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***Delete all guidance text before publishing your RoOD***

**Update June 2023:** Please note, the new financial threshold for publishing a record of operational decision **has been returned to its original threshold of £50k**

**Update January 2025:** All records of officer decisions must be published on a Thursday ONLY no later than 12pm. Where a decision is to be published ensure that before you publish you have shared the record of officer decision with your director and the [communications team](#).

### **Record of operational decision**

<b>Decision title:</b>	Decision to charge for Proof of Life Checks (also known as life certificates, or existence checks)
<b>Date of decision:</b>	14 <sup>th</sup> May 2025
<b>Decision maker:</b>	Director of Transformation & Strategy Director of Finance
<b>Authority for delegated decision:</b>	Authority for decision in Corporate Services Scheme of Delegation, reference to Line 158 – Authorisation of HMRC and pension payments.
<b>Ward:</b>	Countywide
<b>Consultation:</b>	Director of Finance, Director of Strategy and Transformation and Cabinet Member for Finance and Corporate Services have been consulted on the proposal.
<b>Decision made:</b>	To implement a charge for Proof of Life Checks. The Proof of Life check will be administrated by Customer Services at Blueschool House, Hereford. The charge per check will be £15.
<b>Reasons for decision:</b>	<p>A proof of Life certificate also known as a life certificate or certificate of existence is a document used to verify that an individual is still alive to qualify for benefits or payments. It is often required by pension providers or other organisations to ensure payments are made to the correct person to prevent fraud.</p> <p>Herefordshire Council currently provides this service at Blueschool House, Hereford. Relevant identification and proof of address is verified, and the form is stamped and signed by an Officer.</p> <p>An audit of similar local authorities revealed that residents pay for this service.</p>
<b>Equality Considerations</b>	<p>The Public Sector Equality Duty requires the council to consider equality in its decision making, policy design and service delivery.</p> <p>An equality impact assessment checklist has been completed and based on its outcome a full Equality Impact Assessment is not required at this time.</p> <p>The checklist indicated no projected negative impact on any protected groups.</p>

<b>Highlight any associated risks/finance/legal/equality considerations:</b>	<p>The decision to implement charges has been discussed with Finance and Communications.</p> <p>Some residents who previously received this service for free may be disappointed. This could lead to reputational risks, which can be mitigated by a fair and informed decision.</p> <p>Currently no other associated risks have been identified.</p>
<b>Details of any alternative options considered and rejected:</b>	Continuing to offer this service for free is not recommended. The council has a responsibility to provide services efficiently and should recover the administrative costs associated with this.
<b>Details of any declarations of interest made:</b>	No declarations made.

Signed..... Date: 14/05/2025