

Impact Assessment, The Home Office

Title: Online/Digital view of civil registration register entries

Date: 8 October 2020

IA No: HO0378

RPC Reference No: N/A

Stage: FINAL

Other departments or agencies: HM Treasury

Intervention: Domestic

Measure: Secondary legislation

Enquiries:

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RPC Opinion: Not Applicable

Business Impact Target: Non qualifying provision

Cost of Preferred (or more likely) Option (in 2019/20 prices)

Net Present Social Value NPSV (£m)	81.8	Business Net Present Value BNPV (£m)	17.6	Net cost to business per year EANDCB (£m)	-2.1
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What is the problem under consideration? Why is government intervention necessary?

The Deregulation Act 2015 (the Act) enables the Registrar General to provide information contained in registration records in a form otherwise than in the form of a certified copy (certificate). This has enabled customers to apply for copies of births, deaths and marriage entries in Portable Document Format (PDF) instead of obtaining a certificate. This service is administered by the General Register Office (GRO). GRO is now looking to use the provisions in the Act to introduce a new service which will enable a customer to view a copy of an historic register entry online on payment of a fee. Secondary legislation is required to enable this service to be provided.

What are the policy objectives and the intended effects?

Stimulate customer demand for digital products and services, where there is no customer need for the paper certificate. Offer customers a lower priced and easily accessible product.

What policy options have been considered, including any alternatives to regulation? Please justify preferred option (further details in Evidence Base)

Option 1: No change – continue to issue certificates for births, deaths, marriages in paper format (certificate) or Portable Document Format (PDF)

Option 2: As option 1 with the introduction of an 'online view' service (for historic records held in digital format by GRO) encouraging customers towards using most effective routes through pricing and service offer.

Main assumptions/sensitivities and economic/analytical risks

Discount rate (%)

3.5

Take up of the new service is based on best data available, assumptions and a range of estimates are given. The main analytical risk comes from uncertainty in demand and the unknown changes to online view (OV), pdf and certificates sales as well as the proportion used by business and the public. These are mitigated by using ranges and testing of the analysis.

Will the policy be reviewed? It will not be reviewed. **If applicable, set review date:** Month/Year

I have read the Impact Assessment and I am satisfied that, given the available evidence, it represents a reasonable view of the likely costs, benefits and impact of the leading options.

Signed by the responsible Minister:



..... Date: 8 October 2020

Summary: Analysis & Evidence

Policy Option 2

Description: Online/Digital view of civil registration register entries

FULL ECONOMIC ASSESSMENT

Year(s):	Price Base	2019/20	PV Base	2019/20	Appraisal	10	Transition	1
Estimate of Net Present Social Value NPSV (£m)						Estimate of BNPV (£m)		
Low:	65.9	High:	88.8	Best:	81.8	Best BNPV	17.6	

COSTS, £m	Transition Constant Price	Ongoing Present Value	Total Present Value	Average/year Constant Price	To Business Present Value
Low					
High					
Best Estimate					

Description and scale of key monetised costs by 'main affected groups'

Over 10 years (in present values), the estimated total cost is between **£68.4 to £84.2 million** with a central estimate of **£76.2 million**. The main cost is the digitisation of records at **£40.9 to £45.2 million**, with a central estimate of **£43.0 million**. The GRO may lose income from pdf and certificate fees of between **£27 to £38 million**, central estimate of **£32.5 million**.

Set-up costs, in year 1 only, are mainly from IT changes and are **less than £0.1 million** in the high scenario while familiarisation costs are negligible.

Other key non-monetised costs by 'main affected groups'

None.

BENEFITS, £m	Transition Constant Price	Ongoing Present Value	Total Present Value	Average/year Constant Price	To Business Present Value
Low					
High					
Best Estimate					

Description and scale of key monetised benefits by 'main affected groups'

Total benefits over 10 years (all present value terms) are estimate to be in a range of **£134.4 to £172.9 million**, with a central estimate of **158.0 million**. The two main benefits are:

- For the GRO, revenue from OV sales, estimated in a range of **£60.0 to £73.4 million**, with a central estimate of **£66.7 million**.
- A fee reduction for the public in a range of **£56.5 to £77.6 million**, with a central estimate of **£70.6 million**.

Business savings are estimated to be in a range of **£14.1 to £19.4 million** with a central estimate of **£17.6 million**.

Other key non-monetised benefits by 'main affected groups'

This will allow the public and business quicker access to historic civil registration records.

BUSINESS ASSESSMENT (Option 1)

Direct impact on business (Equivalent Annual) £m:									
Cost, £m	£0.0	Benefit, £m	£2.1	Net, £m	-£2.1				
Score for Business Impact Target (qualifying provisions only) £m:					N/A				
Is this measure likely to impact on trade and investment?					N				
Are any of these organisations in scope?		Micro	Y	Small	Y	Medium	Y	Large	Y
What is the CO ₂ equivalent change in greenhouse gas emissions? (Million tonnes CO ₂ equivalent)				Traded:	N/A	Non-Traded:	N/A		

PEOPLE AND SPECIFIC IMPACTS ASSESSMENT (Option 2)

Are all relevant Specific Impacts included?	Y	Are there any impacts on particular groups?	N
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Evidence Base

A. Strategic Overview

A.1 Background

1. The General Register Office for England and Wales (GRO) is part of HM Passport Office (HMPO). Civil registration records, which include records of birth, death, and marriages, date back to 1837 with civil partnership records dating back to 2004. The Registrar General for England and Wales (RG) is responsible in legislation for the system of civil registration, and through the GRO, maintains those records as well as issuing certificates for such events through both primary and secondary legislation; with policy ownership straddled across a number of other government departments (OGDs).
2. The GRO holds copies of registration entries of births, deaths, marriages and civil partnerships under the Marriage Act 1949, the Births and Deaths Act 1953, the Civil Partnership Act 2004 and Marriage (Same Sex Couples) Act 2014. Those same Acts provide for certified copies of register entries (certificates) to be provided for a fee.
3. Until 2016 the only way to access information from a register was to buy a certificate with current costs set at £11 (standard service up to 15 days) and a premium service for £35 for a next working day service.
4. Applications for a paper certificate are received by post, telephone or (predominantly) electronically through the Registration On-Line Ordering (ROLO) service available through the General Register Office webpages. For certificate applications, customers can provide a GRO Index reference for the registration entry (a referenced application) if it is available (this can be found through accessing and searching GRO's online indexing application or through indices published online elsewhere or available in seven libraries across England & Wales and identifies the registration entry. In addition, there are a number of differential additional fees, reflecting the additional cost incurred by GRO in providing certain certificate service routes:
 - For an application made off-line, that is, by telephone or post there is an additional fee of £4 reflecting the additional cost of managing this service.
 - If a GRO index reference is not supplied (a non-referenced application), GRO will search for the entry and if found, produce a certified copy (certificate) to be sent or collected by the customer whichever is applicable for an additional fee of £3.
 - If a search of GRO records is unsuccessful, £3.50 is retained from the certificate fee and the remainder refunded.
5. In 2016 the Registrar General (RG) utilised powers within the Deregulation Act 2015¹ (The 'Deregulation Act') to introduce a service offering copies of register entries in Portable Document Format (PDF) within regulations, the Births, Deaths, Marriages and Civil Partnership (Records) Regulations 2016² and the Civil Partnership (Records) Regulations 2016³ (the 'records regulations') which came into force on 5 October 2016.
6. Applicants must apply online and provide a reference from the GRO Indexes. PDF records are currently limited to historic, digitised records. For this IA, historic records are defined as those older than 100 years for births, 75 years for marriages and 50 years for deaths. PDFs can be viewed by the applicant logging on to their GRO account once they have been notified that their application has been processed. This is a five-day turn-around service for a fee of £7. GRO issue approximately 0.2 million PDFs per year.

¹ The Deregulation Act 2015 <http://www.legislation.gov.uk/ukpga/2015/20/contents/enacted>

² The Births, Deaths, Marriages and Civil Partnership (Records) Regulations 2016
<http://www.legislation.gov.uk/uksi/2016/980/contents/made>

³ The Civil Partnership (Records) Regulations 2016 <http://www.legislation.gov.uk/uksi/2016/981/contents/made>

7. There are a limited number (28 million) of civil registration records currently available in digital format, with a further 80 million held in paper or microfiche format. It is envisaged that as more records are digitised, the PDF service will be eventually replaced by the online view service.
8. Fee bearing powers introduced under the Immigration Act 2016 enable the RG to charge for services relating to birth, deaths, marriages and civil partnerships. Those powers have been utilised to set the fee.

A.2 Groups Affected

9. GRO is looking to provide new digitised products and services as part of its reform agenda, in addition to certificates and PDFs, to provide greater choice and flexibility to customers.
10. The regulations will allow for the RG to provide information from the copies of register entries held at GRO in a digital format online. The fee reflects the cost of providing the service and takes into account an element of maintenance of the non-digitised record set over 10 years in accordance with Home Office accounting policies. This includes the cost of preserving the remaining records in a digitised format.

Scope

11. The amendments to the Births and Deaths Registration Act 1953 and the Marriage Act 1949, the Civil Partnership Act 2004 and Marriage (Same Sex Couples) Act 2014 brought about by the Deregulation Act specify that the provisions relate to the certified copies of entries in registers sent to the RG under the above Acts and kept by GRO. Entries in the original registers of events held locally by registrars are therefore excluded. The RG cannot therefore provide any additional products or services relating to entries in any original registers held solely at GRO, such as the Adoption Register, Parental Order, Gender Recognition Registers or Register of Presumed Death.
12. Civil Registration is devolved to Scotland and Northern Ireland where other legislation is in place. Any impact of the changes only applies to England and Wales. The Welsh Government was consulted on the proposal during the passage of both the Deregulation Act 2015 and the Immigration Act 2016 and has been informed of the proposed changes to the secondary legislation. There has been engagement with the National Records for Scotland to gain insight into the take up of the online service offered there.

A.3 Consultation

13. There has been no specific consultation undertaken for the 'online view' of historic records however, GRO ran a number of pilots to test the feasibility and demand of the PDF service one of which Pilot 1, made PDFs available of the same record set (digital historic records) as would be available for online view. A regulatory impact assessment which sets out the results of the informal consultation for the PDF service⁴ summarised that, customers welcomed a more expedited, cheaper alternative to purchasing a certificate for this record set in a digitised format.
14. As the service is slightly different, that is, customers will be able to view the entry, as opposed to a obtaining a copy in PDF. The reduction in price and the immediate accessibility of the image is expected to see demand for the service greatly outstrip demand for PDFs. The National Records for Scotland already has an established model for online viewing of records held by them. Statistics from their webpages state that over 128,000 applications for paid-for views of historic civil registration records were processed in one month. As GRO currently holds over 14 times the number of records held in Scotland, GRO could potentially expect 1.8 million applications per month (21 million per year) to view online England and Wales registration records however; this is purely based on extrapolating the Scotland figures and the current PDF demand and has not been tested further.

⁴ PDF regulatory impact assessment HO0327 :<https://www.legislation.gov.uk/ukxi/2018/1268/impacts>

B. Rationale for intervention

15. The provision for registering births and deaths is in the Births and Deaths Registration Act 1953 (BDRA) and the Registration of Births and Deaths Regulations 1987 which are consolidating Acts based on legislation that was in place in 1836. The way customers access information from the registers has not changed significantly since it was introduced in the nineteenth century, and the legal framework does not fully encompass current customer requirements. The successful introduction of PDFs re-enforced the demand for more a more accessible, digital model.
16. Overhauling the legislative framework of civil registration is a vital strategic aim, allowing GRO to contribute to Home Office Single Department Plan 2015-2020⁵ (agreed with HM Treasury, HMT) and the main government priorities within the Government Spending Review⁶.
17. The current service offers copies of register entries as either a certificate or a PDF copy of a historic birth or death record. The PDF service is relatively slow and expensive for customers.

C. Policy objective

18. The intention of introducing OV is to offer customers a cheaper alternative, for example, to family historians who simply wish to know the content of a civil registration record for genealogical purposes without requiring a certified paper copy. The OV service builds on what was successfully achieved through the introduction of the PDF service. Other important aims are to:
 - Meet customer demand for new products and services.
 - Drive customers' behaviour towards the most efficient routes.

D. Options considered and implementation

19. In this final impact assessment, the options considered are:
 - **Option 1:** No change – continue to issue certificates and PDFs for births, deaths and marriages. As this is the current service it is the baseline against which **Option 2** has been compared. Option 1 is not considered further within this IA.
 - **Option 2:** Introduce an online view (OV) service which provides a more efficient and enhanced customer service and significantly reduce resource costs, enabling this resource to be re-purposed to other critical activity across GRO and HM Passport Office (HMPO) The introduction of OV requires only a small team to oversee it and is expected to show efficiency savings. **This is the Government's preferred option.**
20. Services provided for using the Deregulation Act 2015 (products) and the Immigration Act 2016 (fees) must be prescribed in secondary legislation, there are no viable alternatives to introduce this new service other than in regulations.

⁵ Single Department Plan 2015-2020 <https://www.gov.uk/government/publications/home-office-single-departmental-plan-2015-to-2020/single-departmental-plan-2015-to-2020>

⁶ Government Spending Review and Autumn Statement 2015 <https://www.gov.uk/government/publications/spending-review-and-autumn-statement-2015-documents/spending-review-and-autumn-statement-2015>

Preferred option and implementation plan

21. The service will require secondary legislation. Provision will be made in an amending a Statutory Instrument (SI) to the Births Deaths, Marriage and Civil Partnership Records Regulations 2016.
22. The regulations will commence on 9 November 2020 and GRO will be responsible for administering the OV service. The service will be continually reviewed over a six-month period to test customer uptake and impacts on the current business model. GRO are committed to a full review of the service at that stage.

E. Appraisal

General assumptions and data

23. This IA covers a 10-year period from 2020-29, in line with guidance⁷. The IA aims to set out the best estimates of the policy impacts at this stage of policy development, using the available evidence. Any uncertainties are highlighted, and the main assumptions are tested in the sensitivity analysis section to show the range of potential impacts. Numbers of applicants will naturally rise and fall over a 10-year period. Estimates are made in 2019/20 prices.
24. The instant view service will only be available for those applying and paying online and providing a GRO index reference number.
25. Best estimate for take-up of the service is based on those for Scottish records, taking into account the greater record set held for England and Wales, this estimate is approximately 3.06 million per year.

COSTS

Set-up costs

26. Changes to IT will need to be undertaken prior to providing this service and relate to changes to customer access and how the images are viewed. Given previous experience of IT changes in GRO, this is expected to be about £60,000. As this is a relatively standard IT change then the range for the cost is expected to have a small margin either side of this. The system is being developed in-house and the estimate has been provided by Home Office IT. The system will continue to be supported in-house. This has been estimated as a one-off cost of **£0.05 to £0.07 million in year 1 only**, with a **central estimate of £0.06 million in year 1 only**.

GRO and individual familiarisation costs

27. Familiarisation costs apply to organisations as they need to know what their future fees are going to be. These are estimated for year 1 only. It has been assumed that 100 per cent of private or third sector firms that make an application for an IOV record will read the guidance, which is approximately 300 words (range of 200-400) and includes details of the fee. It is assumed that 15, 20 and 50 GRO admin staff that are involved in processing and helpline advice may read the guidance. The reading times were estimated using standard tables from readingsoft.com The composite gross hourly wage for staff is £15.88 and the time taken to familiarise is less than five minutes (in the high scenario). The **estimated cost of familiarisation to GRO staff is negligible**.
28. There is no information on individual usage and it is assumed that every individual application is unique and therefore this group does not face familiarisation costs because the guidance is very

⁷ HM Treasury (2018) *The Green Book, Appraisal and Evaluation in Central Government*, London.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/685903/The_Green_Book.pdf
Department of Business, Energy and Industrial Strategy (2020) *Better Regulation Framework Interim Guidance* Better Regulation Executive, March, London.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/872342/better-regulation-guidance.pdf

similar to the guidance for applying for a certificate, which is the alternative for individuals. Therefore, there are no additional costs to individuals for familiarisation.

Total set-up costs

29. Total set-up costs are estimated to be in a range of **£0.05 million to £0.07 million**, with a central estimate of **£0.06 million in year 1 only**.

Ongoing costs

Digitisation of historic records

30. Historic records need to be digitised so that customers can obtain online view documents. The cost has been estimated at about **£5 million per year** although this is slightly uncertain and lies in a range of **£4.75 to £5.25 million per year**. The total cost of digitisation is estimated to be in a range of **£40.9 to £45.2 million (PV)** over 10 years, with a central estimate of **£43.0 million (PV)** over the same period.

Cost to government

31. Running costs relate to a small team of three FTE dealing with customer queries and correcting any entry errors identified by customers. It is assumed that two admin assistants and one admin officer is required to run the service in the central scenario. The low (more productive) scenario assumes a ratio of 2:0.5 while the high cost scenario assumes 3:1.5. The wage is given as £22,957 and £28,103 for these grades. The cost has been estimated as:

$$\text{volume of staff} \times \text{time} \times \text{wage}$$

A composite wage of £The cost is estimated in a range of **£0.5 to £1.0 million (PV)** over 10 years, with a central estimate of **£0.6 million (PV)** over 10 years..

Loss of revenue from historic certificate sales

32. There are 883,300 sales of certificates at £11. It is assumed that about 20, 25 or 30 per cent of these sales will be lost. It is assumed that this level of demand (which is entirely historic records) would be completely reduced with the introduction of OV. Therefore, at a current certificate fee of £11, this would result in an estimated annual loss of income in a range of **£16.7 to £25.1 million (PV)** over 10 years, with a central estimate of **£20.9 million (PV)** over the same period.

Loss of PDF sales

33. The PDF service also consists entirely of digitised historic records. Forecast PDF sales for 2019/20 are estimated to be 213,800. It is assumed that this demand is completely reduced by OV (high scenario). However, it is assumed that in the low scenario that 80 per cent of sales and 90 per cent in the central scenario are lost. At a current PDF fee of £7 this would result in an loss of income estimated in a range of **£10.3 to £12.9 million (PV)** over 10 years, with central estimate of **£11.6 million (PV)** over 10 years.
34. This results in a combined loss of existing income estimated in a range of **£27.0 to £38.0 million (PV)** over 10 years, and a central estimate of **£32.5 million (PV)** over the same period.
35. Local registration services (LRS) under LAs also provide civil registration certificates. During the PDF pilots and in post-implementation rollout of the service there was no discernible impacts identified. It is not anticipated that there would be any further impact due to the online view service as the records available to applicants are the same as those for PDFs. A New Burdens Assessment (NBA) has not been undertaken as there is no direct or indirect impact on LAs due to this measure.
36. **Total on-going cost to government** is estimated to be in a range of **£68.4 to £84.2 million (PV)** over 10 years, with a central estimate of **£76.2 million (PV)** per year.

Private sector costs (including societal costs)

37. There is no identified additional cost associated with this option. Business looking to purchase historical records now has a greater choice in which service they use. The process for applying for an online view of an entry will be similar to that for a PDF although the outcome (the image of the record) will be available to view more quickly than the five days for the PDF service and at a reduced cost.

BENEFITS

Benefits to Government

Revenue to GRO

38. There is an estimated 3.1 million applications that may use OV. The cost of this service is £2.50. It has been estimated that income to GRO could lie in a range of **£50.0 to £73.4 million (PV)** over 10 years, with a central estimate of **£66.7 million (PV)** over 10 years..

Resource saving to GRO

39. The demand for the PDF service is expected to reduce, particularly as more records are digitised and made available to the OV service. This is less resource intensive. For a low, central and high scenario (where low is the biggest benefit/cost saving) it is assumed that the savings of the three grades (Admin Assistant, Admin Office and Executive Officer) are given as 15:2:1 (100 per cent of staff), 13:1.5:0.5 and 11:1.0:0.5 respectively. The wage for these three grades is given as £22,957, £28,103 and £32,236. The estimated saving is in a range of **£3.7 to £2.5 million (PV)** over 10 years, with a central estimate of **£3.1 million (PV)** over the same period.

Benefits to business and civil society organisations

40. There is a cost saving in terms of the lower price of the online view service as opposed to a paper certificate or a PDF of £8.50 and £4.50 respectively. As the online view service is quicker than both the certificate and PDF service, there will be a net time saving to business. However; for the PDF service it was not possible to provide details of the savings and it is likely that this would be the same for the new service.
41. A survey of customers indicated that 20 per cent of purchases were by business and therefore 80 per cent of purchases are by the public. It is not known exactly what proportion buy certificates and pdfs so a split of 75:25, 50:50 and 25:75 has been used. These are illustrative benefits. There would be a potential cost saving to business estimated in a range of **£14.1 to £19.4 million (PV)** over 10 years, with a central estimate of **£17.6 million (PV)** over 10 years.
42. For the public would be a potential cost saving to business estimated in a range of **£56.5 to £77.6 million (PV)** over 10 years, with a central estimate of **£70.6 million (PV)** over 10 years.

NPSV, BNPV, EANDCB

43. The Net Present Social Value (NPSV) is defined as: the total discounted benefit minus the total discounted cost. The NPSV is estimated to be **£81.8 million over the 10-year period**.
44. The Business Net Present Value (BNPV) is defined as: the total direct benefit to business minus the total direct cost to business. The BNPV is estimated to be **£17.6 million over the 10-year period**.
45. The Equivalent Annual Net Direct Cost to Business (EANDCB) provides a single average annualised estimate of the net direct cost to business in each year of the policy. The EANDCB is the metric used in scoring impacts for the Business Impact Target (BIT). The EANDCB is estimated to be **-£2.1 million over the 10-year period**, that is, this is a benefit to business.

Small and Micro Sized Business Assessment

46. GRO is seeking a waiver from the Small and Micro-Business Exemption. The requirement to provide products and services needs to be proportionate and adequate to the needs of the particular workplace. The majority of business impacted will be SME's or micro-businesses by their nature but the impact of the new service is expected to be positive as it is at a lower cost than the standard certificate fee currently charged. The instant view service is in addition to other services provided by GRO and is not mandated with customers able to choose the service they require.
47. There are no official statistics⁸ that are available to indicate the population of small businesses that may be impacted by this policy change.

F. Proportionality.

48. This is a relatively small change which is a benefit to business, government and individuals. The analysis in this IA is both proportionate and appropriate. Sufficient time was given to the preparation of this IA and all of the costs and benefits have been rigorously assessed.
49. The level of analysis in this IA reflects the fact that GRO tested the viability and take-up of the PDF service over a 12-month period which will be similar to the record set available for the new service. and has used analysis of that service to provide this.

G. Risks.

50. If there is no consistency of applications made over and above requests for certificates or PDFs on roll-out of the new service it would be difficult to predict income/staffing levels with any certainty and could impact on the business model
51. There is a potential impact on LRS who also provide paper certificates within LAs. Any shift of business towards the new service may have a negative impact on their income. This assumption has been tested with the PDF service and no discernible impact was identified. The LRS issue the majority of their certificates at the point of registering an event (modern records). These entries would not be made available to view online.
52. An Equality Impact Assessment (EIA) has been completed. GRO has identified actions that will support customers transferring to digital channels so that they can benefit from the savings available to mitigate any potential inequality implications identified. The OV service utilising the current online system, therefore all accessibility equipment compatible with the online system will be compatible with the new OV service. Customers will be able to access the customer service centre through an assisted digital process.

⁸ Department for Business, Energy and industrial Strategy (2019) Business population estimates, October, London. See. <https://www.gov.uk/government/statistics/business-population-estimates-2019>

H. Direct costs and benefits to business calculations

Table 3: Total costs and benefits, NPSV, BNPV and EANDCB, £ million, 2020.

Costs and benefits	Low	Central	High
Total set-up costs	0.05	0.06	0.07
Ongoing costs			
Digitisation	40.9	43.0	45.2
Running costs	0.5	0.6	1.0
Loss of pdf income	16.7	20.9	25.1
Loss of certificate income	10.3	11.6	12.9
Total ongoing costs	68.4	76.2	84.2
Total cost	68.4	76.3	84.3
Benefits			
Staff saving	3.7	3.1	2.5
Revenue from OV sales	60.0	66.7	73.4
Business reduction fee	14.1	17.6	19.4
Public reduction fee	56.5	70.6	77.6
Total benefit	134.4	158.0	172.9
NPSV	65.9	81.8	88.8
BNPV	14.1	17.6	19.4
EANDCB	-1.6	-2.1	-2.3

Note: figures may not sum due to rounding

I. Wider impacts

Wider impacts have been considered and no other significant impacts have been identified.

J. Trade Impact.

This policy change is a small domestic change and will have no impact on trade.

K. Monitoring and evaluation (PIR if necessary), enforcement principles.

53. The effectiveness of the new regime would be monitored by HMPO/GRO staff. The data and any other factors will be used in the monitoring and evaluation. A six-month review of the service is planned.
54. The Home Office will maintain channels of communication with users. Feedback from businesses and users will be recorded and taken into account in the evaluation.

L. Annexes.

References

Department of Business, Energy and Industrial Strategy (2019) Business Population Estimates, 2016, Detailed Tables, London.

See: <https://www.gov.uk/government/statistics/business-population-estimates-2019>

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Impact Assessment Checklist

Mandatory specific impact test - Statutory Equalities Duties	Complete
<p>Statutory Equalities Duties</p> <p>The public sector equality duty requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations in the course of developing policies and delivering services. [Equality Duty Toolkit]</p> <p>In evaluating the impact of the introduction of new product, due consideration has also been undertaken to assess any discriminatory impacts on groups with protected characteristics including age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex or sexual orientation. No impacts have been identified.</p> <p>The OV service utilises the current online system, therefore all accessibility equipment compatible with the online system will be compatible with the new OV service. Customers will be able to access the customer service centre through an assisted digital process.</p> <p>A Policy Equality test has been conducted and the Policy Equalities Impact Assessment will be published. The Senior Responsible Owner has read and agreed with these findings.</p>	<p>Yes</p>

Any test not applied can be deleted except **the Equality Statement**, where the policy lead must provide a paragraph of summary information on this.

The Home Office requires the **Specific Impact Test on the Equality Statement** to have a summary paragraph, stating the main points. **You cannot delete this and it MUST be completed.**