

5 December 2024

IC-343401-W9Z0

Request

On 12 November 2024 you made the following request:

"Please provide copies of any formal or informal risk assessments / impact assessments / cost benefit analysis that have been completed in relation to the channel shift's impact on:

Individual's rights and freedoms in relation to the quality of advice given to organisations around proposed high risk processing.

Individual's rights and freedoms in relation to the quality of advice given to organisations around managing and reporting personal data breaches.

The ability of excluded groups, such as those whose first language is not English, to engage effectively with the regulator.

The ability of excluded groups, such as those with disabilities, to engage effectively with the regulator.

The ability of digitally excluded groups, such as the older generation, to engage effectively with the regulator.

What engagement with stakeholders, both internal and external, did the ICO seek before engaging in this project?"

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Response

We have conducted reasonable searches for any risk assessments or cost benefit analyses created in preparation for the recent channel shift. We can confirm that we hold information that falls within scope of your request and some of this information has been published since you made your request (in response to another request):

[IC-338132-K7W6](#)

The documents disclosed via the above link assess some of the risks, costs and benefits involved. We hold some further documents that fall within scope and are attached. These include an updated version of the EQIA (a previous version is included in the link above), a risk and decision log extract that relates to the channel shift, and two versions of the communications plan.

In response to your question about stakeholder engagement, the proposed changes were discussed with the trade unions and with colleagues working within our Business Advice Services (who were impacted by the channel shift).

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely,



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
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