# Regeneration, Culture and Environment Overview and Scrutiny Committee

## BRIEFING NOTE – No.08/20

Date: 27 August 2020

Briefing paper to: All Members of the Regeneration, Culture and Environment Overview & Scrutiny Committee

Purpose: To appraise Members of the take up of the ‘Tell Us Once’ Service

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The Regeneration, Culture and Environment Overview and Scrutiny Committee at its meeting on 13 August 2020 requested information as to the take up of the ‘Tell Us Once’ Service.

## **Background**

Tell Us Once (TUO) is a service is offered by local authorities on behalf of the Department for Work and Pensions (DWP). The service allows an individual to inform central and local government services of the death at one time rather than having to write, telephone or even attend each service individually. The Tell Us Once service is free to use and can save the service user a great deal of time and effort.

The service is required after each registration and is provided over the phone once the registration is completed. The registrar’s involvement in the process is limited to taking initial details and entering them into the TUO system (known as “CAPTURE”) in order to receive a unique reference number for the service user. The registrar then gives the necessary contact details and the unique reference number to the service user who can then use it to either log into the online government system or quote over a dedicated phone number where the full details are registered by a member of the central TUO team.

It is essential to note that the service user must have registered the death and been given the unique Tell Us Once reference number before they can use the telephone or online service.

Once the service user has completed the process at home (known as “ENRICHMENT”) the TUO service make all relevant departments aware the information is available



Once the various agencies informed by Tell Us Once have received notification (Known as “NOTIFICATION”) of the death, they will make any further contact necessary with the bereaved family.

It is worth noting that Tell Us Once does not notify any commercial organisations of the death and cannot arrange for redirection of post or suppression of direct mail.

Tell Us Once is completely voluntary but most people find it a very helpful service.

### Medway performance

(data provided by TUO.MANAGEMENTINFORMATION@DWP.GOV.UK

27/07/2020)

### Captures Report

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation** | **Event** | **Year to date** | **% captured** |
| Medway | Death | 927 | 100 |

### Enrichments by Residency Report

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation name** | **Event** | **Channel** | **Year to date** |
| Medway | Death | Number of enrichments by phone | 79 |
| Medway | Death | Number of enrichments by internet | 392 |
| **Medway** | **Death** | **Total** | **471** |
| Medway | Death | Percentage of enrichments by phone | 16.77 |
| Medway | Death | Percentage of enrichments by internet | 83.23 |

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