

Time started	3.10pm
Time ended	3.15pm

## **Strategy and Policy Cabinet Member Meeting**

**20 July 2016**

Present: Councillor Banwait

Officers present: Janie Berry (Director of Governance), Bernard Fenton (Head of Customer Management), Kate Green (Welfare Reform Manager), David Walsh (Head of Democracy) and Wendy Wignall (Land Charges Manager)

01/16      Apologies

There were no apologies.

02/16      Late Items

There were no late items.

03/16      Identification of urgent items to which call-in  
              would not apply

As the item to be considered was not a key decision, call-in did not apply.

04/16      Declarations of interest

There were none.

05/16      Proposal to change the fee structure for the Nationality  
              Checking Service

A report of the Chief Executive was considered to note the implementation of an online option for customers wanting to book an appointment for the Nationality Checking Service. The report also sought authorisation for a proposed change to the fee structure for the Nationality Checking Service to £70 per adult and £50 per child.

The Director of Governance explained that the existing system has meant that the Council has historically effectively turned away 80% of the achievable income from this discretionary service and that the implementation of an online appointments booking service would enable customers to access the service at any time and help to increase the number of NCS appointments carried out by the Council, increasing the income generated by this service. The new and more simplified fee structure would be easier for customers to understand and would both bring fees in line with other Local Authorities and help to generate additional income of an estimated £43k in 2016-17.

**Resolved to:**

- 1) Note the implementation of an online option for customers wanting to book an appointment for the Nationality Checking Service; and**
- 2) Authorise a proposed change to the fee structure for the Nationality Checking Service to £70 per adult and £50 per child.**

MINUTES END