

LIFE EVENTS TOOLKIT

- **Moving House**
- **Bereavement**

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V 2.4

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1. Executive Summary

1.1. How to use this document

This document provides a starter's guide for any local authority considering implementing citizen focused services. Specifically, it details the processes and requirements for building a portal which addresses all services corresponding to bereavement and moving house life events.

The document provides the following information:

1. Maps at high level the process flows and data requirements such that the planning of work can commence.
2. Highlights the legislative context for life events, defines what can and cannot be done, and recommends certain legislative changes to smooth development.
3. Identifies what other organisations are involved in delivering these services such that discussions around information transfer with those organisations can commence.
4. Identifies the interaction requirements and therefore the level of transaction automation required to deliver the portal.
5. Identifies the update procedures and therefore the level of integration required to deliver the portal.

1.2. Conclusions

The toolkit draws the following important conclusions for a local authority embarking on the development of a life events portal:

1. That the legislative environment presents additional requirements on the way data is collected and protected, and certain restrictions on the way that data is used, but that it does not prevent substantial improvements in life event focused service delivery.
2. That the technical requirements are such that much can be achieved through improved communication using email and workflow. This is recommended as an area of initial focus in order to achieve rapid improvements in service delivery. However, real efficiency benefits will come through automation of processes.
3. That c.90% of bereavement and life events processes take place within the confines of the local authority and rely on only 3 BVPI interactions. This is recommended as an area of initial focus in order to achieve rapid improvements in service delivery.

2. Document control

2.1. Key personnel

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2.2. Summary

This document details processes and data exchanges required to deliver a citizen orientated portal providing all services corresponding to bereavement and moving house life events. It assesses the legislative, technical and organisational challenges and presents options for moving forward. Consequently this document addresses the following areas:

- Bereavement and moving house life events
- Processes in local government, central government and associated agencies
- Legislation governing data sharing
- Current information technology systems
- Organisational interfaces with local government, central government and private institutions

2.3. References and sources

Publications

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- Data Protection Act Kicks In, The Register, Kieren McCartney, Oct 2001
- BCS statement on the perceived impact of the European Union Directive on Data Protection, A C F LEWIS Registrar March 1997
- Data Protection Registrar, "Guidance Notes, 1998 Data Protection Law"

Internet Resources

- Her Majesty's Stationary Office
 - <http://www.hmsso.gov.uk/acts.htm>
 - <http://www.legislation.hmsso.gov.uk/acts/acts2000/20000007.htm>
 - <http://www.legislation.hmsso.gov.uk/acts/acts1998/19980042.htm>
 - <http://www.hmsso.gov.uk/acts/acts1998/19980029.htm#aofs>
 - http://www.hmsso.gov.uk/cgi-bin/htm_hl3?URL=http://www.hmsso.gov.uk/acts/acts2000/00036--w.htm&STEMMER=en&WORDS=data+protect+act+&COLOUR=Red&STYLE=s#muscat_highlighter_first_match
 - <http://www.hmsso.gov.uk/acts/acts1998/19980037.htm>
 - http://www.hmsso.gov.uk/acts/acts1992/Ukpga_19920014_en_1.htm - Local Government Finance Act
- Compact Law - <http://www.compactlaw.co.uk/>
- Communication and information industries directorate - http://www.dti.gov.uk/cii/e-commerce/ukecommercestrategy/electronic_communications_bill_regulatory_impact_assessment.shtml#a
- http://www.dti.gov.uk/cii/docs/e-com_guide.pdf
- Data Protection Act - <http://www.dataprotection.gov.uk/eurotalk.htm#intro98>
- Guide to sections 32, 33, 43 and 44 of the Local Government Finance Act 1992 - <http://www.local.dtlr.gov.uk/finance/ssa/0102/data/guide.doc>
- Supporting decisions in people management - <http://www.hr-now.co.uk/sectorapps/extra/display.html?code=hrleg&name=hrlegstart>
- Sections 71 & 71 of The welfare reform and pensions act 1999 - <http://www.hr-now.co.uk/sectorapps/extra/display.html?code=hrleg&name=a1999c30-sg025#body1>
- Senior Management Briefing Paper 9 - Joint Information Systems Committee - http://www.jisc.ac.uk/pub99/sm09_data_prot.html
- Data protection act 1998: preparing for the new law - <http://www.dataprotection.gov.uk/prepare.htm>
- Data Protection Act 1998 Guidelines - <http://www.dataprotection.gov.uk/eurotalk.htm>
- Principles of Data Protection - <http://www.dataprotection.gov.uk/chpt3.htm>
- Local authority circular - LAC (2000) 17 - <http://www.doh.gov.uk/humanrights/lac0017.htm>
- The Human Rights Directory - <http://www.echr.net/>
- Protecting Personal Privacy - guidelines for collecting and using people's personal data - National Consumer Council - http://www.ncc.org.uk/pubs/pdf/personal_privacy.pdf
- The Regulation of Investigatory Powers Act: Cyber Snooping or Modern Day Law Enforcement - Ben Brandon, Criminal Department, Russell Jones & Walker, <http://www.rjw.co.uk/publications/downloads/Regulation%20of%20Investigatory%20Powers%20Act.doc> - <http://society.guardian.co.uk> - Sale of electoral roll breaches human rights, rules judge - Simon Parker - Friday November 16, 2001
- The Human Rights Act 1998 and the European Convention on Human Rights (ECHR) Rt. Hon. Jack Straw MP, Home Secretary, <http://jurist.law.pitt.edu/world/ukcor3.htm#Straw>
- Chapter 5 - The Act in Action, <http://www.dataprotection.gov.uk/dpc5.pdf> -
- Data protection guidance on debt tracing and collection, <http://www.dataprotection.gov.uk/debt.htm>
- The Best Value Performance Indicators, BVPI 157, <http://www.socitm.gov.uk/egov/detr/targets.htm>
- Bath and North East Somerset council life events, <http://www.bathnes.gov.uk/events/default.asp>
- Wolverhampton bereavement life event, <http://www.wolverhampton.gov.uk/azind/bereavem.htm>
- UK Online life events, <http://www.ukonline.gov.uk/>
- I have moved, <http://www.ihavemoved.com>

LEAP

- Ealing process mapping, bereavement
 - Seeking information on cemeteries and funerals
 - Enquiring about registering a death
 - Enquiring about registering a still birth
 - Private grants
 - Making enquiries about the SCAN alarm
 - Moving due to disablement
 - Finding out about housing benefits
 - Finding out about council tax
 - Council tax benefit
 - Terminating affairs of a dead person, council tax
 - Home delivery service
 - Removing name from electoral roll
 - Finding out about residential services
 - Ask for a list of residential homes
 - Cancelling social services
 - Adult referral
 - Council tenant moving due to disablement
 - Dealing with death and bereavement, overview document
 - Coping with death and bereavement, and overview of the life event

- Newcastle process mapping, moving house
 - Rent Arrears
 - Redevelopment (Demolition & Improvement Works)
 - Housing repair and maintenance joinery
 - Housing repair and maintenance electrical
 - Housing adaptations
 - Private grants
 - Private housing
 - Homeless persons
 - Asylum seekers
 - Pest control
 - Refuse (special collection)
 - Street names and numbers
 - Allotments
 - Conveyance Section
 - Home ownership service
 - Home improvements, rechargeable works
 - Planning
 - Re housing

- Lewisham process mapping, moving house
 - Home ownership
 - Council tax benefit
 - Finding out about council tax
 - Finding out about housing benefit

Individuals consulted

- Diane Henshaw, Data Protection Officer, West Sussex County Council
- Mike O'Connor, Data Protection Officer, Lewisham
- Bob Gibbs, Data Protection Officer, Newham
- Rob Lloyd-Jones, Cabinet office/PIU report
- Simon Norbury, CSI Project Director, Westminster City Council
- Louise Round, Solicitor/Head of Law and public policy, London Borough of Islington

2.4. Readership

This document is aimed at the audiences listed below: -

- Base.gov consortium
- Other local authorities
- The Department of Transport, Local Government and the regions (DTLR)
- Life Event Access Project (LEAP)
- The office of the e-envoy

2.5. Change control

Version	Date	Comment
1.0	07/01/02	Allison Phillips
1.1	12/01/02	Allison Phillips
1.2	16/01/02	Allison Phillips
2.0	22/01/02	Allison Phillips
2.1	24/01/02	Allison Phillips
2.2	30/01/02	Allison Phillips
2.3	26/02/02	Allison Phillips reformatted as Life Events Toolkit
2.4	05/03/02	Allison Phillips revisions from Peter Wrigley

3. Introduction

3.1. Background and purpose

iMPOWER has partnered with BASE.gov to scope the data, process, legislative, technical and organisational challenges to deliver joined-up government services around two citizen life events: bereavement and moving house. In so doing, iMPOWER built on the detailed work already completed by the LEAP project.

3.1.1. BASE.gov

Beacon Accessible Service e-Government Project (base.gov)

“The main aim of the project is to focus e-Government around the citizen by providing a toolset for managing and developing national and local e-Government services. Base.gov will deliver a suite of entry-level e-Government solutions by developing an ‘affordable’ technology framework for councils. The solutions will provide stimulus to the local authority community in developing their e-Government approach. The solutions will be, where possible, in line with the emerging e-Standards. The consortium of Knowsley, Leeds, Lewisham and West Sussex represent the spectrum of local authority types: parish, district, county metropolitan, large city metropolitan and a London borough.”¹

3.1.2. LEAP

Life Events Access Project

“LEAP is a partnership project between groups of Councils. The main partners are Lewisham, Lambeth, Ealing, Newcastle City and Camden. It is a £2million project of which £1.2m is government money from the Invest To Save programme. LEAP aims to utilise knowledge management in order to improve service provision to customers. The partners are mapping a total of 11 life events between them. These are: changing employment status, dealing with crime, leaving school, becoming a carer/adopting/fostering, becoming disabled, having a baby, retiring, dealing with bereavement, moving home, starting/changing school and starting/moving a business.

LEAP will combine services around ‘life events’. The vision is for members of the public to access ‘portals’ focussed on life events directly, or through mediating staff, such as Call Centre operatives. The LEAP project applications will query the user about their needs and requirements and steer them to the processes and information they require.”²

3.2. Scope

The document considers the following:

- The citizen’s experiences of the bereavement and moving house life events
- The processes required to deliver corresponding services within local authorities, other local government departments, agencies and central government
- The differences in processes between the four members of base.gov
- The interaction types used in the portal
- The data requirements for executing those processes and the origins of that data
- The legislative landscape and its implications for data sharing
- The existing system infrastructure of base.gov local authorities
- Improvements to existing processes (process reengineering)
- The high level technical requirements for delivering joined-up services
- The existing and required organisational interfaces
- Suggestions for portal design
- Identification of quick wins

¹ Source <http://www.local-regions.dtlr.gov.uk/egov/modcouncils/index.htm>

² Source <http://www.leap.gov.uk>

3.3. Assumptions

In completing this analysis, iMPOWER has relied in part on the following sources:

- LEAP process maps
- Information provided by operational council staff at Knowsley, Leeds, Lewisham and West Sussex, with whom the portal was discussed
- Public information and central government advice and guidance on data sharing and data protection

4. Overview

4.1. Basis of assessment

The actions and services, which comprise the bereavement and moving house life events, can be summarised as follows:

Activities	Bereavement examples	Moving house examples
Request information and contacts	<ul style="list-style-type: none"> Get advice on how to create a will Find a funeral director 	<ul style="list-style-type: none"> Get advice on applying for a mortgage Find a removal firm
Make bookings or appointments	<ul style="list-style-type: none"> Register a death Select a memorial bench Book a burial plot 	<ul style="list-style-type: none"> Visit a school Arrange collection of social service equipment
Make or receive benefits payments	<ul style="list-style-type: none"> Pay council tax balance Receive council tax rebate Receive housing benefit Receive income support 	<ul style="list-style-type: none"> Receive housing benefits Receive council tax benefits Receive education awards Pay balance on council tax
Cancel existing services	<ul style="list-style-type: none"> Cancel meals on wheels Cancel personal care services Cancel bank accounts 	<ul style="list-style-type: none"> Cancel meals on wheels Cancel personal care services Cancel home help
Reapply for services at new address		<ul style="list-style-type: none"> Apply for meals on wheels Apply for personal care services
Apply for new benefits and services	<ul style="list-style-type: none"> Apply for child care services Apply for bereavement benefits 	<ul style="list-style-type: none"> Apply for child care services Apply for re-housing Apply for meals on wheels

Table 1 – Synopsis of life events

4.2. Detailed life event processes

The following processes have been analysed and mapped in detail:

- Customer requirements corresponding to each life event
- Customer decision trees for identifying customer requirements and actions to be taken
- Current operational processes to deliver against those actions
- Optimal processes to deliver against those actions
- Data requirements for processes established
- Technical requirements for optimal processes
- Organisational interface requirements for optimal processes

High-level process flows illustrating the citizen decision support framework and the fulfilment processes can be viewed in the following appendices:

- Appendix B – Process flow before death
- Appendix C – Process flow after death
- Appendix D – Process flow before move
- Appendix E – Process flow after move in local authority part 1 and part 2
- Appendix F – Process flow after move outside local authority part 1, part 2 and part 3

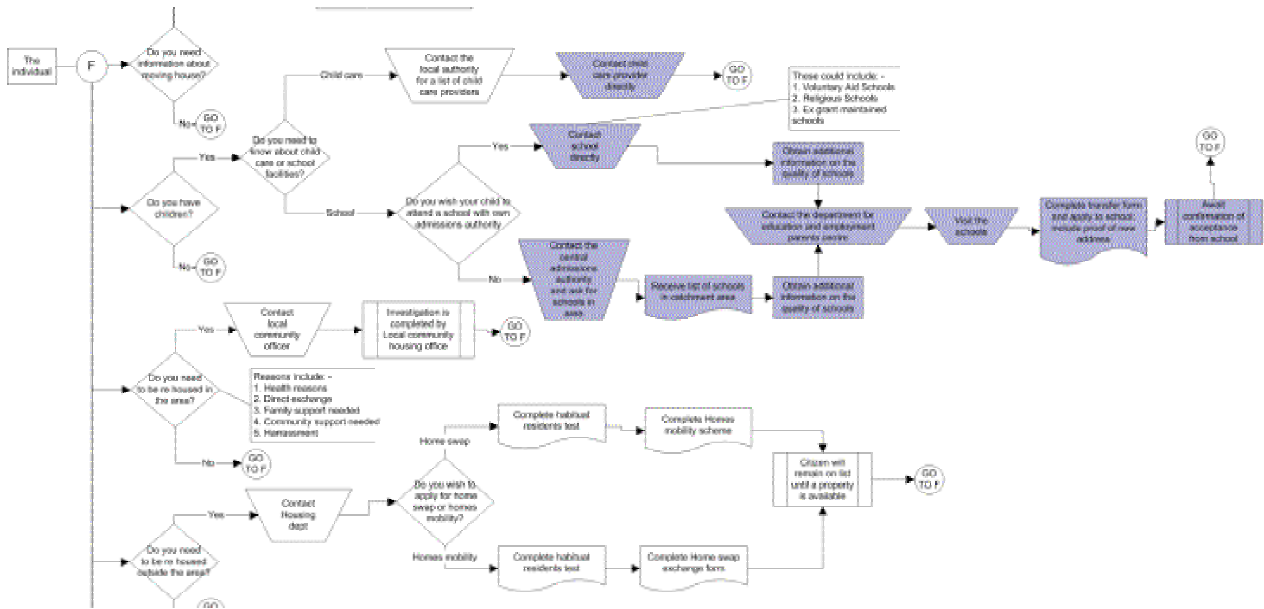


Figure 1 – Example of process flow

Appendix G – Data flows

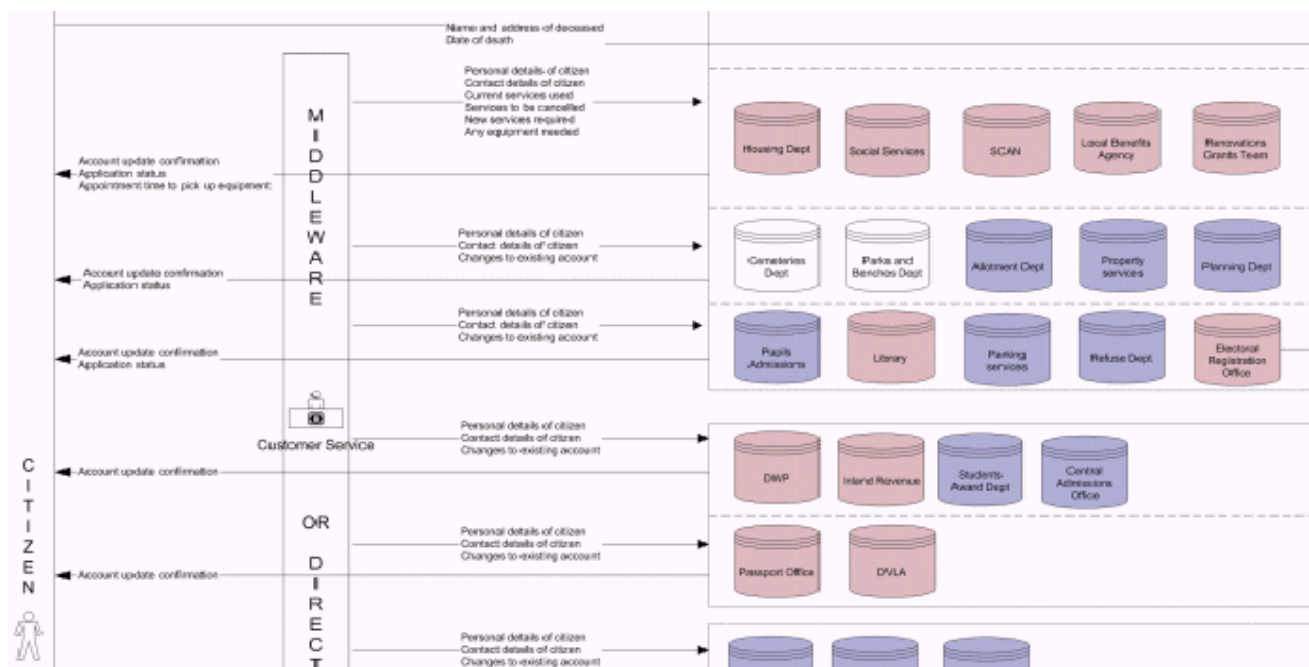


Figure 2 – Example of data flow

These processes have been represented in step-by-step format and provide additional analysis of the delivery requirements in the following appendices:

- Appendix H – Bereavement Analysis.xls
- Appendix I – Moving House Analysis.xls

Contact	Transaction Type	Technical Requirement	Data In (Citizen)	Data In (Other)	Data Out	Interfaces
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)
Cemeteries Department SAIF	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)
Cemeteries Department SAIF	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)

Figure 3 – Example of Life Events Analysis

4.3. Interpreting the process steps and requirements

The high-level analysis (Appendices H and I) begins with the citizen³ and addresses each corresponding activity to be executed. The requirements for each of these activities have been documented as follows:

Columns 1 - 7	Document actions and steps to be completed by the citizen
Columns 8 - 15	Document data, organisational interfaces and technical requirements
Columns 16 - 19	Document the current process, the optimal process and workaround solutions
Columns 19 - 21	Document the information systems currently used across all the partners of Base.gov ⁴

The table below explains the contents of all columns used in Appendices H and I.

Column Number	Column Name	Explanation
1	Customer	The citizen making contact with the local authority
2 – 5	Step 1 – 4	The customer decision making process to be taken
6	Action	The action the customer needs to take
7	Contact	The department/ person/ institution whom the citizen will contact to proceed
8	Type of Interaction	The interaction type that will occur as a result of the action, using BVPI 157 categories
9	Technical Requirement	The update procedure needed to automate the interaction
10	Data In (Citizen)	Information required from the customer to complete the action
11	Data In (Other)	Information provided by the local authority department or 3 rd party to complete the action
12	Data Out	Data which local authority needs to issue to customer, 3 rd party or local authority department to complete the action
13	Interfaces	The departments and organisations which interact in completing the action
14	Links	A list of any alternative access points and a list of useful website links which provide additional help or advice in the action
15	Form	The current form to be completed in the action and any additional ideas on format of the form if the process were electronic or modified

³ Detail such as type of citizen is avoided. The term citizen is used generically, if the citizen has certain characteristics, for example is disabled, then the process maps can be rearranged to include the parts that are relevant.

⁴ This has been completed where relevant to the analysis but it is not comprehensive in approach.

Column Number	Column Name	Explanation
16	Current Process	The process currently employed to complete the actions. The generic process reflecting the findings across all of the Base.gov local authorities is presented here. Any significant differences between local authorities have been noted
17	Optimal Process	The most efficient process to complete the action if there were no constraints
18	Workaround	Improvements to the current process incorporating the current system and operating requirements
19	Barriers	Significant barriers to improving the process and delivering the citizen orientated portal
20	Technology Used (email)	Whether the department has access to email and software used
21	Technology Used (back end)	Department systems and databases

Table 2 – High level process flow explanation

4.4. Differences between the local authorities

There are a number of differences between the base.gov local authorities, which need to be considered when delivering the bereavement and moving house life event portals. These are summarised below:

- West Sussex is a county council; as such the departmental activities are shared between district and county councils.
- Leeds has set up a team called Joint Care Management (JCM) that is comprised of health and social services members. This enables them to use the same data with access levels being controlled via a Siebel system.
- Leeds council tax department has the technical ability to update references in the benefits agency database if the citizen concerned receives benefits and their financial circumstances have not changed.
- West Sussex, Lewisham and Knowsley registry offices all require an appointment to be made before a death can be registered. In Leeds, however it possible to walk in and register a death immediately.
- All four partners of Base.gov manage the cemeteries and crematoriums in their local authority. Where necessary there are designated burial plots for each religion. The exception is in Leeds, where there is an independently run Jewish cemetery.

5. Requirements and obstacles

The following requirements have been identified in order to deliver each end-to-end process:

1. Data requirements
2. Organisational interface requirements
3. Technical requirements

5.1. Data requirements

The data requirements detailed in Appendices H and I fall into three areas: -

1. Data in (citizen) The data the citizen needs to provide
2. Data in (other) The data the local authority department or 3rd party needs to hold or provide
3. Data out The data to be produced as a result of the action or shared in order to complete the action

Specific examples of the data requirements are detailed below.

Type	Example of data required	Example activities	
		Bereavement	Moving house
Contact details	<ul style="list-style-type: none"> • Daytime telephone number • Work telephone number • Address 	Cancel social services	Update new address on driving licence
Personal details	<ul style="list-style-type: none"> • Sex of citizen • Date of birth • Age • Income level • Dependants if any • Current services used by citizen 	Apply for bereavement benefits	Apply for social services
Availability of appointments	<ul style="list-style-type: none"> • Time • Date • Individuals name 	Make appointment to visit registry office	Make appointment to visit a school
Availability of products and slots	<ul style="list-style-type: none"> • Time • Date • Number of slots available • Description of products • Location of citizen 	Book a burial slot	Apply for an allotment slot
Existing account details	<ul style="list-style-type: none"> • Details of existing benefits • Details of existing services • Change in circumstances – income, number of dependants, new address etc. 	Cancel social services received by deceased	Apply for additional housing benefit
Data required to complete payment calculations	<ul style="list-style-type: none"> • Existing account details • New address details • Council tax banding • Income level 	Calculate bereavement benefit	Calculate council tax payment
Publicly available information	<ul style="list-style-type: none"> • Name of company • Address of company • Telephone number of company • Email address of company • Internet address of company • Details of service that the company provides 	Contact a funeral director	Contact a removal firm

Table 3 – Data requirements

These data flows have been mapped against the institutional architecture and represented in diagrammatic format in appendix G.

In addressing the data requirements to deliver these life event portals the following points need to be considered:

- Improve communication and sharing of information, for example ensure knowledge of other local authorities or where to find the information
- Allow citizens or mediators to track the status of their applications through a secure environment
- Automate or reengineer some of the existing paper based processes particularly the capture of data e.g. when booking appointments
- Improve the feedback loop and notification to the citizen in multi-step referral processes

5.2. Organisational interface requirements

The organisational interface requirements fall into 3 categories:

1. Interfaces between portal local authority departments
2. Interfaces between portal or citizen and central government departments and agencies
3. Interfaces between portal or citizen and non government institutions

1. Interfaces between portal and local authority departments:

Local authority department	Example of activity	Bereavement	Moving house
Cemeteries department	<ul style="list-style-type: none"> • Provide information on funeral arrangements 	✓	
Social services	<ul style="list-style-type: none"> • Apply for services • Cancel services 	✓	✓
SCAN team ⁵	<ul style="list-style-type: none"> • Apply for services • Cancel services 	✓	✓
Housing department	<ul style="list-style-type: none"> • Apply for services • Cancel services 	✓	✓
Council tax department	<ul style="list-style-type: none"> • Open new council tax account • Cancel council tax account 	✓	✓
Electoral registration office	<ul style="list-style-type: none"> • Remove name from electoral roll • Add name to electoral roll 	✓	✓
Library department	<ul style="list-style-type: none"> • Cancel library services • Join library 	✓	✓
Trees and parks department	<ul style="list-style-type: none"> • Arrange a memorial 	✓	
Benefits agency	<ul style="list-style-type: none"> • Apply for benefits • Cancel benefits 	✓	✓
Refuse department	<ul style="list-style-type: none"> • Arrange collection for unusual waste 		✓
Allotments officer	<ul style="list-style-type: none"> • Apply for an allotment 		✓
Parking services	<ul style="list-style-type: none"> • Apply for a parking permit 		✓
Students award department	<ul style="list-style-type: none"> • Provide dept with new address 		✓
Property Services - Civic Centre	<ul style="list-style-type: none"> • Apply for planning permission 		✓
Planning Dept - Civic Centre	<ul style="list-style-type: none"> • Apply for planning permission 		✓
Planning and Transport - Building Control Section	<ul style="list-style-type: none"> • Enquire about street names 		✓
Asylum Seekers Unit	<ul style="list-style-type: none"> • Provide information on housing 		✓
Renovations Grants team	<ul style="list-style-type: none"> • Apply for disability grant 		✓

Table 4 – Interfaces between portal and local authority departments

⁵ SCAN team provides house security

2. Interfaces between portal or citizen and central government departments and agencies

Central government department and agency	Example of activity	Bereavement	Moving house
Social Security Office – Department of Work and Pensions (DWP)	<ul style="list-style-type: none"> Apply for benefits Provide information on benefits available 	✓	✓
Citizen Advice Bureau (CAB)	<ul style="list-style-type: none"> Provide advice on executing a will Provide advice on buying a home 	✓	✓
Local Health Authority	<ul style="list-style-type: none"> Inform authority of death Inform authority of new address 	✓	✓
DVLA	<ul style="list-style-type: none"> Cancel driving licence Provide DVLA with new address 	✓	✓
Passport office	<ul style="list-style-type: none"> Cancel passport Provide passport office with new address 	✓	✓
HM Land Registry	<ul style="list-style-type: none"> Provide information on the cost of land 		✓
Environment Agency	<ul style="list-style-type: none"> Provide information on environmental issues 		✓
Department of education and employment parents centre	<ul style="list-style-type: none"> Provide information on quality of schools 		✓
Support Services (e.g. Help the Aged)	<ul style="list-style-type: none"> Provide details of support services in the event of a bereavement 	✓	
Inland revenue	<ul style="list-style-type: none"> Provide information on inheritance tax 	✓	
GP	<ul style="list-style-type: none"> Join a new GP 		✓
Dentist	<ul style="list-style-type: none"> Join a new dentist 		✓
Central Admissions Authority	<ul style="list-style-type: none"> Apply to a new school 		✓
National Asylum Seekers Support Service	<ul style="list-style-type: none"> Provide information an housing 		✓

Table 5 – Interfaces between portal or citizen and central government departments and agencies

3. Interfaces between portal or citizen and non-governmental institutions

Organisation	Example of activity	Bereavement	Moving house
Coffin provider	<ul style="list-style-type: none"> Purchase a coffin 	✓	
Rental car company	<ul style="list-style-type: none"> Get transport for coffin 	✓	
SAIF – Society of Alliance and Independent Funerals	<ul style="list-style-type: none"> Provide list of funeral directors 	✓	
Medical Research Centre	<ul style="list-style-type: none"> Donate organs 	✓	
Solicitor	<ul style="list-style-type: none"> Create a will 	✓	
Mailing preference society	<ul style="list-style-type: none"> Change address on account 		✓
Mortgage / insurance provider	<ul style="list-style-type: none"> Apply for mortgage 		✓
Financial institution	<ul style="list-style-type: none"> Change address on account 		✓
Credit card companies	<ul style="list-style-type: none"> Change address on account 		✓
Store card	<ul style="list-style-type: none"> Change address on account 		✓
Loyalty card	<ul style="list-style-type: none"> Change address on account 		✓
House clearance company	<ul style="list-style-type: none"> Move house Clear deceased house 	✓	✓
Auctioneer	<ul style="list-style-type: none"> Move house Sell deceased house 	✓	✓
Estate Agent	<ul style="list-style-type: none"> Move house Sell deceased house 	✓	✓
Storage company	<ul style="list-style-type: none"> Move house Sell deceased house 	✓	✓
Removal Firm	<ul style="list-style-type: none"> Move house 		✓
Optician	<ul style="list-style-type: none"> Join a new optician 		✓
Insurance companies	<ul style="list-style-type: none"> Change address on account 		✓
Water board	<ul style="list-style-type: none"> Change address on account 		✓
Utilities	<ul style="list-style-type: none"> Change address on account 		✓
Alumni associations	<ul style="list-style-type: none"> Change address on account 		✓
Book associations	<ul style="list-style-type: none"> Change address on account 		✓
Charities	<ul style="list-style-type: none"> Change address on account 		✓
Clubs/ memberships	<ul style="list-style-type: none"> Change address on account 		✓
Gyms/ health clubs	<ul style="list-style-type: none"> Change address on account 		✓
Mail order / shopping	<ul style="list-style-type: none"> Change address on account 		✓
Blood service	<ul style="list-style-type: none"> Change address on account 		✓
Telecoms	<ul style="list-style-type: none"> Change address on account 		✓
Subscriptions	<ul style="list-style-type: none"> Change address on account 		✓

Organisation	Example of activity	Bereavement	Moving house
TV licence	<ul style="list-style-type: none"> Change address on account 		✓
Financial Service Authority (FSA)	<ul style="list-style-type: none"> Get advice on moving house 		✓
Schools	<ul style="list-style-type: none"> Apply to school directly 		✓
Bank	<ul style="list-style-type: none"> Change address on account Close the account of deceased 	✓	✓

Table 6 – Interfaces between portal or citizen and non-governmental institutions

In addressing the organisational interface requirements to deliver these life-event portals the following obstacles need to be considered:

- Educate mediators to provide the correct source of information
- Ensure that email is used effectively, between local authority departments, other government departments and agencies and 3rd parties
- Form and encourage closer links with other institutions
- Foster information exchange between council departments

5.3. Technology requirements

This analysis of technical requirements considers:

- The level and frequency of automated updates required to provide a high standard of service to the customer while driving efficiencies in back office processes
- The types of interactions required to support the core life event processes and, consequently, a suggested focus of effort on three core interactions

5.3.1. Automated updates

Different services and processes require varied levels of update automation. These fall broadly into 6 categories:

1. Static or dynamic batch uploads
2. Real time availability of appointments
3. Automated emails to citizens
4. Automated emails to local authority departments and other organisations
5. Automated updates to databases
6. Dynamic forms

Type of upload requirements	Example of activity	Bereavement	Moving house
Static or dynamic batch uploads	<ul style="list-style-type: none"> Update directories available to citizen e.g. funeral directors, estate agents 	✓	✓
Real time availability of appointments	<ul style="list-style-type: none"> Make appointment at a registry office Make appointment at a school 	✓	✓
Automated emails to citizens	<ul style="list-style-type: none"> Send email to citizen once account has been closed Send email to citizen with status of benefit application 	✓	✓
Automated emails to local authority departments and other organisations	<ul style="list-style-type: none"> Send email to other local authority departments to update the accounts of the citizen 	✓	✓
Automated updates to databases	<ul style="list-style-type: none"> Automate triggers to update the departmental databases when a change is made to a citizen account 	✓	✓
Dynamic forms	<ul style="list-style-type: none"> Apply for social services 	✓	✓

Table 7 – Upload requirements

In addressing the update requirements to deliver these life-event portals the following obstacles need to be considered:

- Ensure that all the local authority departments have access to email
- Increase use of email to improve efficiency
- Increase channel choices for citizen to obtain information and documentation e.g. through the internet and call centres
- Explore scanning and/or electronic documentation and authentication of digital signatures to improve the process by which citizens complete application forms online
- Explore scanning and/or electronic documentation to allow easier transfer of documents
- Install credit card functionality to allow services to be paid for online
- Investigate middleware software to disseminate data around local authority departments
- Increase integration with national agencies (may be dependent upon outcome of the government gateway)
- Incorporate contractors into processes and build into solution

5.3.2. BVPI 157 interactions

To establish the interaction requirements of the actions relating to bereavement and moving house life events an analysis of the types and frequency of interactions was conducted. Table 7 details the frequency of the interaction types that occur in the various stages of both life events. This comparison has been made against all the interaction types detailed in BVPI 157.

Interaction Type	Frequency ⁶ in bereavement	Frequency in moving house	Combined totals
Providing information	29%	39%	33%
Collect revenue	0%	0%	0%
Providing benefits and grants	5%	3%	7%
Consultation	0%	0%	0%
Regulation	0%	0%	0%
Application for services ⁷	56%	26%	42%
Booking venues, resources and courses	0%	0%	0%
Paying for goods and services	0%	5%	6%
Providing access to community, professional or business networks	2%	9%	12%
Procurement	0%	0%	0%
Advice	0%	1%	0%
TOTAL	100%	100%	100%

Table 8 – Interaction types

By delivering the capability to provide information, access to community, professional or business networks, and allowing services to be applied for electronically, local authorities can automate 87% of the interactions that comprise the requirements of bereavement and moving house life events.

Quick wins can be achieved by focusing on the enquiries that occur within the council rather than the other institutions. Council services account for approximately 90% of the transactions involved in both the Bereavement and Moving House Life Events.

⁶ Percentage of activities related to bereavement which require the interaction types

⁷ Included with application for services is termination of services

6. Legislative framework

The legislation governing data sharing in local authorities is as follows:

- UK Data Protection Act 1998
- UK Human Right Act 1998/ EU Convention on Human Rights
- UK Common Law
- Administrative Law
 - Local Government Finance Act 1992
 - Housing Act 1996
 - Welfare and Reform and Pensions Act 1999
 - Representation of the People Act 1999
 - Crime and Disorder Act 1998
 - Births and Deaths Registration Act 1953

Each of these acts has been looked at in detail to assess the implications for bereavement and moving house life events.

6.1. Generic landscape

Each piece of legislation has been examined in detail below, where it is relevant to data sharing in local government. Specific components, which do not apply to local government, have been deliberately excluded.

Two important points govern the legislation relating to data sharing in local government:

- For the purposes of date sharing, public authorities are treated as unique, separate organisations
- Personal data collected by public authorities is regulated according to the specific purpose for which it was supplied. A comparison of two sets of data collected by the same public authority for different purposes will each be subject to compliance with data-sharing laws

6.1.1. UK Data Protection Act 1998

The Data Protection Act (DPA) has 8 key principles (see Appendix I). The most important principal to be adhered to is the First Principle that states:

"Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless:

1. At least one of the conditions in Schedule 2 is met, and
2. In the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met."

Schedule 2, "conditions for processing personal data", states that at least one of the following conditions must be met to process personal data:

- The data subject has given their consent to the processing
- The processing is necessary for the legitimate purposes of a public institutions
- The processing is necessary for the entering into or performance of a contract to which the data subject is a party
- The processing is necessary to comply with any legal obligation

Schedule 3, “conditions for processing sensitive personal data”, defines sensitive personal data as information relating to:

- Racial or ethnic origin of the data subject
- Political opinions
- Religious beliefs or other beliefs of a similar nature
- Whether the individual is a member of a trade union
- Physical or mental health or condition

To process sensitive personal data *Schedule 3* states that at least one of the following conditions must be met:

- The data subject has given their explicit consent to the processing of the personal data
 - Must be some active communication between the parties
 - Consent cannot be inferred from non-response to a communication
- The processing is necessary for the exercise of any functions of a government department
- The processing is necessary:
 - To protect the vital interests of the data subject or another person, in a case where consent cannot be given by or on behalf of the data subject
 - In order to protect the vital interests of another person, where consent by or on behalf of the data subject has been unreasonably withheld
- The information contained in the personal data has been made public as a result of steps deliberately taken by the data subject
- The processing is necessary for the purpose of, or in connection with, any legal proceedings (including prospective legal proceedings), obtaining legal advice, or establishing, exercising or defending legal rights
- The processing is necessary for medical purposes
- To promote or maintain equality of opportunity or treatment between persons of different racial or ethnic origins

The First Principle must be processed both fairly and lawfully. An interpretation of fair lawful processing is given below:

Fair Processing

- Data has been obtained fairly if the citizen is aware of:
 - The identity of the data collector
 - The uses of the data
 - Any possible disclosures of the data to another party
- Data has been obtained fairly if it is obtained from a person who is authorised or required to supply it by law
- Data is obtained unfairly if any person has been deceived or misled.

Unlawful processing will occur if:

- A processing operation is itself unlawful, or,
- Whenever the result of that processing is the breach of criminal law or another duty in law

Lawful Processing

- Data must be processed in accordance with the law including common and statutory law

The Second Principle states:

- Personal data cannot be processed in a manner incompatible with purpose for which obtained

Therefore, to assess appropriately whether a specific sharing of data is lawful, both common law and statutory law must be considered.

6.1.2. UK Human Rights Act 1998 / EU Convention On Human Rights

The Human Rights Act (HRA) 1998 incorporates the EU Convention on Human Rights into UK law. Under the 1998 HRA it is unlawful for public authorities to act in a manner that is incompatible with the EU Convention, unless primary legislation prevents it.

6.1.2.1 European Convention on Human Rights

The convention establishes:

- Respect for privacy
- That a public authority may not interfere with privacy except when in accordance with the law and necessary for either national security, economic well-being of the country, public safety, the prevention of disorder or crime, the protection of health or morals, or the protection of the rights and freedoms of others

It is therefore recognised that public authorities in pursuit of legitimate aims will have cause in a democratic society for intervening in individuals' private spheres. This restriction of rights through interference may occur only subject to strict requirements:

- Principle of legality – a legal basis needs to exist for any restriction on Convention rights – e.g. domestic law, legislation, delegated legislation, common law, even the rules of a professional body
- Principle of proportionality – striking a fair balance between the protection of the rights and freedoms of the individual and the interests of the community or society as a whole; good, fair reasons which protect the essence of the Convention; the existence of no alternative, less restrictive option. The restriction must be necessary, but does not have to be indispensable.

Relevant examples from Strasbourg case law inform the extent to which the fundamental rights and freedoms of the Convention may find practical and effective application.

- The compulsory provision of personal information to the census is a necessary infringement of the interests of economic well-being of the country
- Compulsion by tax authorities to divulge personal spending details could be justified when tax authorities need evidence relating to personal assets
- Disclosure of data to the public or 3rd parties constitutes interference with the respect for privacy such as disclosure; must be in public interests and outweigh the individual's right to privacy. However, appropriate safeguards must be in place

6.1.2.2 Human Rights Act 1998

This UK act allows citizens to exert their rights under the Convention through UK courts. Data sharing implications of this act are such that the legitimacy of interference with the right to privacy must be: In accordance with UK law: the interference must be prescribed by law, clear, comprehensible, accessible and foreseeable:

- In the pursuit of legitimate aim: the interference must be justified by the pursuit of a legitimate aim such as the prevention of crime, or protection of public order or health
- Necessary in a democratic society - the interference must pursue a legitimate policy aim, fulfil an important social need, be proportionate to that policy aim, and be the only way to achieve it⁸

⁸ Human Rights Act case law in the UK is yet to be thoroughly established but when there has been a challenge, the law has been upheld. R (Robertson) v Wakefield Metropolitan District Council – The claimant, Brian Robertson, brought proceedings against the Wakefield Council over their refusal to grant his request that his name and address not be supplied to commercial organisations on the basis of his right to privacy.

6.1.3. UK Common Law

- Common law sets out the duty of confidence: personal information given in confidence for one purpose may not be used for a separate purpose or passed to a third party⁹
- Where an individual has given their clear consent to disclosure, the common law duty of confidence is overridden

6.1.4. UK Administrative Law

- Administrative law provides for specific restrictions on the sharing and usage of data between local government departments
- It also provides for specific allowances for data sharing between local authorities and other institutions

The impact of administrative law on data sharing, is detailed below:

6.1.4.1 Local Government Finance Act 1992

- The Local Government Finance Act 1992 states that council tax data may only be used and disclosed for council tax purposes
- If the personal data is to be used for other non council tax purposes then this can only be done under regulations made by the Secretary of State pursuant to paragraph 17 of Schedule 2 of the Local Government Finance Act 1992
- To date no such regulations have been made and therefore the processing of council tax personal data for other purposes is beyond a council's powers
- Section 17 of the act dictates that an authority may not supply personal information and defines personal information as "information which relates to an individual (living or dead) who can be identified from that information or from that and other information supplied to any person by the authority; and personal information includes any expression of opinion about the individual and any indication of the intentions of any person in respect of the individual."

This legislation is considered by some to be unclear:

- It is suggested that the internal use of council tax data is allowed so long as it is done for a legitimate purpose such as collection of council debts or to assist in other statutory functions such as environmental health or planning
- Such use is justified under section 111 of the Local Government Act 1972. This allows a local authority to do anything which is calculated to facilitate, or is conducive to, or is incidental to, the discharge of any of its functions¹⁰

6.1.4.2 Housing Act 1996

The Housing Act 1996 gives the Housing Corporation specific powers with regard to obtaining information:

- A general power to obtain information from Registered Social Landlords (RSLs)
- The collection and publication of information on levels of performance achieved by RSLs (section 35).

The Housing Act 1996 also provides powers for the disclosure of information by the Housing Corporation:

- The disclosure to certain public sector organisations (including local authorities) of any information received by it relating to RSLs in order for the organisation to carry out any of its functions, or in order for the Corporation to carry out its functions

⁹ The police have an important and general power at common law to disclose information for the prevention, detection and reduction of crime

¹⁰ Function "embraces all the duties and powers of a local authority; the sum total of the activities that Parliament has entrusted to it" per Lord Templeman in *Hazell v Hammersmith and Fulham* (1992).

6.1.4.3 Welfare Reform And Pensions Act 1999

The act states that local authorities:

- Can hold information that relates to benefits for which it has no administrative responsibilities
- Can collect and record information, and give advice, in respect of benefits that are administered by central government

The act makes provisions for

- The forwarding by a relevant authority of information or evidence supplied in connection with making claims (whether supplied by persons making the claims or by other persons);
 - As regards any relevant benefit, for claims for that benefit to be made to a local authority, a person providing services to a local authority or a person authorised to exercise any function of a local authority relating to housing benefit or council tax benefit.
- The forwarding by a relevant authority of information or evidence supplied in connection with making such claims (whether supplied by persons making the claims or by other persons);
- The receiving and forwarding by a relevant authority of information or evidence relating to social security matters supplied by, or the obtaining by a relevant authority of such information or evidence from:
 - Persons making, or who have made, claims for a relevant benefit, or
 - Other persons in connection with such claims
- The recording by a relevant authority of information or evidence relating to social security matters supplied to, or obtained by, the authority and the holding by the authority of such information or evidence (whether as supplied or obtained or as recorder);
- The giving of information or advice with respect to social security matters by a relevant authority to persons making, or who have made, claims for a relevant benefit.

6.1.4.4 Representation Of The People Act 2000

- A Local Authority has the ability to provide an electoral registration officer access to records (including council tax) without breaching the Data Protection Act 1998
- Any additional, i.e. non-electoral, uses of the information that may be permitted should be kept to a minimum
- The Act also makes a requirement that Electoral Registration Officers send a 'form of words' with the registration form that will explain for what the data collected can and cannot be used.

6.1.4.5 Crime And Disorder Act 1998

- Any organisation has the power to disclose information to police authorities, local authorities, probation committees, health authorities, or to persons acting on their behalf, so long as such disclosure is necessary or expedient for the prevention, detection and reduction of crime
- These bodies also have the power to use this information
- The Crime and Disorder Act does not override the provisions of the Data Protection Act, and thus the challenge is to ensure that rights of individuals are balanced with the need for information sharing to prevent and reduce crime

6.1.5. Births and Deaths Registration Act of 1953

This act states that citizens must attend the registrar's office in person and must sign the register in the presence of the registrar.

6.2. Implications for bereavement and moving house life events

6.2.1. The key messages for building a life event portal

In order to deliver the bereavement and moving house life event portals the following points need to be considered:

- Data may be shared within the institutions if the citizen provides their consent.
- The following must be made clear before collection of data
 - Who is collecting their data
 - What data will be retained
 - What uses will be made of it (including by any third parties)
 - For how long it will be held
- Data sharing between institutions is not permitted except as permitted under the Housing Act 1996, Crime and Disorder Act 1998 and the Representation of the People Act 2000.

The following represent obstacles to the delivery of fully functional, joined up life events portals and will need to be addressed directly:

1. The Local Government Finance Act states that council tax data may not be shared with other local authority departments. This legislation should be addressed, as the data is comprehensive and would form a solid backbone to standardise data across the local authority. Some local authorities have proceeded regardless.
2. Data Protection Act must be changed to allow data sharing between and within local authorities for legitimate purposes.
3. The Births and Deaths Registration Act of 1953 needs to be addressed as it states that documentation must be presented in person.
4. Local authority departments stipulate that original documents such as proof of income and housing accommodation are provided before services can be arranged. Electronic scanning, sharing of data, or a change in departmental regulations may remove this requirement.

6.2.2. Implications of the Data Protection Act for data sharing

The conclusions that can be drawn from the Data Protection Act are as follows:

- Data sharing within public authorities is explicitly prohibited unless the data protection act conditions are met, with the exception of council tax data. Council tax data cannot be shared between departments within a public authority
- Data about a person who is deceased is not subject to data protection legislation
- Data collected for one purpose may only be used for that purpose for which it was obtained, unless the citizen has given consent
- Data must be processed in accordance with common and statutory law
- When collecting data, the intended use of that data must be explained accurately and concisely. Unless the context makes it absolutely clear, data subjects should be told at the point of collection:
 - Who is collecting their data
 - What data will be retained
 - What uses will be made of it (including by any third parties)
 - For how long it will be held

6.2.3. Exceptions to the Data Protection Act presented by Administrative Law for data sharing

There are two types of exceptions:

1. Sharing of council tax data by other council departments is prohibited by the Local Government Finance Act 1992
 - This law is considered by some to be unclear, as interpretation could mean that the sharing of council tax data is allowed so long as it is done for a legitimate purpose
 - Some council authorities share council tax data despite the restriction of this act and remain unchallenged
2. Sharing of data between institutions is not permitted in general, except in the following instances that are explicitly allowed by Administrative law
 - Housing Act 1996
 - The Housing Corporation may disclose information obtained from the Registered Social Landlords to local authorities for housing purposes
 - Welfare Reform and Pensions Act 1999
 - Local authorities may hold information which relates to benefits for which is has no administrative responsibilities
 - Local authorities may collect and record information, and give advice, in respect of benefits which are administered by central government
 - Crime and Disorder Act
 - Local Authorities may disclose and use information for the prevention, detection and reduction of crime
 - Representation of the People Act 2000
 - Local Authorities may provide an electoral registration officer access to records (including council tax)

6.2.4. Implications of Human Rights Act 1998 / European Convention on Human Rights for data sharing

The act creates specific loopholes for public authorities to share data.

- Privacy can be breached if the interference is for legitimate aims. Aims are considered to be legitimate if there are relevant and sufficient reasons for taking action, an alternative does not exist, the rights of all parties were taken into account and safeguards of data exist. This concept of legitimacy is subject to broad interpretation.
- Privacy can be breached if it is considered necessary in democratic society. A balance must be achieved between the protections of an individual's rights and the interests of society.

7. Options for consideration

Preliminary analysis suggests two options for moving forward to deliver bereavement and moving house life event customer facing portals. Both solutions provide an improved service to the citizen.

7.1. Option one: low tech solution

This first option presents a means of enhancing customer service levels through the provision of a single point of resolution for all enquiries relating to a life event. This single point of resolution may be:

- A self service channel such as a website, for example www.bereavement.lewisham.gov.uk
- A mediated channel such as a direct dial for bereavement, or a one-stop shop

The customer will be walked through a set of questions, helping them to identify the specific actions that they will need to take. These actions are then executed in conjunction with the call centre agent, or directly through the generation of automated notification emails, (see figures 4 and 5).

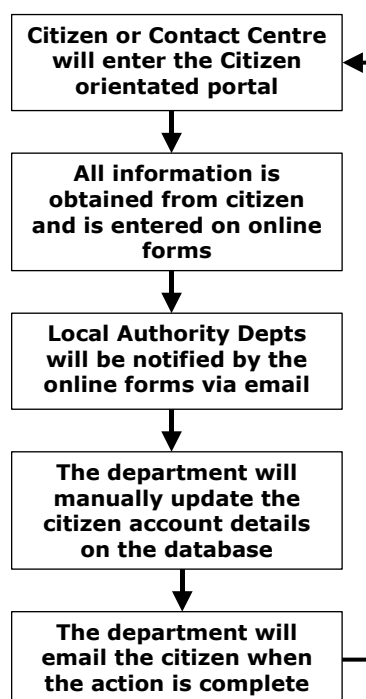


Figure 4 – Low-tech process flow

If the citizen has all the information required, the data will only be sent to local authority departments that have been affected by the life event. If the citizen does not have all the information required, a general notification email would be passed to all departments that may need to be informed.

Example architecture for the low-tech solution is depicted below:

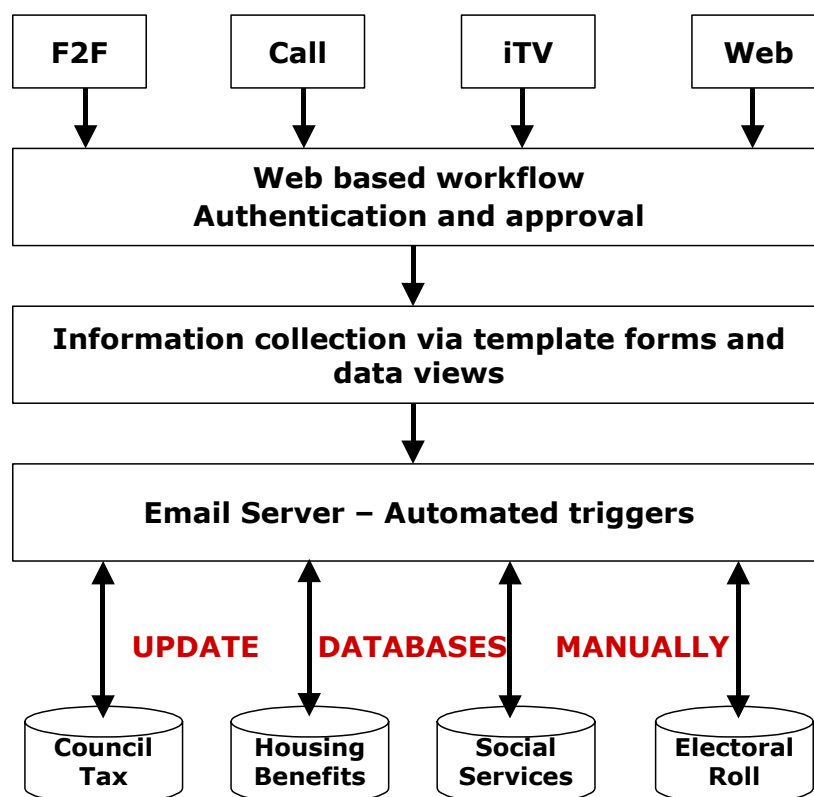


Figure 5 – Low-tech architecture

The advantages of this option are that:

- There is a single point of resolution for the citizen to access the local authority
- There are no data sharing issues
 - Data is being sent and not being viewed
 - Permission needs to be obtained first
- It will be quick and cheap to implement
- It will improve efficiency through improved workflow and process reengineering and change management
- It can be used as a milestone to option two

The disadvantages of this option are that:

- There will be an increased workload for the local authority departments who may receive multiple emails
- Manual steps may impact accuracy and efficiency
- Not all information is available to the customer at point of contact

While this solution delivers customer service improvements at low cost and upheaval, greater levels of efficiency, accuracy, speed and automation are not realised.

7.2. Option two: high tech solution

This second option delivers both service level improvements and operating efficiencies. As with the lower tech option, the portal constitutes a single point of resolution for customer enquiries resulting from bereavement and moving house life events, accessed over both self-service and mediated channels.

A real time authentication layer complements decision support workflows and electronic forms for data capture. Departmental systems are updated electronically, eliminating manual processing layers and increasing efficiencies through automated and process re engineering (see diagrams 6 and 7).

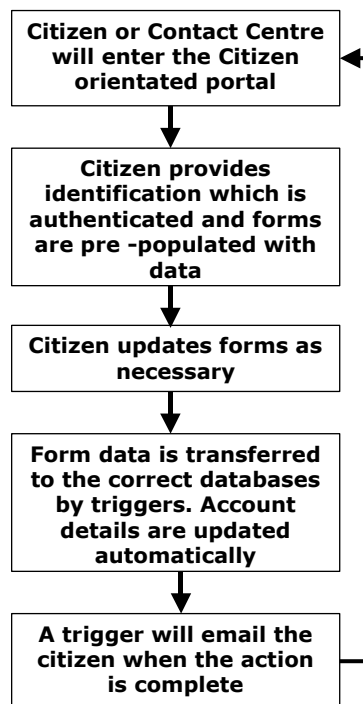


Figure 6 – High - tech process flow

Example architecture for the high tech solution is depicted below:

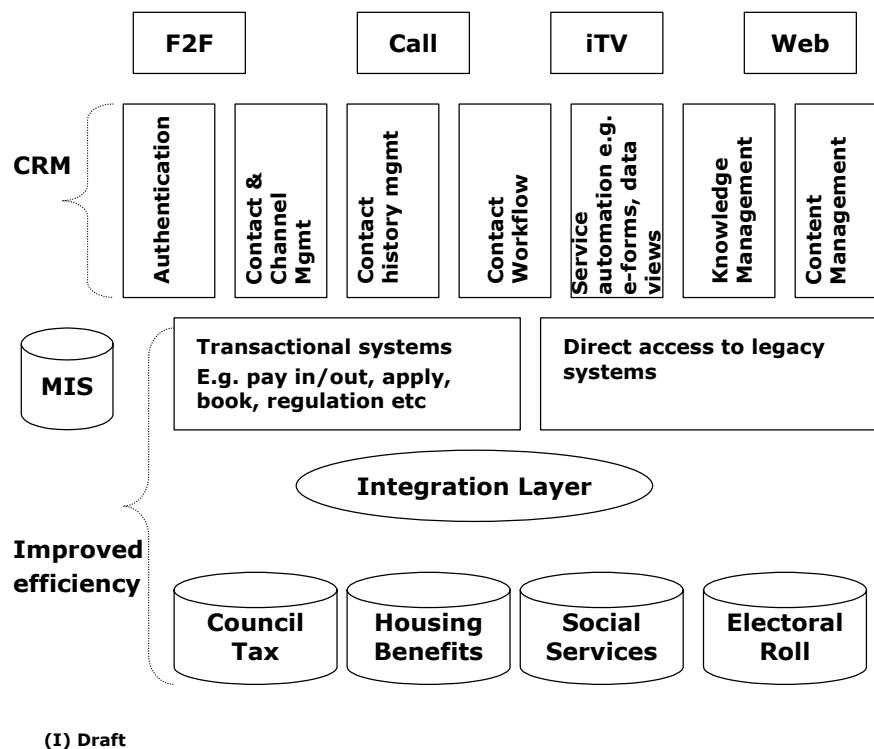


Figure 7 – High - tech architecture

The advantages of this option are that

- There are increased efficiency and accuracy improvements, updates will occur automatically to the accounts held by the citizen
- Data sharing difficulties are reduced
- It is a flexible, generic solution that can be applied to other local authorities and life events

The disadvantages of this option are that:

- It is a major technical project
- Process re-engineering will be required to capitalise the greatest benefits from the system
- It will still not be possible to obtain all information from the citizen and resolve all enquiries at the point of contact due to the requirement of multi step referral processes, calculation requirements and some of the legal obstacles highlighted in 6.2.

8. Suggested next steps

The next steps necessary to deliver the bereavement and moving house life event portals are as follows:

1. Define the scope of the portal
 - Decide which life events should be delivered
 - Decide which services should be included in the life event portal and in which local authorities
2. Evaluate the options generated to deliver the portal
 - Advantages and disadvantages of the low-tech solution compared to
 - Advantages and disadvantages of the high-tech solution
3. Decide which option should be used to deliver the portal

Option 1:

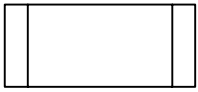
1. Identify the expected service level improvements across council departments
2. Produce a detailed functional specification based on the process maps
3. Design website user interface and call centre scripting for mediated and website access
4. Design information capture templates to support transactions
5. Design the email notification workflow
6. Implement the notification functionality
7. Design email processing workflow at departmental level
8. Implement and train users in customer services and in departmental processing operations
9. Test end to end life events processes
10. Market website address and DDI for call centre to citizens

Option 2:

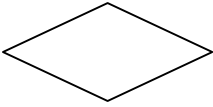
1. Identify the expected service level and efficiency improvements across departments
2. Produce a detailed functional specification based on the process maps and including update, transactional, data and organisational requirements
3. Identify process reengineering requirements resulting from functional specification
4. Design high level technical architecture
5. Segment requirements by component
6. Issue tenders and procure requisite systems
7. Build implementation plan and design programme and project management structure
8. Design website user interface and call centre scripting for mediated and website access
9. Design information capture templates to support transactions including real time validation and authentication
10. Implement and integrate systems
11. Train users in customer services
12. Reengineer departmental operational processes and train users
13. Test end to end processes
14. Market website address and DDI for call centre to citizens

Appendix A – Key to process flow

Process Flow Key:



Predefined Process



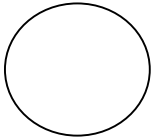
Decision



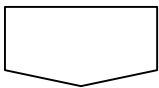
Manual Operation



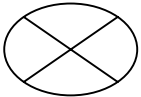
Document



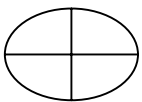
On page connector



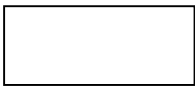
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Summing Junction – Choose all,
some or none of the following options



Condition / Statement



Process

Appendix B – Process flow before death

Appendix C – Process flow after death

Appendix D – Process flow before move

Appendix E – Process flow before move in a local authority

Appendix F – Process flow after move out of local authority

Appendix G – Process flow data flows

Appendix H – Bereavement analysis

See attached excel spreadsheet – Bereavement Analysis.xls

- Before death
- Immediately after death
- After death

Appendix I – Moving house analysis

See attached excel spreadsheet – Moving House Analysis.xls

- Before move
- After move – in a local authority
- After move – outside a local authority

Appendix J – Data Protection Act

Data Protection Act 1998

The eight key principles are:

1. "Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless at least one of the conditions in Schedule 2 is met, and In the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met."
2. Personal data cannot process in a manner incompatible with purpose for which obtained
3. Data obtained must be adequate, relevant and not excessive in relation to the purpose for which processed.
4. Personal data must be kept accurate up to date.
5. Personal data shall not be kept for longer than is necessary for that purpose.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Personal data must be kept secure and protected against unauthorised or unlawful processing, accidental loss, destruction or damage.
8. Information remains in the EEA