure to address in 2016-17 and maintaining the same fee structure is unaffordable.

This report has been approved by the following officers:

Legal officer	Janie Berry, Director of Governance, Proper Officer for Registration Services
Financial officer	N/A
Equality Officer	N/A
Service Director(s)	N/A
Other(s)	N/A

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Background papers:	None
List of appendices:	Appendix 1 – Implications

IMPLICATIONS

Financial and Value for Money

- 1.1 The combination of making appointment easier for customer to book and the change to the fee structure is forecast to deliver a £45k increase in income in 2016-17.

Legal

- 2.1 Derby City Council is registered with the Office of the Immigration Services Commissioner (OISC) and can determine the fees it charges and the times appointments are available.

Personnel

- 3.1 None arising from this report.

IT

- 4.1 None arising from the changes to the fee structure. The ICT requirements for providing an online have already been addressed within that project.

Equalities Impact

- 5.1 A change to the fee structure for the Nationality Checking Service has on known related equalities impact.

Health and Safety

- 6.1 None arising from this report.

Environmental Sustainability

- 7.1 None arising from this report

Property and Asset Management

- 8.1 None arising from this report

Risk Management

- 9.1 None arising from this report

Corporate objectives and priorities for change

- 10.1 These changes will contribute to the budget reductions the Council faces over the

next three years.