

Tell Us Once newsletter



August 2017



Mike Scott - Introduction

Welcome to this edition of the bi-annual Tell Us Once (TUU) Newsletter.

In the last edition, we celebrated our five year anniversary successes and I'm pleased to tell you that our success continues. We've seen TUO become one of the first government services to move to a cloud based IT provider. Population coverage has increased to over 95% and the number of notifications issued to partner organisations increased to nine million. Our partners are pivotal in making TUO the success it is and maintaining good relationships is one of our key priorities. By working closely with them, we've made many and varied improvements to the operating system.

In this edition, you'll hear feedback from across the TUO family, get an update on Public Sector Pension Schemes on-boarding and find out how to become an active member of the TUO Knowledge Hub Community.

TUO Go lives during 2017

Salford City Council in the North West has been supported by TUO Partnership Account Manager, Stephen Harrison and went live with TUO on Tuesday, 30th of May. Salford offers the service for both Birth and Death registrations to 242,000 citizens.

The Highlands went live with TUO on Monday, 26th of June great collaborative working with the Local Authority and Scottish Partnership Account Manager, Emma Moralee. The Highlands is a large geographical area covering a population of 233,100. There are an average of 2,414 deaths reported a year and citizen's will be offered the Full model of the service should they wish to use it.

Portsmouth City Council in the South East went live on Tuesday, 27th of June. TUO Partnership Account Manager, Michael Murphy's successful collaboration with the Unitary Council brings the service to a further 209,100 citizens.



TUO is now offered by **394** Local Authorities, to **95.40%** of the population in England, Scotland and Wales.

Changes and Enhancements to the TUO IT system, the Change Reporting System

Following our successful move into a cloud-based environment and our system now being managed by In-House DWP colleagues the change programme has re-started in earnest. With over 150 on boarding / off boarding actions particularly around tailoring the Local Authority services offering as discussed with each authority. We have also made improvements to the Customer Letter; adding in a condolence statement as suggested by a citizen, taking out a superfluous paragraph and revisiting the paragraph instructing a citizen on where they can find out more about any financial assistance they may be entitled from DWP.

February saw the inclusion of a 'Yes or No' answer to whether the deceased was in hospital 28 days or less prior to their passing. This allows DWP to select only those over the 28 day mark where more information is sought directly from those dealing with the deceased's affairs.

March saw our online channel allowing DVLA to be notified of the deceased's motor vehicle(s). DVLA Partners are delighted with the TUO notifications reporting that end to end, including the issue of non-transferable road tax refunds to those dealing with the deceased's affair, their ability to complete the process for the family has been dramatically reduced, once and done! We have received some feedback from registration colleagues wishing to offer this service in their face to face interview, others are happy with it as is, thank you to everyone who took the time to share their views. Going forward we will ask the TUO Change Board, with its representation from across the partnership, to consider the feedback.

March also saw us change the scroll back within the date of death field in limiting this to two years, making this field more relevant and user friendly. We have also removed the 'Don't know' option within the Public Sector Pension question to help focus the citizen on a definitive 'Yes or No' response, as put forward by our Public Sector Pension Partners.

In June and July we were able to package a number of changes together for deployment and included;

- an additional service the citizen can notify HM Revenue & Customs of when a death occurs, to the Tax Free Childcare team
- small improvements to the printable screen at the end of Stage 1 Capture to help the citizen and getting this onto one page for printing purposes
- improving the system logic around the Next of Kin and surviving spouse
- including within the Public Sector Pension question a on screen validation pop up to help the citizen
- improving the 'Help' facility for those using the service online
- field improvements for the input of a driving licence, passport and/or national insurance numbers
- Customer Letter Welsh Translation: to correct the marital status of the deceased appearing in English when a Welsh translation has been requested

Future work and the changes approved by the Board we are now working to include -

- providing 'Cookies' messaging for the on line user and updating Internet Explorer compatibility
- switching off the permanent customer survey question, whilst we consider how we capture citizen's views in the longer term; meanwhile online users will continue to be asked if they would be willing to take part in a survey and be given an email address to send feedback directly into the Tell Us Once team

A day in the life of a TUO Telephony Agent

As a TUO telephony agent my role is to take telephone calls from Bereaved customers. I have been with TUO since telephony came to Newcastle in 2006. Initial training to the first team of staff was given to all staff by Walsall Pension colleagues who were the first telephony unit, taking the TUO calls. This involved being shown how the system worked



putting some changes in place that we felt needed to be done to help with the experience for the Citizen, this team then went on to do in house training for the rest of the staff that joined the unit. We then had empathy training on how to handle the telephone calls for bereaved callers by CRUSE Bereavement Care.

Our customers have been to register the death with the Registrar and then been offered the TUO service. If they choose to use the service over the telephone they would then contact DWP telephony/my team on 0800 0857308 we would then take them through the service. On average we take 2000 calls a week.

When I answer a call from a customer my aim is to try and treat people in the way I would like to be treated if I was making the call myself. Most people are very nervous so I feel it is my job to put them at ease and help take them through the call. Some callers are very composed but we do get a lot of very upset callers. I take a unique reference number that would have been given to them by the Registrar, once used this number is of no significance as a new number will be given once the enrichment has been done. During the call I ask various questions and explain that we will be contacting all the relevant organisations on their behalf. The organisations we can contact for them if they want us to are: Department for Work and Pensions, Councils, Driving Licence Agency, Passport Agency and HM Revenue and Customs. I explain to them the questions that I ask and let them know what will happen if, they are in any doubt. I take details from them about the deceased and the informant dealing with the deceased affairs. This information is fed through our I.T system and sent immediately to the service areas. I advise them at the end of the call that if they have any benefit related questions they need to contact the organisations separately and provide them with telephone numbers if they are required.

A letter is printed off at the end which is confirmation of the call, this is then sent out to the informant dealing with the affairs, along with a checklist which not only advises who we have contacted on their behalf, but also other areas that they may need to contact who are not on board with our service. We also include a privacy statement which explains all the data protection and how the information is handled.

I get great job satisfaction from my work and 99% of the time I am praised very highly from the callers, as they are very unsure what to expect when they ring us. Once you get to the end of the call with them you can hear the relief in their voices as it was not as difficult as they expected it to be. We have also taken so much of the burden away from them, allowing them to do so many other things at this difficult time.

TUO - The Scottish Picture

In Scotland, Fife was the first Local Authority to deliver TUO bereavement service some seven or eight years ago, and because TUO was electronic, accessed through your pc this enabled Fife to streamline and improve on its existing manual death notification process meaning that council services received much richer information a lot faster than before.

Families of the bereaved using the TUO service were and still are immensely thankful and very appreciative of this service, enabling them to inform various central government departments and council services simultaneously of the death of a loved one, saving them a huge amount of time and money.

TUO is a great example of the way Government has improved the way it deals with people whilst at the same time making savings. Another recent enhancement was the integration of the system that registrars use to register a death in Scotland (FER) with the Tell Us Once system. This further benefits not only the valuable time of the registrar but the families using the service.

TUO is also working in partnership with Local Authorities to tailor TUO to its residents, for example many Local Authorities including Fife now inform Concessionary Travel and their Council's Pension Scheme. It is hoped that this type of customisation will only increase in future years.

Finally, Highland Council went live on 26 June 2017; we now have 100% coverage across Scotland with all Local Authorities offering the TUO service. This is very welcomed news for bereaved families across Scotland.



Farewell but not goodbye

What a time I have had on TUO

I cannot pack everything I have to say into a short quote about my memories of TUO but I will do my best! Firstly - what a great team to work in and it has been good to work with so many people who are all committed to making TUO what it is today - a great service.

If I go back over my time on TUO I can still remember the early days travelling down to Basingstoke to build the service on the system and the huge effort required to get it ready for implementation in September 2011! Yes that is nearly six years ago but such a lot has happened since then.

Managing over 12,000 contacts to the helpdesk, virtualisation of the service, setting up new services for Concessionary Travel and DVLA Registered keeper of a Motor Vehicle and the introduction of Public Sector Pensions are just some of the things I have worked on during my time on TUO.

I can still remember working to 4am in the morning for the testing on the Public Sector Pension deployment and the relief/exhaustion I felt after it was finally completed - took me days to recover from the effort required to get that one over the line! Had a few laughs along the way but everyone on the team has helped me through the difficult times by just being there and providing support which shows what a great team TUO are and what teamwork is really about!

I can also think back to the TUO virtualisation and the hard work on the day of testing with having to test the online service on mobile phones because we couldn't get a connection to the service in the office.

Sometimes you cannot believe that things like this could happen but we all got through this with a few laughs along on the way.

Finally and I said I would keep this short and will only say this once! I can really say that my time on TUO has been my best experience of working in DWP and I will not forget what a great team TUO is to work for and the great friends I have made on the way. So keep up the great work everyone and I will be keeping in touch during my retirement.

I will not forget TUO!

Allan Weir

Previously the TUO Partnership Manager covering Scotland and Michelle moves on to a new role within the Scottish Government: "I joined TUO in 2010 when it was in its early stages. My first role was working in the Design Team, supporting them as they developed the IT system we know now as the Change Reporting System. I then moved into various roles within the programme. TUO has been an amazing place to work and through the almost seven years I have learned so much about working across local and central government and pulling together to achieve an outstanding service. The colleagues I have worked with also have an amazing team spirit and they all have a 'can do' attitude even when at times it was a challenge. I will miss TUO and the external relationships I had built. But I know my experiences will help me to take forward an exciting new role."

Michelle Breen

TUO quotes

Here is a selection of recent quotes on the service from both bereaved families using TUO and staff delivering it:

Having used TUO in the past the importance and value of the service hit home to me when I registered my father's death in a district which didn't offer TUO. What a sensible service... and free too! Thank you for doing that, I feel we have moved forward by letting all those department know about my wife's death. The Coroners told me that you could let me use TUO even through the inquest has not been held. It's such a relief that someone can help me.

East Riding Yorkshire bereaved family

A few weeks ago I had a lady who was very tearful once she realised how much weight TUO had taken off her shoulders. In all the time I've been doing it I'd never encountered anyone quite so grateful and it was actually very touching.

East Riding Yorkshire Registrar

"The Registration team in Edinburgh find it very rewarding knowing the relatively small amount of our time spent carrying out a TUO enrich with a service user will inevitably save them an awful lot more time having repetitive and no doubt distressing conversations in the days and weeks ahead of their time with us"

Registration Team Leader, Lothian Chambers

'Salford Register Office are delighted to join TUO working in partnership with the DWP and other departments from Salford City Council to provide a more efficient, effective and holistic journey for the bereaved residents of Salford'

Salford City Council Registrar

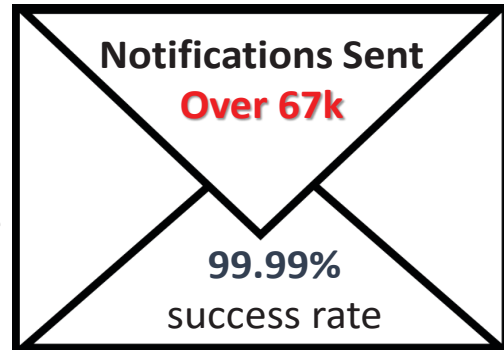
"Sunderland Registration Service has offered the Bereavement TUO Service to customers for some time now, and we were one of the early adopters of the service. Having seen the benefits the service can offer to families at what is such an emotionally demanding but also busy time in their lives, the Registrars are fully committed to the TUO principles and ethos. Many families have returned to us to register deaths for a second time, and having used the Bereavement TUO service previously, feedback to staff about how useful and beneficial they'd found the service first time around and how grateful they were for the assistance they received as a consequence of using it. The principles of TUO are so simple, yet have such a positive and powerful impact upon bereaved families. As the service continues to evolve, the benefit realised by bereaved families will extend even further."

Bereavement and Registration Services Manager, Sunderland City Council

Public Sector Pensions 1st Anniversary

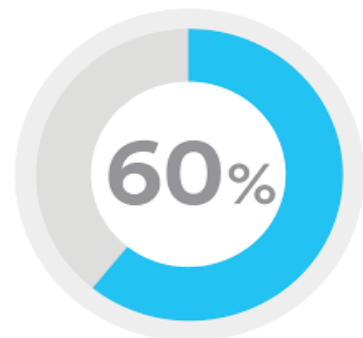
4 million+

accounts currently stored on the
Local Government Pensions
Association (LGPA) look up



£7200

Yearly savings due
to removal of
monthly LGPA
update charge

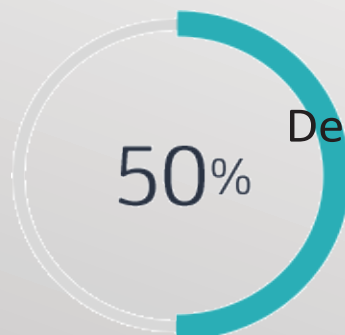


LPGA schemes
on-boarded
(**60** schemes)

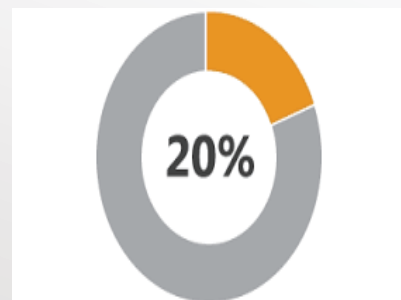
TUO is being actively
promoted by LGPA's and
recently featured in the
Veterans Agency (VETS)
newsletter issued to over
400,000 recipients

£600,000
Reduction in VETS
overpayments

Mar-Jun 15 Vs Mar-Jun 16



Deaths reported to
VETS via TUO



Reduction in debt recovery
action for VETS resulting in
less repayment letters for
bereaved families