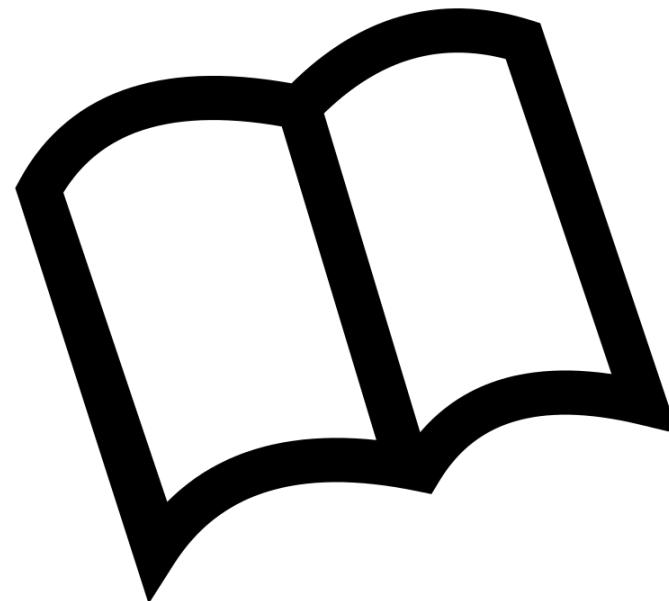


REGISTRATION SERVICES DATA DISCOVERY PROJECT

APPENDIX



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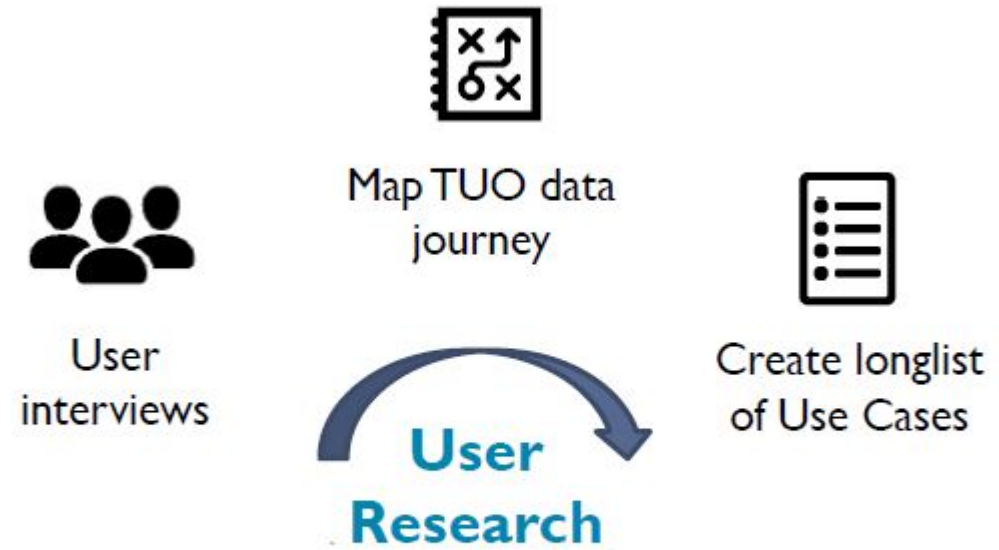
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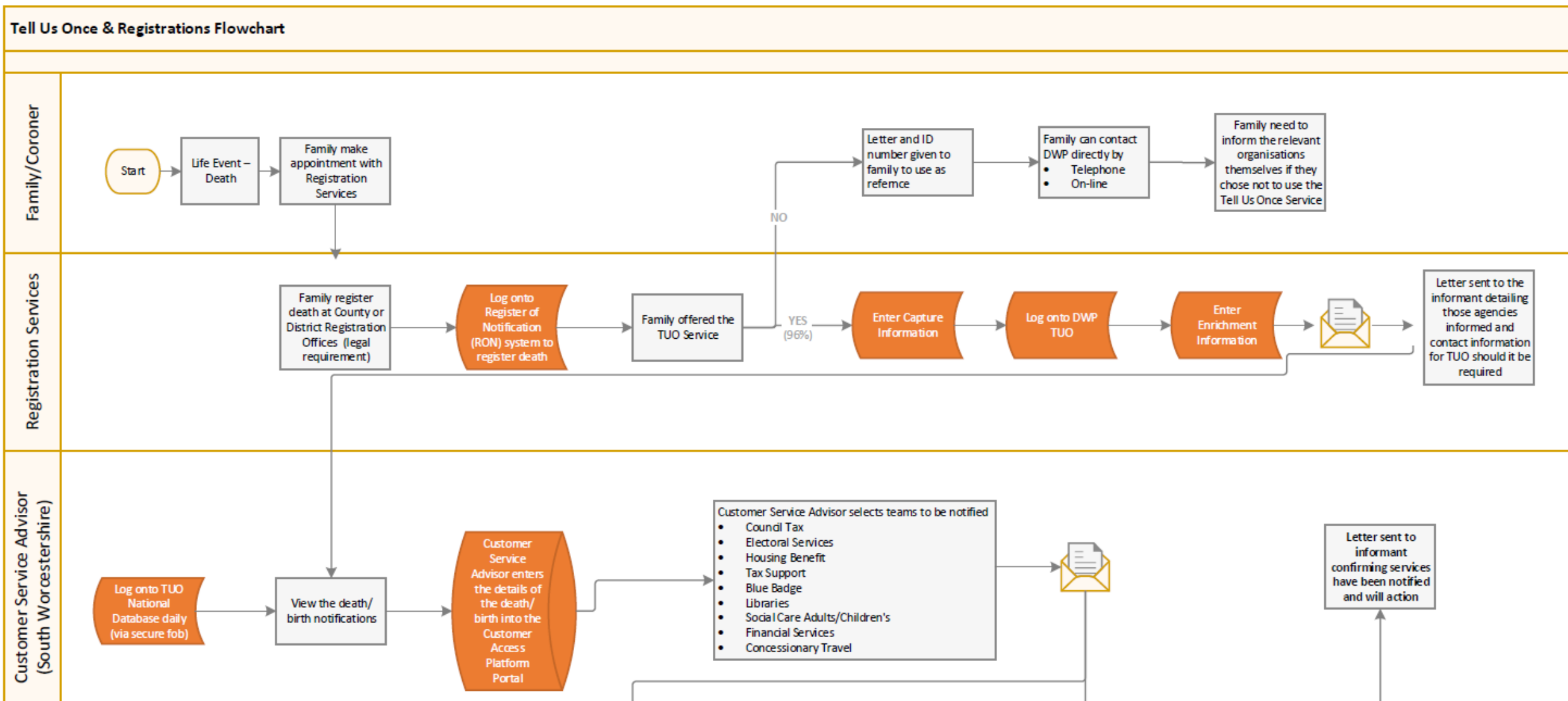
In this round 1 of user research we:

- Identified a list of questions/ prompts to guide the information we wanted to get from interviewees
- Started by engaging with a wide range of services within partner authorities
- Held an initial workshop with a range of services which might have use for registration data
- Carried out interviews with potential users of registration data
- Mapped the existing TUO process and data journey in detail
- Identified what data items are available through TUO and through the registration data set
- Generated a longlist of use cases for registration data



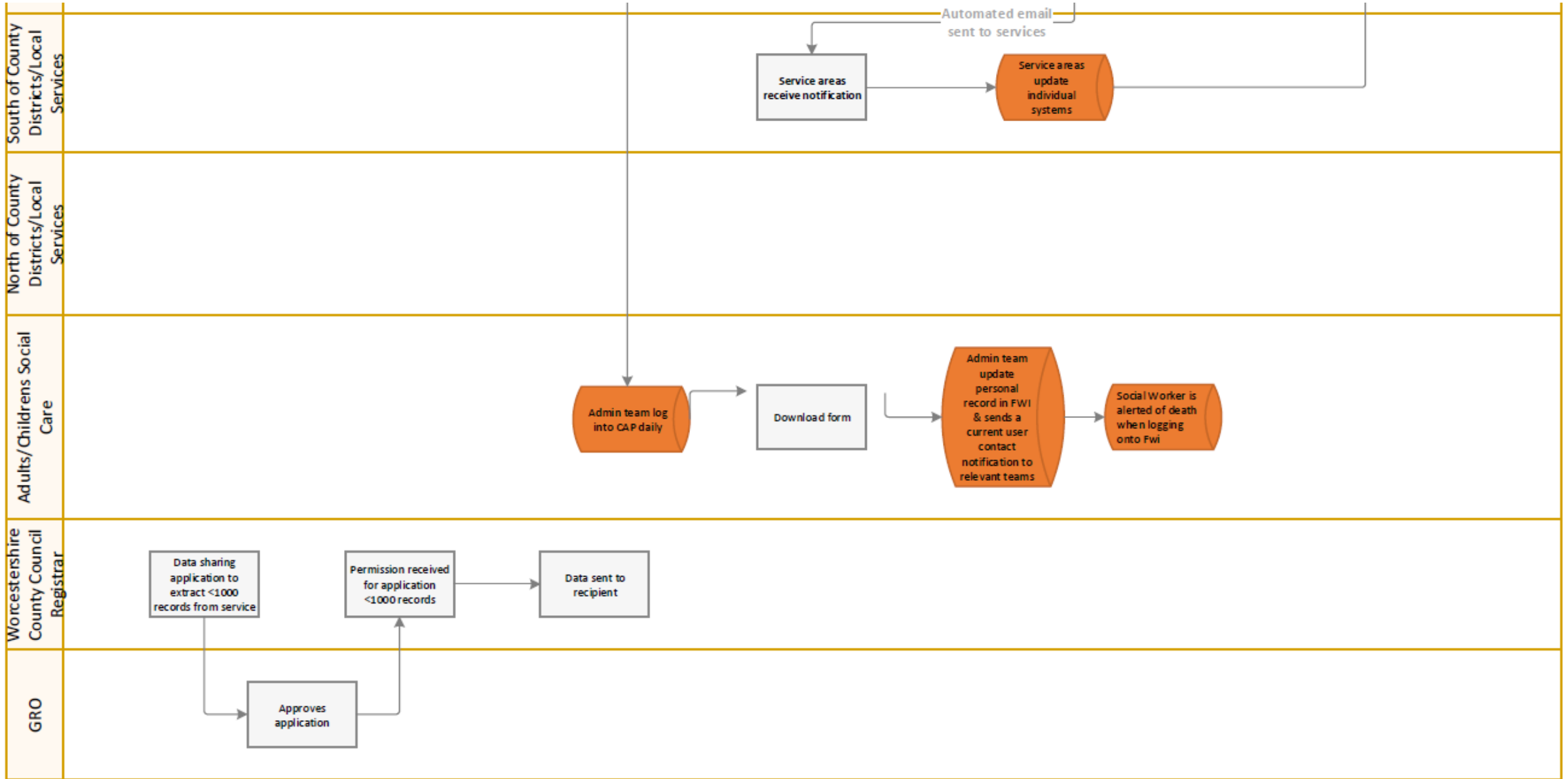
TELL US ONCE AND REGISTRATIONS FLOWCHART – 1 OF 2

5



TELL US ONCE AND REGISTRATIONS FLOWCHART – 2 OF 2

6



RON – DATA FIELDS COLLECTED – BIRTH

7

Registration district/sub-district and administrative area
Child – Date and place of birth (time if multiple live birth)
Child – Name and surname in which the informant intends to raise the child
Child – Sex
Father – Name and surname at date of child’s birth (also previous names and aliases)
Father – Place of birth
Father – Occupation
Mother – Name and surname at date of child’s birth (also previous names and aliases)
Mother – Place of birth
Mother – Occupation
Mother – Maiden surname (surname used at time of first marriage)
Mother – Surname at date of last marriage if married more than once
Mother – Usual address
Informant – Name and surname (if not mother or father)
Informant – Qualification
Informant – Usual address
Signature of informant
Date of registration
Signature of registering officer

RON – DATA FIELDS COLLECTED – DEATH

Name of Registration District
Name of sub-district.
Administrative area.
Date and place of death
Name and surname.
Sex.
Maiden surname of woman who has married.
Date and place of birth.
Occupation and usual address
Informant – Name and surname.
Informant – Qualification.
Informant – Usual address
Cause of death/doctor or coroner's name and qualification
Signature of informant
Date of registration.
Signature of registrar.

TELL US ONCE – DATA FIELDS COLLECTED – BIRTH

Person named on the register details
Date of Registration
Title
First Name
Surname
Phone Number
National Insurance Number
House Number or Name
Street
Area
Town
County
Postcode

Partner Details
Title
First Name
Surname
Partner Same Address
House Number or Name
Street
Area
Town
County
Post Code
Contact Number
National Insurance Number

Child Details
First Name
Middle Name
Last Name
Date of Birth

TELL US ONCE – DATA FIELDS COLLECTED – DEATH



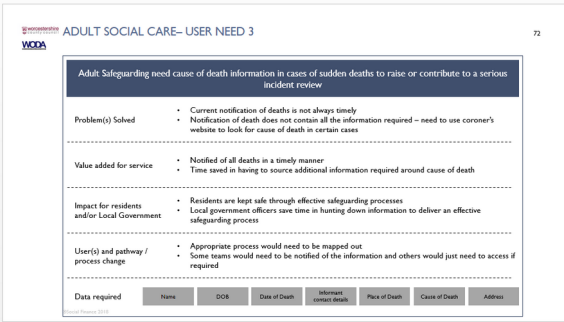

10

Deceased's Details
Deceased Title
First Name
Middle Name
Last Name
Date of Birth
Date of Death
Name of Hospital
House Number or Name
Street
Area
Town
County
Postcode
Date of Registration

Next of Kin Details
Title
First Name
Surname
Same Address
House Number or Name
Street
Area
Town
County
Post Code
Contact Number
Relationship to Deceased

Surviving husband, wife, spouse or civil partner's personal details
Same as Next of Kin
Title
First Name
Surname
House Number or Name
Street
Area
Town
County
Postcode
Country
Contact Number

Estate Executor Details
Executor Same as Next of Kin
Title
First Name
Surname
House Number or Name
Street
Area
Town
County
Postcode
Country
Contact Number

A long list of 30 user needs	<ul style="list-style-type: none"> Used this as the basis of a project workshop. Grouped these user needs into themes/ key service areas 	
6 key service areas identified	<ul style="list-style-type: none"> The majority of our long list of user needs fitted into 6 key service areas. Children's Services, revenues and Benefits, Adult Social Care, Public Health, Housing and Health. 	
Overview of each of the 30 use cases	<p>Included overview of</p> <ul style="list-style-type: none"> - the problem the data would solve - the benefit for the service and the resident - the pathway/ process change - the data items required 	
Map of existing TUO process	<ul style="list-style-type: none"> How the data is collected What data is collected How this reaches service who need it 	

METHODOLOGY FOR ROUND 2 USER RESEARCH

- REFINING USE CASES

12

The 4 prioritisation criteria identified at the project workshop were used to identify our priority use cases.

Prioritisation criteria:

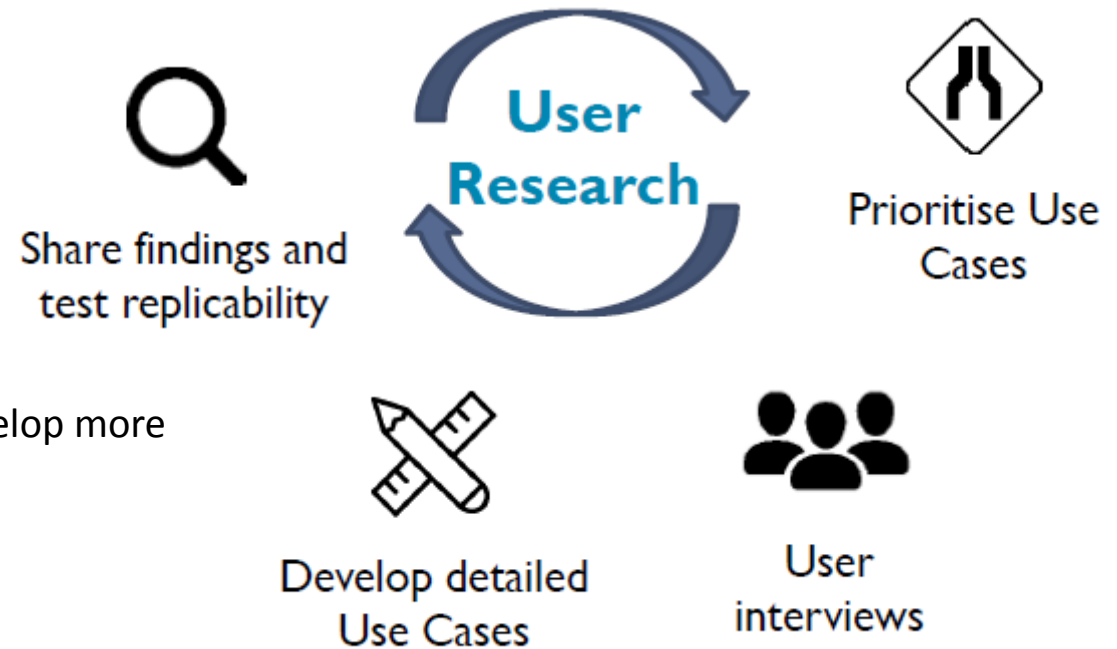
- Short term savings
- Information Governance Feasibility
- Replicability
- Social Impact for residents

4 use cases were identified as a priority

Round 2 of user interviews were conducted to gather more detail and develop more detailed use cases.

Interviews gathered information on:

- The problem that registration data might solve
- Mapping the current process
- The cost to the service and residents of problems with the current process
- Mapping a new process/ workflow
- Any short term savings using registration data might make
- The impact of using registration data for residents



#	User Need
1	Adult social care needs death data to cancel care packages and payments for care packages
2	Adult social care need death data to better manage residential care home spaces
3	Adult Safeguarding need cause of death information in cases of sudden deaths to raise or contribute to a serious incident review
4	Adult Social Care need death data to know if a carer has died to notify the social worker that a case might need a review to keep someone independent and safe
5	Adult Safeguarding need death data to identify patterns of deaths in certain areas/ locations etc. to check if there are any safeguarding concerns which need addressing
6	Adult Social Care need death data to avoid sending letters etc. to deceased residents and distressing bereaved families
7	Adult Social Care need death data to know if the person a local carer was caring for has died, and to make a different offer of support to the carer

#	User Need
1	Children’s Service needs birth, marriage or death data to link with data on existing vulnerable families to better understand family context
2	Children’s Services (Information and Analytics) need child death data to complete statutory returns
3	Children’s Services need birth data to contact families proactively to encourage them to register or take up available services (targeted at higher-risk families?)
4	Children’s Services need death data to avoid sending letters etc. to deceased residents and distressing bereaved families
5	Children’s Services in role as corporate parent need deaths to notify young people in their care if a parent has died

#	User Need
1	Local Authorities need death data to better manage social housing stock
2	Local Authorities need death data to detect instances of tenancy fraud (if person dies and remaining person has no right of succession)
3	Local Authorities need birth data to know when a family in social housing might need to apply for a larger house – can help to understand demand and advise family to apply early
4	Local Authorities need marriage data to contact tenants to let them know process for getting rights to tenancy after marriage

#	User Need
1	Revenues and Benefits need death data to cancel housing benefits and other locally-administered benefits
2	Revenues and Benefits need birth, marriage, and death data to improve data quality for fraud-detection
3	Revenues and Benefits need birth and death data to ensure correct charges and bills for council tax

#	User Need
1	Public Health need birth and death information to analyse trends and public health concerns e.g. low birth weight, certain causes of death
2	Public Health need named death information to make the process of audit around certain causes of death easier

#	User Need
1	NHS providers need death data to cancel appointments, surgery or treatment regimes
2	NHS/CCGs need birth and death data to forecast for capital investment requirement (e.g. Hospitals) and equipment expenditure
3	NHS/GPs need birth data to contact families proactively to encourage them to register or take up universal health services (targeted at higher-risk families?)
4	NHS/CCG need death data to avoid sending letters etc. to deceased residents and distressing bereaved families

Adult social care needs death data to cancel care packages and payments for care packages to save time and effort recovering overpayments

Problem(s) Solved	<ul style="list-style-type: none"> Notification of deaths of people in receipt of adult social care are currently received by social workers from a variety of sources. The social worker is then required to complete a form which notifies brokerage and finance of the death so that they may close the care package and stop payments. Sometimes this process does not work in a timely manner and overpayments are made (have been known to be 9 months).
Value added for service	<ul style="list-style-type: none"> If notification of deaths are received in a timely manner brokerage and finance can stop the service and payments immediately and avoid overpayments.
Impact for residents and/or Local Government	<ul style="list-style-type: none"> Residents who were paying a contribution to care will stop receiving invoices straight away so that relatives will not have to deal with these after the death The local authority will save time and effort in trying to recover overpayments Whilst most overpayments are recovered eventually – avoiding them would give more money available to spend at that time
User(s) and pathway / process change	<ul style="list-style-type: none"> Data around deaths would need to be filtered for relevant service users and recorded in the case management system A notification of the death will need to be sent to finance and brokerage – removing the requirement for the social worker to initiate this step

Data required

Name

Date of Death

DOB

Place of
Death

Address

Adult social care need death data to better manage residential care home spaces

Problem(s) Solved	<ul style="list-style-type: none">• Spaces in care homes are in limited supply and there is a pressure on vacancies			
Value added for service	<ul style="list-style-type: none">• If brokerage knew where someone had recently died they would have an understanding on where a bed might be likely to become available			
Impact for residents and/or Local Government	<ul style="list-style-type: none">• Service is better able to plan where best to place a service user in need of a residential care space.• May help to avoid some out of county placements which may be more costly and less convenient to the resident			
User(s) and pathway / process change	<ul style="list-style-type: none">• Brokerage would need the information to understand where a death had occurred in residential care.• The pathway and process would need to be planned in more detail before this use case is followed up			
Data required	Name	Date of Death	Address	Place of Death

Adult Safeguarding need cause of death information in cases of sudden deaths to raise or contribute to a serious incident review

Problem(s) Solved	<ul style="list-style-type: none">• Current notification of deaths is not always timely• Notification of death does not contain all the information required – need to use coroner’s website to look for cause of death in certain cases
Value added for service	<ul style="list-style-type: none">• Notified of all deaths in a timely manner• Time saved in having to source additional information required around cause of death
Impact for residents and/or Local Government	<ul style="list-style-type: none">• Residents are kept safe through effective safeguarding processes• Local government officers save time in hunting down information to deliver an effective safeguarding process
User(s) and pathway / process change	<ul style="list-style-type: none">• Appropriate process would need to be mapped out• Some teams would need to be notified of the information and others would just need to access if required

Data required

Name

DOB

Date of Death

Informant
contact
detailsPlace of
DeathCause of
Death

Address

Adult Social Care need death data to know if a carer has died to notify the social worker that a case might need a review to keep someone independent and safe

Problem(s) Solved	<ul style="list-style-type: none">• Social care need to know about the death of a carer or close family member of a service user as soon as possible so they can review the case and put in place any additional measures required to keep the person safe
Value added for service	<ul style="list-style-type: none">• The service is able to review the case at the earliest opportunity
Impact for residents and/or Local Government	<ul style="list-style-type: none">• Timely notification of the death of a carer or close family member could mean that extra support could be put in place to prevent or delay a service user needing more significant care in the future
User(s) and pathway / process change	<ul style="list-style-type: none">• Appropriate process would need to be mapped out• Would need to be able to filter the death records so that social workers are only notified on those relevant to their service users

Data required

Name

Date of Death

Informant
contact
details

DOB

Address

Adult Safeguarding need death data to identify patterns of deaths in certain areas/ locations etc. to check if there are any safeguarding concerns which need addressing

Problem(s) Solved

- Safeguarding need to watch for patterns of deaths to check whether there are any concerns which need to be investigated
- To do this they need accurate, up to date information about deaths in the local area

Value added for service

- Adult safeguarding already look for patterns of deaths, however registration service data would give them access to an accurate, complete and timely source of information about deaths within the county

Impact for residents and/or Local Government

- Any safeguarding concerns are more likely to be recognised and addressed, keeping Worcestershire residents safe

User(s) and pathway / process change

- Appropriate pathway would need to be mapped out to incorporate this new data source into the existing process

Data required

Date of Death

Cause of Death

Place of Death

Address

Name

DOB

Adult Social Care need death data to avoid sending letters etc. to deceased residents and distressing bereaved families					
Problem(s) Solved	<ul style="list-style-type: none">Different areas of adult’s services hold different lists– e.g. carers, social workers, finance – every area needs to know at the same time if a death has occurred to avoid sending inappropriate correspondence to bereaved families.				
Value added for service	<ul style="list-style-type: none">If all service areas are notified of deaths at the same time this would avoid reputation risk to the service and save manager time having to apologise to distressed families				
Impact for residents and/or Local Government	<ul style="list-style-type: none">This would avoid causing distress to bereaved families				
User(s) and pathway / process change	<ul style="list-style-type: none">Death data would need to be recorded in the case management system and all service areas holding correspondence lists would need to be mapped and notified each time there is a death				
Data required	Name	DOB	Address	Date of Death	Informant’s Details

Adult Social Care need death data to know if the person a local carer was caring for has died, and to make a different offer of support to the carer

Problem(s) Solved	<ul style="list-style-type: none">• If we knew about the death of someone who was being looked after by a known carer we could ensure we stop writing to the carer around caring and write instead with a different offer of support at this difficult time
Value added for service	<ul style="list-style-type: none">• Able to stop sending out correspondence to carers which is no longer relevant• Would save the time it currently takes to answer phone calls which carers then have to make to inform the service of the death.
Impact for residents and/or Local Government	<ul style="list-style-type: none">• Offering support at a time of significant change might help the resident to cope at a difficult time and help them to continue to live independently for longer.
User(s) and pathway / process change	<ul style="list-style-type: none">• Would need to link the data informing of the death of a service user with their carer and notify the carer's team who could then contact the carer

Data required

Name

DOB

Address

Date of Death

Informant
Details

Children's Services needs birth, marriage and death data to link with data on existing vulnerable families to better understand family context to help keep children safe

Problem(s) Solved

- When a safeguarding concern is raised about a family social worker's need to understand as much information about family context as possible to identify the risk and protective factors for children

Value added for service

- Access to the data on demand to add to background knowledge when making a safeguarding assessment

Impact for residents and/or Local Government

- Children can be effectively kept safe
- Social workers spend less time seeking information to understand family context

User(s) and pathway / process change

- Social workers at the Family Front Door and at initial assessment would be able to access registration service data on demand for a family where a safeguarding concern has been raised to contribute to understanding family make up

Data required

Names

Event type

DOB

Parents
Names

Date of Event

Children's Services (Information and Analytics) need child death data to complete statutory returns

Problem(s) Solved	<ul style="list-style-type: none">The local authority is required to completed statutory returns to government which include the number of child deaths in the county
Value added for service	<ul style="list-style-type: none">Registration service data would provide a complete and trusted dataset of child deaths
Impact for residents and/or Local Government	<ul style="list-style-type: none">Information and Analytics team would only need one data source to complete the statutory return
User(s) and pathway / process change	<ul style="list-style-type: none">The Management Information and Analytics team would use this data to complete the statutory returns

Data required

Name

Date of Death

Parents
Names

DOB

Cause of
Death

Address

Children's Services need birth data to contact families proactively to encourage them to register or take up available services (targeted at higher-risk families?) to encourage positive outcomes for children

Problem(s) Solved

- Parenting and family information services need information about new families to proactively approach and offer information and support around services which might encourage positive outcomes for children. Address location might help to target the offer at families at higher-risk as a result of deprivation

Value added for service

- Able to pass on information around services available early to families at risk of poor outcomes

Impact for residents and/or Local Government

- Families are aware of the services and support that they may be able to access to benefit their children
- Early intervention might help prevent more costly intervention in the future

User(s) and pathway / process change

- Parenting and family information service would receive all birth data and direct correspondence around what is available to those families at most risk based on deprivation in the area the child is living

Data required

Name

DOB

Address

Parent's
Names

Children's Services need death data to avoid sending letters etc. to deceased residents and distressing bereaved families

Problem(s) Solved

- Different areas of children's services hold different lists of children and young people – e.g. those signed up to holiday activities – every area needs to know at the same time if a child death has occurred to avoid sending inappropriate correspondence to bereaved families.

Value added for service

- If all service areas are notified of child deaths at the same time this would avoid reputation risk to the service and save senior manager time having to apologise to distressed families

Impact for residents and/or Local Government

- This would avoid causing distress to bereaved families

User(s) and pathway / process change

- Child death data would need to be recorded in the case management system and all service areas holding correspondence lists would need to be mapped and notified each time there is a death

Data required

Name

Date of Death

Parent's Names

DOB

Address

Children's Services in role as corporate parent need deaths to notify young people in their care if a parent has died to ensure that the young person is aware

Problem(s) Solved

- Young people in care (or care leavers) may not having any contact with their birth families and may be unaware is a parent has died

Value added for service

- The service has the information to act as a good corporate parent

Impact for residents and/or Local Government

- Young people in care (or care leavers) would be informed in a timely manner of the death of a parent – allow them to attend a funeral etc. if they wish

User(s) and pathway / process change

- Children's Social Care would be notified of the death of relevant adults (need a process to filter out relevant people) – the appropriate social worker or leaving care worker could then contact the young person

Data required

Name

Date of Death

Address

DOB

Local Authorities need death data to better manage social housing stock				
Problem(s) Solved	<ul style="list-style-type: none">• To get a property cleared when a resident has died the service must contact the next of kin.• Current notification of death does not include next of kin data. The data the service holds around next of kin can be very out of date.• This can cause delays in getting a property cleared leaving it empty for longer than it needs to be			
Value added for service	<ul style="list-style-type: none">• Considerable time saved in tracking down the next of kin contact details			
Impact for residents and/or Local Government	<ul style="list-style-type: none">• Properties are left vacant for less time, meaning they can be reallocated to other residents in need.			
User(s) and pathway / process change	<ul style="list-style-type: none">• Housing officers need the information at the time of notification of the death who will then make contact with the informant about clearing the property			
Data required	Name	DOB	Address	Date of Death
				Informant Contact Details

Local Authorities need death data to detect instances of tenancy fraud (if person dies and remaining person has no right of succession)

Problem(s) Solved

- If the local authority is not notified of the death of a resident and rent for a property continues to be paid then the local authority would not know that someone was living in the property who was not the tenant and may not have the right to remain there

Value added for service

- The information would allow the service to help the remaining person to access the most appropriate accommodation for them while getting a property returned which can be allocated to a resident in need

Impact for residents and/or Local Government

- Properties are promptly returned to the stock of available housing which can be allocated to the residents most in need
- May mean a cost saving on temporary housing as a resident/ family in need can access a permanent home faster

User(s) and pathway / process change

- Housing officers need to receive the notification of deaths of residents so they can make the appropriate checks on tenancy

Data required

Name

DOB

Address

Date of Death

Local Authorities need birth data to know when a family in social housing might need to apply for a larger house – can help to understand demand and advise family to apply early

Problem(s) Solved

- Families sometimes do not understand how long it can take to get a larger house to accommodate more children and do not apply in time

Value added for service

- Know who to contact with advice around applying for a larger property

Impact for residents and/or Local Government

- Family do not spend as long living in overcrowded conditions

User(s) and pathway / process change

- Housing officers would use birth data for residents to contact them and recommend they apply early for a larger house

Data required

DOB

Address

Parent's
Names

Local Authorities need marriage data to contact tenants to let them know process for getting rights to tenancy after marriage			
Problem(s) Solved	<ul style="list-style-type: none">Residents are not always aware of the process for getting rights to tenancy after getting married and the local authority is not aware of the marriage to offer advice		
Value added for service	<ul style="list-style-type: none">Know who to contact about tenancy rights after getting married		
Impact for residents and/or Local Government	<ul style="list-style-type: none">Residents know their rights to tenancy and how to get them		
User(s) and pathway / process change	<ul style="list-style-type: none">Housing officers would receive information about the marriage and could contact the tenants to offer advice		
Data required	Names	Address	Date of Marriage

Revenues and Benefits need death data to cancel housing benefits and other locally-administered benefits to prevent overpayments of benefits

Problem(s) Solved

- If notification of death is not received in a timely manner then benefits may be overpaid

Value added for service

- Time spent recovering overpayments is reduced as benefits can be stopped at the appropriate time

Impact for residents and/or Local Government

- Reduction in overpayments mean that only the correct government funds are spent on benefits

User(s) and pathway / process change

- Revenues and benefits officers would need to identify which records are relevant to benefits account and stop payments when appropriate

Data required

Name

Address

DOB

Date of Death

Revenues and Benefits need birth, marriage, and death data to improve data quality for fraud-detection to prevent money being spent on fraudulent benefit claims

Problem(s) Solved

- Some residents try to commit fraud when claiming benefits – the Revenues and Benefits service does not always have sufficient information to detect and prevent this.

Value added for service

- Extra information available from registration services can help with detecting and preventing overpayments because of fraud
- Time to detect and prevent fraud may be reduced

Impact for residents and/or Local Government

- Local authority is better able to detect and prevent fraud saving money in fraudulently claimed benefits

User(s) and pathway / process change

- Revenues and benefits officers would need to receive the information
- A process would need to be mapped out to compare this against benefit claims

Data required

Names

DOB

Address

Date of Event

Event Type

Revenues and Benefits need birth and death data to ensure correct charges and bills for council tax

Problem(s) Solved	<ul style="list-style-type: none">If information about household make up is not correct then council tax bills may under or overcharge residents
Value added for service	<ul style="list-style-type: none">Considerable time saved in trying to track down next of kin and sending multiple correspondence is correct information is received via registration service data first timeTime saved in following up under/ over payments
Impact for residents and/or Local Government	<ul style="list-style-type: none">Residents or relatives do not have the hassle of dealing with incorrect council tax billsCorrect council tax is collected so local authority receives the correct income
User(s) and pathway / process change	<ul style="list-style-type: none">Revenues and benefits officers would need to record the event information on the relevant council tax account and make appropriate changes to the bill/ charges.

Data required

Name

Event type

Date of Death

DOB

Address

Parent's
Names (for
birth)

Informant's
Names (for
death)

NHS providers need death data to cancel appointments, surgery or treatment regimes

Problem(s) Solved	<ul style="list-style-type: none">• All NHS providers may not receive timely notification of the death of a patient which means appointments, treatment or surgery is not cancelled
Value added for service	<ul style="list-style-type: none">• Able to quickly reallocate appointments to other patients in need
Impact for residents and/or NHS	<ul style="list-style-type: none">• Other patients have a shorter wait for appointments• Reduces the number of appointment slots where the patient does not attend – services are more efficient
User(s) and pathway / process change	<ul style="list-style-type: none">• Notification of death would need to be shared with each relevant NHS provider incl. Acute Trust and GP
Data required	<div><div>Name</div><div>DOB</div><div>Address</div><div>Date of Death</div></div>

NHS/CCGs need birth and death data to forecast for capital investment requirement (e.g. Hospitals) and equipment expenditure

Problem(s) Solved

- Full sets of birth and death data would help services to understand demand and plan accordingly

Value added for service

- Full, accurate dataset around births and deaths in the county available to complement other demand data in strategic planning decision making

Impact for residents and/or NHS

- Appropriate levels of service in place when they are needed

User(s) and pathway / process change

- Strategic planning teams need the data for long term planning

Data required

DOB

Address

Sex

Date of Death

Cause of Death

Place of death

NHS/GPs need birth data to contact families proactively to encourage them to register or take up universal health services (targeted at higher-risk families?)

Problem(s) Solved

- Health visitors currently receive this information but it has to be manually rekeyed into the recording system so that the information can be used

Value added for service

- Considerable time saved on data entry could be reinvested in providing patient care and support

Impact for residents and/or NHS

- All residents have information about services available to support the health and development of their family as early as possible

User(s) and pathway / process change

- Would need to put in place a process where all the birth data no longer needs to be rekeyed in to the case management system

Data required

Name

DOB

Address

Parent's
Names

NHS/CCG need death data to avoid sending letters etc. to deceased residents and distressing bereaved families

Problem(s) Solved

- Different areas of the NHS hold different lists– e.g. GP, Acute trust– every area needs to know at the same time if a death has occurred to avoid sending inappropriate correspondence to bereaved families.

Value added for service

- If all service areas are notified of deaths at the same time this would avoid reputation risk to the service and save manager time having to apologise to distressed families

Impact for residents and/or NHS

- This would avoid causing distress to bereaved families

User(s) and pathway / process change

- Death data would need to be recorded in the various case management systems and all service areas holding correspondence lists would need to be mapped and notified each time there is a death

Data required

Name

Address

DOB

Date of Death

Public Health need birth and death information to analyse trends and public health concerns e.g. low birth weight, certain causes of death

Problem(s) Solved	<ul style="list-style-type: none">Currently receive this information from the NHS but was part of a lengthy process which other local public health teams may not have been able to navigate					
Value added for service	<ul style="list-style-type: none">Accreditation to get access to the data took 18 months and strict access requirements are in place which affect the ease of use of the data (e.g. separate log ins, only access on site) – same requirements would not be in place if sharing via a different method					
Impact for residents and/or Local Government	<ul style="list-style-type: none">Time saved in trying to access the information would mean more time spent on using data to deliver appropriate public health interventions for the benefit of all residents					
User(s) and pathway / process change	<ul style="list-style-type: none">Data would ideally needed to be coded appropriately and in a useable format for analysis					
Data required	Cause of Death	Date of Death	DOB	Address	Sex	Mother's Age (for birth)

Public Health need named death information to make the process of audit around certain causes of death easier

Problem(s) Solved

- Currently do not receive named information which is required to complete the audit for certain causes of death – such as suicide – as a matter of course.

Value added for service

- Would not need to go through the current process to specifically share this information

Impact for residents and/or Local Government

- Audit processes work efficiently to ensure that systems work best to prevent further deaths

User(s) and pathway / process change

- Data to come to the public health intelligence team

Data required

Name

DOB

Cause of Death

Date of Death

Place of Death

Address

METHODOLOGY FOR ROUND 2 USER RESEARCH

- REPLICABILITY

It was important to test the replicability of the use cases we had prioritised with other local authorities.

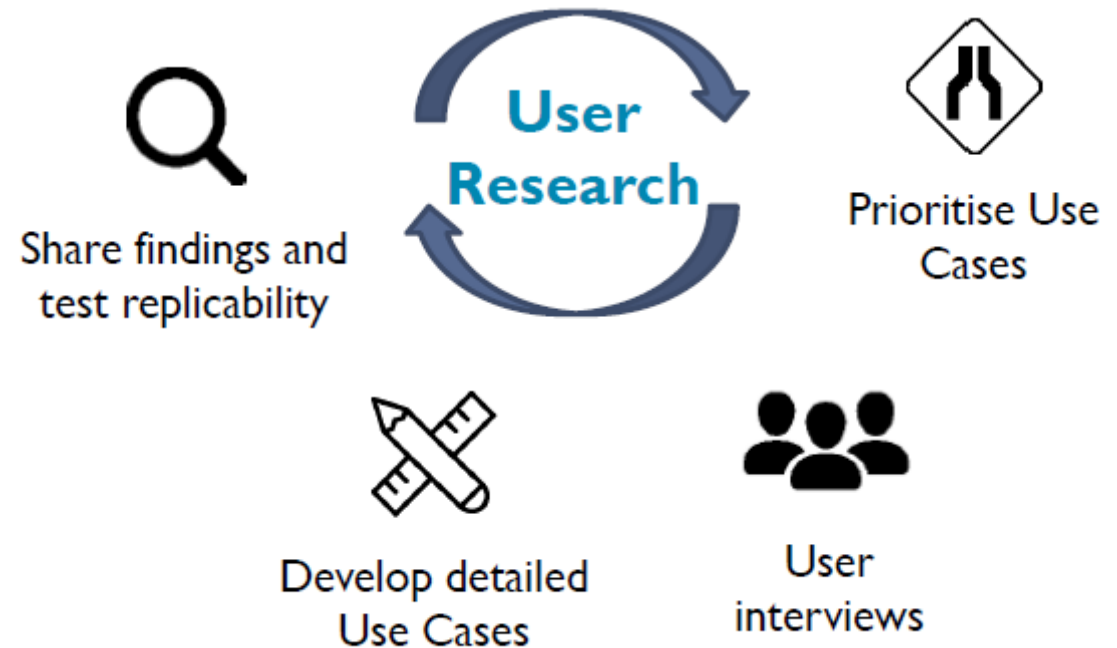
We used partners already engaged in the project to check how the use cases might apply in their areas.

Throughout the project efforts had been made to communicate about the project and engage other authorities through a variety of methods - Pipeline, Trello, YouTube etc.

A workshop was arranged in London to share the 4 detailed use cases with other authorities and get their input into replicability.

This was attended by representatives from:

- Essex County Council
- Suffolk County Council
- Brent Council
- Hackney Council
- Buckinghamshire County Council



DETAILED USER NEEDS TEMPLATE – PROBLEMS WITH THE ‘AS IS’ ADULT SOCIAL CARE

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Adult Social Care (Finance and Brokerage)

Use Case overview

Adult social care needs death data to cancel care packages and payments for care packages to save time and effort recovering overpayments and reduce corporate debt.

Key Activities related to this use case

- Cancel care packages for clients who have died
- Stop invoices to self-funding clients
- Stop payments to providers for deceased clients

2. Problems / issues with current process that registration data could solve

- Notification of deaths of people in receipt of adult social care are currently received from a variety of sources – this can mean there are different dates of death reported from different sources and no way to know which is correct
- Sometimes the adult social care team is not notified of a death – in this case, they may continue to pay for a care package or residential placement (e.g. a recent case has been overpaid for more than 12 months)
- When information about a death is received it is not always dealt with in the same way – this means that it may not be passed on to all teams (e.g. social workers, finance, brokerage) who need to take some action
- If a social worker is the first person to receive notification of a death they are required to enter the date of death in the case management system, so that it is up to date when the finance and brokerage team run a report on this field. However, this is not routinely entered

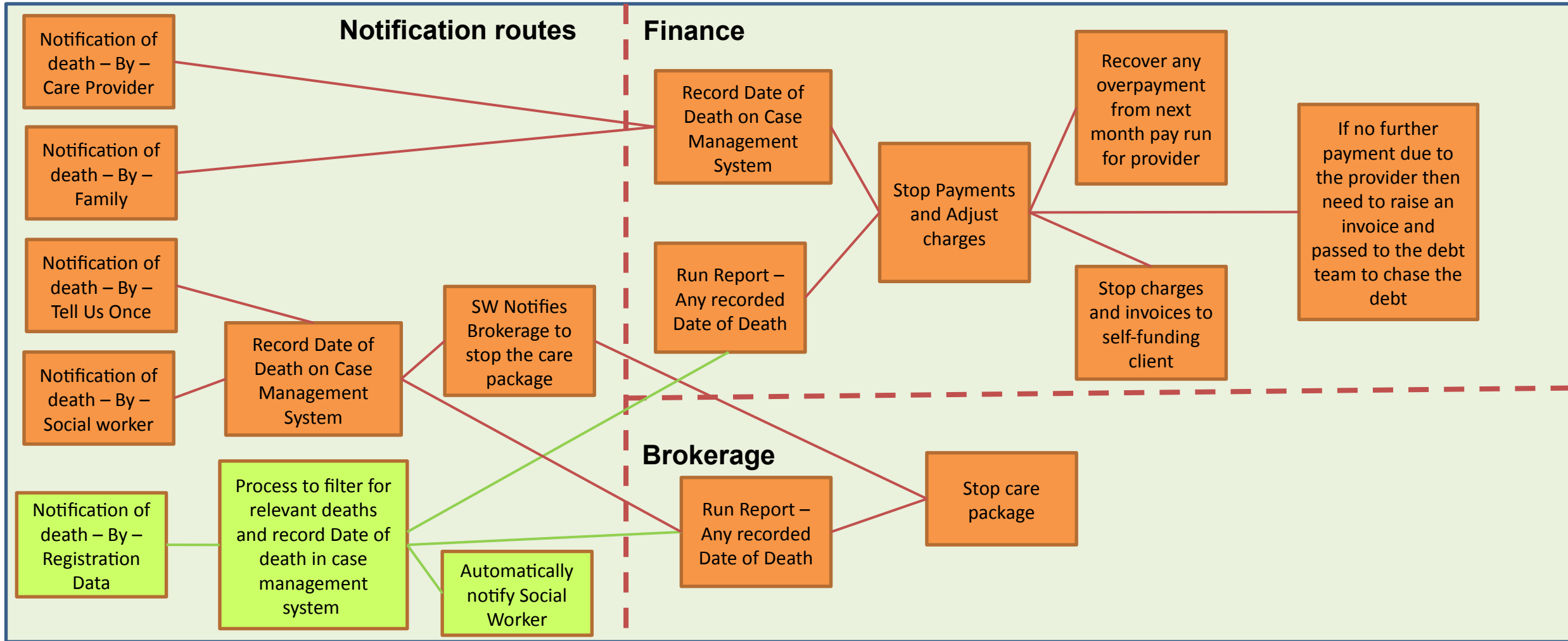
2. Cost of these problems to service and residents

- High level of corporate debt reduces the revenue available for the council to spend
- Overpayments are harder to recover from single service units where there is no payment due for other clients – in this case extra work is required – and invoice must be raised and passed to the debt team to recover.
- No knowledge of a death can mean that self-funders continue to be sent bills, correspondence is incorrectly addressed and can cause distress to relatives, which is a reputational risk for the council (“we should know”)
- In cases of deferred payment agreements (where a client agrees to pay for the care they receive after their death), interest can continue to accrue after they have died until the notification is received – a direct cost to relatives
- There is a time limit to challenging an estate if a debt is owed. If the information about a death is not received in a timely manner this debt may not be recovered if the estate is wound up.

DETAILED USER NEEDS TEMPLATE – CURRENT PROCESS

ADULT SOCIAL CARE

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DETAILED USER NEEDS TEMPLATE – POTENTIAL SOLUTION

ADULT SOCIAL CARE

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Value case	Accessing registration service death data in a timely manner would mean that all deaths in the county are reported to adult social care from a trusted source so they can cancel payments and care packages - reducing corporate debt, saving time in debt recovery, and costs and distress for relatives of self-funding clients.
Specific RON fields required	Name, DOB, Address, Date of Death, Place of Death, [NHS Number]
How data would be used	Ideally the data would be filtered to identify adult social care clients and the date of death entered into the case management system to allow the finance and brokerage teams to run reports based on this information
New process and workflow	Finance and brokerage teams would run a report based on the recorded date of death in the case management system. The date would be a trusted date on which to end care packages and payments.
Short term savings	Reduced corporate debt – payment for residential care can cost around £800 per month per person. Some saving of time for the debt team if overpayments are avoided and invoices do not need to be raised and debt chased.
Impact for residents	Letters and correspondence can be addressed appropriately. Charges for self-funders are stopped at the correct time – no issue for relatives having to contact the service to stop charges or deal with incorrect invoices. In cases of deferred payment agreements (where a client agrees to pay for the care they receive after their death), timely notification of a death will stop unnecessary interest accruing which needs to be paid by the estate/ relatives.
Information governance issues	Only information about the deceased will be required – this is not covered by GDPR. The Registration service can share this with services without consent or any action by members

DETAILED USER NEEDS TEMPLATE – BARRIERS / ALTERNATIVE SOLUTION(S)

ADULT SOCIAL CARE

Barriers to introducing Registration data

- The service would still act on notification of deaths coming from other sources (e.g. care provider directly notifies a known social worker) as this may come before the registration data. However in cases of disagreement of date of death the registration data would provide the definitive source
- Some of the process could be improved without changing the data source – for example tightening up on the policy that whoever receives notification of a death must enter the date of death in the correct location in the case management system
- Some of the more difficult overpayments to recover are those with out of county providers where there may only be one client: since death is registered in the county it occurs in, these deaths would not appear in the Worcestershire data set and it would not be feasible to request death data from all areas for this minority of cases

Alternative solution(s) to introducing to Registration data

- Review the current Tell Us Once (TUO) data sharing processes to ensure that TUO data is received first by the brokerage and finance team, and that is both timely and complete

DETAILED USER NEEDS TEMPLATE – PROBLEMS WITH THE ‘AS IS’ CHILDREN’S SERVICES

49

Children’s Services

(Early help, nursery, universal services)
Use case overview

Children’s Services need birth data to contact families proactively to encourage them to register or take up available services to encourage positive outcomes for children

Key Activities related to this use case

- Contacting families after a recent birth to share information about services available to them

2. Problems / issues with current process that registration data could solve

- Many families that have young children are aware of the services available to them, including children’s centres, parenting courses, stay and play sessions etc., and choose to take them up. However, some families with young children will not know about these services so would not be able to make use of them
- The service do not currently receive data telling them where there has been a birth therefore they do not know which households to send information out to
- Case workers are unable to conduct active outreach with families that might most benefit from universal and preventative services, and those who might otherwise choose not to engage with these services

2. Cost of these problems to service and residents

- The services offered through children’s centres provide prevention and early intervention opportunities which can help children and families to achieve the best outcomes. – these universal services offer parents a support network in the form of other parents, opportunities for children to interact with others and the chance for professionals to spot any problems early on and offer more targeted support to a family.
- If families in need are not aware of these services then there is no opportunity to take them up and may suffer worse outcomes than their peers as a result.
- The Early Intervention Foundation estimates that the cost of late intervention in Worcestershire is £138 million a year. Ensuring all families have knowledge of universal services might help to reduce some of this cost by intervening early.

DETAILED USER NEEDS TEMPLATE – CURRENT PROCESS / NEW PROCESS

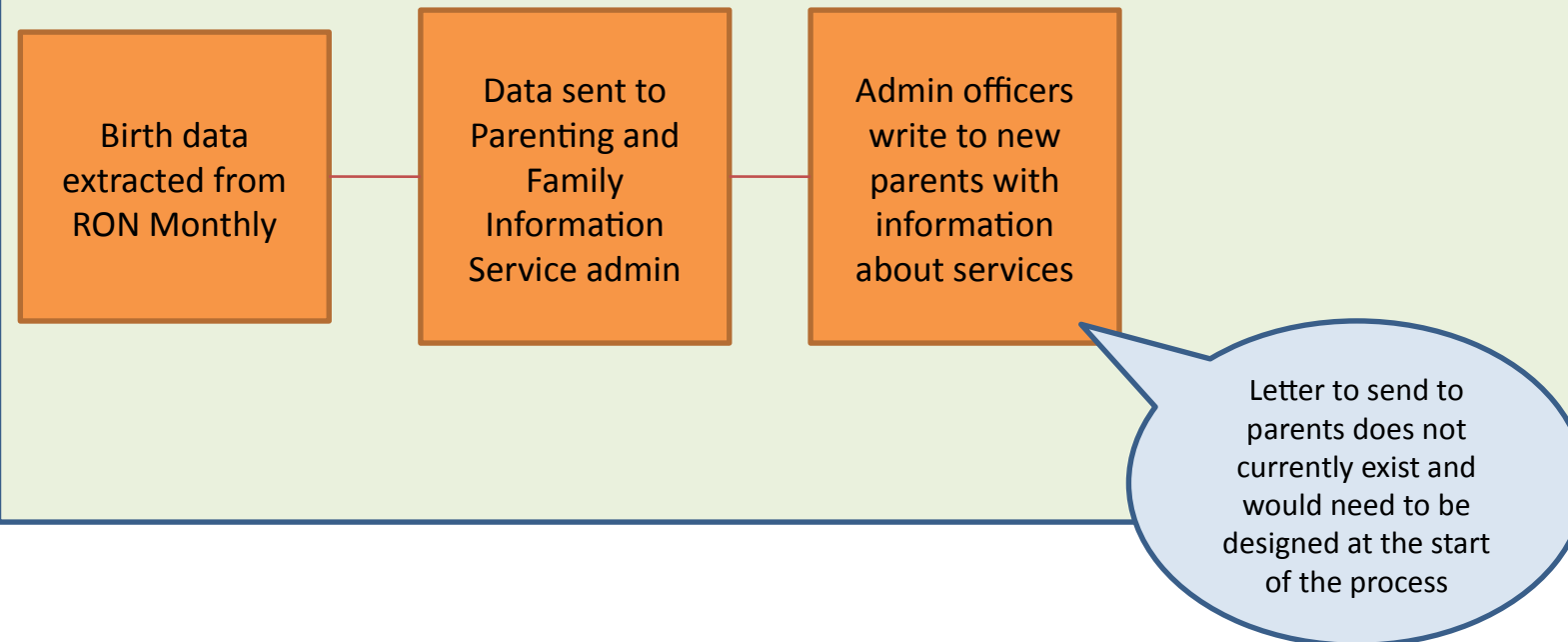
CHILDREN’S SERVICES

50

Current Process

No current process exists – the service does not proactively contact new families

New Process



DETAILED USER NEEDS TEMPLATE – POTENTIAL SOLUTION

CHILDREN’S SERVICES

51

Value case	Accessing birth data means the 0-19 service could provide information to all new families about the range of universal services available to ensure all children have the best chance at achieving positive outcomes.
Specific RON fields required	Name, DOB, Address, Parent’s Names
How data would be used	No current system exists as the service does not currently receive birth information. No filtering would be required as the service would send out information to all new parents.
New process and workflow	The Parenting and Family Information service would use the data to send out information monthly. A new letter and process would need to be designed if Registrations data was introduced.
Short term savings	None – this would be an additional investment in time of the admin staff and postage costs to send out the information, with the hope of a long term benefit in terms of more positive outcomes for families. This might in turn lead to reduced costs of more intensive services (i.e. late intervention) down the line.
Impact for residents	All families receive the same information telling them what is available. Some families may not otherwise access these services.
Information governance issues	Personal information is needed about the child and parents in order to be able to provide personally addressed correspondence. No person specific decisions will be based on the information – all families would receive the same information.
Replicability	Every area would have children’s centres and a parenting service in some form, however we don’t know if they currently proactively contact new families To test with other authorities: Is use case applicable? Is technology / data infrastructure the same? Would service change be similar?

DETAILED USER NEEDS TEMPLATE – BARRIERS / ALTERNATIVE SOLUTION(S)

CHILDREN'S SERVICES

52

Barriers to introducing Registration data

- Postage costs of the new process may prove to be prohibitive – around £3,500 plus cost of information/ leaflets mailed out
- Lack of information about services available would be only one of the barriers that currently prevent some families from accessing services

Alternative solution(s) to Registrations data

- The service which would receive and act on the information is in the process of being recommissioned in Worcestershire as part of a single 0-19 service which will include health visiting – this new service would start in Jan 2020.
 - Health visitors already receive data around new births and go out and visit each family
 - The information available to health visitors would be available to the new service rather than needing separate registration data
 - Health visitors could deliver a pack of information when they do their new birth visits removing the need for extra expenditure on postage – information coming from a health visitor might be a more trusted source than coming through the post

DETAILED USER NEEDS TEMPLATE – PROBLEMS WITH THE ‘AS IS’ HOUSING

53

Housing Team

Use Case overview

Local Authorities need death data to better manage social housing stock

Key Activities related to this use case

- Receive and process death data to identify when tenants have passed away
- Conduct investigations about what happens to the tenancy of a person who has died
- Formally close the tenancy and transfer to other occupants, or bring house back into the general stock

2. Problems / issues with current process that registration data could solve

- The Housing service currently receives data on deaths in Worcestershire via the TUO process. However, this data comes via the Council Tax team, and is received by a single member of the housing team before being forwarded to Locality housing officers to sift through and find addresses in their locality. This process is inefficient and liable to human error (e.g. people moving role)
- In some instances, social housing tenants pass away and the TUO process does not alert the housing team. In this situation, the deceased person's property can be void for an extended period meaning people on the housing waiting list or those in temporary accommodation cannot be housed
- When a social housing tenant who receives housing benefits passes away, their benefit is stopped the day they die. If their tenancy is not cancelled, rent arrears will accrue. Either their family is liable to pay this debt, which must be managed by the recovery team, or the debt is written off, which is a financial loss for the Council
- Some social housing tenants pass away and housing officers do not have an address or contact details for their next of kin, so cannot formally close the tenancy and manage the estate. Tracking down next of kin in this situation (e.g. knocking on neighbours' doors) can be very time consuming
- A lot of tenant time (and some cost) is also spent in presenting death certificates to Locality officers to confirm a family members' death. This can also stall the process to bring housing units back into use

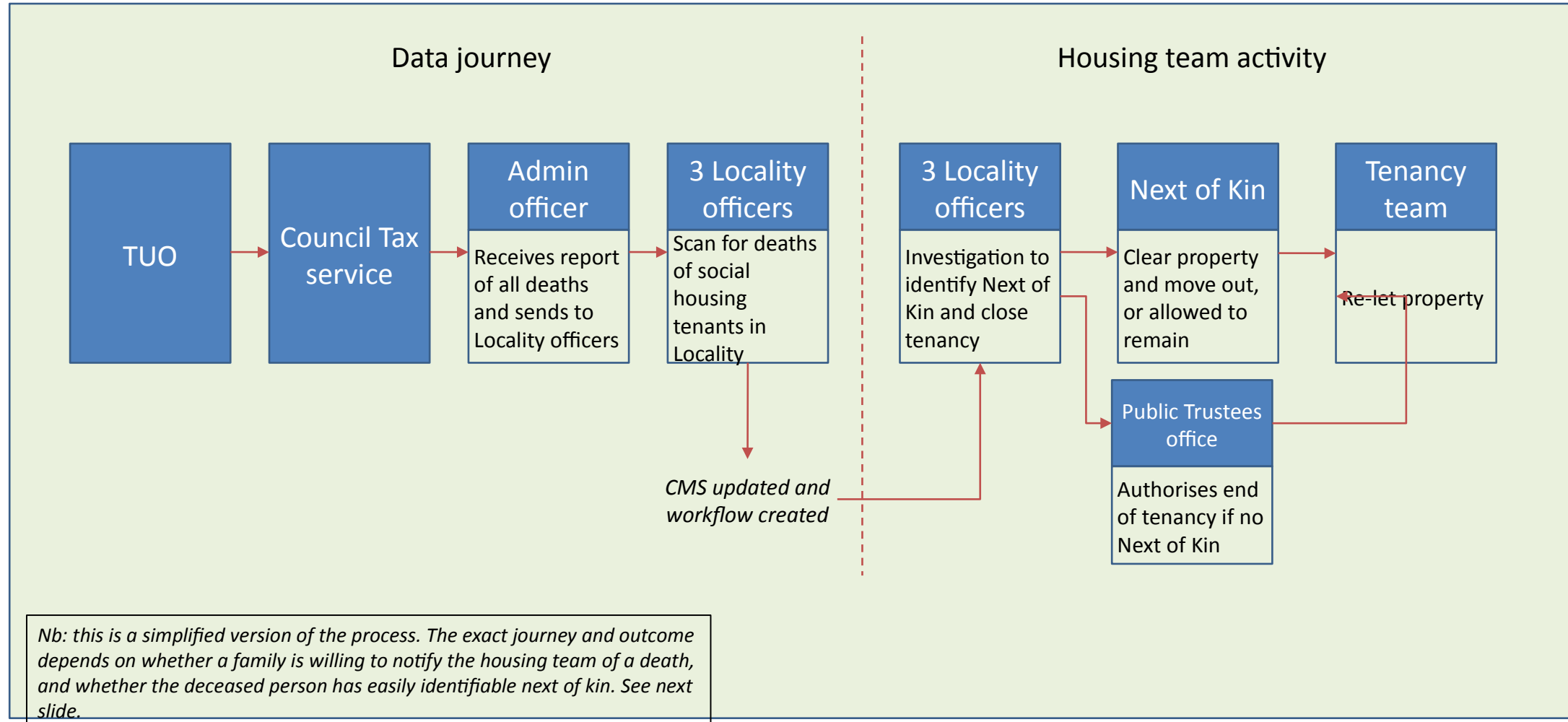
2. Cost of these problems to service and residents

- The Redditch Housing team take roughly 6-8 hours (across 4 staff members) processing and looking through the TUO data each week to identify tenants who have died. A more automated and/or efficient process would save some of this time
- A 'simple' investigation (i.e. closing a deceased tenant's tenancy) takes c. 1 day; a 'difficult' one (when Locality officers have to track down next of kin or apply for an extraordinary closure of a tenancy) can take c. 3-4 days. This is time that could be spent on more impactful tenancy management work
- The cost of supporting a family in Temporary Accommodation is c. £60 a night in Redditch and Bromsgrove. The number of families in TA is relatively constant at 30 families at any one time, equating to c. £650k a year. Housing stock that is lying void due to Locality officers being unable to track down next of kin and close estates, or because they are not notified of a death by TUO or other occupants, is a barrier to reducing the number of families in TA and the overall length of the housing waiting list

DETAILED USER NEEDS TEMPLATE – CURRENT PROCESS

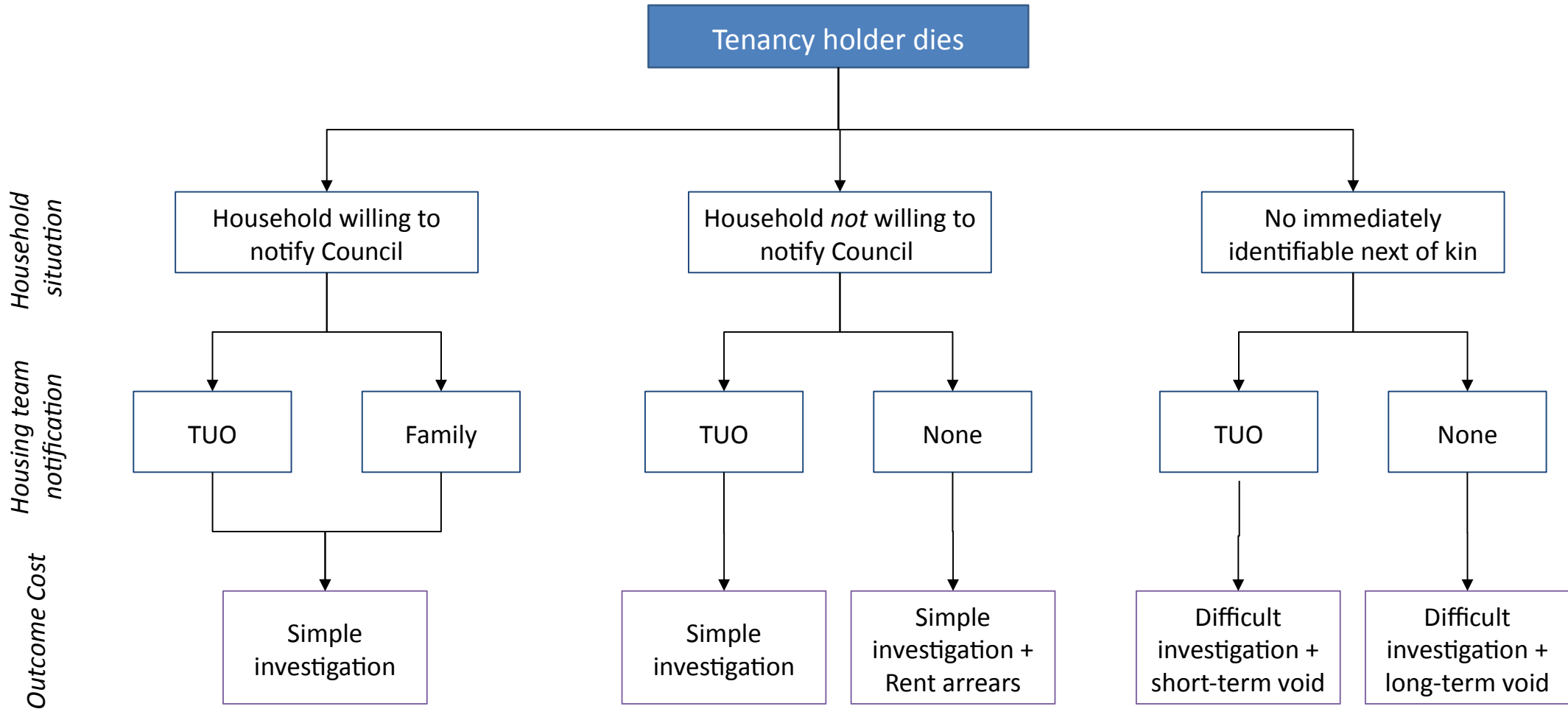
HOUSING

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DETAILED USER NEEDS TEMPLATE – FLOWCHART OF POSSIBLE OUTCOME AND COSTS WITH CURRENT TUO PROCESS

HOUSING



DETAILED USER NEEDS TEMPLATE – POTENTIAL SOLUTION

HOUSING

56

Value case	Replacing the TUO process with accurate and timely data from RON would reduce the number of time-consuming investigations and reduce the pressure on social housing waiting lists
Specific RON fields required	Death data: name, date of death, permanent address (if different from place of death), informant / next of kin address (and contact details if available); potentially also direct access to death certificate
How data would be used	Locality officers would be informed of all deaths in the Locality (who are also tenants or residents in social housing properties) as well of their next of kin address details, so that they can start an investigation within at least 4 weeks of the death. A lower proportion of these investigation would therefore be 'difficult'
New process and workflow	EITHER registrations data would be integrated and matched automatically with the CMS, so that a workflow for Locality officers can be generated automatically for all deaths in that locality (ideal situation); OR a single officer in the housing team receives Registrations data direct, and sends a list to each Locality officer with just the names and addresses of deaths in their locality (less technical option)
Short term savings	<ul style="list-style-type: none"> • <u>Locality officer time</u> – currently spent on initially processing death data, and also conducting lengthy 'difficult' investigations. This equates to c. 1 day per week (across several staff roles) and c. 3/4 days in total for every 'difficult' investigation • <u>Foregone revenue</u> – when tenancy holders die and members of their household do not notify the Council, families risk incurring debt arrears. When the Council become aware of the situation this debt is usually written-off, meaning the cost is absorbed by the Council. In some cases, though, social tenants do have to repay this debt • <u>Temporary accommodation</u> – fewer households in TA (e.g. 2 households in TA costs c. £50k a year) • <u>Other providers</u> – all these benefits could be extended to other social housing providers (e.g. HAs), who may actually experience greater benefit than the Council, who already have access to some death data from TUO
Impact for residents	<ul style="list-style-type: none"> • <u>Debt arrears</u> – timely investigations after all deaths will avoid any households accumulating debt arrears • <u>Waiting list</u> – more efficient management of housing stock may reduce waiting time and time spent in TA; the Council having direct access to death certificates may also reduce families' time and expense accessing a hard copy
Information governance issues	None – use case likely covered by law. Sharing the address of the living next of kin of deceased tenants is the only data which is covered by GDPR and for which we need to identify a legal gateway

DETAILED USER NEEDS TEMPLATE – BARRIERS / ALTERNATIVE SOLUTION(S)

HOUSING

57

Barriers to introducing Registration data

- None identified – there is an existing process for receiving death data from TUO, which has some inefficiencies and human error risks. Registrations data could either slot into this or replace it in a more efficient way

Alternative solution(s) to Registrations data

- Update the TUO process – if it is possible to review and change the TUO process to address any of the issues below then it may be more worthwhile to maintain this process rather than introducing data direct from the RON database:
 - Investigate why death data comes to the Housing team via the Council Tax team rather than direct
 - Investigate whether next of kin information is available from the TUO database (it is not being provided at the moment)
 - Investigate how frequently the TUO process fails to flag people who are social housing tenants who have died, and whose family or household members have failed to otherwise notify their tenancy officer within 4 weeks of the death

DETAILED USER NEEDS TEMPLATE – PROBLEMS WITH THE ‘AS IS’ REVENUES AND BENEFITS

58

Revenues and Benefits team

Use case overview

Revenues and Benefits need birth and death data to ensure correct charges and bills for council tax

Key Activities related to this use case

- Revenues and benefits officers contacting households to record information on the relevant council tax account and make appropriate changes to the bill/charges/benefits

Problems / issues with current process that registration data could solve

- Data comes into the service in 2 ways. **1)** Tell Us Once portal, **2)** in PDF format sent via Registrar Office (every Monday).
- 8 deceased details per page, averaging 18 pages in total each week (c. 144 deaths per week). Information from Registrar is presented:

Name: Haidee Hargreaves

Date of Death: 21 January 2019

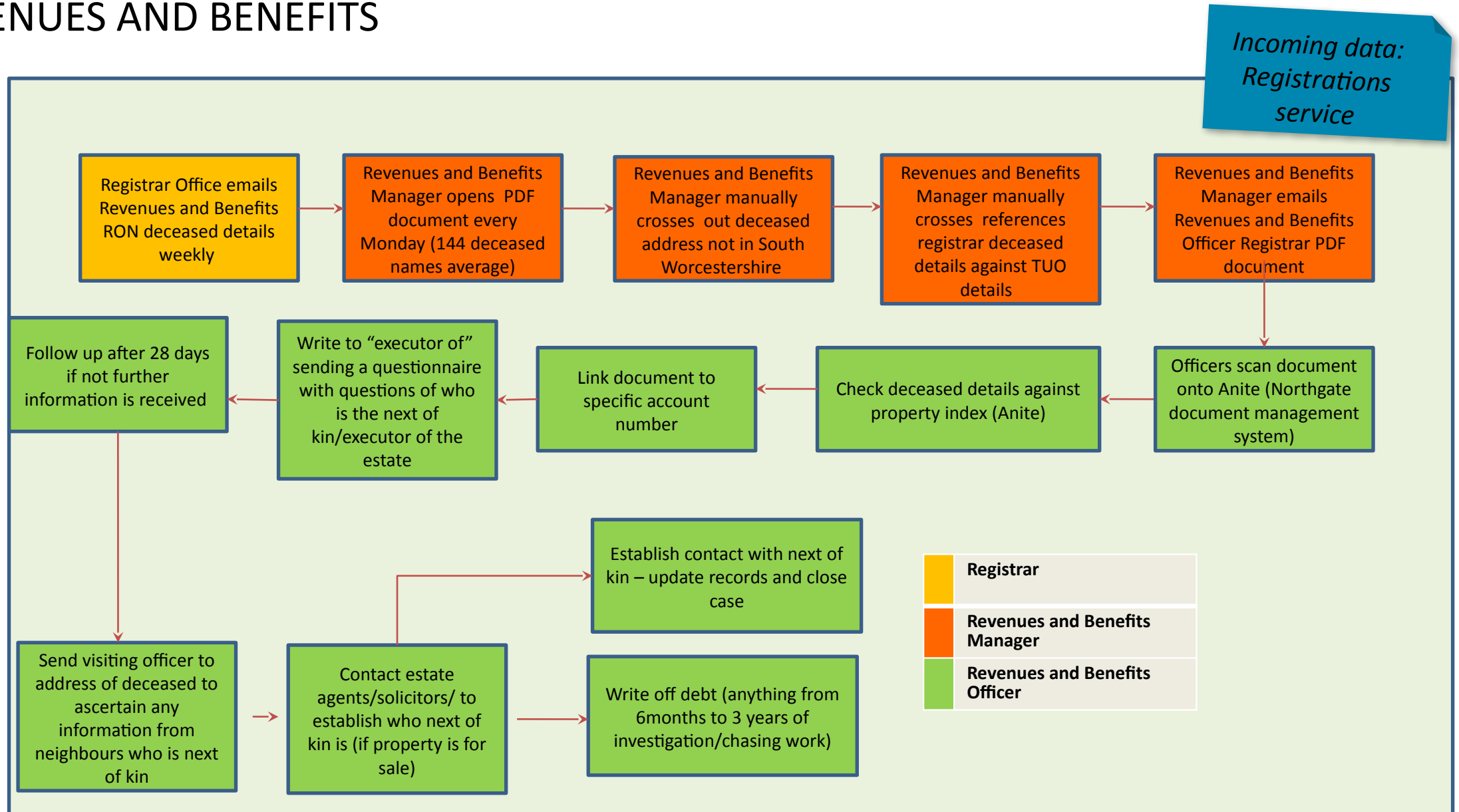
Address of Resident: 21 Marigold Gardens, Redditch

- There is no postcode
- Have to cross reference registrars list of deaths against Tell Us Once list
- Tell Us Once Information - Write to address “Household” giving them the opportunity to claim/stop any discounts due to change of circumstances
- Registrar Information – Write to address of “Executors of” sending a questionnaire asking for next of kin/executor details, 28 days follow up, cross reference data with other means of information
- 2 Visiting Officers make visits to private dwellings, knock on neighbours door, visit solicitors, estate agents trying to establish next of kin/executor information
- Tell Us Once information and Registrar data is duplicated
- Death information can be missed resulting in enforcement action or bailiff action taking place therefore causing distress/upset to family
- Data is received in a different format and cannot be migrated into current systems or formatted

DETAILED USER NEEDS TEMPLATE – PROPOSED NEW PROCESS (FROM REGISTRAR)

REVENUES AND BENEFITS

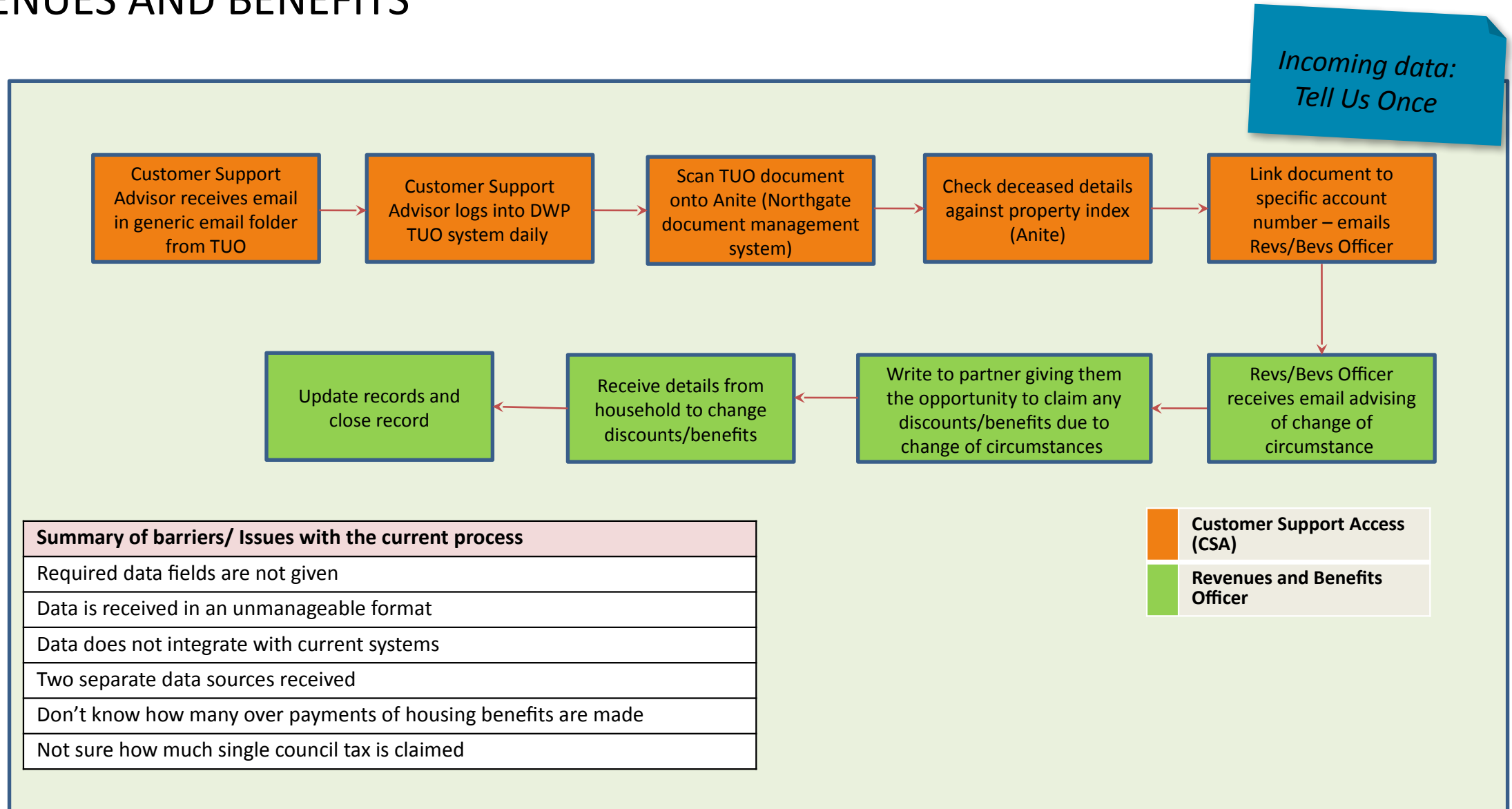
59



DETAILED USER NEEDS TEMPLATE – CURRENT PROCESS (FROM TELL US ONCE)

REVENUES AND BENEFITS

60



DETAILED USER NEEDS TEMPLATE – POTENTIAL SOLUTION

REVENUES AND BENEFITS

61

Value case	[how would accessing registrations data add value for this service]
Specific RON fields required	Name, DOB, Date of Death, Address, Informant Name and Surname, Informant Address.
How data would be used	To inform households quickly of any payment change or to cancel/suspend either council tax bills and housing benefit payments; to improve data quality and reduce duplications; to detect instances of housing benefit fraud
New process and workflow	The service would use one set of data to process a change of circumstance, update council tax and housing benefit systems without manually cross checking two lists
Short term savings	Difficult to put a cost of time; Tell Us Once information is generally completed in 4 weeks from date of receiving change of circumstances to finalising payments/suspending accounts. Processing registrar information without next of kin information can take anything from 6 months to 3 years to finalise.
Impact for residents	All households would receive timely information to their change of council tax or housing benefits; receiving accurate death data will avoid sending letters, enforcement action to deceased household and distressing bereaved families
Information governance issues	Information is needed about the informant/next of kin in order for correct bills to be formally addressed
Replicability	Each LA will have similar processes and activities, duplication and cross matching across numerous databases, fraudulent claims will be the same within each county

Detailed description of the problem with the current process	<ul style="list-style-type: none"> What isn't working What is the cost of this to the service and residents 	
Process Maps - current and proposed processes	<ul style="list-style-type: none"> For each priority use case How the data is currently accessed and processed How would the registration data process work 	
Details of the potential solution	<ul style="list-style-type: none"> What data would be required and how it would be used Short-term savings Impact for residents 	
View of replicability in other authorities		

ZONAFIDE - WWW.ZONAFIDE.NET – FUTURE DISRUPTIVE CHANGE – RESIDENT VIEW

63

- "Zonafide is a Digital Wallet for Securing Activities and helps people prove who they are and what they are entitled to do. Activities could be representing the deceased, KYC or Notarisation. The first example use case of Zonafide is with Local Government Register Services to make it easier for people to prove life events such as births, deaths and marriages.
- The public going through existing life event processes, officiated by Register Services, will be able to present a record, using a mobile phone application, against which a Registrar can provide a proof of authenticity. The public can then share that proof with the organisations or Relying Parties that need it. Zonafide is enabling the Register Services to repurpose existing services with no investment in technology, little or no process change and no sharing of Crown Data.
- They also receive a payment for performing the identity and entitlement verification. This payment is borne by Relying Parties in the private sector and is part of the cost of the service for them as the ultimate beneficiaries. Registrars in some Local Authorities across England and Wales have been trained in the use of the Digital Wallet and a number of them have stated an intent to make services available to the public using Zonafide."