**Standard consultation questions in support of business impact assessment of ORR guidance**

We nearly always consult the businesses we regulate when we are developing guidance which is aimed at you. We see this as a key part of producing effective advice.

We are now required by Government to collect more information about what effect our guidance has on the companies we address it to. We also want to use this information to help us develop a more effective portfolio of guidance. You can help us do this by answering the following short survey.

**Familiarisation**

**1a. How many people in your organisation do you expect to read the final version of the general approval and/or guidance (please select one response)?**

|  |
| --- |
| No one |[ ]
| 1 person |[ ]
| 2 – 5 people |[ ]
| 6 – 10 people |[ ]
| Other (please estimate how many) | [number] |

**2. When and how often will you read the general approval and/or guidance (please select one response)?**

|  |
| --- |
| Only when it is first published |[ ]
| Only when we need to enter into a new contract or amend an existing contract |[ ]
| Regularly, every 3-4 weeks |[ ]
| Regularly, every 3-4 months |[ ]
| Annually |[ ]
| Never |[ ]
| On some other frequency (please describe) | [describe] |

**Taking action**

**3. Thinking specifically about the advice in the general approval and/or guidance, will you or your organisation do anything *differently today* as a result?**

|  |
| --- |
| Yes (please see question 4 onwards) |[ ]
| Don’t know |[ ]
| No |[ ]

If you answered “No” or “Don’t know”, to question 3, thank you for completing the questionnaire.

If you answered “Yes”, please proceed to question 4.

**4. What action do you plan to take?**

*For example…*

Review internal policies or documents alongside the guidance to check we are OK

Change our company’s processes or arrangements

Brief and train our staff

Employ additional staff or consultants to help us

We’ll have to leave the market

|  |
| --- |
| The actions we intend to take are….[please briefly describe] |

**5. Do you foresee a cost associated with these actions?**

|  |
| --- |
| No/ trivial costs |[ ]
| Yes, a **one-off** cost of: |
| * less than £5,000
 |[ ]
| * no more than £20,000
 |[ ]
| * no more than £50,000
 |[ ]
| * more than £50,000
 |[ ]
| Yes, an **on-going** or recurring **annual** cost of: |
| * less than £5,000
 |[ ]
| * no more than £20,000
 |[ ]
| * no more than £50,000
 |[ ]
| * more than £50,000
 |[ ]

**6. On the other hand, what benefits or savings should these actions achieve for your business?**

|  |
| --- |
| No benefits or savings |[ ]
| Yes, a **one-off** benefit or saving of: |
| * less than £5,000
 |[ ]
| * no more than £20,000
 |[ ]
| * no more than £50,000
 |[ ]
| * more than £50,000
 |[ ]
| Yes, an **on-going** or recurring **annual** cost of: |
| * less than £5,000
 |[ ]
| * no more than £20,000
 |[ ]
| * no more than £50,000
 |[ ]
| * more than £50,000
 |[ ]

**7. Have you any other comments about the impact of our guidance on your business?**

|  |
| --- |
| [comments] |

Thank you for completing the survey.