



## POLICY AND RESOURCES SCRUTINY COMMITTEE – 8TH JUNE 2010

**SUBJECT: IMPLEMENTATION OF THE TELL US ONCE PROGRAMME**

**REPORT BY: DIRECTOR OF CORPORATE SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 This report has been prepared to advise Members of the implementation of a programme to provide a more effective service to the citizen to enable selected service areas to deal quickly and appropriately with changes of circumstances following the registration of a birth or death.

### **2. SUMMARY**

- 2.1 The Department of Work & Pensions has created the Tell Us Once Programme (TUO) to facilitate the process through which public sector organisations collect, share and respond to citizens' births and deaths.
- 2.2 Research undertaken prior to the Programme's creation identified that citizens, taxpayers and public sector organisations could benefit from the provision of a joined up notification service provided through a single point of contact.
- 2.3 Under the Programme, citizens choosing to participate will provide details relating to the individual associated with a birth or death registration. These details will be input into a national database from where they will be made available electronically to selected public sector organisations so that records and services can be revised appropriately.
- 2.4 A UK-wide roll out of this discretionary service is currently underway with Merthyr Tydfil and Rhondda Cynon Taf County Borough Councils acting as Wales' early adopters. Their implementations are due to be completed in July 2010. The remaining participating authorities of the UK will implement between November 2010 and the end of March 2011. Caerphilly CBC plans to go live during December 2010.

### **3. LINKS TO STRATEGY**

- 3.1 The provision of both new, more cost-effective and convenient service access channels for the citizen and effective data sharing initiatives are key elements that underpin the service improvement and efficiencies agenda of the Authority.

### **4. THE REPORT**

- 4.1 The citizens of Caerphilly County Borough are likely to need to contact many different public sector organisations separately when dealing with a birth or death, sometimes multiple departments within each organisation. Such a process has the potential to create citizen frustration and introduce a risk that important notifications may not be undertaken inadvertently. Those affected organisations have to expend resources to deal with each separate contact and as such a solution that improves the way in which such changes are

dealt should be beneficial.

- 4.2 Many Caerphilly citizens die outside Caerphilly boundaries particularly in the hospitals sited within Merthyr Tydfil, Newport, RCT, Cardiff and Monmouthshire. As deaths have to be registered in the registration district in which they occur, the implementation of TUO in Caerphilly and its neighbouring authorities should offer timely access to notifications that were not readily available previously thereby creating the opportunity to react appropriately to a greater number of cases.
- 4.3 The objectives identified for this implementation include:
- Minimising the number of duplicated citizen contacts leading to resource savings.
  - Reducing processing times.
  - Decreasing the paper-based communication received and managed.
  - Enhancing data quality / consistency across service areas
  - Increasing income.
  - Reducing the potential for fraud.
  - Accelerating service delivery response times.
  - Improving quality of service to the citizen.
  - Protecting Caerphilly CBC's reputation / reducing waste by not sending inappropriate communication to deceased citizens.
- 4.4 The TUO service comprises two functional elements. Information related to the individual associated with a birth or death registration needs to be collected and input into the national TUO IT system and notifications received from that system need to be acted upon. The initial implementation planning phase has suggested that these tasks could be undertaken in the following manner:
- 4.4.1 Collection and Input - Staff from Registration Services and Face To Face Customer Services Centres will undertake this role depending upon whether the process is completed at the time of the registration or at a later date. A national call centre service has also been created by the DWP to allow citizens to provide the required information over the telephone once the birth or death registration has taken place. A national internet based on-line self-service facility is also planned to be launched during 2011.
- 4.4.2 Actioning Notifications – Contact Centre staff will access Caerphilly notifications received from the TUO IT system and undertake the required activity where possible or inform staff from the affected service areas where this cannot be achieved.
- 4.5 Direct costs are anticipated as being limited as the majority of the requirement will be internal resource staff time only. An outline of the anticipated implementation staff time requirement is given below:
- 4.5.1 Project Management – CCBC resource required for 2 to 3 days per week for 5-month process.
- 4.5.2 Project Implementation – Representatives from the Registration Service, Customer First, IT and the service areas required to plan and implement the necessary business changes.
- 4.5.3 Training – The DWP implementation team will provide training on a “train the trainer” basis free of charge. However, an in-house training regime would need to be set up for those staff involved.

An outline of the anticipated post-implementation staff time requirement is given below:

- 4.5.4 Data Collection - Estimated additional workload equates to 0.07 FTE in Registration Services and 0.13 FTE in the Face To Face Customer Services Centres.
- 4.5.6 Actioning Notifications - Estimated additional workload equates to 0.33 FTE in the Contact

Centre.

4.6 Based upon the results of pilot implementations, the predicted implementation benefits will include service improvements, increased income collection and cost savings estimated at £60k per annum across the following areas of activity:

4.6.1 Reduction in contacts across all services.

4.6.2 Housing and Council Tax Benefit

4.6.3 Housing.

4.6.4 Council Tax.

4.6.5 Adult and Children's Services.

4.6.6 Blue Badges.

4.6.7 Electoral Services.

4.6.8 Payments Owing To Local Authorities.

4.6.9 Libraries.

4.7 A greater level of detail regarding all aspects of the implementation of TUO is contained in the TUO Business Case document that is enclosed as Appendix 1.

## **5. FINANCIAL IMPLICATIONS**

5.1 Direct costs are anticipated as being limited as the majority of the requirement will be internal resource staff time only as set out previously in this report.

5.2 An outline of the anticipated implementation costs is given below:

5.2.1 Communication Strategy – Posters, rewording of bereavement leaflets and website content development. Given the implementation timescales, it is believed that the rewording of the bereavement leaflet could be built into the standard reprint schedule thereby minimising costs.

5.2.2 Two Factor Authentication – Additional IT equipment to facilitate each user's secure access to information is required. This additional equipment has an estimated total cost of £500.

## **6. PERSONNEL IMPLICATIONS**

6.1 There are no personnel implications to this report.

## **7. CONSULTATIONS**

7.1 Consultation has taken place and comments have been reflected in this report.

## **8. RECOMMENDATIONS**

8.1 It is recommended that the contents of this report be noted.

## **9. REASON FOR THE RECOMMENDATIONS**

9.1 To assist citizens to notify appropriate services and agencies of births and deaths through a single straightforward, convenient and cost-effective process.

9.2 To facilitate a more speedy reaction to these life events improving service delivery responsiveness, efficiency and cost-effectiveness whilst reducing the risk of inappropriate

communication.

- 9.3 To access information collected in neighbouring registration districts to broaden Caerphilly County Borough Council's knowledge of the life events affecting its citizens enabling its responses to be timely, effective and consistent.

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Appendices:  
Appendix 1 Tell Us Once Business Case