**Consultation for fees and charging**

Immigration and visas

**Response form**

**Please ensure you have read the supporting information in consultation document before completing this form**

**Completed consultation form should be sent no later than midnight on 3rd December 2013 to the following address:**

Electronic:

[Charging.Consultation@homeoffice.gsi.gov.uk](mailto:Charging.Consultation@homeoffice.gsi.gov.uk)

By Post to:

Charging Consultation Team

8th Floor Lunar House

Wellesley Road Croydon

CR9 2AB

This document is available in electronic format on the GOV.UK website:

<https://www.gov.uk/government/consultations/fees-and-charging-immigration-and-visas-consultation>

If responding electronically, please ensure you highlight your specified response to multiple choice questions.

**Your Details:**

**Name:**

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**Position:**

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**Company/Organisation:**

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**Contact Details:**

**Postal Address:**

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**Telephone number:**

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**Email:**

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**Please feel free to provide comments on additional sheets if there is not sufficient space on this form. Please specify which question(s) you are responding to on any additional sheets.**

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**Simplifying our fee structure**

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| **Q1. Do we have the right balance between simplicity and the need to differentiate fee levels for different products and services?**   * + **The balance is about right**   + **Fees should be simplified, even if this means that some customers pay higher fees**   + **There should be more price points to differentiate fees further**   + **Don’t know**   **Please provide comments to explain your answer above:**  **Q2 What changes, if any, would you introduce to ensure the immigration fee system is both simple for applicants to understand, and flexible enough to cater for different circumstances?** |

**Fee Levels**

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| **Q3. Do you feel that fees should, in part, be determined by where or when an applicant applies? Please explain why.**   * + **Migrants should pay a single fee for a particular product, wherever they apply**   + **Migrants should pay different fees for products depending on where they apply**   + **Another approach should be used (please give details)**   + **Don’t know**   **Please provide comments to explain your answer above:**  **Q4. Are there any immigration products where you feel that fees should be reduced, or where an increase would provide a more balanced range of fees? (Please see Appendix A for current fees)**   * + **Some fees should be reduced (please give details below)**   + **Some fees should be increased to allow for reductions elsewhere (please give details below)**   + **Don’t know**   **Please provide comments to explain your answer:** |

**Legislation**

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| **Q5. How should the Home Office use the new framework to make the legislative process for fees and charges more responsive to change?** |

**Premium and optional services**

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| **Q6. Do you think customers should only be able to subscribe to a complete package of end-to-end premium services at a single fee, or should customers continue to have the option of paying for individual products and services (with separate fees, which would have a higher total cost)?**   * + **Premium services should be packaged together as a single product**   + **Customers should be able to choose from a menu of different premium services**   + **Both- customers should have the choice of either option**   **Please provide comments to explain your answer:**  **Q7. Are there any premium services or business support services that you would like to see, or that you would use if available (for example, bespoke or mobile services, or one-to-one business support services)? Please set out any differences, if any, between the services you would like to see for small and medium enterprises, and larger.** |

**Border Force**

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| **Q8. Should Border Force provide or facilitate enhanced services at the border?**   * + **Yes**   + **No**   **Please provide comments to explain your answer:**  **Q9.** **Should the charges for these enhanced services reflect their value to ports, airlines and passengers, depending on the nature of the service provided, or should we apply a single national rate?**   * + **Charges should reflect the value of the product to the passenger**   + **Enhanced services should be charged at a single national rate**   + **Other**   **Please provide comments to explain your answer:**  **Q10. What do you consider to be an enhanced service and under what circumstances do you think it is appropriate for Border Force to charge?** |

**Commercial Partnerships**

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| **Q11. Should we charge third party organisations that we contract with for the advice and support we provide, to ensure they comply with our standards?**   * + **Yes**   + **No**   + **Don’t know**   **Please provide comments to explain your answer:** |

**Refunds and administration fees**

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| **Q12 Do you agree that an administration charge should apply where a refund is made in respect of withdrawn or rejected applications in certain circumstances? Please provide comments to explain your answer.**  **Q13 If so, at what level should this charge be set?**   * + **At cost (the average cost of administration to the point the refund is made)**   + **Below cost**   + **Above cost**   + **Another amount**   **Please provide comments to explain your answer:** |

**Wider impacts & additional information**

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| **Q14 Do you think that any of the proposals outlined above could have an impact upon community relations? Please provide comments on why you think this is the case and how this impact might be minimised.**  **Q15 Do you think that any proposals outlined would adversely affect small and/ or medium sized businesses? Please provide comments on why you think this is the case and how this impact might be minimised.**  **Q16 Do you think any proposals outlined above would have a disproportionate effect upon any particular group according to:**  **Race 🞎**  **Gender 🞎**  **Age 🞎**  **Disability 🞎**  **Religion 🞎**  **Belief 🞎**  **Sexual orientation 🞎**  **Please provide comments to explain your answer:** |

**About you**

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| **Q17 Do you represent one of the following?**   * **Public sector body** * **Private sector body** * **Voluntary/not for profit organisation** * **Other (please specify)**   **Q18 Which best describes your organisation/company?**   * **Micro company (1-9 employees)** * **Small-medium enterprise (10-249 employees)** * **Large company (over 250 employees)** * **Not applicable**   **Q19 Approximately what percentage of your total workforce or student body is from outside the UK?**  **Not applicable**   * **None** * **Less than 10%** * **Between 10% and 50%** * **More than 50%** * **Don’t know** |