

Before Death

| Scenario | Customer | Step 1 | Step 2 | Step 3 | Step 4 | ID | CUPID Description | Action | Contact | Transaction Type | Technical Requirement | Data In (Citizen) | Data In (Other) | Data Out | Interfaces | Links | Form | Current Process | Optimal Process | Workaround | Barriers | Technology used (email) | Technology used (back end) |
|--|---|--|--|--|---|--|--|---|--|---|--|--|---|---|---|--|--|--|---|--|--|--|----------------------------|
| Funeral Arrangements | Burial | | | Religious or non religious | Request information from the Cemeteries Department or Contact Society of Allied and Independent Funeral Directors (SAIF) | | Information-static Providing access to community, professional or business network | Cemeteries Department SAIF | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of funeral director | -Link to SAIF website or directory of funeral directors in the area | -Listing of all funeral directors in the area (link to SAIF) | -Information about different types of services -Cemeteries Department contact information | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | The cemeteries department can provide information about types of services. The recommend using a funeral director and will provide listings of funeral directors. | Information about the different types of services are provided online. A Link to SAIF website is provided to search for funeral directors in the area desired. The citizen can also contact the cemeteries department via email if desired. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | |
| | | | | Woodland or conventional | Request information from the Cemeteries Department or Contact Society of Allied and Independent Funeral Directors (SAIF) | Cemeteries Department SAIF | Information-static Providing access to community, professional or business network | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -Link to SAIF website or directory of funeral directors in the area | -Listing of all funeral directors in the area (link to SAIF) | -Information about different types of services -Cemeteries Department contact information | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | The cemeteries department can provide information about types of services. The recommend using a funeral director and will provide listings of funeral directors. | Information about the different types of services are provided online. A Link to SAIF website is provided to search for funeral directors in the area desired. The citizen can also contact the cemeteries department via email if desired. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | |
| | | | | Choose prayers, music, length of service | Request information from the Cemeteries Department or Contact Society of Allied and Independent Funeral Directors (SAIF) | Cemeteries Department SAIF | Information-static Providing access to community, professional or business network | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -Link to SAIF website or directory of funeral directors in the area | -Listing of all funeral directors in the area (link to SAIF) | -Information about different types of services -Cemeteries Department contact information | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | The cemeteries department can provide information about types of services. The recommend using a funeral director and will provide listings of funeral directors. | Information about the different types of services are provided online. A Link to SAIF website is provided to search for funeral directors in the area desired. The citizen can also contact the cemeteries department via email if desired. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | |
| | | | | With a funeral director | Select a funeral director through SAIF or the Cemeteries Department. The funeral director will advise you on obtaining a plot and purchasing a grave. | Cemeteries Department SAIF | Information-static Providing access to community, professional or business network | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -Link to SAIF website or directory of funeral directors in the area | -Listing of all funeral directors in the area (link to SAIF) | -Information about different types of services -Cemeteries Department contact information | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | The cemeteries department can provide information about types of services. The recommend using a funeral director and will provide listings of funeral directors. | Information about the different types of services are provided online. A Link to SAIF website is provided to search for funeral directors in the area desired. The citizen can also contact the cemeteries department via email if desired. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | |
| | | | | Obtain a plot / Purchasing a grave | Without a funeral director "This is generally not recommended, but if so desired the cemeteries dept will provide as much assistance as required" | Complete an Interment Form to request a plot and return with payment and relevant documentation to the cemeteries office | Cemeteries Department | Application for services Information-static Paying for goods/services | Batch upload-daily (Information) Real time-automated (Interment form/payment) | -Desired location of services -Completed interment form -Certificate of Grant of Right of Burial (from registrar) | -Available plots -Contact information -Interment form -Certificate of Grant of Right of Burial (from registrar) -Payment information | -Completed interment form -Credit Card validation services -Registry Office (local) | -Cemeteries Department (local) -Registry Office (local) | -Interment form | Without a funeral director, an interment form must be completed by the citizen and payment made to the cemeteries department to reserve a plot. Without a funeral director, an interment form must be completed by the citizen, the Certificate of Grant of Right of Burial handed to the cemeteries department, and payment made to the cemeteries department to reserve a plot. Deed must be picked up at the Cemeteries office. | The citizen can view available plots in the local authority online, select a plot, download and complete an interment form, send payment and request Certificate of Grant of Right of Burial is sent directly to the Cemeteries office electronically by the registrar. Deed to the plot must be picked up in person to avoid fraud. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: no internet/email access, no ability to process credit card payments, bookings are paper-based Leeds & Lewisham: No ability to process credit card payments, bookings are paper-based Deeds to plot must be delivered in person to prevent fraud Require signatures on forms Certificate of Grant of Right of Burial from registrar is a paper document and therefore will have to be handed to the cemeteries office to reserve a plot | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | |
| | Prepaid funeral | A Funeral director must be selected and contacted, the Cemeteries department does not provide this service | Cemeteries Department SAIF | Information-static Providing access to community, professional or business network | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -Information on the various service providers who would be involved in the funeral process | -Listing of all funeral directors in the area (link to SAIF) -Information about different types of services -Cemeteries Department contact information | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | The cemeteries department can provide information about types of services. They recommend using a funeral director and will provide listings of funeral directors. | Information about the different types of services are provided online. A Link to SAIF website is provided to search for funeral directors in the area desired. The citizen can also contact the cemeteries department via email if desired. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | | | | |
| | Find a funeral director "Council cannot choose a funeral director but can provide information" | Request information from the Cemeteries Department or Contact Society of Allied and Independent Funeral Directors (SAIF) | Cemeteries Department SAIF | Information-static Providing access to community, professional or business network | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -Information on the various service providers who would be involved in the funeral process | -Listing of all funeral directors in the area (link to SAIF) -Information about different types of services -Cemeteries Department contact information | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | The cemeteries department can provide information about types of services. They recommend using a funeral director and will provide listings of funeral directors. | Information about the different types of services are provided online. A Link to SAIF website is provided to search for funeral directors in the area desired. The citizen can also contact the cemeteries department via email if desired. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | | | | |
| | Arrange a funeral without a funeral director "This is generally not recommended, but if so desired the cemeteries dept will provide as much assistance as required" | Request information from the Cemeteries Department, book a time and date for the funeral | Cemeteries Department | Information-static Providing access to community, professional or business network | Information-static Providing access to community, professional or business network | Real time Automated | -Desired location of services -Desired day and time of service -Payment information | -List of forms and information needed to arrange a funeral -Certificate for Burial and Cremation (Green Form) - from the registrar -Copy of death certificate (registrar) | -Request for services/information -Completed forms -Booking time slot/confirmation | -Cemeteries Department (local) -Registry Office (local) | ~http://ukburials-cremations.co.uk/ | Relevant forms that are necessary can be downloaded | Citizen must go to the cemeteries office to complete relevant forms and arrange funeral. Certificate for Burial and Cremation (Green Form) and copy of the death certificate must be handed to the registrar before the funeral. The cemeteries department can be contacted directly via email for questions. | All relevant forms can be completed online. Citizen can book a funeral, a real time schedule of funerals is available online. Citizen can pay for the funeral online. The registrar sends the Certificate for Burial and Cremation (Green Form) and death certificate to the cemeteries department electronically. The cemeteries department can be contacted directly via email for questions. | Cemeteries department contact information and all relevant forms are provided online. An email requesting information can be sent or can be transferred if phoning. Deeds to plot must be delivered in person to prevent fraud Require signatures on forms | Knowledge: no internet/email access, no ability to process credit card payments, bookings are paper-based Leeds & Lewisham: No ability to process credit card payments, bookings are paper-based Deeds to plot must be delivered in person to prevent fraud Require signatures on forms | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | | | |
| | Purchase a coffin | Select a coffin provider from a list of those available in the local area or contact a funeral director | Coffin Provider SAIF Cemeteries Department | Information-static Providing access to community, professional or business network | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -List of rental car companies that carry estate cars and vans by Local Authority | -Listing of coffin providers or funeral directors per chosen local area | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | Citizen must contact a funeral director for more information | Citizen has the ability to view a list of providers and their contact information online, filtered to desired location of service. A Link is provided to the SAIF website to select a funeral director if desired. | List of all coffin providers that exist in the local authorities of BASE.gov consortia. Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | | | | |
| | Cremation | Local Authority does not own a crematorium | Provide client with alternative locations | Other Local Authorities that have a Crematoria | Information-static Application for services | Batch Upload (periodically) | -Desired location of services -contact information | -Contact information of Crematoria | -Contact information of Crematoria | -Cemeteries Department (local) | None | Contact nearest crematoria to arrange services | Cemeteries Office provide information to the citizen on all nearby crematoria. Citizen has the ability to contact the crematoria directly through email or phone transfer. | List of all crematoria that exist in the local authorities of BASE.gov consortia | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | | | | | |
| Arrange with a funeral director | | Request information from the Cemeteries Department or Contact Society of Allied and Independent Funeral Directors (SAIF) | Cemeteries Department SAIF | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -Listing of funeral director in Local Authority -Link the SAIF website | -Listing of all funeral directors in the area | -Cemeteries Department (local) | ~www.saiflink.org/home.html (national) | None | The cemeteries department can provide information about cremations. They recommend using a funeral director and will provide listings of funeral directors. | Information about the different types of services are provided online. A Link to SAIF website is provided to search for funeral directors in the area desired. The citizen can also contact the cemeteries department via email if desired. | Lists of Funeral directors in the local area are provided online. Citizen can be transferred via phone to the Cemeteries Department. | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | | | | | |
| Local Authority does own a crematorium | | Contact the Cemeteries department, provide all necessary documentation and complete all necessary forms | Cemeteries Department | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services -Contact information -Payment information | -Necessary forms | -Information on the various service providers who would be involved in the funeral process -List of forms and information needed to arrange a cremation | -Information about cremation is provided online as well as all the information and forms that are required. The cemeteries department can be contacted directly via email for questions. | -Cemeteries Department (local) | Cremation Request forms | The cemeteries department can provide information about cremation. They recommend using a funeral director but will provide as much help as possible | Information about cremation is provided online as well as all the information and forms that are required. The cemeteries department can be contacted directly via email for questions. | Cemeteries department contact information is provided online. An email requesting information can be sent or can be transferred if phoning. Deeds to plot must be delivered in person to prevent fraud Require signatures on forms | Knowledge: no internet/email access, no ability to process credit card payments, bookings are paper-based Leeds & Lewisham: No ability to process credit card payments, bookings are paper-based Require signatures on forms | Knowledge: No email Leeds: Lotus Notes West Sussex: email access is limited Lewisham: Lotus Notes | Knowledge: CAS (Cemetery Administration System) Leeds: Ian Mitchell Consulting Services, Windows based West Sussex: Records stored on computer & paper Lewisham: BACAS | | | | | | |
| Legal Requirements | Seeking legal advice | Select a Solicitor from a directory of those in your area (www.solicitors-online.com) Contact the Citizens Advice Bureau (CAB) | Solicitor CAB | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location/type of services | -Directory of all services in area -Services provided by CAB | -List of solicitors according to specifications -Request for information from CAB | -CAB (local) | ~www.solicitors-online.com ~www.nacab.org.uk/index.htm ~www.adviceguide.org.uk/nacab/pbts/nacab/homepage | Information Request Form (CAB) | Contact information for Law Centre or CAB is provided upon request | Link to www.solicitors-online.com to find a solicitor. Contact CAB via email & link to website. | Directory of all law services in the local area is provided. | Leeds CAB: cannot currently deal with email advice queries | | | | | | | | |
| | Making a will | Select a Solicitor from a directory of those in your area (www.solicitors-online.com) Contact the Citizens Advice Bureau (CAB) | Solicitor CAB | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location/type of services | -Directory of all services in area -Services provided by CAB | -List of solicitors according to specifications | -CAB (local) | ~www.solicitors-online.com ~www.nacab.org.uk/index.htm ~www.adviceguide.org.uk/nacab/pbts/nacab/homepage | Information Request Form (CAB) | Contact information for Law Centre or CAB is provided upon request | Link to www.solicitors-online.com to find a solicitor. Contact CAB via email & link to website. | Directory of all law services in the local area is provided. | Leeds CAB: cannot currently deal with email advice queries | | | | | | | | |
| | Appoint a guardian for children under 18 | Select a Solicitor from a directory of those in your area (www.solicitors-online.com) Contact the Citizens Advice Bureau (CAB) | Solicitor CAB | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location/type of services | -Directory of all services in area -Services provided by CAB | -List of solicitors according to specifications | -CAB (local) | ~www.solicitors-online.com ~www.nacab.org.uk/index.htm | Information Request Form (CAB) | Contact information for Law Centre or CAB is provided upon request | Link to www.solicitors-online.com to find a solicitor. Contact CAB via email & link to website. | Directory of all law services in the local area is provided. | Leeds CAB: cannot currently deal with email advice queries | | | | | | | | |
| | Make arrangements for adult dependants | Select a Solicitor from a directory of those in your area (www.solicitors-online.com) Contact the Citizens Advice Bureau (CAB) | Solicitor CAB | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location/type of services | -Directory of all services in area -Services provided by CAB | -List of solicitors according to specifications | -CAB (local) | ~www.solicitors-online.com ~www.nacab.org.uk/index.htm | Information Request Form (CAB) | Contact information for Law Centre or CAB is provided upon request | Link to www.solicitors-online.com to find a solicitor. Contact CAB via email & link to website. | Directory of all law services in the local area is provided. | Leeds CAB: cannot currently deal with email advice queries | | | | | | | | |
| | Arrange Enduring Power of Attorney | Select a Solicitor from a directory of those in your area (www.solicitors-online.com) Contact the Citizens Advice Bureau (CAB) | Solicitor CAB | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location/type of services | -Directory of all services in area -Services provided by CAB | -List of solicitors according to specifications | -CAB (local) | ~www.solicitors-online.com ~www.nacab.org.uk/index.htm | Information Request Form (CAB) | Contact information for Law Centre or CAB is provided upon request | Link to www.solicitors-online.com to find a solicitor. Contact CAB via email & link to website. | Directory of all law services in the local area is provided. | Leeds CAB: cannot currently deal with email advice queries | | | | | | | | |
| | Making a living will | Select a Solicitor from a directory of those in your area (www.solicitors-online.com) Contact the Citizens Advice Bureau (CAB) | Solicitor CAB | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location/type of services | -Directory of all services in area -Services provided by CAB | -List of solicitors according to specifications | -CAB (local) | ~www.solicitors-online.com ~www.nacab.org.uk/index.htm | Information Request Form (CAB) | Contact information for Law Centre or CAB is provided upon request | Link to www.solicitors-online.com to find a solicitor. Contact CAB via email & link to website. | Directory of all law services in the local area is provided. | Leeds CAB: cannot currently deal with email advice queries | | | | | | | | |
| | Obtain probate so that the estate can be disposed of according to the Will | Contact solicitor to apply for probate | Solicitor CAB | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Desired location of services | -Directory of all services in area -Services provided by CAB | -Directory of all services in area | -CAB (local) | ~www.solicitors-online.com ~www.nacab.org.uk/index.htm | Information Request Form (CAB) | Contact information for Law Centre or CAB is provided upon request | Link to www.solicitors-online.com to find a solicitor. Contact CAB via email & link to website. | Directory of all law services in the local area is provided. | Leeds CAB: cannot currently deal with email advice queries | | | | | | | | |
| Choose to donate body | Apply for probate yourself (download form from internet) | Complete a probate application form | www.courtservice.gov.uk/fandf/menub_prob.htm | Information-static Application for services | Real time Automated | -Completion of probate form | -Link to online form | -Completed Probate application form | www.courtservice.gov.uk/fandf/menub_prob.htm | Currently online | No information is provided | Link to www.courtservice.gov.uk/fandf/menub_prob.htm, complete and return online. | Link to www.courtservice.gov.uk/fandf/menub_prob.htm, complete and return by post or fax. | | | | | | | | | | |
| | To be an organ donor | Contact the Donor Society | www.nhsorgandonor.net www.argonet.co.uk/body | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Completion of application | -Link to online form | -Completed application form | ~www.nhsorgandonor.net ~www.argonet.co.uk/body | Online | No information is provided | Citizen can complete the application online | Provide contact information | | | | | | | | | | |
| | Donate body for medical science | Contact a Medical Research Centre | Medical Research Centre | Information-static Providing access to community, professional or business network | Batch Upload (periodically) | -Completion of application -Desired location of service | -Link to online form -Contact information for medical research centres | -List of medical research centres per specifications | -Medical Research Centres | Online | No information is provided | Citizen can complete the application online and get information about medical research centres in the location specified | Provide contact information | | | | | | | | | | |
| | Application for short term residential care for those over 65 | Contact Social Services to request services | Social Services | Information-static Application for Services Paying for goods/services | Batch download (daily) | -Contact information -Details of service needed | -Request for Service sent to appropriate office -View of services provided per citizen | -Payment information | -Social Services (local) | Online form with checklist of available services | A referral form can be requested in person or over the phone. The form must be completed and posted to Social Services. An assessment is made of the need for the service and the customer is contacted. | Customer can fill out an online form to request service. The form is automatically sent to the correct offices for assessment. The customer is contacted via email or phone to arrange services and has the ability to view their account and pay online. (2 step process) | Online form to request services which is directed to the appropriate offices. | Leeds - Yes West Sussex - Yes, Domino Lewisham - Yes, Lotus Notes Knowledge - Yes | Leeds - Siebel, CRSP (Client Record Social Services Package), no one else has access to data except Joint Care Management which is a team comprised of Social Services and Health West Sussex - 3270 front end to an OS/390 platform running ADABAS databases. This is under review and will be replaced during 2002/2003 - possibly by CRM. Lewisham - Access Novell client through Citrix, Windows 95, 98 or NT are used. SWIFT. Each department has a separate database Knowledge: Out to tender | | | | | | | | |

Before Death

| Scenario | Customer | Step 1 | Step 2 | Step 3 | Step 4 | ID | CUPID Description | Action | Contact | Transaction Type | Technical Requirement | Data In (Citizen) | Data In (Other) | Data Out | Interfaces | Links | Form | Current Process | Optimal Process | Workaround | Barriers | Technology used (email) | Technology used (back end) | | | | | | | | | | | | | | | | | |
|----------|--|---------------------------------|---------------------------------------|---|---|--|---------------------------------|--|---|---|---|---|---|--|--|--|--|--|--|---|---|-------------------------------|--|---|---|--|---|---|---|---|--|--|---|--|---|--|--|--|--|---|
| Housing | Individual has learning difficulties | Apply for supported housing | 59 | Finding supported housing for adults with learning difficulties | Complete a formal notice document that must be signed and returned to the housing department. | Housing Department | Application for services | Batch download (daily) | -Contact information -Current Address -Reason for request | -Contact information | -Contact information -Current Address -Reason for request | -Housing Department (local) | Online form to complete and send | Citizen must request a form from the housing department either by phone or in person. Once the form is completed and returned in person or via post, a member of the team will visit the citizen to provide service. | The customer is able to complete the request form online and submit electronically. The housing department will then contact the customer to review the situation. (2 step process) | Form is available online to download and send. Customer can be transferred to the housing department over the phone. | | | Leeds - Yes West Sussex - Yes Knowsley - Yes | Leeds: Siebel only in East and West Leeds, not across the whole metropolitan area. Mainframe system 2 databases - TPH/repair information, Orchard+rent account info Lewisham: Windows 95, 98 or NT, Academy house management Knowsley - TBC West Sussex - TBC | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | Individual has physical disabilities | Apply for sheltered housing | 315 | Finding sheltered housing for adults who have a physical disability | Complete a formal notice document that must be signed and returned to the housing department. | Housing Department | Application for services | Batch download (daily) | -Contact information -Current Address -Reason for request | -Contact information | -Contact information -Current Address -Reason for request | -Housing Department (local) | Online form to complete and send | Citizen must request a form from the housing department either by phone or in person. Once the form is completed and returned in person or via post, a member of the team will visit the citizen to provide service. | The customer is able to complete the request form online and submit electronically. The housing department will then contact the customer to review the situation. (2 step process) | Form is available online to download and send. Customer can be transferred to the housing department over the phone. | | | Leeds - Yes West Sussex - Yes Knowsley - Yes | Leeds: Siebel only in East and West Leeds, not across the whole metropolitan area. Mainframe system 2 databases - TPH/repair information, Orchard+rent account info Lewisham: Windows 95, 98 or NT, Academy house management Knowsley - TBC West Sussex - TBC |
| | | | | | | | | | | | | | | | | | | | | | All Individuals | Apply for alternative housing | | Finding alternative housing for all individuals | Complete a formal notice document that must be signed and returned to the housing department. | Housing Department | Application for services | Batch download (daily) | -Contact information -Current Address -Reason for request | -Contact information | -Contact information -Current Address -Reason for request | -Housing Department (local) | Online form to complete and send | Citizen must request a form from the housing department either by phone or in person. Once the form is completed and returned in person or via post, a member of the team will visit the citizen to provide service. | The customer is able to complete the request form online and submit electronically. The housing department will then contact the customer to review the situation. (2 step process) | Form is available online to download and send. Customer can be transferred to the housing department over the phone. | | | Leeds - Yes West Sussex - Yes Knowsley - Yes | Leeds: Siebel only in East and West Leeds, not across the whole metropolitan area. Mainframe system 2 databases - TPH/repair information, Orchard+rent account info Lewisham: Windows 95, 98 or NT, Academy house management Knowsley - TBC West Sussex - TBC |
| | | | Request for SCAN service | | | Contact SCAN alarm team to notify of death | Housing Department SCAN Team | Application for services | Batch download (daily) | -Contact information -Current Address -Reason for request | -Contact information | -Contact information -Current Address -Reason for request | -Housing Department (local) -SCAN team (local) | Online form to complete and send | The Caring department must be contacted by phone to request a form. Once the form is completed and returned in person or via post, a member of the team will visit the citizen to provide service. | The customer is able to complete the request form online and submit electronically. The housing department will then contact the customer to review the situation. | Form is available online to download and send. Customer can be transferred to the housing department over the phone. | | | Leeds - Yes West Sussex - Yes Lewisham - Yes Knowsley - Yes | Leeds: Siebel only in East and West Leeds, not across the whole metropolitan area. Mainframe system 2 databases - TPH/repair information, Orchard+rent account info Lewisham: Windows 95, 98 or NT, Academy house management Knowsley - TBC West Sussex - TBC | | | | | | | | | | | | | | | | | | | |
| | Arrange homebound library service | Individual is disabled | Arrange the use of the mobile library | 233 | Using the mobile library | Request home delivery service and complete a reading profile | Library Services | Application for Services | Batch download (daily) | -Profile of reading habits and preferences -Delivery information (address) -Contact information (name, phone) -Large vs. small print | -Library contact information -Home delivery service information -Genre of reading materials offered | -Profile of reading habits and preferences -Delivery information -Contact information | -Library Department (local) -Social Services (local) not always necessary | Online form to complete and send | Citizen or social services will contact the library in person or over the telephone. A profile is drawn up by the librarian and books are delivered every 2 weeks. | Citizen fills out an online request for service and profile form which is sent directly to the library. Service is begun automatically. | Form is available online to download and send. Customer can be transferred to the housing department over the phone. | Knowsley: Paper-based system Lewisham: Requires a signature from a doctor or social worker to provide service | Knowsley: Yes Leeds: Yes, Lotus Notes Lewisham: Yes West Sussex: Yes, Orchard | Knowsley: paper-based West Sussex: Galaxy from DS ltd. This is a Solaris based system Lewisham: UNIX/Library module Leeds: Siebel front-end | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | All Individuals | | Request home delivery service and complete a reading profile | Library Services | Application for Services | Batch download (daily) | -Profile of reading habits and preferences -Delivery information (address) -Contact information (name, phone) -Large vs. small print | -Library contact information -Home delivery service information -Genre of reading materials offered | -Profile of reading habits and preferences -Delivery information -Contact information | -Library Department (local) -Social Services (local) not always necessary | Online form to complete and send | Citizen or social services will contact the library in person or over the telephone. A profile is drawn up by the librarian and books are delivered every 2 weeks. | Citizen fills out an online request for service and profile form which is sent directly to the library. Service is begun automatically. | Form is available online to download and send. Customer can be transferred to the housing department over the phone. | Knowsley: Paper-based system Lewisham: Requires a signature from a doctor or social worker to provide service | Knowsley: Yes Leeds: Yes, Lotus Notes Lewisham: Yes West Sussex: Yes, Orchard | Knowsley: paper-based West Sussex: Galaxy from DS ltd. This is a Solaris based system Lewisham: UNIX/Library module Leeds: Siebel front-end | | | |
| | Support Services Not all local authorities offer this service | Seek emotional support services | Seek counselling | 105 | Getting counselling | Contact the appropriate support service | Support Services | Advice - static Providing access to community, professional or business network | Batch Upload (periodically) | -None | -Links to support agencies | -Information about how to deal with bereavement -Contact information | | Citizen can be referred to support organisations | Links and contact information for support services are provided to the citizen | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | Seek information about support services | Seek help from voluntary organisations | 106 | Getting help from voluntary organisations | Contact the appropriate support service | Support Services | Advice - static Providing access to community, professional or business network | Batch Upload (periodically) | -None | -Links to support agencies | -Information about how to deal with bereavement -Contact information | | Citizen can be referred to support organisations | Links and contact information for support services are provided to the citizen | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Visit a support service | Visit a counsellor |