

Caxton House
Tothill Street
London
SW1H 9NA

Sir Merrick Cockell
Local Government Association
Local Government House
Smith Square
London SW1P 3HZ

020 7449 7512

terry.moran1@dwp.gsi.gov.uk
www.dwp.gov.uk

13 June 2012



I am writing to thank you for the support that the Local Government Association has given to the Tell Us Once Programme which has completed its activities and was formally closed on 17th May. The service is now offered by the vast majority of local councils, and has already helped over 160,000 new parents and bereaved people. Local Authorities are reporting high levels of customer satisfaction as well as substantial savings and a reduction in fraud because of the faster notifications provided by Tell Us Once.

From the early pilots in 2008, the partnership that the Tell Us Once Programme forged with local government - which was often facilitated by the LGA - has been instrumental in the success of the service. It certainly highlights what central and local government can achieve when there is a commitment to work collaboratively to deliver something as worthwhile as Tell Us Once.

The former IDeA has been a great practical support, giving Tell Us Once several groups on its Communities of Practice website, a crucial communication and learning tool during implementation of the service. With longstanding membership on our programme Board, Siobhan Coughlan and others representing the LGA have unwaveringly championed Tell Us Once, even when there were setbacks in the rollout due to the government review of IT spending. It is right to say that Siobhan also provided appropriate challenge when needed and her contribution to the trust developed between the Programme and its partners in local government has been significant.

With the closure of the Programme, the day to day running has been handed over to the Tell Us Once Delivery Partnerships team which will continue to work with councils seeking to offer the service and are now researching how to expand the service based on the principles that served the Programme so well.

It is also very encouraging to note that Tell Us Once has recently won the Guardian/Virgin Media 'Innovation Nation' Awards for frontline service delivery, which again is a credit to the public sector.

We all share in the success of this wonderful initiative and once again, thank you for the part you and your organisation played in it.

Yours sincerely
Terry Moran

Terry Moran

