

**POLICY AND RESOURCES CABINET BOARD
25TH MARCH 2011**

DIRECTORATE OF FINANCE & CORPORATE SERVICES

**REPORT OF THE HEAD OF REVENUES & CUSTOMER SERVICES
- M. JONES**

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SECTION A

ITEM 1

TELL US ONCE PROJECT

Purpose of Report

1. To give members an update on the Tell Us Once project.

Background

2. The Tell Us Once service is a DWP project to allow citizens to report changes in circumstances just once (initially the service will only deal with bereavements but in due course will be extended to deal with births), with that information then being shared by various central and local government services. The service is due to go live in Neath Port Talbot on 21st June 2011.
3. From that date, citizens registering a death will have the option to use the Tell Us Once service to allow the information on the death to be passed to the services listed in paragraph 3 below. They will be able to do this either at the time of the registration of the death with the Registrars Service, or at a later date via our one stop shops or by telephoning the DWP.
4. The local authority services covered by Tell Us Once are:
 - Adult Social Services
 - Childrens Services
 - Blue Badges
 - Electoral Registration
 - Libraries
 - Council Tax & Housing Benefit
 - Council Tax
 - Money owed to the Council.
5. The central government services are:
 - Passports
 - DVLA – driving licenses
 - DWP – various benefits
 - HMRC – tax credits & child benefit

6. The Tell Us Once service also normally covers Council Housing, and while this is no longer appropriate in Neath Port Talbot, we are looking at the possibility of sharing data with NPT Homes.
7. There is also scope to set up local arrangements to add other local services such as Concessionary Bus Passes, and it is intended that such arrangements are put in place in Neath Port Talbot in order to maximise the benefits of the service for both the citizen and ourselves.

How will Tell Us Once work?

8. Leaflets explaining Tell Us Once will be made available in hospitals, at funeral directors etc to bring the service to the attention to those who will be notifying a death. These leaflets will explain that Tell Us Once will be available at the time of the registration of the death with the Registrar, and that there is also an option to use the service at a later date either at any of the Council's One Stop Shops or using the DWP telephone service.
9. When using Tell Us Once service, citizens will supply the relevant information on any central or local government services received by the deceased person. This will be captured in the Tell Us Once database and daily notifications will be sent electronically to central and local government services to enable them to update their own service databases promptly.
10. From the customer point of view, the service will make the notification of deaths much easier – which is particularly important at what is a difficult time for the informant.
11. From the Council's point of view, there are a number of benefits from the receipt of a prompt notification of a death. These include:
 - The early cancellation of services and the consequent reduction in the issue of inappropriate correspondence.
 - Reduced time and costs in chasing information.
 - Reduced inappropriate recover action.

Financial Implications

12. The only cost associated with the implementation phase of the project is that of staff time spent on the project.
13. In the longer run, the only additional costs falling on the Authority will be those of producing information leaflets

List of Background Papers

14. DWP Births, Deaths & Bereavement Manual TUO 1089, March 2011

Wards Affected

All

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COMPLIANCE STATEMENT

TELL US ONCE PROJECT

(a) **Implementation of Decision**

The decision is proposed for implementation after the 3 day call-in period.

(b) **Sustainability Appraisal**

Community Plan Impacts:

Economic Prosperity	No impact
Education and Lifelong Learning	Positive
Better Health and Well Being	Positive
Environment and Transport	Positive
Crime and Disorder	No impact

Other Impacts:

Welsh Language	No impact
Sustainable Development	No impact
Equalities	Positive
Social Inclusion	Positive

(c) **Consultation**

There has been no requirement under the Constitution for external consultation on this item.