

Home Office

Response Review of a National Consultation



What our client wanted

The Home Office invited public responses to a national consultation document covering a range of complex issues connected with a proposed change to legislation. Responses were received from a range of individuals, organisations and government agencies representing the views of those for and against the proposed change.

What Frontline did

We were commissioned to conduct an independent review of a 20% sample from over 4,500 responses and produce a balanced report, presenting the views of the community across the main themes of the consultation. We had one month to review and codify over 800 responses, which were assessed against 280 criteria. Our approach and workload was tightly managed to ensure quality and consistency throughout.

We worked closely with the Home Office project management team to review their codification framework and create a framework for statistical analysis. Our team reviewed each response individually and the team leader carried out cross-checking and quality control. Interim findings were tested on a comparative basis to ensure like-for-like interpretation of the criteria. We amalgamated our assessment with those produced from earlier Home Office analysis to present a full picture.

What difference we made

The final output was a report and summary paper of the consultation identifying the main points of view on the key themes, and the reasons given in support of these. Our report was presented to Ministers to form the basis for decision making on the proposed legislative change.