

Recommendations	Responsibility	Actions required	Success Indicators	Target Date	What progress has been made?
Publication Arrangements	UK Border Agency Charging Team	<ul style="list-style-type: none"> • Publish IA and EIA • Publish research 	Documents fully available to all stakeholders	April 2011/ Review April 2012	<ul style="list-style-type: none"> • Response to consultation and proposed new fees published April 2007 • Further IA's published with each fees increase • A consultation, targeted at employers, business and the education sector was held in October 2007. The response was issued to key stakeholders • A full public consultation was held in October – December 2009. The response was published in January 2010. • In that consultation we asked the question "Do you think any proposals outlined above would have a disproportionate effect upon any particular group" The consultation document was sent to 30,000 stakeholders and was made publicly available. We received 98 responses and of those that responded only 10 responded to this question • Further customer research has been completed and published by Taylor Nelson and Sofres in January 2007 and by Oxford economics in April 2009.

<p>Monitoring & Review Arrangements</p>	<p>UK Border Agency Charging Team and international group</p>	<ul style="list-style-type: none"> • Monthly review of charging policy • Review methodology for estimating impact of fee changes on application volumes. • Fees Committee to meet quarterly to consider research findings • Review and update Equality Impact Assessment to capture any new initiatives 	<p>Impacts of the new fees are known and monitored</p>	<p>Review Sept 2011/April 2012</p>	<ul style="list-style-type: none"> • Fees Committee set up and meets regularly • A review of the impact of fees is undertaken by Home Office economists. The impact of increases in April 2009 was reviewed with result in a paper distributed to Cross –Whitehall departments in November 2009 • Home Office Economists have monitored the effect of fee rises upon application volumes for some of UKBA's highest earning products to test the likely impact of future fee changes on application levels.
<p>Developing further UKBA charging initiatives</p>	<p>UK Border Agency Charging Team]</p>	<ul style="list-style-type: none"> • Review the areas that may be included within future charging strategies • Ensure appropriate equality impacts are assessed with development of policy 	<ul style="list-style-type: none"> • New initiatives are developed & offered to enhance existing portfolio of products 	<p>Review Dec 2011/ Review October 2012</p>	<ul style="list-style-type: none"> • Fees Committee set up to assess impacts of fees, with Home Office economists providing a review on a regular basis. • A review of the impact of fees is undertaken by Home Office economists. The impact of increases in April 2009 was reviewed with a resulting paper distributed to Cross – Whitehall departments in November 2009 • New and improved nationality and immigration products introduced in April 2010.

<p>Stakeholder engagement</p>	<p>UK Border Agency Charging Team and international group</p>	<ul style="list-style-type: none"> • Regular meetings of the Sector taskforces • Ongoing customer satisfaction survey • Develop and execute comprehensive corporate partner engagement plan 	<p>Stakeholders kept informed of charging initiatives</p>	<p>Review Oct 2011/ Review October 12</p>	<ul style="list-style-type: none"> • Taskforces meet regularly and are attended when necessary by Charging Team members. • Stakeholder letter and briefing distributed widely (approx 30,000 stakeholders) in advance of any new charging initiatives.
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