

CENTRAL SERVICES CABINET MEMBER MEETING

Agenda Item 41

Brighton & Hove City Council

Subject: Potential 'Tell Us Once' Pilot
Date of Meeting: 13 October 2008
Report of: Director of Finance and Resources
Contact Officer: Name: Paul Holloway **Tel:** 29-2005
E-mail: Paul.holloway@brighton-hove.gov.uk
Key Decision: No Information only
Wards Affected: All

FOR GENERAL RELEASE.

1. SUMMARY AND POLICY CONTEXT:

- 1.1 'Tell Us Once' is a potential pilot project that would benefit the citizens of Brighton & Hove. The pilot, if approved, sits within the Council's Access Vision (agreed by Policy and Resources Committee in November 2007) and Council priorities, including better use of public money.
- 1.2 It is anticipated that with continued members commitment to providing cost effective value for money services, this pilot if offered, will improve services to customers, by minimising the amount of contact a customer has to have with the Council.
- 1.3 Citizens would find it easier to access services and will only have to communicate once with the council about a change of circumstances.
- 1.4 There are 2 potential pilots within this – one for bereavement communication and one for change of address communication.

2. RECOMMENDATIONS:

The Cabinet Member for Central Services is requested to:

- 2.1 To note the aims of the potential pilot project.
- 2.2 To support and agree any involvement the Council is able to secure in the Tell Us Once programme, subject to there being no additional unfunded financial or resource implications.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 'Service Transformation' is a government initiative that has come out of the Varney Review of December 2006. Sir David Varney, Senior Advisor to the Chancellor of the Exchequer, was asked to look at the channels through which services are delivered, with a view to suggesting ways of making them more efficient, and specifically more personalised to the needs of the customer and businesses.
- 3.2 The Tell Us Once programme has been developed in response to the Varney Review and recommendations.
- 3.3 The initiative's principles are to provide a better service for citizens and businesses and a better deal for the tax payer.
- 3.4 The pilot will involve the DWP programme team calling upon data sharing / information from across Government with a view to removing, or working around those barriers that presently impede the efficient processes that are being sought.
- 3.5 The Council, through working with the DWP in any agreed pilot would ensure any agreed changes to processes regarding sharing of information, to provide a better service, are covered by the Data Protection Act.
- 3.6 Sir David Varney's report has highlighted that often the most vulnerable citizens currently have to "join up public service islands" for themselves.
- 3.7 The primary objective of the Tell Us Once pilot is to look at testing more efficient and effective processes around the customer journey for birth and bereavement. Also and separately piloting the creation of a change of change of address service, by 2010. The ultimate aim is for citizens not to have to notify multiple public services of changes.

4. CONSULTATION

- 4.1 There has been an initial meeting with the DWP Tell Us Once project manager and further discussions are due to take place to establish the most appropriate way in which the council can become involved in a pilot project scheme that will potentially benefit citizens, and whether we have a suitable location and demographic for the DWP in their choice of spread of different authorities.
- 4.2 Discussions have also taken place with the Sussex Improvement Partnership (SIP). SIP have already received funding for some customer service based projects and have indicated they would be in a position to help support a pilot project of this nature.

FINANCIAL & OTHER IMPLICATIONS:

5.1 Financial Implications:

At this stage the Government is exploring whether the proposals are viable and if it can add real value to the citizens' interaction with government. If selected as a pilot authority, we would anticipate all associated costs being met by the Department for Work and Pensions. The aims of the project certainly suggest benefits to our citizens but also show potential to generate overall cost savings for the council. The financial, as well as all other implications, of any resulting projects would need to be considered in full and reported back to Members in a future report.

Finance Officer Consulted: Stuart Taylor

Date: 10/09/08

Legal Implications:

5.2 If and when the council takes part in any pilot project, any processing of personal data must comply with the data protection principles contained in the Data Protection Act 1998.

Lawyer Consulted: Oliver Dixon

Date: 15/09/08

Equalities Implications:

5.3 An Equalities Impact Assessment (EIA) has not been carried out to date as this is a potential pilot. Consideration to an EIA will be given if the pilot is offered

Sustainability Implications:

5.4 There are no sustainability implications.

Crime & Disorder Implications:

5.5 There are no crime and disorder implications.

Risk and Opportunity Management Implications:

5.6 There are no negative / adverse risk and opportunity management implications.

Corporate / Citywide Implications:

5.7 The potential pilot project will benefit citizens, and fits with the Council's Access Vision and its priorities.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 Alternative options are not relevant as this is a potential pilot project.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 Officers believe the pilot project will make processes and contact with the Council easier for citizens, and they will benefit from improved services as a result.
- 7.2 The pilot project aims fit in with the Council's Access Vision for citizens and this also supports the Council's priorities for providing a cost effective, value for money service for its citizens.

SUPPORTING DOCUMENTATION

Appendices:

Appendix A

.