

Equality Impact Assessment



Hampshire
County Council

Copy Certificates: review of fees and charges, and service standards, 2018/19

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Department: Culture, Communities and Business Services

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Description of current service/policy

The service supplies copy certificates of Hampshire births, marriages, civil partnerships and deaths to members of the public covering the whole demographic range. Current options are a standard service costing £10 (statutory fee) for a certificate issued within 7 working days, or a priority service costing £23 (£13 in addition to the statutory fee) for a certificate to be issued within 24 hours

Geographical impact: All Hampshire

Description of proposed change

To introduce a fee for handling and postage of £1.50 per certificate request; to restate the issue time of standard certificates to 10 days (from 7 working days); to increase the priority fee to £19 (from £13); to accept orders for delivery to a non-UK address on a case by case basis only

Impacts of the proposed change

This impact assessment covers Service users

Engagement and consultation

Has engagement or consultation been carried out? No

No engagement undertaken or planned. Changes affect the whole demographic on an occasional basis and the current priority fee is in line with the average fee charged by other local authorities for the same service (average £18).

Statutory considerations	Impact	Mitigation
Age: Neutral		
Disability: Neutral		
Sexual orientation: Neutral		
Race: Neutral		
Religion and belief: Neutral		
Gender reassignment: Neutral		
Gender: Neutral		
Marriage and civil partnership: Low	<p>Certificates are provided at the time of the ceremony, and are included as part of the ceremony fees package. The copy certificates service supplies only subsequent requirements for certificates. Increases in the price of copy certificates, while increased, are therefore considered to represent only a low negative impact for this group.</p>	

<p>Pregnancy and maternity:</p> <p>Low</p>	<p>There is no charge to register a birth and certificates can be purchased at the time of registration for £4. The copy certificates service supplies only subsequent requirements for certificates. Increases in the price of copy certificates, while increased, are therefore considered to represent only a low negative impact for this group.</p>	
<p>Other policy considerations</p>	<p>Impact</p>	<p>Mitigation</p>
<p>Poverty:</p> <p>Low</p>	<p>Those in poverty may need to request a copy certificate in order to apply for benefits, or if they are about to start work. Such people may be in a particularly difficult financial situation prior to receiving benefits or pay. They may not be in a position to pay a priority fee but may need a certificate more urgently than the standard 10-day issue time. Where a customer alerts us to such a case, we would aim to provide a certificate for the standard fee but in a shorter time frame than the standard issue time.</p>	
<p>Rurality:</p> <p>Neutral</p>		

Any other information