

<b>Title:</b> Function of registration service  <b>Lead department or agency:</b> Department of Work and Pensions  <b>Other departments or agencies:</b> General Register Office- GRO (part of Identity and Passport Service – Home Office)	<b>Impact Assessment (IA)</b>
	<b>IA No:</b>
	<b>Date:</b> October 2011
	<b>Stage:</b> Final
	<b>Source of intervention:</b> Domestic
	<b>Type of measure:</b> Primary Legislation
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## Summary: Intervention and Options

### What is the problem under consideration? Why is government intervention necessary?

It can be difficult and burdensome for new parents to tell all relevant government organisations about the birth of a child. Legislation is required to provide a power for the General Register Office (GRO) or registrars to share birth registration details with the Dept for Work and Pensions. This is part of the wider initiative taken forward by the Tell Us Once Programme, which seeks to provide simpler mechanisms for citizens to pass information regarding change of circumstances to government.

### What are the policy objectives and the intended effects?

The aim is to enable the GRO/registrars to share birth registration information with DWP. This will enable the parents to tell government about a birth once and, with their consent, for the information then to be shared with other government organisations. This will save time and money for citizens, and enable government to provide a more efficient and accurate service.

### What policy options have been considered? Please justify preferred option (further details in Evidence Base)

1. Do Nothing. This would fail to improve on the current arrangements for notifying different government bodies about new births.
2. Provide a power for the General Register Office or Registrars to share birth information with DWP. DWP to enhance this information and then share it with different government organisations. This is the preferred option as it will result in time and money savings to parents and enable government to provide a more efficient and accurate service
3. HMRC to run the birth service. HMRC did not have the capability/resources to run the service.

### When will the policy be reviewed to establish its impact and the extent to which the policy objectives have been achieved?

The policy will be monitored and reviewed at regular intervals

### Are there arrangements in place that will allow a systematic collection of monitoring information for future policy review?

Yes, see Annex 1.

## Summary: Analysis and Evidence

Price Base Year	PV Base Year	Time Period Years	Net Benefit (Present Value (PV)) (£m)			
			Low:	High:	Best Estimate:	
<b>COSTS (£m)</b>	<b>Total Transition</b> (Constant Price) Years		<b>Average Annual</b> (excl. Transition) (Constant Price)		<b>Total Cost</b> (Present Value)	
Low						
High						
Best Estimate						
<b>Description and scale of key monetised costs by 'main affected groups'</b>						
<u>Government/taxpayer</u>						
Costs of design, implementation and delivery:						
<ul style="list-style-type: none"> <li>• IT system</li> <li>• Telephone service</li> <li>• Face-to-face service</li> </ul>						
<b>Other key non-monetised costs by 'main affected groups'</b>						
<u>Individuals</u>						
Time costs to use telephone service or the face-to-face service.						
<b>BENEFITS (£m)</b>	<b>Total Transition</b> (Constant Price) Years		<b>Average Annual</b> (excl. Transition) (Constant Price)		<b>Total Benefit</b> (Present Value)	
Low						
High						
Best Estimate						
<b>Description and scale of key monetised benefits by 'main affected groups'</b>						
<u>Government/taxpayer</u>						
Reductions in overpayments; reductions in fraud and error; efficiency savings.						
<u>Individuals</u> Reduced telephone and postal costs, time saved in dealing with Government, less administration on their behalf						
<b>Other key non-monetised benefits by 'main affected groups'</b>						
<u>Government /taxpayer</u>						
Enables different organisations to accept this information as verified for assessing entitlement to benefits and services, improves efficiency and accuracy.						
<u>Individuals</u>						
better customer experience.						
<b>Key assumptions/sensitivities/risks</b>					<b>Discount rate</b>	3.5%
75% of the local authorities will implement Tell Us Once in year 1. This rate does not increase over the 10 year period						
In year 1 of Tell Us Once 94% of customers will choose to use birth service; the birth take up rate will remain constant						

<b>Impact on admin burden (AB) (£m):</b>			<b>Impact on policy cost savings</b>		<b>In</b>
<b>New AB:</b>	<b>AB savings:</b>	<b>Net:</b>	<b>Policy cost savings:</b>		

## Enforcement, Implementation and Wider Impacts

<b>What is the geographic coverage of the policy/option?</b>			<b>England &amp; Wales</b>		
<b>From what date will the policy be implemented?</b>			<b>Royal Assent +2 months</b>		
<b>Which organisation(s) will enforce the policy?</b>			<b>DWP, GRO</b>		
<b>What is the annual change in enforcement cost (£m)?</b>			<b>N/A</b>		
<b>Does enforcement comply with Hampton principles?</b>			<b>YES</b>		
<b>Does implementation go beyond minimum EU requirements?</b>			<b>NO</b>		
<b>What is the CO<sub>2</sub> equivalent change in greenhouse gas emissions? (Million tonnes CO<sub>2</sub> equivalent)</b>			<b>Traded: N/A</b>	<b>Non-traded: N/A</b>	
<b>Does the proposal have an impact on competition?</b>					
<b>What proportion (%) of Total PV costs/benefits is directly attributable to primary legislation, if applicable?</b>			<b>Costs: 100%</b>	<b>Benefits: 100%</b>	
<b>Annual cost (£m) per organisation (excl. Transition) (Constant Price)</b>	<b>Micro</b>	<b>&lt; 20</b>	<b>Small</b>	<b>Medium</b>	<b>Large</b>
<b>Are any of these organisations exempt?</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

## Specific Impact Tests: Checklist

Set out in the table below where information on any SITs undertaken as part of the analysis of the policy options can be found in the evidence base. For guidance on how to complete each test, double-click on the link for the guidance provided by the relevant department.

Please note this checklist is not intended to list each and every statutory consideration that departments should take into account when deciding which policy option to follow. It is the responsibility of departments to make sure that their duties are complied with.

<b>Does your policy option/proposal have an impact on...?</b>	<b>Impact</b>	<b>Page ref within IA</b>
<b>Statutory equality duties<sup>1</sup></b>	<b>YES</b>	<b>See separate document</b>
<b>Economic impacts</b>		
<b>Competition</b>	<b>NO</b>	
<b>Small firms</b>	<b>NO</b>	
<b>Environmental impacts</b>		
<b>Greenhouse gas assessment</b>	<b>NO</b>	
<b>Wider environmental issues</b>	<b>NO</b>	
<b>Social impacts</b>		
<b>Health and well-being</b>	<b>NO</b>	
<b>Human rights</b>	<b>NO</b>	
<b>Justice system</b>	<b>NO</b>	
<b>Rural proofing</b>	<b>NO</b>	

<sup>1</sup> Race, disability and gender Impact assessments are statutory requirements for relevant policies. Equality statutory requirements will be expanded 2011, once the Equality Bill comes into force. Statutory equality duties part of the Equality Bill apply to GB only. The Toolkit provides advice on statutory equality duties for public authorities with a remit in Northern Ireland.

Sustainable development	NO	
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## Evidence Base

### References

Include the links to relevant legislation and publications, such as public impact assessment of earlier stages (e.g. Consultation, Final, Enactment).

No.	Legislation or publication
1	Service Transformation: A better service for citizens and businesses, a better deal for the taxpayer. 6 December 2006
2	The Social Security (Notification of Changes of Circumstances) Regulation 2010 (2010 No. 444)
3	
4	

# Evidence Base

## Policy Rationale

### 1. Background

1.1 The report by Sir David Varney – ‘Service Transformation: a better service for citizens and businesses, a better deal for the taxpayer’ published in December 2006 found that people often had to provide the same information to different Government Departments. It recommended that citizens, taxpayers and Government could benefit from the provision of a joined-up notification service provided through a single point of contact, particularly if those changes were to do with reporting a death, a birth or a change of address. As a result the Tell Us Once (TWO) cross-Government programme, led by DWP, was set up to look at developing such a service.

1.2 The services for reporting a birth or death were developed and tested in a series of pilots. Pathfinders were then launched in November 2008. Since then the death notification service has been running in 44 LA areas, in England and Wales and Scotland, and providing contact for up to 24 core services (including UK passports services and LA Council Housing services). The birth notification service was initially tested by HMRC in 11 LA areas but following review within HMRC, DWP was asked to take responsibility for the birth notification service. The birth notification service is currently running in 14 LA areas. The national roll out of the service will begin during 2011.

1.3 The Tell Us Once service provides an alternative method for notifying a birth or a death. Its use is voluntary. Citizens can use the service to notify a birth or death to the Secretary of State for Work and Pensions by attending in person at an office of any participating LA, or for deaths only, by telephoning a dedicated telephone line operated by the Pension, Disability and Carers Service (PDCS). The longer term aspiration is for citizens also to be able to report changes online.

## **2. Birth Notification Service**

2.1 The aim of the birth notification service is that where citizens wish to take advantage of the service, the verified birth notification and related information will be held on a single IT application designed, administered and owned by DWP. With consent, the information will then be securely passed on to the relevant departments and agencies. Each receiving department will use this notification to process the change as they would have if the customer had contacted them directly.

2.2 By using this service, the citizen does not have to separately notify the participating departments or agencies with whom the birth information is to be shared.

## **3. Legislative changes**

3.1 The legislative change will enable the Registrar General, superintendent registrars and registrars to share birth information with the Secretary of State for Work and Pensions. For customers this removes the need to repeat the same information to different parts of government. For government this both removes the need for duplicate verification of paper birth certificates, and enables different organisations to accept this information as verified for assessing entitlement to benefits and services. This improves efficiency and accuracy.

## **4. Costs and Benefits**

4.1 The main costs are the costs to government in designing and implementing the service, particularly investment in the IT system and setting up the face-to-face and telephony services. Total costs over 10 years are estimated to be £111.03m. Note that these cost estimates refer to the 'Tell Us Once' service (the reporting of change of circumstances (birth and death)) as a whole, not just the birth service. Separate cost estimates for the birth service cannot be provided because the reporting of birth and death has been developed as one system sharing the set up and IT costs

4.2 There will be benefits to Government and to individuals. Government (and taxpayers) will benefit from reductions in unnecessary contacts, faster and more effective identification of changes in customers' circumstances which may affect eligibility for benefits or services, and reductions in overpayments and fraud/error. Individual benefits include savings in telephone and postage costs, and reductions in the amount of time spent in providing information on new births to various government bodies. Total benefits (for the birth notification service) are estimated to be £43.5m over 10 years, of which £37m are in respect of individuals, and £6.5m in respect of government.

## Annex 1: Post Implementation Review (PIR) Plan

A PIR should be undertaken, usually three to five years after implementation of the policy, but exceptionally a longer period may be more appropriate. A PIR should examine the extent to which the implemented regulations have achieved their objectives, assess their costs and benefits and identify whether they are having any unintended consequences. Please set out the PIR Plan as detailed below. If there is no plan to do a PIR please provide reasons below.

<p><b>Basis of the review:</b></p> <p>The Department will carry out a formal PIR of TUO as part of its normal project lifecycle. That is currently expected to take place in 2012, or 3 months after implementation has completed.</p>
<p><b>Review objective:</b></p> <p>To measure actual benefits achieved against those forecast, using a series of measures.</p>
<p><b>Review approach and rationale:</b></p> <p>The review will use information from the TUO IT system to quantify the benefits achieved on a monthly basis, which will be validated with partners. There will be active engagement with partners to ensure best practice and any new benefits are captured; and lessons are identified.</p>
<p><b>Baseline:</b></p> <p>A baseline has been developed using existing processes for notifying a birth or bereavement prior to TUO.</p>
<p><b>Success criteria:</b></p> <p>Criteria will include actual benefit achieved against those forecast.</p>
<p><b>Monitoring information arrangements:</b></p> <p>A Benefit Management Toolkit which can be used to capture these benefits and experiences learned to date has been developed to support this work. A series of Case Studies will be developed to:</p> <ul style="list-style-type: none"><li>• demonstrate what difference the services have made to the LA, to staff, and to the citizen;</li><li>• identify lessons learned – what has worked well and where is action required; and</li><li>• confirm any required next steps.</li></ul> <p>Staff and citizen surveys will also be used to gather information to assess the impact of TUO. It is also proposed to set up user forums as we develop this work.</p>
<p><b>Reasons for not planning a PIR:</b></p> <p>N/A</p>