

# Is moving social security online the right question?

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**Tell Us Once Programme**  
Tell Us Once – because your time matters

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## The BIG question

If it's just about putting products online, the answer is "maybe"

Peoples lives are complex and don't always fit convenient solutions

The big question is can social justice be delivered online?

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## The Tell Us Once Experience

- People deal with multiple services in multiple ways
- The most efficiency is achieved when the customer has to access the service only ONCE regardless of the channel
- If 15 online transactions are needed the customer will become frustrated with that channel and look for a more convenient route
- The solution is to look at the WHOLE customer journey not just focussing on parts that suit government or service providers



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## **Tell Us Once bereavement customer**

“When I went to register my Grand Uncle’s death I didn't realise this service existed and had been trying to sort out all this paperwork and funeral arrangements on my own without any support. I really didn't know where to even start with all his paperwork and it was a massive relief to receive this service.”

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## **Tell Us Once birth customer**

“It is reassuring to only have to give information once as you are tired, emotional and stressed with a new baby and making this process quick, efficient and less time consuming is great. The extra support really made a difference. Before I had to wait 6 months for my Tax Credit to go through and about 4 months for Child Benefit...This time (with Tell Us Once) it took only a few weeks and everything was done. This really helped financially.”

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## So the real question should be.....

Can we join up our services so that they can be put online?

and;

Should we look at digital by default from the customers perspective?