

Wootton Bassett & Cricklade Area Board – Wednesday 25 May 2011

Chairman's Announcements

Tell Us Once

Wiltshire Council will be introducing a new service called Tell Us Once (TUO) in August 2011

TUO is a national programme, in partnership with the DWP and other central government agencies. The programme enables customers to notify government (both central and local) of a death once and that information is shared with the government departments identified by the customer. Customers can currently access TUO by phone which is managed by the DWP or in person which is managed by the Local Authorities. An e-channel is planned to be introduced in November 2011. Current trends illustrate that 70% of customers prefer the face to face access channel. TUO is optional but around 90% of customers in areas where it is live have chosen to use the service.

Our statistics show that around 7000 Wiltshire residents die per annum but of these, 4000 residents die outside of the County. This is primarily due to the fact that two of the area's largest hospitals (GWH in Swindon and The Royal United in Bath) are located beyond the boundaries of Wiltshire Council. Deaths must be registered in the area that they occur and TUO is also offered at this time if the area in which the deceased lived is a signed up member of the programme. Swindon goes live in June and BANES in November.

TUO will enable the Council to receive information promptly about those customers that die outside the area. We will also offer the service to relatives of all those customers that die within Wiltshire and share the information with neighbouring authorities if the deceased lived outside of the County.