



Home Office

# Joint Citizenship & Passport Process (JCAP)

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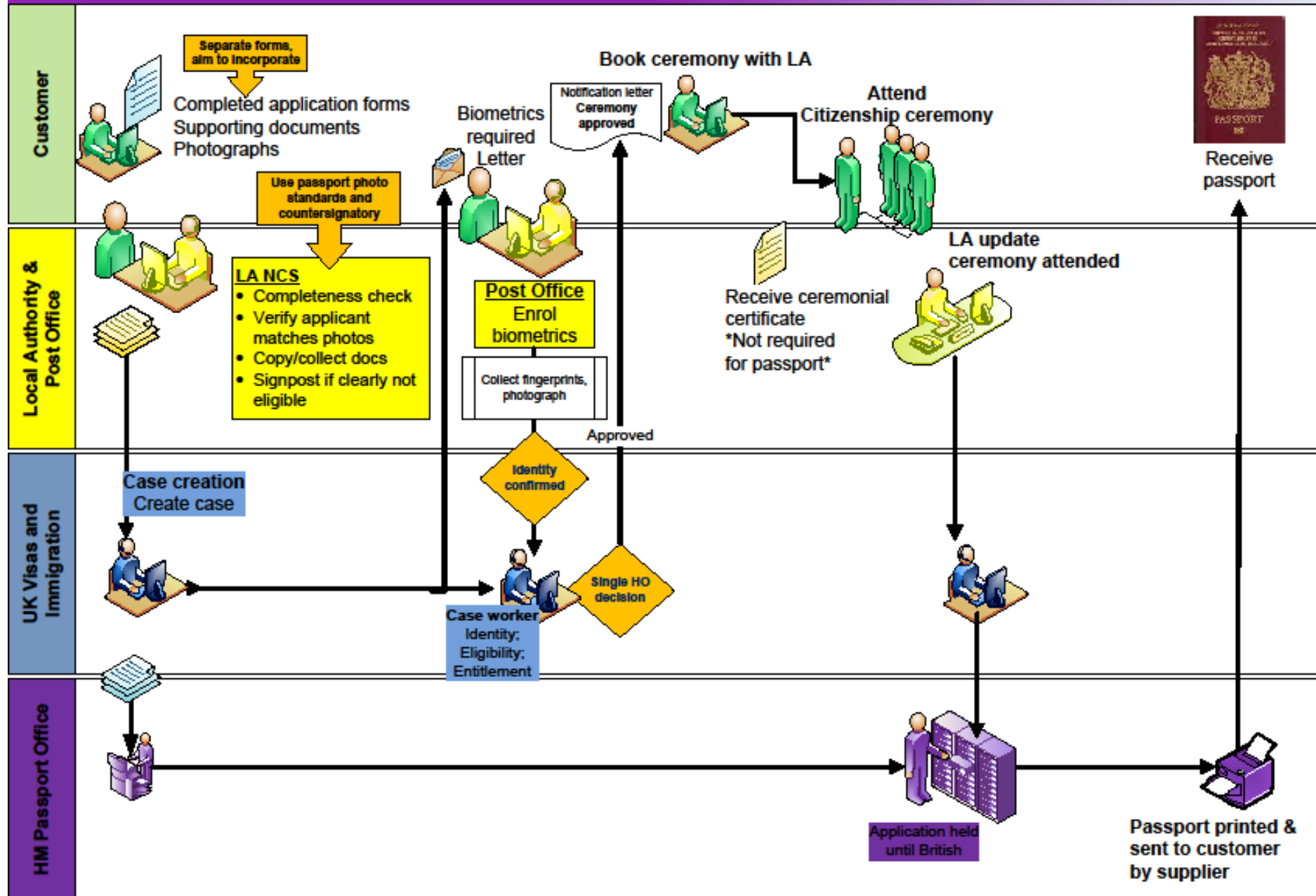
# Why are we doing this?

**Strengthening the security** of decisions both for citizenship and passports;

**Improving efficiency**, reducing duplication in combining casework functions of UKVI and HMPO through a single consideration process;

**Improving customer experience**, reducing touch points customers have with the Home Office in applying for British citizenship and a passport.

# Customer Journey



# The Story so far.....



Joint Citizenship & Passport Process

# Next steps

- We will continue to work with LAs in offering the service.
- The Home Office, as with the rest of Government, is moving towards *digital by default* service, meaning in future, most application forms will be submitted online.
- We are also transforming how casework is delivered, supported by new technology

# Q and A

