

# Noticeably less and better!

Process evaluation report on the Administrative Burden Reductions for citizens

November 2006

Bothered by the Government



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## 1. Preface

The third Balkenende government aims to reduce the administrative burdens of citizens towards the end of 2007 by a quarter in comparison to 2002. The Administrative Burdens Reduction Scheme for Citizens has been initiated under the responsibility of the minister of Governmental Reform and Kingdom Relations (BVK). Owing to the use of infrastructure and expertise which had been built up by the Administrative Burden Reduction Scheme for Businesses, it was possible to vigorously get on with this task. In May 2006 cabinet presented the plans to realise a 25 percent reduction for administrative burdens for citizens<sup>1</sup>.

However, this ambition does not stop at the 25 percent reduction. The goals are also:

- noticeable reductions and improvements for citizens;
- removing the major obstacles for citizens, especially for citizens who have, or are forced to have frequent contacts with government;
- implementing a structure and setting a change in culture in motion, so the administrative burdens will not be rising further in the future;
- less administrative burdens for professionals<sup>2</sup>.

In a special Regulatory Pressure Catshuis Session (Catshuis is the Dutch Prime Minister's working office) in March 2006, cabinet decided to introduce a ministerial Regulatory Pressure Steering Group. This steering group has explored the mechanisms behind regulatory pressure, improved cooperation with municipalities, and put obstacles for further administrative burden reductions, potentially stemming from existing regulations, on the agenda<sup>3</sup>. This steering group has proven to be an important impetus for the more noticeable results of administrative burden reductions.

Towards the end of 2007 the 25 percent administrative burden reduction has to be realised. Up until now 7 percent of this has been realised in terms of time and 16 percent has been realised in terms of costs. Thus 2007 will see the remaining 18 percent of the total 25 percent of administrative burden reduction in terms of time and 9 percent in terms of costs realised. This will happen in many areas relevant to citizens: health care, social security, availability of government and the service offered by government. 2007 will be the year of noticeable improvements as a result of the government policy.

In this report we will look back, take stock of the situation and look ahead. The year 2007 will see a continuation of these policies and it will be up to the next cabinet to determine which accents need to be placed on the administrative burden reductions for citizens. In the final chapter we will also assess the challenges that lie ahead.

Citizens may expect from their government to put them on centre stage. A government that is capable of reducing administrative burdens by optimising service diversity, improving availability and working efficiently. But first and foremost a government capable of listening to citizens in order to know what is important to them. We know that this is attainable.

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<sup>1</sup> TK 2005-2006, 29 362, no. 93.

<sup>2</sup> TK 2005-2006, 29 362, no. 73.

<sup>3</sup> TK 2005-2006, 29 362, no. 85.

## 2. Looking back

### 2.1 Numbers don't lie?

Administrative burdens of citizens can be measured. The Administrative Burden Reduction Scheme for citizens has identified the administrative burdens in conjunction with the governmental departments. The burdens amounted to 99 million hours and 1.25 billion euros out of pocket costs towards the end of 2002.

In 2002 applications for over 2 million passports were filed. These applications led to 6, 4 million hours of administrative burdens. This is the highest administrative obligation in terms of hours. The highest administrative obligation in terms of costs is in the notary records that come into play in the event of transferral of houses, among other things (740 million euros). The application for a permit to convert, break down or remove a monument took almost 27 hours in 2002, which makes it the single most time consuming individual administrative obligation. But because the application was only filed 1500 times this is not a considerable contribution to total administrative burdens. The same applies for the application for a building permit, which carries a 4700 euro price tag<sup>4</sup>. This application has been filed 7,600 times in 2002 and led to an administrative burden of 35 million euros.

It is the government's intention to realise a 25 percent reduction of administrative burdens, as measured towards the end of 2002, by 2007. The government plans to realise this goal have been submitted to the Second Chamber in 2005 and 2006<sup>5</sup>. The government believes this goal will be achieved towards the end of 2007.

#### ***Not only the numbers***

*Do you know which administrative burdens are experienced most as a burden when you measure them?*

Administrative burden reduction is a lot more than measuring and numbers. Besides the twenty five percent burden reduction it is also about a noticeable reduction and improvement. Removing obstacles, a service oriented government, taking the client as a starting point and instilling the client with more confidence are important steps in this respect.

The average family spends an annual 27 hours fulfilling administrative obligations. In addition there are also groups experiencing extra burdens from the government. The scheme wants to make a difference to those. These are the target audiences from the scheme: the chronically ill, the disabled, the elderly, benefit recipients and volunteers. Parents of a chronically ill child can be faced with over 100 hours of administrative burdens annually, for a single parent on welfare this is approximately 72 hours annually and for a citizen on disability more than 74 hours<sup>6</sup>. These people become entangled in regulations more frequently than people who come into contact with government a couple of times a year at the most. This is why the focus has been on them within the Administrative Burden Reduction Scheme for Citizens.

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<sup>4</sup> This concerns the costs of hiring an architect or builder to provide the necessary information and file for a building permit.

<sup>5</sup> TK 2004-2005, 29 362, no. 40 en TK 2005-2006, 29 362, no. 93.

<sup>6</sup> See *Nederland Regelland. 9 routes along administrative burdens* (download at [www.burgercentraal.nl](http://www.burgercentraal.nl)) for the administrative burdens of 9 profiles from different target audiences.

Tabel 1: Irritatie top 16

1	Onduidelijkheid informatieverstrekking
2	Rechten en plichten van burgers zijn onvoldoende bekend
3	Onduidelijke formulieren
4	Veel formulieren
5	Veel (papieren) bewijsmateriaal nodig
6	Dubbel informatie verstrekken
7	Veel reizen (naar bijv. gemeentehuis)
8	Lange wachttijden
9	Slechte bereikbaarheid
10	Trage reactie (op gestelde vragen)
11	Trage besluitvorming
12	Weinig transparante processen
13	Weinig inlevingsvermogen in klant
14	Weinig invloed / vat op de procedure
15	Problemen om fouten te herstellen
16	Slechte afstemming tussen overheden

Bron: Ergo 2005

6	Giving double information
7	Having to make many trips (to city hall for example)
8	Long waiting times
9	Poor availability
10	Slow response (to questions asked)
11	Slow decision making
12	Non transparent processes
13	Poor empathy with client
14	Influence is negligible/grip on procedure
15	Problems with correcting mistakes
16	Poor coordination between governments

Source: Ergo 2005

It is also about removing obstacles and frustrations. People run into ill-defined forms, unnecessary providing of the same information twice, being sent from pillar to post and an inadequately available government. Obstacles and frustrations cannot be expressed in numbers and demand another approach.

Table 1: Frustration top 16

1	Unclear information provision
2	Rights and obligations of citizens are not sufficiently known
3	Unclear forms
4	Lots of forms
5	Lots of (paper) proof needed

For this reason the Administrative Burden Reduction Scheme for Citizens, in addition to the 25 percent reduction will also focus on:

- more noticeable results for citizens who frequently come into contact with the government (the target audiences: chronically ill, disabled, the elderly, benefit recipients and volunteers);
- removing obstacles and frustrations by making forms more transparent and using the Kafka brigade (see chapter 3 for more information) in those cases that citizens are being sent from pillar to post;
- an accelerated introduction of the electronic government in order to make a one-time provision of information possible and to implement digital information exchange;
- administrative burden reduction for professional (such as teachers, police and care givers) so he can spend more time on his clients;
- preventing new administrative burdens by enforcing burden ceilings and stimulating a culture change with civil servants and executive staff.

## 2.2 Target audiences and citizens at centre stage

The administrative burdens (of target audiences) can be reduced in several ways. First the departments have looked for reduction options within legislation. To realise this rules are being cancelled or procedures simplified. For example abrogation of the obligation to produce a copy from the Joint Baseline Administration for a driving exam application and the option to digitally report a misdemeanour.

The reduction proposals have come into being by first lining up which administrative burdens are present in legislation and subsequently look into the administrative burdens. These so-called baseline measurements, in which the administrative burdens have been calculated, form the basis. At the end of 2004 and the beginning of 2005 these baseline measurements have been performed by the departments<sup>7</sup>. On the basis of these the first set of reduction proposals was drawn up by the departments in June 2005<sup>8</sup>.

The first set of reduction proposals did not result in 25% of total administrative burden reductions. To ensure that more reductions would follow four actions were taken in the second set. First, government looked into the possibility of reduction proposals by putting the focus on citizens (on centre stage), in other words taking the citizen as a starting point. Secondly, the government looked into options which can lead to more reductions. The third step taken was to create the *Last van de overheid-hotline (bothered by the government)* where citizens can report the obstacles they have encountered and their solutions. The fourth step taken was to draw up a list of obstacles.

**Step 1** Is defining

**Step 2** Is looking into the legislation to assess the possibilities to achieve burden reduction (measuring).

**Step 3** is to put the citizen on centre stage thus realising burden reduction.

### ***Citizens on centre stage***

In recent years much attention has been given to administrative burden reduction for target audiences. In addition to the obstacle list, which mainly enumerates obstacles for target audiences, the departments were asked to come up with new reduction proposals for the target audiences. In addition a new concept within the scheme has been developed. This concept concerns Citizens on centre stage. The booklet *Nederland Regelland (The Netherlands, Rules and Regulations Country)*<sup>9</sup> made under the scheme and the website [www.burgercentraal.nl](http://www.burgercentraal.nl) provide a solid basis to reason from the citizen's perspective. (An excerpt from the booklet can be found in the frame.)

When the administrative obligations are viewed from the citizen's perspective new insights are conceived. For example it may become clear that sometimes different departments are imposing similar obligations to citizens or may be organising services for the same target audiences, each with their own application and accountability procedures.

This insight, for instance have led to the VWS and SZW ministries investigating under the Streamlining of indication processes in Health Care and Social Security Scheme how the applications from the health care and social security domains can be made to operate more

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<sup>7</sup> TK 2004-2005, 29 362, no. 35.

<sup>8</sup> TK 2004-2005, 29 362, no. 40.

<sup>9</sup> This publication can be downloaded from [www.burgercentraal.nl](http://www.burgercentraal.nl).

efficiently and less bureaucratically. Currently, eleven authorities are performing a total of 45 assessment procedures, under the authorisation of six separate departments and the municipal authorities. In each procedure similar questions are asked and facts verified: “Who are you? What is your problem? what do you want? Can you substantiate this by producing evidence?” A client applying for more than one service, has to make available about the same information time and again, while that same information is already known to the other government authority. This causes a lot of frustration. To reduce this double information requests, an investigation is carried out into the feasibility of creating one central assessment file that can be used by all assessing authorities. In addition in five pilot project regions it an investigation is carried out into the feasibility of UWV, CWI, CIZ and city council exchanging information concerning one individual client. Finally, a digital integrated application file is under development, enabling the application for multiple services at once and the categorisation of information about all available services using so-called life events (taking the questions citizens may have as a starting point). Finally, a study into the effects of these measures on the administrative burden reduction will be conducted. Also in new rounds to come to new reduction proposals the *citizens on centre stage* concept is and will be applied.



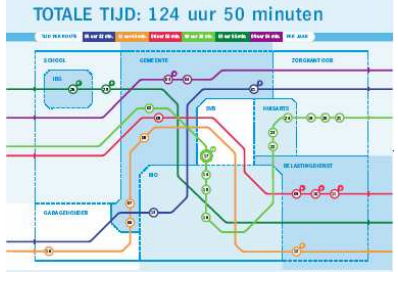
## BART

**“Each year we have to prove again that our son is in a wheelchair, while this will never change.”**

*Parents of a disabled child*

Bart is a 9-year old boy born with spina bifida. He is spastic and often sits in a wheel chair because he is not able to walk for extended periods. Bart used to go to a primary school. The fact that he was eligible for the individual student allotted allowance the so-called “rucksack” made this possible. Unfortunately it didn’t work out at the primary school and Bart now goes to a special education school. To be eligible for this Bart’s parents need an assessment for the special school and are required to renew this every two years. His parents go out of their way to lead an as “normal” as possible life for Bart and the family. For extra help at home Bart’s parents apply for

AWBZ (General Exceptions to Sickness Expenses Act)  
 To be eligible they regularly have to apply for a re-indication at the CIZ (Central Assessment Government Authority)  
 They have to go through argumentations, file reports and talk to assessment officers every time.  
 In addition to home care, to catheterise Bart they have also employed Bart's aunt under the individually allotted budget scheme. This has resulted in them becoming an employer, with all the administrative hassle that comes with it. It takes Bart’s parents quite considerable time and patience to find out where they have to turn to, to submit the information and to prove that Bart is in fact still heavily disabled.



The efforts to realise more reductions from the citizens’ perspective have led to substantially more proposals in the second set of reduction proposals (see appendix 1 for all the reduction proposals per target audience) Examples are the implementation of the Digital Client File (DKD) in the SUWI chain (Structure Executive Organisation for Work and Income) for benefit recipients, the electronic medication file, the pre-printed AOW form for elderly and revocation of the mandatory insurance for voluntary traffic wardens at events for volunteer organisations.

Another example of looking at solutions from another perspective and removing obstacles is the way appeals can be processed. With reference to the professional processing of letters

and electronic messages action plan, best practices in the area of appeal processing have been collected by departments working together.

Collection of the best practices has already caused a shift within the departments and implementation organisations. For example using mediation and mediation techniques, using ICT, processes improvement. The National Ombudsman has announced to report in 2008 again on the way the national government authorities handle letters (including appeals) by citizens (follow up of the citizens' letters survey 2003 and evaluation study citizens' letters 2005).

### ***The electronic government and administrative burden reduction***

The Electronic government focuses on an improved service so citizens and businesses can handle affairs with the government easily, at a time that fits them. Using the electronic government not only improves service but also reduces the administrative burdens. It is expected that the administrative burdens will have been reduced by three percent thanks to the electronic governmental the end of 2007. In the following years, when more components of the electronic government have been realised, the administrative burdens will be reduced further.

Recent years have seen considerable achievements which have improved service and reduced administrative burdens. Citizens are able to identify themselves online since last year using Digital Identity. Using this DigiD they can handle their affairs online with city councils, provincial governments and executive organisations. Among other things it will enable them to send in their tax declaration and apply for an AOW (Old Age Pension), allowance under the General Surviving Relatives Act (ANW) or Child Support at the SVB (Social Insurance Bank).

In addition more and more municipal authorities are offering online services for which applications can be filed using DigiD. This increasingly involves the use of an electronic form. Under the eFormulieren (eForms) scheme 63 forms have already been made available online to citizens and businesses and another 448 forms are being worked on. In addition eForms is working on the simplification of forms.

In the year ahead the administrative burdens will be further reduced by implementation of the policy administration, the Digital Client file and the baseline registration of Income and Property. By the effectuating of the baseline registrations one-time information provision will become a reality. It will enable the Revenue Service to already fill in a considerable portion of the income tax form so it will only have to be checked by citizens. In addition the Digital Client File and policy administration will lead to a big change in the SUWI chain and consequently mean a great leap forward for the benefit recipients group. Executive organisations such as the CWI, UWV and the city social service will be able to exchange information using the Digital Client file (which is currently done on paper). In addition information about employment history and income can be pulled from the policy administration by executive organisations. This saves benefit recipients a lot of work sorting things out and filling in forms.

### ***Bothered by the government hotline (Meldpunt last van de overheid)***

As already indicated burden reduction is not only a matter of numbers. Citizens are concerned about more. To gain an insight into the matters that citizens run into, a hotline called *meldpunt Last van de overheid* has been opened. Here citizens can also offer their solutions. As of 8 November 2006 1,762 reports were filed here.

A six monthly-report is published covering the complaints which have been submitted<sup>10</sup>. The top 7 of the most frequently reported complaints at the *Bothered by the government hotline* list:

1. Having to provide the same information more than once.
2. Civil servants are often not knowledgeable and lack empathy regarding the client's situation.
3. Too many forms need to be filled in to become eligible for something.
4. Too many government system errors causing procedures to fail.
5. Clients are constantly being sent from pillar to post.
6. Waiting periods are too long.
7. Government uses too much incomprehensible jargon.

Bothered by government "Being sent from pillar to post"

"For 5 years now I keep getting fines from the previous resident and each authority involved says they are very sorry, but nothing can be done about it. The City says that it has been taken care of cannot help me anymore. RDW understands that it must be frustrating, but also cannot help me. They refer me to the City or the CJIB. But CJIB say the problem is with the RDW."

The reports that come in are forwarded to the responsible department, executive organisation, municipality or provincial government. They are requested to handle this report as a complaint and to act accordingly. The purpose of the reports is that processes and/or legislation be adjusted if need be in order to prevent such things from happening in the future.

The reports are also used as input for the obstacle list, on which progress needs to have been made during this cabinet's tenure (see appendix 2). Doing things twice has been brought to the attention of the policy makers for the electronic government. Implementation of baseline registration and the exchange of information using BSN will offer an important contribution to the solution of this problem. Electronic government is also essential for the improvement of the information distribution within the government allowing for system errors being tackled better. By using the e-forms and more offering services via the internet we want to reduce waiting times. 2006 has seen the start of the *Comprehensible forms* scheme under which frequently used forms will be brought to a better comprehensible language level and incomprehensible language use will be prevented.

In 2006 10 cases have been selected from the hotline by the Kafka brigade. It concerns cases in which not a single authority or a single scheme has caused the report but rather separate authorities and schemes sending the citizen from pillar to post.

### **2.3 Administrative burdens and culture**

In addition to the necessary administrative burden reduction an increase of the burdens caused by legislation amendments needs to be prevented and new legislation should not result in unnecessary administrative burdens. This calls for a culture change among politicians, civil servants and executive staff.

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<sup>10</sup> The latest report is *Last van de overheid 3. Hotline report – analysis of the reports June-December 2005 (June 2006)*. The next version will be sent to the Second Chamber at the end of 2006.

Research, conducted shortly after the start of the *Administrative Burden Reduction Scheme for Citizens* on the instigation of *Actal* (*Advisory Board for the Assessment of Administrative Burdens*) shows that the subject of burden reduction for citizens came in the tenth position in a total of eleven preconditions for policymaking<sup>11</sup>. This presented cabinet with a formidable challenge to instil awareness concerning burden reduction in politicians, civil servants and executives. Not only to achieve the reductions but also to prevent new administrative obligations in new policy making. To this end several initiatives have been taken, such as setting up an infrastructure, courses and conferences and the *museum for needless policies*. In 2007, *Actal* will conduct further studies into the integration of the administrative burden reduction within the nation government authorities. Following the results of this study additional initiatives will be taken to further shape the culture change.

### ***Culture change via infrastructure***

To realise a culture change, first an infrastructure has been set up. In addition to the creation of the Administrative Burden Reduction Scheme for Citizens under the responsibility of the responsible minister for BVK, teams<sup>12</sup> have been introduced at the departments responsible for the burden reduction for citizens. These teams not only work on drafting reduction schemes but they are also responsible for a culture change within the department. To this end they are organising documentation and courses among other things. In addition legislative road maps have been created so the administrative burden component is also taken into consideration of new legislation and tools have been developed for taking stock of administrative burdens. The VWS ministry (Health Welfare and Sports) for example has developed the AL Clear tool. With this, using an internet tool, civil servants are able to calculate the effects for the administrative burdens of law amendments.

In addition to the emphasis within the departments the activities of *Actal* have been extended since 1 January 2005. As of this date *Actal* will review all new law proposals for the consequences for administrative burdens for citizens. Moreover, they aim to achieve a culture change among legislators. This is done, among other things, by reviewing legislation, conducting studies, and advising, at their request and without their request, the departments and both chambers.

### ***Courses and congresses***

To introduce the Citizens on centre stage concept among a wider public, the Administrative Burden Reduction Scheme for Citizens has developed various activities such as courses and congresses.

During the 9 October congress named *You make all the difference* all participants (mainly civil servants) were offered the opportunity to enrol in various courses. It is being studied whether a number of these courses can be offered more structurally.

For example a course called *preventing an appeal* which teaches participants how to prevent escalation and litigation with regard to appeals using mediation. Or a *Comprehensible forms* workshop, teaching participants to design their forms in such a way that more citizens can

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<sup>11</sup> IOO (2005), *Verinnerlijking administratieve lasten*, Leiden: IOO (i.o.v. *Actal*). This survey has the main focus on the integration of administrative burdens for businesses.

<sup>12</sup> The implementation of this differs between the departments. One will have a programme team, the other a (project) management team. The term used here is: team.

understand them. Or a course called *Risk reduction* aiming to see whether one could deal differently with risks and accountability.

In addition organising congresses to spread the knowledge about administrative burden reduction will go on. Also, along with the other regulatory pressure schemes presentations will be given at regional conferences in order to strengthen cooperation with municipalities.

### ***Museum for needless policies***

In 2006 the Museum for Needless Policies has been taken over from the InAxis innovation program. The museum for Needless Policies is a travelling museum in which citizens and policymakers submit their examples of needless policies. Young artists provide these examples with fitting art work. Departments, provincial governments and municipalities can apply for the museum free of charge but have to agree with one condition: to contribute an example themselves of needless policies which can be abolished. This way the museum has claimed its first successes and employing this museum leads to starting a discussion among policy makers and legislators about how meaningful or meaningless a particular policy is. The museum makes executives aware of this needlessness in daily legislation and wants to achieve a culture change.

The museum can also be visited on the internet. [www.mvob.nl](http://www.mvob.nl).

#### **Museum for needless policies The roar of a provisional certificate**

In 1996 the moped certificate was introduced. One receives this certificate when one passes the theoretical moped exam at the Central Bureau for Driver's licences (CBR).

At the same time a provisional arrangement for individuals sixteen years of age and older, i.e. people born before 1 May 1980, became effective. These individuals had a dispensation for following lessons and taking the exam, but could collect a € 15 certificate at the CBR or post office. People with a car or motorcycle driving licence were not required to have a moped certificate.

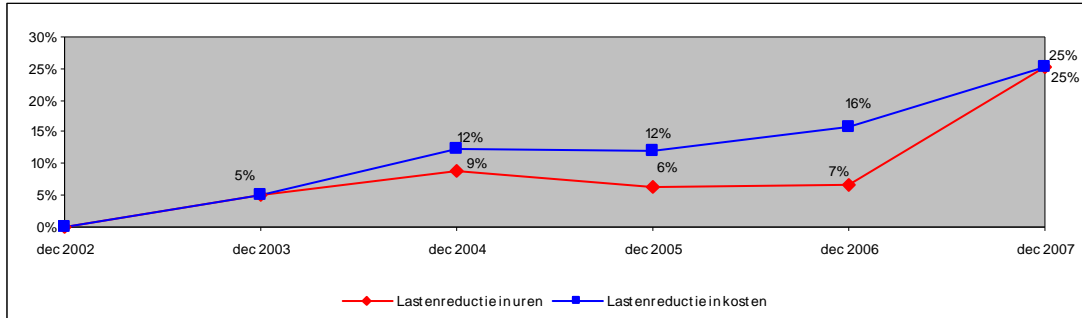
On the moped certificate only a name, date of birth, and a photograph are shown. But these are also on the identity card which since 1 January 2005 everyone is required to carry. The moped certificate had become completely redundant. This absurd scheme now is history with the implementation of the moped driving licence as of 1 October 2006. The moped certificate has been now moved to the museum display permanently.

### **2.4 And now for the numbers**

At the end of 2002 the administrative burdens for citizens accounted for 99 million hours in terms of time and 1.25 billion euros worth of out-of-pocket costs. The administrative burdens at the end of this year will effectively have been reduced by 6.6 million hours and 197 million euros, or seven percent in time and sixteen percent in costs respectively. This administrative burden reduction has been achieved by, among other things, adjustment of the building permits system, implementation of electronic income tax declaration and the possibility to electronically report a misdemeanour.

The reduction process since 2002 is shown in the illustration below.

Figure 1: Progress of the administrative burden reduction 2002-2007



### Administrative burden reduction per department and target audiences

In the overview below the reduction per department is shown.

Table 1: Net (reduction minus increase) of administrative burden reductions in % at the end of 2007

	Time	Out-of-pocket costs
Ministry of Home Affairs and Kingdom relations	8%*	-22%*
Ministry of Finance	25%	26%
Ministry of Justice	23%	20%
Education, Culture and Science	26%	29%
Ministry of Social Affairs and Employment	24%	35%
Ministry of Traffic and Water management	24%**	35%**
Ministry of Health, Welfare and Sports	23%	71%
Ministry of Housing, Infrastructure and Environment Management	46%	47%
<b>Other</b>		
Efforts of e-govt. and internet banking	5%	0%
Others policy wise	8%	-11%
<b>Total</b>	<b>25%</b>	<b>25%</b>

\* This is including the newly proposed measures (see text). For BZK a 22% rise of out-of-pockets costs at the end of 2007 is applicable.

\*\* The reduction of APK incidence which is still subject of a European study has been included.

\*\*\* It involves the remaining measures taken by cabinet that are not included in one of the departments mentioned (for example, implementation of the Work and Benefits Act<sup>13</sup> and revision of Fishery legislation).

In the area of BZK a new development can be mentioned. The intended measure to stimulate photo booths at city halls was not desirable and feasible on such short notice by the increased requirements imposed on passport photos. Also, other reduction measures concerning passports (such as extending of the validity from 5 to 10 years) have shown to be problematic or only feasible in the long term due to the heightened international security measures. Other compensating reduction measures within the BZK domain in a narrow sense are limited to measures concerning the election process, i.e. "casting votes at a polling station of choice" (in a wider sense BZK is contributing substantially by the E-government scheme). These latter measures have been promised earlier and are likely to be successful, judging from the successful implementation at the district water board elections and municipal elections for Dutch citizens abroad. Incidentally the recent developments concerning the voting machines and ensuring voters' confidentiality call for a careful and deliberate course of

<sup>13</sup> For the Work and Benefits Act (WWB) the numbers for 2005 have been used. In 2007 a new measurement will determine the final reduction figures for the WWB.

action. This is why a commission, to be put in place shortly, will be requested to pass judgement on this subject.

If this commission should conclude that voting at a polling station of choice is irresponsible, than the alternative compensating measure would be proceeding with accelerated implementation of the new application process for passports. The introduction of fingerprints on identity documents requires fingerprints to be taken by the municipal authorities. The taking fingerprints can be combined with taking a digital photograph by municipal authorities. This way citizens don't have to visit a photographer to make a passport photograph, causing the administrative burdens to be reduced both in time and costs. It remains to be seen whether the introduction can be accelerated thus resulting in the reduction goal for BZK at the end of 2007 being achieved. BZK is uncompromisingly staying within the ceiling set by cabinet this way.

The reductions per target audience are shown in the table below.

Table 2: Net (reduction minus increase) of administrative burden reductions in % for target audiences at the end of 2007

	<b>Time</b>	<b>Out-of-pocket costs</b>
Citizens in general	23%	21%
Chronically ill, disabled and home care recipients	18%	40%
Elderly	51%	63%
Benefit recipients	23%	11%
Volunteer organisations	13%	70%

In May 2006 extra measures have been announced for the target audiences. In the following chapter we will elaborate on this.

## 3. Looking ahead

### 3.1 More and noticeable!

From the perspectives of citizens, volunteer organisations and the media publications have been surfacing reporting that despite the cabinet efforts little improvement is being experienced. People are actually noticing an exacerbation by the introduction of the new health care system, the no-claim arrangement in health care and the child care allowance, for example. And then there is still the Social Support Act (WMO) about to be introduced.

If we look at the developments over 2005 and 2006, then for a considerable part this conclusion is not at all that strange. Considering the reduction in 2004 in comparison with 2002 was nine percent, this has fallen to seven percent at the end of 2006 (see figure 1 paragraph 2.4). This does not discount that in the past two years hard work has been carried out towards the realisation of the reduction proposals that will have their effect in 2007. For example, legal amendments have been initiated and preparations have been made to adjust the realisation thereof. We also have to conclude that over 2005 and 2006 several proposals which have led to a noticeable improvement have been realised. For example since 2006, it has been possible to digitally report a misdemeanour, the Health and Occupational Safety rules for volunteer organisations have been simplified and persons with a individually allotted budget (PGB) are required to give account only once every three months instead of monthly.

2007 will see the realisation of 18 percent of the reduction target in terms of time (at the end of 2006 the counter will stand at 7 percent reduction in comparison to 2002) The minister for BVK will improve progress monitoring in 2007 by consulting his colleagues twice a year concerning progress made. In addition the departments will carry out risk analyses for the main reduction proposals as was advised by Actal. Analyses concerning the digital client file, the income decree, the electronic medication file and the pre-printed income tax form will be carried out.

It will not stop at realising the reduction proposals which already have been announced. It will be a continuous process of working on more and noticeable reductions. This will be accomplished among other things through the Comprehensible forms project, deployment of the Kafka brigade, "more for Bart" (this will be explained further on in this chapter) and using citizen panels. These will compensate for incidental setbacks.

### **Museum for needless policies Meal time administration**

Every working Dutch citizen pays income tax. Not only over the wages in money but also in natural payment. This concerns presents, living accommodation or meals. For the latter even a special meal arrangement is in effect. But the one meal isn't the other. For example there are meals with a business character, which are not taxed as wages. The rules for meals, are not always easy to comply with. What is seems to the case? In case of overtime, during business trips or business meetings the meals that are compensated by the employer are not taxed. That is to say: Up to a maximum of eighty meals annually.

So as an employer you need to keep a record of the number of compensated meals. From the 81<sup>st</sup> meal € 1, 55 for a coffee lunch and € 3, 10 for a hot meal needs to be added to the taxable income of the employee. This calls for a genuine meal administration.

The Ministry of Finance itself has donated this feat of needless policy to the museum. The law proposal concerning abolishment of the meal threshold is currently at the First Chamber for discussion.

### **Comprehensible forms**

Incomprehensible forms are high on the list of citizens' obstacles<sup>14</sup>. Further research into this (see frame and [www.begrijpelijkeformulieren.nl](http://www.begrijpelijkeformulieren.nl)) shows that many government forms are formulated in incomprehensible Dutch wording to a substantial number of groups of citizens , thus causing them to not really grasp a part of the questions. This leads to a lot of frustration, time loss and forms which are filled in incorrectly. To do something about this the minister of BVK has taken the initiative for a number of extra activities in order to achieve: clear, comprehensible forms in transparent language. These activities are described in the letter of last 13 October from the minister of BVK to the Second Chamber.

The main points of action are:

- a number of government forms will be made more comprehensible in 2006. In the first part of 2007 a second set will follow.
- development of a free test enabling government authorities and businesses to test and adjust their own forms for comprehensibility. This test will be finalised in the spring of 2007.
- a voluntary hallmark will be developed enabling governments and businesses to show that their forms are comprehensible. This hallmark will be finalised in the second half of 2007.

### **Kafka brigade**

The Kafka brigade is used to find out why citizens become stranded between different government organisations, government systems and rules. Reports to the hotline [www.lastvandeoverheid.nl](http://www.lastvandeoverheid.nl) show that it still happens all too often that people fall between two stools, despite complaint- and appeal procedures of the separate authorities involved. The problem with this is not so much that the authorities concerned are not doing their work properly, but that there is no coordination between responsibilities and rules. Somewhere in the chain of policy and rules it goes wrong. The Kafka method delivers a process analysis and particularly because of its functioning in practice offers steps leading to a genuine improvement of the functioning of government.

The name Kafka brigade was named after a Belgian example, it does not mean that the brigade operates as a kind of inspection. The intention is the government authorities involved to share the analysis and to agree on the first steps to be taken realise a genuine

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<sup>14</sup> TK 2004-2005, 29 362, no. 40.

improvement service of the civil service. The Kafka brigade facilitates that process. At the start of October preparations have started and a selection of 10 cases was made.

### **More for Bart**

Bart is nine year- old disabled boy. Bart is one of the so-called role models which have been developed for the The Netherlands Rules and Regulations country booklet. (see the frame on page 5). From the analyses of Bart can be concluded that he still benefits too little from the reduction program, in comparison with the other profiles from the booklet. In the progress report of May 2006 it was agreed that an extra effort had to be made for Bart.

In the various new procedures (for example the Operation Young) measures are being taken that can also contribute to burden reduction on behalf of Bart<sup>15</sup>:

- The implementation of the electronic children file for 0-19 year-olds (as of 1 January 2008). This is an integral digital file with the child's (medical) information. Youth health care organisation employees and medical professionals have access to through a Unique Care providers Identification Pass (UZI). Parents and/or children (depending on their age) will be informed about the recording, purpose and routing of the file. Purpose of the file is to create an as accurate as possible image of all children, including Bart. To be precise:
  - better and faster identifying (family-) risks during growing up by youth health organisations (Regional Health Organisations and Home Care organisations)
  - preventing children to disappear from the attention, even if they are not coming in for a survey.
  - providing the relevant information to other care professionals better and faster;
  - improved surveillance of children in risk circumstances;
  - for children as a group the aim is to gather more information about youth developments both locally as on a national level, as well as gathering it more quickly.
- Integral assessment (harmonisation of assessments) of the Youth Care Bureau, CIZ and education (regional expertise centre) is being worked on. If Bart shows up at the Youth Care Bureau, while in fact he needs to be at an Assessment Commission (for assessment for special education), then the procedural coach will not refer Bart but rather guide him through the procedure. The aim is to prevent clients from having to tell the same story several times and having to go through the same assessments again and again. This November a national framework will be in place. On the basis of this frame work regional agreements will be made. For the time being regions can only take part on a voluntary basis. The enthusiasm for this appears to be considerable. The aims of this procedure are:
  - the client needs to be served demonstrably better;
  - the run through time needs to be cut short;
  - the integral volume needs to be improved;
  - executive organisations need to experience efficiency improvement.
- Digitalisation of giving account of the individually allotted budget (PGB). Currently the communication between care office and budget holder is limited to paper. The care offices have digitised their administration but the budget holder is not connected to it. Research shows that the digitalisation of accountability offers a positive contribution to the administrative burden reduction of both budget holder and care office. This is why the Ministry of Health, Welfare and Sports (VWS) has taken the initiative to develop a digital accountability form in conjunction with the ICTU foundation, ZN, CVZ, SVB and the interest organisations of budget holders. This form can be filled in by the budget holder

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<sup>15</sup> These reductions have not been quantified and therefore are not included in the reduction figures.

over the internet and sent digitally to the care office in question. The communication from care office to budget holder will, for the time being, remain possible on paper. It is foreseen that budget holders will be able to submit their accountability form digitally as of 1 January 2007.

VWS sees this as a first step to a digital PGB or a personal PGB internet page for PGB holders. It is expected to offer a further administrative burden reduction for the budget holder. With a fully digitalised PGB the care office will also be able to communicate with the budget holder digitally, resulting in more information to appear on the forms already filled in. In addition the budget holder always has an updated insight in the state of affairs concerning his PGB, he will be able to easily create spending overviews, identify budget depletion and pass on revisions. VWS is planning to chart the possibilities and costs of further digitalisation.

Another possibility that needs to be explored is the participation budget in which the PGB and an individual student allotted budget financing (Rucksack) are joined. The possibilities for a pilot of such a participation budget need to be explored further.

### ***Citizen panels***

During a special Catshuis session this spring it was decided among other things to deploy citizen panels in tackling the further strategy for administrative burden reduction for citizens. The aim is to expand the markedness and effectiveness of reduction proposals for and with citizens. Cabinet asks citizens to share their knowledge and practical experience to come to a good, practical development of the reduction proposals. In addition citizen panels will be asked what they think of the measures which have been taken.

Considering the fact that citizen panels have already been set up for national and municipal policies, cabinet is seeking to link up with these panels. These panels will be asked to dedicate one of their meetings to a discussion about the strategy of tackling administrative burdens. In addition to this qualitative contribution of citizens, the citizen panel will also be asked, through an internet questionnaire, about their knowledge and opinion of the reduction proposals which have already been implemented.

### **3.2 The fellow governments are joining in**

The goal to realise a 25 percent reduction is not only meant for municipalities, provincial governments and water boards. During the Catshuis session concerning regulatory pressure<sup>16</sup>, cabinet has decided to make extra efforts for reduction of administrative burdens and to create more room for citizens and businesses during the last period of this government's tenure. This will also mean making an extra effort in the direction of fellow governments.

These fellow governments initially are responsible themselves for tackling their regulations. In relation to this it must be mentioned that the amendments of regulations with governing and executive practice from the national government also lead to less administrative burdens being imposed via the municipalities.

To reduce the administrative burdens various initiatives have been taken in recent years. the so-called VNG Cutting scheme, the "Declaration on Better Service, less administrative burdens with the electronic government" and the simplification of permits. Fellow governments and the national government will keep working on this in the period ahead.

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<sup>16</sup> TK 2005-2006, 29 362 en 29 515 no. 85.

In the years ahead cabinet will make additional resources available for the deployment of implementation teams (i-teams). These i-teams will provide custom-made support to fellow governments to handle the processes of administrative burden reductions, service improvement and expansion of government availability. In addition scrapping, reducing and simplifying the municipal permits will go on unabated.

In addition during the government consultations<sup>17</sup> cabinet has decided along with the VNG that a so-called implementation programme regulatory pressure will be initiated and to implement an intergovernmental Task force. The implementation programme will make the VNG model decrees administrative burden-proof before the end of 2007, it will provide practical directions, best practices and instruments for municipalities to apply, set up a regulatory pressure help desk, and organise regional meetings for governors. To this end extra resources will be made available by Finance, Ministry of Economic Affairs and Ministry of Home Affairs and Kingdom Relations. This implementation programme will also be applicable for administrative burdens for businesses. The potential administrative burden reduction of approximately 50% that is attainable for citizens on a regional level, together with the other activities, comes within reach<sup>18</sup> with this implementation programme.

### **3.3 Administrative burdens and the professional**

In the Koopmans proposal of 24 January 2006<sup>19</sup> accepted by the Second Chamber, the Second Chamber asks the government for a 50% reduction of the monitoring and registration obligations for professionals. In the proposal it is pointed out that the professional hardly gets to the actual work due to monitoring and registration obligations. In a separate letter this proposal will be elaborated on further.

### **3.4 Preventing new administrative burdens**

To prevent new administrative burdens work is being carried out to achieve a culture change among civil servants and executive staff. With each new piece of legislation or amendment to legislation they will have to ask themselves what the consequences will be to citizens and businesses. Will they not be unnecessarily burdened with administrative obligations and are there any possible alternatives? For example, other forms of information acquisition, execution and enforcing. To assist policy makers, and legislation lawyers Actal has developed a web site: [www.minderadministratievelasten.nl](http://www.minderadministratievelasten.nl) All new and amended legislation and regulations will be checked before it is submitted to the Board of Ministers. Actal will check for the following points:

1. Are the expected administrative burdens for businesses and citizens quantified and is the calculation for this sufficiently substantiated?
2. Has there been enough emphasis placed on alternatives, which would result in fewer administrative burdens to businesses and citizens?
3. Has a choice been made within the law proposal for the least burdening alternative?
4. Has a choice been made for an implementation with a minimum of administrative burdens?

On the basis of this Actal offers an advice to the proposing Minister.

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<sup>17</sup> The government consultations act as a platform for intergovernmental subjects. The consultations are led by the Prime Minister. Other regular participants from the cabinet are the minister of BZK and Finance and the minister of BVK. The chairmen of IPO and VNG represent the provinces and municipalities.

<sup>18</sup> The 50% percentage comes from the VNG Cutting plan.

<sup>19</sup> TK 2005-2006, 29 362, no. 73.

In addition to using Actal another two measures are taken to prevent an administrative burden increase. burden ceilings and burdens flowing from the EU.

### **Administrative burden ceilings**

In May 2006 so-called administrative burden ceilings for each department have been proposed before the end of 2007. It has been agreed on that if the department breaks through the burden ceiling as a consequence of new legislation or regulations, that this increase will be compensated with new reduction measures. Below the burden ceilings per department have been listed<sup>20</sup>.

Table 3: burden ceilings per department at the end of 2007 (x1, 000)

Department	Time (in hours)	Out-of-pocket costs (in €)
Ministry of Home Affairs and Kingdom relations	13.394	19.404
Ministry of Finance	14.202	135.175
Ministry of Justice	5.710	597.253
Education, Culture and Science	2.798	4.913
Ministry of Social Affairs and Employment	10.307	4.109
Ministry of Traffic and Water management	10.044	112.758
Ministry of Health, Welfare and Sports	10.884	645
Ministry of Housing, Infrastructure and Environment	1.296	60.840
Management		

### **Administrative burdens for citizens (international)**

Only a number of national obligations for citizens have a basis in European legislation and rules. This is to do with the fact that the European Union is principally an economic Union. However, European legislation and rules can indeed have large effects on the administrative burdens for citizens. Soon the European Guideline concerning energy performance of buildings will be embedded into Dutch legislation. This will cause the administrative burdens for citizens to increase markedly.

#### **Implementation of EU-guideline Energy performance of buildings**

The European Guideline is meant to considerably reduce the energy spending within Europe by improving the energy performance of buildings. As a part of the guide line an energy performance certificate is required to be produced in case of building, selling and letting a building. To limit the administrative burdens, The Netherlands is looking into how to combine the implementation of this section with the other measures which are meant to stimulate a better energy performance of buildings. In spite of all these efforts, the administrative burdens for citizens will be considerable, because they will have to hire professionals to draw up the certificates.

To limit the chance of new administrative obligations from Europe there will be intensive cooperation with other European member states to bring our view on new legislation to the attention of Brussels. In this context European developments surrounding administrative burdens and regulatory pressure will be scrutinized and an effort will be made to get the administrative burdens for citizens theme higher on the European agenda.

<sup>20</sup> In May 2006 the SZW burden ceiling could not be determined precisely because the costs of the Child Daycare were not known at the time. They are now known and included in the burden ceiling. The burden ceiling has been adjusted because a new calculation was made for an increase from 2005.

### *Learning from each other*

Within Europe The Netherlands is at the forefront concerning the reduction of administrative burdens for citizens and businesses. The activities of The Netherlands and other frontrunners have not remained unnoticed and more and more European countries have engaged in tackling the administrative burdens. These developments result in ever more inspiring examples which could also be used in the Dutch context. This is why the Administrative Burden Reduction Scheme for Citizens will also make an effort to exchange such examples with other countries. In addition Dutch examples will be increasingly brought to the attention of an international audience.

#### **Inspiring example from Belgium**

Starting next year, 25,000 disabled people in Belgium will be provided with a special parking permit without a requirement to apply for it. Currently only 5,000 disabled Belgian citizens apply for such a permit. 20.000 other individuals with a handicap are also eligible, but don't know that they in fact are, or are intimidated by the hassle and long waiting periods. They first have to go to the city council and then fill in a myriad of forms. From now on disabled people will automatically get what they are entitled to. The allocation will be much quicker and straightforward. The disabled individual will only have to return his/her autograph and photograph.

In the "Hazeldonk agreement" signed in Belgium by the under secretary of Administrative Simplification and the minister of BVK, the cooperation between the Dutch Administrative Burden Reduction Scheme for Citizens and the Belgian Kafka has been considerably strengthened. As a consequence of this more exchange of knowledge and experience is taking place. Also currently cooperation takes place in organising an international meeting in the spring of 2007 and a mutual effort is made to look into the possibilities to set up a European hotline for administrative burdens.

## **4. Challenges**

### **4.1 Noticeably less and better!**

The recent period has seen respectable results being attained in the area of administrative burden reduction for citizens. By order of the ministerial steering group on regulatory pressure a meeting has been organised in which citizens with practical experience, professionals, department policy executives, provincial governments, municipalities and advisory organisations have discussed the measures that need to be taken. The results of these meetings are bundled in a pamphlet called “Less administrative burdens?” This is the way to do it!!” The pamphlet comprises five general advice measures and a number of tangible improvement proposals. Important themes are: less and more transparent rules, the desire for a service oriented government, trust between professionals, using information that is already available, and responsible risk management. Cabinet has taken grateful notice of the proposals which have been made. Work will be done along the lines mentioned in the years ahead to reach a level of noticeably less burdens and a better service for citizens and professionals. With citizens and citizen interest organisations the noticeability of the measures will be monitored annually.

Citizens also need tangible suggestions for the government to further improve government actions. Via the Lastvandeoverheid.nl hotline citizens are participating in finding solutions. The hotline has been further professionalized during the past period. In the period ahead the challenge is to enter the reports more forcefully as tangible input for improvement of government functioning. Employment of the Kafka brigade in those instances where multiple authorities are involved leads to more insight. The results need to offer an insight into which way citizens, professionals and executives can become involved in the process earlier, to prevent their opinion being heard only afterwards but also in advance and during the process.

In the period ahead the use of the electronic government can give an extra impetus to reducing administrative burdens and a better service, providing adequate resources and capacity are available for this.

### **4.2 Improved infrastructure**

In the recent cabinet period the administrative burden reduction has received a considerable impetus via the ministerial regulatory pressure steering group under the guidance of the Prime-Minister. The extra Catshuis session on regulatory pressure shed more light on the mechanisms behind regulatory pressure resulting in a new impetus being given to the subjects concerned and cooperation within government. Continuation of such a steering group may also lead to firm political focus in the new cabinet and the realisation of breakthroughs.

A lot of knowledge has been built up in The Netherlands on how to measure administrative burdens and how to noticeably reduce them. The wide interest of fellow governments and other countries indicates that there is a need for exchange of knowledge and knowledge development. In the period ahead this knowledge needs to be firmly clustered so everyone involved in the administrative burden reduction and reduction of rules is provided with a proper overview of instruments. It needs to be explored whether for example an organisation such as Actal can fulfil a pivotal role in this as an (international) administrative burden reduction knowledge source. In addition the next cabinet can explore further options to

organise the scrutiny of legislation and rules within the government and the way in which the effects of this can get a place in the directions for drawing up legislation. In this probe the option for a citizen effects test (comparable to the business-effects test) can also be picked up.

Reduction of administrative burdens offers advantages but it also costs money. In cases where departments are looking for ways to reorganise processes it may sometimes be necessary to make extra funds available to introduce accelerations. For example, cabinet has made funds available to employ i-teams at a local level, resulting in both the implementation of the electronic government being promoted and addressing the administrative burdens for citizens and businesses.

#### **4.3 Numbers don't lie?**

The challenges in noticeably less and better are clearly going further than the current approach of administrative burdens and the way that it is currently being reduced through amendment of legislation and implementation. In the Administrative Burden Reduction Scheme for Citizens various steps have already been taken to come to an expansion: with this it has been tried to join the quantitative objective with the qualitative improvements. To carry this out a list of obstacles has been drawn up of which the current cabinet has announced the intention to make progress within the current cabinet tenure. Also so-called Kafka brigades will be deployed. The obstacle approach has led to proposals contributing to a large burden reduction and to proposals which mean a qualitative improvement for citizens and of which the citizen interest organisations say that they are contributing to the burden reduction (experience).

To reach real noticeable results and in order to extra stimulate the noticeably less and better, the next cabinet could adopt the designed approach, which has joined quantitative goals with qualitative improvements. Departments, executive organisations and municipalities will then be stimulated to start to think differently and to steer towards a fundamental change, in which politics as a whole needs to make a decision about feasibility and desirability.

when quantitative and qualitative goals are combined and when an expansion of the tackling of administrative burdens towards regulatory pressure occurs the current measuring instruments will not be adequate anymore. A new measuring instrument will have to identify "all" consequences of implementation of new legislation and rules, but the legislation already in place also requires new measuring instruments, among other things a measuring instrument for measuring progress. The current baseline measurements concerning administrative burdens can serve as a basis but these should be expanded for example with insights about legal fees, other financial expensed and qualitative information in order to get a quick insight into chains and implementation processes. An expansion of the profiles from The Netherlands Rules and Regulations Country is also helpful with this.

The next cabinet can also explore whether a monitor can be developed to register the progress concerning obstacles. Because in case of obstacles and frustrations it often is more about waiting times, extensively looking for information, lack of clarity about rights and obligations and the way people are treated as opposed to the immediate time and costs involved with meeting the administrative requirement, the current monitoring system is yielding too little information. A citizen is often already served with better information provision and better treatment. Improvement in these areas is currently not clearly showing in the

numbers on administrative burden reductions. A measuring instrument is an incentive for taking more actions regarding these points. In addition currently Actal is working on an indicator for administrative burdens for citizens comparable with those for the administrative burdens for businesses, where the burdens are compared against the Gross Domestic Product. This indicator can be an extra instrument to point out the importance of administrative burden reduction.

#### **4.4 More Europe**

Before Europe cooperated in the areas of social economic affairs and agriculture, whereas now European legislation in a lot more areas is being developed. This will lead to more legislation and rules affecting citizens. With this development it needs to be prevented that this leads to (unnecessary) administrative burdens. With the help of a European network The Netherlands will have to make an effort to put the administrative burden reduction for citizens on the map of the European Commission and European Parliament. It needs to be explored if an organisation such as Actal can function as a knowledge base for Europe and if possibly a European Actal needs to be set up to scrutinize the European legislation on administrative burdens.

## Appendix 1: reduction proposals overview

Reduction/increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
<b>CITIZENS IN GENERAL &amp; FAMILIES TARGET AUDIENCE</b>				
<b>General</b>				
▲	Appeal procedure Schiphol	31-12-02	V&W	Possibility for starting a complaint procedure against the compensation paid by Schiphol Airport.
▼	Inheritance Act	01-01-03	JUS	New inheritance Act
▼	Reporting a misdemeanour	01-01-06	JUS	It is possible to report a number of misdemeanours via the internet.
▼	Social support Act, Declaration of Income and Property, cancelled	01-04-06	JUS	Instead of having to present all income information the citizen can suffice with providing his social security number from now on, so his/her income can be assessed.
▼	Changing nuptial contract	01-07-06	JUS	The judicial scrutiny for changing a nuptial contract is abolished.
▼	Accessibility of a number of registers	31-12-06	JUS	The marriage portion file, the partition file and the authority file will be able to be consulted via the internet in the years ahead.
▼	Fishery Act	01-01-07	LNV	Because of a revision of the Fishery Act the required number of amateur fishing permits and the administrative burdens connected to it has been reduced.
▼	Digital Ombudsman	31-12-07	BZK	People can electronically file a complaint with the National Ombudsman.
▼	Voters' pass ; paper application/digitally	31-12-07	BZK	People are stimulated to apply for a voters pass on paper or digitally. A voters pass will enable casting ballots in any particular voting bureau within one's council boundary
▼	Casting ballot within own city	31-12-07	BZK	By standard phasing in and mailing voters pass, people will be able to cast their ballot in any polling station.
▼	General Act on equal treatment	31-12-07	BZK	It is possible to electronically file a complaint within the framework of the General Act on equal treatment.
▼	Passport/ID card appearance obligation	31-12-07	BZK	People are no longer required to appear in person (appearance obligation) at city hall to collect their passport or identity card, they may elect to have it mailed to them by registered mail.
▼	Casting ballot outside own city	31-12-08	BZK	Casting ballots in any polling station outside one's council boundaries
▼	Location independent service	31-12-08	BZK	People can apply for a passport in another city other than their own.
▼	electronic government (e-government)		Government	By introduction of the electronic government the accessibility and service of the government is created. Via various ICT basic resources (for example Digital Identity, e-forms baseline registration, one-time-only information exchange is facilitated and affairs can be handled with government through the digital highway.
<b>Immigration law</b>				
▼	Immigration law	01-04-03	JUS	Transfer of regular admission duties of the aliens police and Immigration and Naturalisation Service to city councils.
<b>Health</b>				
▼	Permission for hospital admittance	01-01-03	VWS	The requirement to ask for permission in case of hospital admittance has been cancelled.
▲	Youth Care Act	01-01-05	VWS	By implementation of the Youth Care Act the burdens have been somewhat increased. The advantage is that the client has more to say in the matter. A care giver is required to provide the client with his plan for assistance, for the client to approve.
▲	No claim scheme	01-01-05	VWS	People receiving less than 255 euros worth of health care costs will be

Reduction/Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
				reimbursed the remaining part at the end of the insurance year; the so-called no claim reimbursement scheme.
▼	Medicine package measure 2004 & 2005	01-01-05	VWS	The number of medicines for which a prescription is needed has been reduced in 2004. In 2005 these adaptations have been partly reversed.
▲	Identification requirement health care institutes	01-01-05	VWS	Citizens are required to identify themselves at health care institutes.
▲	Health Care Allowance Act	01-01-06	VWS	Depending on their income, citizens are entitled to a health care allowance. Citizens can apply for this allowance at the Revenue Service using a form. This form will in most cases automatically be mailed to them by the Revenue Service, in which case known information has been pre-printed.
▼	Health Care Insurance Act	01-01-06	VWS	The Health Care Insurance Act replaces the old Health Care Act (Zfw), the Admission Sickness Cost Insurance Act 1998 (WTZ) and the Co-financing Overrepresentation Elderly Health Insured Act. By implementation of the Health Care Insurance Act citizens have to spend less time meeting requirements. For example the requirement to sign off or sign in at the sickness fund when changing to another employer or exceeding the salary threshold has been suspended.
▼	Digital Patient file (including repeat prescriptions)	01-07-07	VWS	By introducing the possibility of an electronic signature for physicians, the introduction of the Electronic Medical File (EMD) and simplification of electronic data exchange, the prescription exchange will become digital for the greater part. Prescribing repeat prescriptions will be able to be shaped more customer friendly.
<b>Identity</b>				
▲	Identity obligation 14-year olds	01-01-05	BZK	The identification obligation for 14-year olds has been introduced.
<b>Mobility</b>				
▲	Number plates of trailers	31-12-03	V&W	As a result of international agreements all trailers, caravans and semi trailers with a maximum permitted mass of over 750 kg, starting from 2003 are required to have their own licence plate.
▲	Driving license C & D category medical examination	01-01-05	V&W	Upon issuing of a truck and bus driving license, type C and D a medical examination is required.
▼	Hobby pilot's licence	01-10-04	V&W	Licence for non motorised aviation has been repealed
▼	Driving license, application for renewal	31-12-04	V&W	Dutch citizens living abroad can file an application for renewal of their driving licence via the Internet.
▼	Driving licence, information over the telephone	31-12-04	V&W	Information distribution about driver licences over the telephone has been improved.
▼	Licence plate, information on paper	31-12-04	V&W	The reduced number of written applications for information about licence plates has resulted in a reduction of administrative burdens.
▼	Licence plate, information distribution	31-12-04	V&W	Improving processing of information application about licences in 2003 and 2004
▼	Licence, ascription	31-12-04	V&W	Ascription of the licence can now also be done at a garage (TV-company) instead of at the post office. Thanks to an increase in the use of this option the administrative burdens will continue to decline in the years to come.
▲	Driving licence, driving exam	31-12-04	V&W	An extra exam moment has been added for the A driving licence causing the administrative burdens to increase.
▼	Driving exam, personal declaration	27-06-05	V&W	Participants who apply via their driving institutions using the TOP system (almost 90%), can also immediately digitally fill in a Personal Declaration and send it along. This form does no longer have to be collected at city hall.
▼	Periodic Motor Vehicle Test (APK),	31-10-06	V&W	The APK costs are reduced by the immediate online signing off of a tested

Reduction/Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
	digitally signing off			vehicle at the Government Service for Road traffic (RDW) instead of using a provider as an intermediary.
▼	APK, reduction of rate	31-12-06	V&W	The APK rate can be reduced because automobile companies are supported from a print application originating from the RDW central vehicle registration. In addition a ban on billing the extra costs for signing off on top of the price fixed by the RDW.
▼	Simplification of the APK Carbon Emission Test	31-12-06	V&W	The Carbon Emission Test for diesel cars will be extra simplified.
▼	Road tax for trailers	2006	FIN	As of 2006 road tax for trailers has been cancelled.
▲	Moped certificate	2006	V&W	He current moped certificate will be replaced in October by a moped driving licence.
▲	New style driving licence	2006	V&W	The implementation of the credit card size new style driving licence forces people to visit city hall twice, to apply for it and then to collect it. This is out of security considerations because the new driving licence is an official Identification Document,
▼	APK for old-timers	2007	V&W	The APK requirement for old-timers has been limited or cancelled.
▼	APK, requirements	2006	V&W	The APK costs will be reduced because of a requirement reduction.
▼	APK, frequency of test	2007	V&W	New cars are required to be submitted to an APK test only after four years. The following tests are to be conducted every two years instead of annually. (measure depends on the outcome of European studies into APK)
▼	Driving exams, application	31-12-07	V&W	When applying for the driving exam the candidate now only has to produce an Identification Document instead of certificate of residence and passport photos.
▼	Theory exam, reservation	31-12-07	V&W	A reservation for taking the exam can now also be done digitally.
▼	Applying for a licence	2007	V&W	The requirement for showing a certificate of residence when applying for a licence has been revoked.
▼	Licence and licence plate	2007	V&W	In case of a missing licence it is no longer required to also acquire a new set of licence plates.
▼	Licence, replacement	31-12-07	V&W	In case a licence is lost a replacement can be applied for digitally.
▼	Driving licence, renewal	2008	V&W	Dutch citizens living abroad can arrange the renewal of their driving licence over the internet.
▼	Licence, new application	2008	V&W	In case a vehicle has been modified a new licence plate is required. This licence can also be applied for digitally from 2008 on.
▼	Licence, (prolongation) suspension	2008	V&W	A current or new suspension of a licence can be applied for over the internet.
<b>Education</b>				
▼	Education card	01-01-04	OCW	The education card will be mailed automatically. In addition the information already known will be pre-printed on the education card and will not have to be filled in anymore by the parents/students.
▼	Tutorial fee 16- and 17-year olds	01-09-05	OCW	The tutorial fee for 16- and 17-year olds will be revoked.
▼	Education Contributions and Tuition Expenses Allowance Act	31-12-06	OCW	Repeat applications for the Education Contributions and Tuition Expenses Allowance Act will be mailed to eligible individuals automatically. In addition the possibility is created to digitally file repeat applications.
▼	ICT use at the IB-group	01-01-07	OCW	Because clients of the Information Management group (IB) make more use of ICT they spend less time on their administration.
▼	One-time- information provision	01-01-07	OCW	Government organisations (IBG, Educational institutes and municipalities) exchange information resulting in education participants having to provide less information multiple times.

Reduction/Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
<b>Work &amp; Income</b>				
▼	Electronic Income tax declaration	2003-2005	FIN	The revenue Service facilitates and stimulates the use of electronic Income tax declaration using the tax floppy.
▼	Tax, provisional tax refund	2003-2005	FIN	The Revenue Service will start filling in the provisional tax refund (VT) with information known from previous declarations.
▲	Implementation of the Child Day Care Act	31-12-05	SZW	This Act regulates the quality and financing of Child Day Care. The starting point is that Child Care is a matter between parents, employers and government. Parents may have to deal with the following organisations and institutions under the Act. Child Day Care organisations for closing contracts about Day Care, Revenue Service for a financial allowance by the Government, employer(s) or intermediaries for an employer's contribution and incidentally a contribution by the municipality and/or UWV if one of the partners has no employer.
▼	Debt restructuring plan	01-01-07	JUS	The obligation to draw up a restructuring plan (from the debt restructuring Act) will be cancelled.
▼	Tax, income tax declaration	2007	FIN	In addition to the provisional refund, starting from 2007 the income tax declaration will also be provided with pre-printed information.
▼	Tax, declaration of succession with income tax assessment of a diseased person	2007	FIN	The declaration of succession tax and income tax of a diseased person will be combined.
▼	Tax, declaration of succession rights	2007	FIN	The declaration procedure for succession rights will be digitalised.
<b>Living and the environment</b>				
▼	Rent subsidies	01-01-03	VROM	After the first application for rent subsidy has been granted it will be continued in the following years.
▼	Building permit	01-01-03	VROM	Small conversions now are exempt from permits for the greater part. Citizens will not have to let their plans be scrutinised in advance by the city council (cancellation of the category reportable building works) Those who still have to go to city council can often suffice with the "light procedure" requiring less information, a shorter decision period and no need for the building inspector to come into play. See <a href="http://www.vrom.nl/bouwvergunningen_online">www.vrom.nl/bouwvergunningen_online</a> to check if and what sort of building permit needs to be applied for.
▼	Statutory notarial fees	01-01-04	JUS	Abolishment of the statutory notarial fees has reduced the fees for consumers.
▼	Land Registry Act	01-09-05	VROM	Because of revision of the Land Registry Act it is now possible to view the public records using the Internet. Information can also be digitally delivered enabling the required subscription to be simplified.
▼	Monument subsidies	01-01-06	OCW	The implementation of a new monument subsidy decree; the monument owners have to spend less time applying for subsidies for maintenance of the building.
▼	Safety net arrangement	01-01-06	VROM	Conversion of the rent subsidy to rent allowance (calculation is now made on the basis of current income) has made the safety net redundant. The administrative costs connected to this have been cancelled because of this.
▼	Standardised decontaminations decree	14-02-06	VROM	This decree has tackled rules and procedures for straightforward ground sanitations. This enables the sanitation agency to get started within 5 weeks, this used to be 15 to 30 weeks. Moreover, the citizen no longer has to draw up a decontamination report or conduct an extensive ground survey.
▼	Drainage of sewage for households Decree	Beginning of 2007	VROM	This decree makes the regulations for drainage more transparent and accessible. These regulations have been integrated into one single Order in Council and some shortcomings have been removed. This way the number of instances requiring individual permission for drainage to go down substantially.

Reduction/Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
				An adequate environmental protection remains ensured but the administrative burdens for citizens and governments involved have fallen.
▼	Monument Act, efficiency improvement.	01-01-07	OCW	In case of a permit application for conversion of a monument a link has been sought with a building permit. This way a monument owner wanting to perform a conversion will spend less time going through procedures.
▼	Public Law Act on the Right of Restrictions Perusal	01-04-07	VROM	After implementation of the Wkpb a citizen or company can gain a quick and straightforward insight into the restrictions pertaining to public law in relation to a particular building or premises by perusal of the records of one single register (at the land registry office or city hall). Examples of restriction in the area of public law are a zoning scheme, awarded monumental status or a ground sanitation obligation. The information about these restrictions is now in various administrations causing retrieval of the relevant restrictions to be time consuming and non transparent.
▼	Activity decree, reduction of appeal and objection against Wm-permits	30-06-07	VROM	The activity decree aims to make environmental legislation more effective and more uniform and it brings a great number of companies that before were required to file for a permit, under one umbrella of general rules. Also for citizens reduction of administrative burdens has been realised as a consequence of a reduction in appeals and objections against the Environmental management Act (Wm) permit.
▼	Environmental permit	01-01-08	VROM	In case of building, conversion or use of a structure, citizens are confronted with the various permits concerning living, space and environment. These permits each have their own criteria, procedures, windows, procedure terms, legal fees and supervisors. Citizens spend considerable time on following procedures. On 1 January 2008 at the latest one single permit will suffice in all municipalities. The so-called surroundings permit. The surroundings permit puts the main focus on the individual who needs the permit. The permit can be applied for in one single visit to one single window. The surroundings permit follows one single procedure and will result in one single decision. For an appeal against this decision there is also only one single appeal procedure.
▲	Energy performance for buildings	2008	VROM	After conversion of the Energy performance of buildings directive to national legislation, citizens will be required to provide a new resident or owner with a valid energy performance certificate, in case of the sale or letting of a building or house. An energy performance certificate will carry ten-year validity.
<b>TARGET AUDIENCE CHRONICALLY ILL, DISABLED AND HOME CARE RECIPIENTS</b>				
<b>Health</b>				
▼	Acquiring appliances	31-12-02	VWS	The obligation to request for permission for acquiring appliances has been abandoned.
▲	General Exceptions to Sickness Expenses Act	01-04-03	VWS	The new amendments to the AWBZ have led to a rise in the number of appeals concerning assessments. Reasons were unfamiliarity with new terminology and negative decisions concerning (part of) the care applied for.
▼	Individual Intramural contribution	01-04-03	VWS	The transition to a fiscal transition understanding makes it possible for the care offices to request the necessary information for determining the individual contribution for intramural care, using the social security number of the client. The citizen does not have to fill in intricate forms for this.
▼	Medical transportation scheme	01-07-04	VWS	By limiting the target audience fewer citizens are using this service.
▼	Care permission requirements	01-01-06	VWS	Revocation of other permission requirements, care benefit has been limited further with the implementation of the Health Insurance Act.

Reduction/Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
<b>Education</b>				
▲	Student allotted financing (ruck sack)	01-01-04	OCW	The individual student allotted Financing offers parents of disabled children the right to select a particular school (regular or special education) they see most fit for their child. This new legislation causes parents to spend more time filling in the forms/declarations.
▼	individual student allotted financing-removing obstacles in the WEC and WOT	2005	OCW	An amendment to the Expertise Centre Act (WEC) and the Education Surveillance Act (WOT) has removed the obstacles for the individual student allotted Financing.
▲	individual student allotted financing-implementation in BVE	2006	OCW	Implementation of the individual student allotted Financing (ruck sack) in vocational Education and Adult Education (BE) the target audience of the scheme will be extended into the students enrolled in vocational education. The current legislation posed some practical problems. The amendment proposals are in the area of assessment and the financing of schools harbouring students of a residential institution.
<b>Work &amp; Income</b>				
▼	Rules and Regulations concerning War affected	01-01-03	VWS	By revision of the regulations less application forms need to be filed. Also the text of the decree has been simplified, which also results in time saving.
▲	Individually Allotted Budget, administration	01-04-03	VWS	Because the citizen himself has to take care of the payment, administration and coordination (instead of the Social Insurance Bank) the administrative burdens surrounding the individually allotted budget (PGB) have increased.
▲	Allowance for exceptional expenses	01-01-04	VWS	This new allowance for the partial compensation of exceptional expense (TBU) ensures that a new group of households files declarations at the Revenue Service for this allowance and thus spends time on it. (documenting expenses, getting informed about the scheme and filling in the application).
▼	Allowance for care expenses for disabled children living at home	31-12-04	SZW	By adjustments to the house style and a more direct line of questioning time can be saved with filling in the form for the Allowance for care expenses for disabled children living at home (TOG).
▼	Allowance for exceptional expenses	01-01-06	VWS	For the application of the Allowance for exceptional expenses (TBU) a pre-printed form will be sent to the applicant, partly compensating the rise mentioned earlier.
▼	Individually Allotted Budget, accountability rhythm	01-01-06	VWS	The accountability rhythm for the PGB has been lowered. The accountability over a budget of € 25.000,- or more is not required to be accounted for each month but rather once every three months.
▼	Social work provision Re-assessment, application, signing in	31-12-07	SZW	Regarding the (execution of) legislation surrounding the Social work provision Act (Wsw) three improvements will be introduced. The validity of a first assessment for the Wsw will be a maximum of 10 years, starting January 2007 (used to be 5 years). In addition when applying for an indication for the first time, information will be used by CWI of information which client has already provided upon referral by municipal authorities or UWV.
▼	TOG and Child Support Act	31-12-07	SZW	The application for an allowance for Care Expenses for Disabled Children (TOG) and the General Child Support Act (AKW) will be integrated.
▼	AWBZ assessment in TOG	31-12-07	SZW	By re-using the information of assessments the number of information questions for the client will be reduced when he/she files an application for the Allowance for Care Expenses for Disabled Children living at home (TOG).
<b>Living</b>				
▲	Introduction of living ambitions study	01-07-06	VWS	Nursing institutions for disabled people are obligated to take the wishes of the residents into consideration. This way disabled people can exert more influence.

Reduction/Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
				This however, causes a rise in costs.
<b>TARGET AUDIENCE ELDERLY</b>				
<b>Work &amp; Income</b>				
▼	General Old Age Pensions Act, (revision-) form	01-12-04	SZW	By adjustments of the house style and a more direct line of questioning, time can be saved with filling in the application form; the revision form for AOW has been simplified.
▼	General Old Age Pensions Act, pre-printed application form	01-12-07	SZW	The AOW application form eligible benefit recipients receive when they turn 64, 5 years, will be filled in already as much as possible by the granting authority.
▼	AOW Income decree, Anw, WIA, TW, IOAW and IOAZ	01-12-07	SZW	Revision of the income decree results in the scrutiny of income in social insurances to be based on the information from the policy administration as much as possible. This way the applicant has to provide less information collect fewer documents. This is valid for the AOW, Anw, WIA, TW, IOAW and IOAZ
<b>TARGET AUDIENCE BENEFIT RECIPIENTS</b>				
<b>Health</b>				
▼	Industrial Disability Act (WAO) , intake	31-12-04	SZW	The intake restriction of the number of people benefiting from the Industrial Disability Act (WAO) scheme and the Allowance Act (TW) has resulted in a reduction of the administrative burdens flowing from these schemes.
	Executive Governmental Body for employee Insurances, procedure revisions	31-12-04	SZW	The procedures of the Executive Governmental Body for employee Insurances, procedure revisions (UWV) concerning the WAO have been revised. Since 2004 UWV has been sending a revision form to beneficiaries on which they can fill in all the information that has changed.
▼	Wajong, revised procedures	31-12-04	SZW	The procedures of the Executive Governmental Body for Employee Insurances, UWV) concerning the Industrial Disabled Young People Act (Wajong) have been revised. Since 2004 UWV has been sending a revision form to beneficiaries on which they can fill in all the information that has changed.
▲	Individual Reintegration agreement	31-12-05	SZW	Implementation of the individual Reintegration Agreement (IRO) caused new administrative burdens to be created. People themselves can now select a reintegration bureau that will guide them along the entire route to work.
▲	Mandatory continued payment of wages in case of sickness	31-12-05	SZW	The administrative burdens have increased because the possibility has been introduced with the Mandatory continued payment of wages in case of sickness, of an allowance under the Allowance Act in the second year of sickness in addition to continued payment by the employer.
▼	Industrial Disability Act for Entrepreneurs	31-12-05	SZW	Access to the Industrial Disability Act for Entrepreneurs (WAZ) has been closed.
▼	Work and Income related to working capacity Act (WIA) , effects for WAO, WW and TW	31-12-06	SZW	The implementation of the Work and Income related to working capacity Act (WIA) has led to a reduced number of applications for benefits.
▼	Policy administration, reusing information; income decree	31-12-07	SZW	Reusing information which has been recorded through income declaration in the policy administration, in case of determining eligibility, duration and height of benefits, contributes considerably to the administrative burden reduction of citizens. Revision of the income decree results in the scrutiny of income in social insurances to be based on the information from the policy administration as much as possible. This results in the number information questions to the applicant.
▼	Wajong, forms & procedures	31-12-07	SZW	The application forms for the Industrial Disabled Young People Act (wajong) can be sent in digitally. In addition the authority differentiates between standard solutions/exceptions.

Reduction/Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
<b>Work &amp; Income</b>				
▼	Work and Benefits Act	01-01-04	Other	With the implementation of the Work and Benefits Act (WWB) this scheme has been decentralised; municipalities are responsible for implementation of the WWB. In comparison to the reference date 2002 when the General benefits act (Abw) was still effective the administrative burdens have been reduced in terms of time and increased in terms of out-of-pocket costs (measuring date 2005) . From this research it has been concluded that the municipalities can still realise considerable reductions. A final measurement in 2007 will prove this.
▼	Unemployment Act continuation and re-integration benefit	31-12-04	SZW	The WW-continuation benefit has been cancelled. After an allowance for loss of wages there is no entitlement for the WW continuation benefit. With the implementation of the WIA (Work and Income related to working capacity Act) the Reintegration of Industrial Disabled (REA) has also been abolished. The reintegration facilities have been incorporated in the WIA and have been expanded.
▼	Unemployment Act application form/ - procedure (re-livers)	31-12-04	SZW	Some information on the application form has been pre-printed and the layout has been made more client friendly. In addition a shortened procedure has been introduced.
▼	Structure Executive Organisation for Work and Income Act WW package 2005 liability assessment	31-12-06	SZW	By limiting the liability check during a WW application, the scrutiny or accountability for benefit recipients is reduced. In addition the 2005/6 WW package entails a more strict weeks requirement (in order to realise less WW intake), abolishment of the short term benefit (leaving only wages connected WW benefits) a reduction of the WW duration (from a maximum of 5 years to a maximum of 3 years and two months) and an increase of the first two months of WW-benefit (from 70% to 75%).
▼	General Surviving Relatives Act Internet and forms	31-12-07	SZW	The house style of the application form has been simplified, also the application can be done via Internet and some information has already been pre-printed.
▼	Transfer of max WW recipients by UWV to the municipalities	31-12-07	SZW	After reaching the WW maximum duration UWV sends the information to the residing municipality. This way during application for the benefit the request for information by the municipal authorities will be limited.
▼	Structure Executive Organisation for Work and Income Act policy administration	31-12-07	SZW	Reusing information which has been recorded into the policy administration during income declaration for assessment of entitlement for, duration and height of benefits contributes considerably to the administrative burden reduction for citizens.
▼	Structure Executive Organisation for Work and Income Act Client file	31-12-07	SZW	The digital client file is an important development in the improvement of the quality of service in the SUWI chain, also in terms of administrative burdens. The aim is to digitally have basic records available in the area of work and income and status information. A decision about the integration of digitalised documents will be made at the end of 2006.
▼	Digitalisation work slips WW	2007	SZW	People with a WW benefit can submit their work slip digitally.
<b>TARGET AUDIENCE VOLUNTEERS</b>				
<b>General</b>				
▼	Traffic wardens	01-01-06	V&W	As of January 2006 the insurance requirement for traffic wardens and lollypop persons will be cancelled.
▼	Risk Inventory and evaluation	15-03-06	SZW	Organisations working with volunteers will have to take only grave risks to volunteers into consideration when assessing the risks concerning Health and Occupational Safety. This resulted in the administrative burdens for this target

Reduction/ Increase	Theme & Subject	Effectuation date	Dep.	Explanation of the effect
				audience to be reduced.
▼	Alcohol and Catering Act	01-01-07	VWS	From now on the volunteer organisations only have to apply for a new licence in case of a new location or after an extensive conversion.
▼	Labour Act	01-01-07	SZW	Conditions concerning volunteers in the Labour Act (ATW) are cancelled with the exception of young and pregnant volunteers.
▲	Subsidising Political Parties- volunteer organisations	1-1-2008	BZK	To prevent any suggestion of a conflict of interests, political parties are required to grant inspection of any contributions they are receiving.
▼	Volunteer compensation	1-1-2006	VWS	The replacement of the weekly maximum of € 21 by a maximum of € 150 saves the volunteer organisation administrative work and leads to more flexibility to award volunteers compensation (seasonal activities in particular)

## Appendix 2: Obstacles list of administrative burdens for citizens

During the presentation of the first set of reduction proposals cabinet has aimed to tackle 19 obstacles within the current cabinet period. Below the obstacles and the activities of cabinet have been listed.

### ***Chronically ill & disabled***

#### *– assessments*

To streamline the assessment processes the departments of VWS and SZW have initiated a scheme called Streamlining Indication processes in Health Care and Social Security<sup>21</sup>.

Under this scheme proposals are being developed for using one single application form per client, used by all the authorities involved (UWV, CWI and CIZ). Parallel to this a web application is being developed, in which all the information about assessment processes in health care and social security and the possibility to apply for provisions come together.

In addition pilot projects will be set up in five regions which will have to ensure that clients applying for multiple services are being served more quickly and better by the organisations involved (UWV, CIZ and CWI and municipalities).

As of September 2006 five pilot projects will start in the following regions:

- Leeuwarden
- Breda
- Doetinchem
- Bergen NH
- Den Haag

Finally, it will be studied whether it is possible to develop a central, digital assessment file that all authorities can use.

#### *– Individually allotted budget*

To reduce the administrative burdens of the Individually Allotted Budget the Ministry of Health, Welfare and Sports has taken a number of measures. As of 1 January 2006 the accountability rhythm of budgets exceeding 25,000 euros has been reduced from monthly to once every three months (for lower budgets this accountability rhythm already was once every three months). As of 1 January 2007 the first step will be taken towards digitalisation of giving accountability.

The possibilities to abolish the requirement to give account concerning budgets under 5,000 euros or to replace the cash PGB by a voucher system have not been adopted by VWS. The under secretary of VWS will inform the Chamber in a separate letter about this choice.

#### *– Allowance for exceptional expenses*

The WIBUZ working group has studied during 2006 whether an integration of the Health Care allowance and the Allowance for exceptional expenses was feasible. This study has not lead to new reduction proposals concerning this obstacle. VWS and the Revenue Service, since last year, have been combating the underuse of the Allowance for exceptional expenses scheme by sending a pre-printed, comprehensible declaration form to some 400,000 citizens

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<sup>21</sup> The administrative burden reduction that comes with the Streamlining Assessment processes scheme has not been lined up yet and therefore not included in the reduction overview.

–the Allowance for exceptional expenses target audience- among them many elderly, chronically ill and disabled people. In December 2006 the Revenue Service will again send a pre-printed declaration form to this target audience.

### **Elderly**

– *Council tax acquittal*

To remove this obstacle the Ministry of Home Affairs and Kingdom Relations, Ministry of Social Affairs and Employment and municipalities are working together to realise automatic council tax acquittal. This entails that after the initial application (after permission of the client) each year will see a review as to whether the right to acquittal is still valid. When this is the case the acquittal will automatically be granted.

– *Personal contribution home care*

To improve the transparency of the personal contribution scheme the decisions have been simplified in 2003.

### **Benefit recipients**

– *Electronic SUWI file with the obligation of one-time-only submission of information.*

In the course of 2007 the digital client file in the SUWI chain will be implemented. This will make electronic exchange of information possible within the SUWI chain whilst citizens will not have to submit information as often. This file will also be connected to the UWV policy administration so information about work history and wages will no longer have to be asked from the client. The law proposal will be submitted to the State Advisory Board for advice.

### **Volunteer organisations (organised citizens)**

– *Food and Drugs Act (VWS)*

There have been no amendments introduced to reduce the administrative burdens of the Food and Drugs Act.

– *Alcohol and Catering Act (VWS)*

The Alcohol and Catering Act will be amended in 2007 resulting in only the arrangement bound businesses and the permit holder to be mentioned in the ACA. The personal information of the manager will only have to be mentioned in an appendix attached to the permit as a consequence of the reduction of the number of permit applications in case of a changes in management.

– *Exploitation permit (safety regulations) (VROM) Ministry of Housing, Infrastructure and Environment Management*

On 1 January 2007 the use of building structures decree will take effect for all city councils. It will standardise all city council regulations concerning fire safety. This measure will lead to a cost reduction for businesses, foundations and volunteer organisations. It will particularly benefit those volunteer organisations that operate cross city council boundaries, as it will result in considerably less administrative costs. It is also the intention to incorporate user permits in the VROM (Ministry of Housing, Infrastructure and the Environment) environmental permit.

- *Exemption arrangement concerning Occupational Health and Safety Act and the Labour Act*

Since 15 March 2006 organisations employing volunteers are no longer required to comply with all regulations stipulated in the Labour Act. Only the protection against grave risks is upheld for volunteers. Volunteer organisations are no longer required to have an RI&E drawn up unless they work with hazardous goods. An exception for volunteer organisations is also made regarding the Labour Act.

### **All target audiences (including citizens in general)**

- *Income Tax Act (declaration)*

The declaration of income tax has been considerably simplified over the last couple of years by declaration using the declaration floppy disk. Finance will proceed with further simplification of the declaration. For the declaration over 2007 the Revenue Service will pre-print Box I (much like the Provisional Tax Refund), this way the client will only have to check the form for any irregularities.

- *Passport Act*

Many citizens are complaining about the fact that they have to go city hall twice in order to obtain a passport. From the end of 2007 it will be possible to have the passport mailed to one's home address by registered mail after application at city hall.

- *Reporting a misdemeanour*

From 2006 it will be possible to report seven categories of misdemeanours digitally. The Justice Ministry is studying whether the number of misdemeanours which can be reported digitally can be expanded.

- *Child Day Care Act*

In order to reduce the number of administrative burdens for the Child Day Care Allowance cabinet will introduce the mandatory contribution for employers. This way the paper flow between parents and employers will become redundant and there will be contact only with the Revenue Service concerning the allowance. For parents without an employer, who receive a substitute employers contribution from the UWV or Municipality, one single window is deemed desirable and it is currently also being investigated whether the Revenue Service can take over the implementation starting 2008.

- *Monument Act*

To simplify the administrative burdens of the monument permit and subsidies connection with the environmental permit is sought as much as possible. The subsidy granting system has by now been simplified.

- *Income assessment*

An income assessment is made for the income dependent schemes and benefits and allowances to verify eligibility. From the end of 2007 the baseline registration Income and Property will be available to the Revenue Service and the income assessment can be performed on the basis of this administration and clients will no longer have to provide information regarding income.

- *Availability of government over the telephone*

To improve availability of government over the telephone a Government Contact Centre (CCO) is being set up in order to create a coherent system of telephone windows at municipal governments where citizens can turn to with all their questions. Simple questions will be answered; more specific questions will be referred to the right national or municipal government window or executive organisation. Work is being carried out to create a nationwide interconnected system of municipal windows. The necessary number sequence 14+local area code has been made available for this. Also the access by telephone of the business window will be incorporated in the 1400 sequence. In September 2006 ten municipalities have started building education environments (pilot projects) The goal is to come to a working (telephone) guide functionality by the end of 2007 and to gain knowledge and experience for the further roll out from the beginning of 2008. Last October has seen the opening of the contact centre of the municipality of Amsterdam as the first in a series.

– *Strategy forms*

The following actions will be undertaken to make government forms more comprehensible:

- First action will be making a number of frequently used government forms more comprehensible in 2006 already. In the first part of 2007 a second set will follow.
- Development of a free test enabling government authorities and businesses to test their own forms in the area of comprehensibility. This test will be finalised in the spring of 2007.
- A voluntary hallmark will be developed enabling governments and businesses to show that their forms are comprehensible. This hallmark will be finalised in the second half of 2007.