Tell Us Once

NWeGG Conference
10 December 2008

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Progress to date

We went through feasibility to prove it was worthwhile making this journey and were given funding to proceed

We spoke to customers and designed models which we tested through live pilots

Now we want to integrate the channels and products to test in a larger area – a Pathfinder

This provides critical mass and large scale testing, making the business case strong and the reasons for proceeding compelling

Implementation becomes less risky we launch a service we proved works and is needed – less top down big bang more consensus

Emerging lessons

So what did the pilots tell us :

- Birth: F2F used by vulnerable but not used for straight forward cases

- Depth of service: shallow versus deep

- The efficiencies we wanted were only the tip of the iceberg

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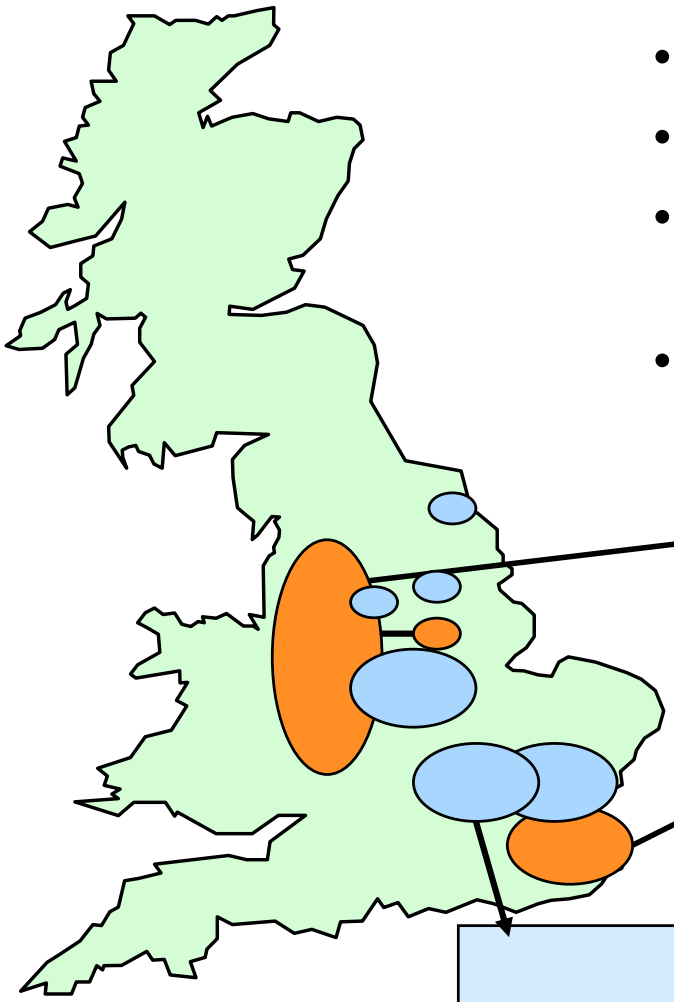
Pathfinders with Local Authorities



- Two tier authorities
- E-tool (self service)
- Processes
- 2 communication approaches
- Birth and Bereavement

Midlands and North West: Up to 7 LAs and linked central govt services
Wolverhampton, Rotherham, Tameside on 10 November
Lancashire County (and 3 districts) on 17 November

London and South East: 7 LAs and linked central govt services
Southwark, Lambeth on 10 November
Kent County, 5 districts on 17 November

Comparator sites:
Confirmed Hertfordshire plus Districts, Leeds and Salford
TBC Essex, Staffordshire, Warwickshire (and districts) plus Sunderland

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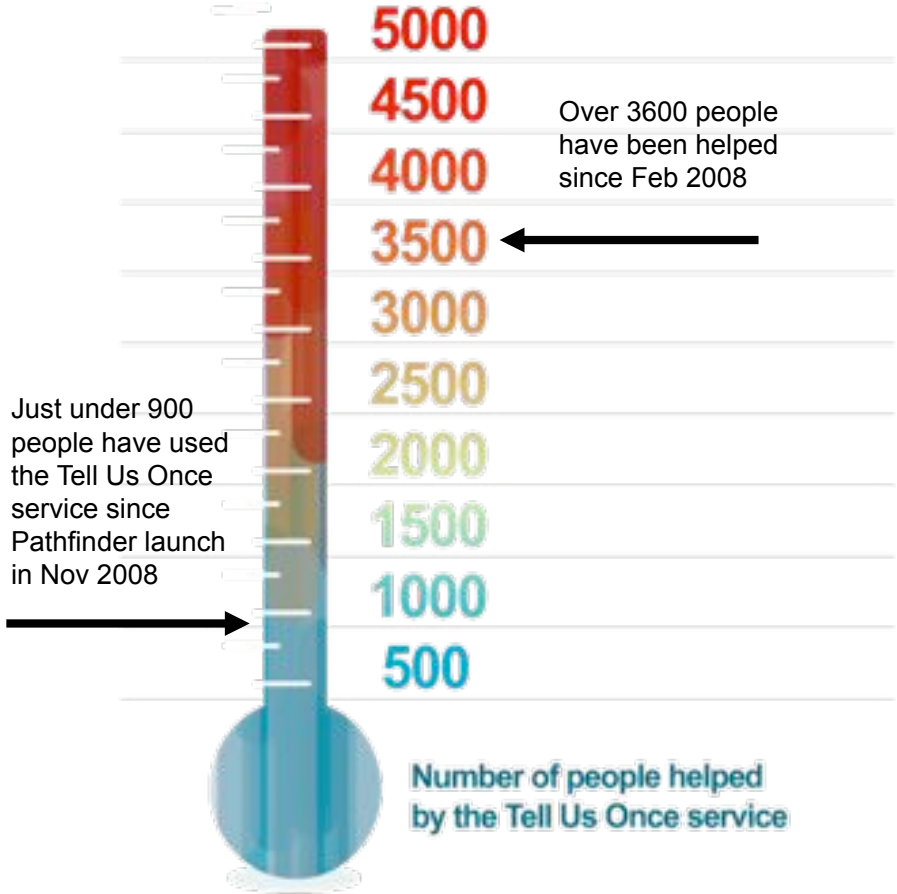
Helped to date



Feb 08 – Nov 08	**Bereavement**	**Birth**
Rotherham	4%	57%
Wolverhampton	67%	39%
Southwark	91%	50%
Tameside	26%	15%

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Pathfinder Design

Signposting and Direction

Generic signposting with posters, leaflets developed by

Tell Us Once

Partners for where literature available include hospitals, GPs, funeral directors, local authorities, government premises, etc

Local Media messages tested (not national)

Registrar is part of signposting and contact layer

Level 2 Authentication

Existing remote level 2 authentication for telephony

Contact

Vulnerable- do it for me

Static- LAs

Mobile- Joint teams (DWP & LAs)

Need some help

Tel

DWP **HMRC**

'E'

Self sufficient - let me do it

Directgov

Services & products

Reporting a Death **Reporting a Birth**

Reporting a Death **Reporting a Birth**

Reporting a death

Live for customer but based in offices

Process (core)

Process to be based on reporting event

Local Authorities
Housing Benefit
Council Tax Benefit

HMRC, ChB, CTC, CTF, WTC

DVLA
Licence, vehicle

DWP PDCS
SRP, PC, AA, DLA, CA

IPS
Passport

DWP JCP, JSA, Income Support, Incapacity Benefit, Bereavement Benefits, Social Fund Funeral Payment

Inform (non core examples)

Social Services
Blue Badge
Electoral Register

Tax coding, IHT, Probate

Info re car

Child Support / maintenance

Live Service

This is how we can make a difference

Business case

- Evidence to be gathered from:
  - Pathfinder
  - Other Government departments
  - External sources

- How do we ensure buy in?
  - Engine room
  - Editorial board
  - Time to scrutinise

The intention is for an evidence-based business case to be put together by a community of practitioners all representing their own departments drafted by a community of business experts with time to reflect and revise and build into the process.

Delivery date – August 2009

IS/IT

- Introduction of Bereavement Reporting Service
  - Rapid assimilation of IT products to implement a cost-effective tool with the appropriate linkages, as part of the wider pathfinder activities to gather evidence in support of a full business case
- Landscape analysis
  - Establishing the existing infrastructure and tools available across government departments and gaining an understanding of the future plans for enhancement, which could be used to support the wider Tell Us Once ambitions
- Future position
  - Helping the Programme to understand what is possible by analysing the feasibility of future opportunities for aligning IT and exploiting the re-use of key components across Government to maintain a customer-centric, data sharing focus in a cost effective manner.

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Data Sharing: a key test for Tell Us Once

Current legislative arrangements restrictive

a series of individual legal gateways | for specific data items | for specific purposes

Tell Us Once Solutions

Pilots – lots of consent

Service primarily offered by local authorities that collect and share information for customer.

- **Citizen:** Able to access service by giving consent to share personal information with specific services
- **Local Authority**: Able to offer the services by use of powers to act for the well being of people in the borough
- **DWP SoS:** Able to offer Tell Us Once using Social Security powers and common law powers to test new approaches

Impact: large 'consent bubble' that has to be carefully managed on a case by case basis.

Pathfinder – different approach

Consent based service led by DWP using Govt Gateway hosting. Information provided to and sharing managed by DWP.

- **Citizen:** Consent given for SoS to use his powers to share across the gateways. Must confirm authority to act.
- **Local Authority:** Collect data on behalf of SoS. Additional consent required for sharing with LA only services e.g. libraries
- **DWP SoS**: Stronger cover to share relevant information using existing legal gateways – but still limited to current powers.

Impact: better experience, process and compliance

The Future

A national service needs clear data sharing powers -

- TUO strongly supports any future data sharing legislation. We will share experiences to support the Parliamentary process
- Pathfinder findings will be shared with ICO – to show how citizens can receive better services
- Back end process improvement dependent on acceptance of trusted, lawful data sources – collect once, use many.

Evaluation

- Evaluating number of contacts that can be saved - both avoidable and unavoidable
- Measuring how much of the citizen's time is saved. Working with HMT / HMRC model
- Measuring customer satisfaction
- Seeking feedback from staff
- Where benefits and costs arise

Next steps

Implementation

- Will only work if Local Authorities on board
- The implementation approach will be driven from the Local Authorities' perspective (central government easier due to national models)
- Whilst we need to work with each local authority we will be taking a regional approach and will be looking to bodies like NWeGG, Regional Improvement and Efficiency Teams and Government Offices to support.
- Timeline for implementation begins in August 2009 (following agreement to business case) and will begin with birth and bereavement
- April 2010 – underlying infrastructure in place – full roll out within 6 months
- April 2011 – CoA in place – will overlay onto approach already developed for birth and bereavement and again will be done in 6 months

Local Authorities as Key Partners

- How Local Government is already playing a part
  - Authorities driving the design
  - Membership of all boards – Local Authority members, LGA, IDeA and CLG
  - In return we are members of Local Government Delivery Council
  - Business Case – total involvement
    - Local Government Scoping Group
    - Finance Engine Room
    - Management Information from Local Authorities
  - Local Authority Liaison Manager – co-sponsored by Local Authorities and Tell Us Once