

## ABERDEEN CITY COUNCIL

---

<b>COMMITTEE</b>	Council
<b>DATE</b>	2 July 2018
<b>REPORT TITLE</b>	Registrars – European Passport Return Service
<b>REPORT NUMBER</b>	CUS/18/014
<b>DIRECTOR</b>	Andy MacDonald
<b>CHIEF OFFICER</b>	Jacqui McKenzie
<b>REPORT AUTHOR</b>	Roderick MacBeath
<b>TERMS OF REFERENCE</b>	2

---

### 1. PURPOSE OF REPORT

To consider a request from the Home Office that the Registrars offer the European Passport Return Service and to set fees accordingly.

### 2. RECOMMENDATIONS

That Council:

- 2.1 Approves the introduction of the European Passport Return Service from 9 July 2018; and
- 2.2 Approves a fee of £20 per session, excluding VAT and postage.

### 3. BACKGROUND

- 3.1 The Home Office has asked Registration Services nationwide to offer the European Passport Return Service, in order to reduce the number of original documents which require to be sent to the Home Office and returned thereafter, thereby improving the service to customers.
- 3.2 The service covers sole and family applications from European Economic Authority nationals who have applied online for either a registration certificate or a document certifying permanent residence under European regulations. It is similar to the National Document Return Service, which the Council also operates.
- 3.3 Officers providing the service will be required to undertake fraud checks on all passports presented and the ultra violet and magnifying equipment required

for the purpose has already been provided for the National Document Return Service.

- 3.4 Four members of the Registration team have been trained by the Home Office to provide the service and it is intended to offer this by appointment only.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 The Home Office has suggested that a fee of £20 per session is appropriate; each appointment will last around 20 minutes. VAT and the cost of Special Delivery will be charged on top of this fee. The service is only operated by five other Scottish Councils, East Ayrshire, Edinburgh, Glasgow, South Lanarkshire and West Lothian.
- 4.2 The demand for the service is difficult to determine. The National Records of Scotland issued statistics on 24 May 2018, which identified that 21% of Aberdeen's population was not born in Britain, which is the highest figure of all Scottish cities; given this, the fact that the service is not provided by any other Council north of the central belt and the demand experienced for the Nationality Checking Service, it is expected that there will be a market for it.

#### **5. LEGAL IMPLICATIONS**

- 5.1 The Home Office has stated that the service applies to qualifying individuals and their families under the Immigration (EEA) Regulations 2016. The authority to introduce the service derives from the power to advance wellbeing in terms of s20 of the Local Government in Scotland Act 2003 and the ability to charge reasonable fees from s22(8)(b) of that Act.

#### **6. MANAGEMENT OF RISK**

	<b>Risk</b>	<b>Low (L), Medium (M), High (H)</b>	<b>Mitigation</b>
<b>Financial</b>	There is minimal financial risk; the Home Office has noted that there may be occasions where an appointment has been prepaid and the applicant, having stated that they have a passport, attends the interview with a European Identity Card.	L	Ensure that applicants are fully aware that the service only applies to passports.

<b>Legal</b>	None		
<b>Employee</b>	Staff are required to check that passports are not forgeries; if one is suspected, it is still copied, a form is completed and sent to the Home Office with the original being returned to the applicant without comment	L	The Home Office has trained Council staff in the use of ultra violet and magnifying equipment.
<b>Customer</b>	It is for the customer to familiarise themselves with the requirements of the service.	L	This is explained clearly on the Home Office website which is the starting point for anyone seeking to use the service. If approved, information will also be placed on the Council website.
<b>Environment</b>	None		
<b>Technology</b>	None		
<b>Reputational</b>	Minimal – any complaints are likely to be based on applicants missing appointments and seeking refunds.	L	Clarify on website that refunds will not be given for missed appointments

## 7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
<b>Prosperous Economy</b>	The service will help European nationals and their families who wish to remain in the UK and meet residency requirements, thereby retaining skills.
<b>Prosperous People</b>	The service will encourage diversity in the city and wider region.
<b>Prosperous Place</b>	The service will help to retain skills in the city and wider region.

## 8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required
Privacy Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not required

## 9. BACKGROUND PAPERS

Home Office training notes  
National Records of Scotland press release, 24 May 2018

## 10. APPENDICES

None

## 11. REPORT AUTHOR CONTACT DETAILS

Roderick MacBeath  
Senior Democratic Services Manager  
[rmacbeath@aberdeencity.gov.uk](mailto:rmacbeath@aberdeencity.gov.uk)  
(01224) 523054