

Setting up Tell Us Once in the LGPS

In March 2016, the Government's Tell Us Once service was extended to public service pension schemes, including the LGPS in England, Wales and Scotland.

This document has been produced to assist LGPS administering authorities in setting up Tell Us Once. It outlines all the steps that need to be undertaken to get Tell Us Once set up in an LGPS pension fund. We draw particular attention to section 2, the to-do list.

If you have any queries on the content of this document, please contact [Con Hargrave](#).

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1. What is Tell Us Once – the basics

Key terms

Atos – DWP's suppliers. Atos are the IT contacts for on boarding Tell Us Once in LGPS funds and are responsible for maintaining Canopy Digital Connect.

Canopy Digital Connect (or CDC) – the DWP web platform on which LGPS funds will access their death notifications from Tell Us Once.

DWP – the Department for Work and Pensions, the responsible Government department for Tell Us Once.

LGPS Database – a database hosted by South Yorkshire Pensions Authority (SYPA) and located at <https://www.findlgpension.org>. Data contained in the Database is provided to DWP for use in Tell Us Once.

Organisational administrator – The key contact at each pension fund, usually the person taking the lead on on-boarding Tell Us Once. The organisational administrator is responsible for managing user access to the Database – setting up new users, resetting passwords, deleting users, etc.

Organisational user – The individual staff members at each pension fund who will access CDC to get Tell Us Once death notifications.

What is Tell Us Once?

Tell Us Once is a service that lets an individual reporting a death inform many Government organisations in one go. At a stressful time, it saves the individual from having to contact a number of different organisations, and for the organisations themselves, means they get informed of the death a) quickly, b) from a central location, and c) officially, meaning separate verification is not needed.

Tell Us Once involves the completion of a simple form. It is typically used at the point an individual registers a death with a local authority registrar. The registrar will either complete the form with the individual, or provide the person with instructions as to how to complete the form over the phone to dedicated Telephony Agents, or via the web. Not all local authority registrars offer the Tell Us Once service, but well over 90% do and the number is increasing. Tell Us Once is now used in over 70% of deaths that occur in the UK.

What does the extension to public service pension schemes involve?

Tell Us Once now includes a question asking if the deceased member had a period of public service pension scheme membership and, if so, in which scheme¹. Where the individual using Tell Us Once says 'Yes' to that question, DWP will supply the relevant scheme with the following information via CDC (where provided):

- Information about the deceased:
 - Name
 - Address
 - Date of birth
 - Date of death
 - National Insurance number
- Information about the next of kin/ executor:
 - Name
 - Address
 - Telephone number
 - Relationship to the deceased

Importantly, when this information is provided to a public service pension scheme via Tell Us Once, it counts as a formal notification of the death. For the LGPS, this means that sight of the individual's death certificate is not needed.

¹ It should be noted that only the following public service pension schemes are currently part of Tell Us Once: the NHS Pension Scheme (E&W and Scotland), the Civil Service Pension Scheme, the Armed Forces Pension Scheme, the Teachers' Pension Scheme (Scotland), the Police Pension Scheme (Scotland) and the Firefighters' Pension Scheme (Scotland).

How does it work in the LGPS?

As the LGPS is administered locally, the service needs some way of knowing where an individual has their LGPS pension record. For Tell Us Once, this is achieved through the LGPS Database.

To use Tell Us Once, each LGPS pension fund has to have uploaded an extract of their membership data to the LGPS Database. About once a month, SYPA send DWP an updated membership extract including the membership of those funds who have confirmed that they are fully set up for Tell Us Once.

When an individual uses Tell Us Once and confirms that the deceased had a period of LGPS membership, a real time search is undertaken using the LGPS Database membership extract provided by SYPA. Whilst the person is still completing the form, they will get a message confirming if a successful match has been found.

If no match is found, the person using Tell Us Once will be told that this doesn't necessarily mean the person didn't have a pension in the LGPS, but that they should contact the pension fund directly to inform them of the death.

Where a match is found, the LGPS fund will receive a formal notification of the death via CDC including the next of kin/ executor details.

2. The to-do list

This section lists each step that needs to be completed by an LGPS pension fund in order to begin to receive Tell Us Once notifications. Before completing these steps, funds should be aware of and consider the following issues:

- a) **How you will access Canopy Digital Connect** – CDC can be accessed via either the internet or via the Public Services Network (PSN). PSN is a Government web network which all local authorities have access to. If, for instance, your pensions administration is done by a private sector provider and they will be responsible for accessing CDC, the internet route of entry may be most appropriate.
- b) **IT assistance will be needed** – There are some technical aspects to the on-boarding of Tell Us Once and IT assistance will be needed, in particular in respect of steps 3 and 4. Funds are advised to involve their IT sections in the process as early as possible to avoid unnecessary delays.
- c) **What to do if your administration is outsourced** – If a fund's pensions administration is outsourced and the outsourced provider will actually be the organisation processing the records, it may make sense for them to be set up to access death notifications via CDC, instead of the fund itself. Funds may wish to discuss their preferred approach with their provider.

NB - The below to-do list just relates to the setup of Tell Us Once and applies up until the end of April 2016. At the end of April 2016 further instructions will be provided to clarify any changes to the steps. As referred to elsewhere in this document, to be part of Tell Us Once, a fund has to have uploaded their membership data to the LGPS Database. For guidance on this aspect, please refer to the LGPS Database [user guide](#) or contact [Con Hargrave](#).

| Step | Description |
|------|--|
| 1 | <p>Review and sign the DWP data sharing agreement</p> <ul style="list-style-type: none"> • This step can be actioned at the same time, before or after steps 1 and 2. • This document covers the data protection facets of the relationship between each LGPS pension fund and DWP. • Funds are advised to read the DWP guidance note on completing the data sharing agreement. • When signed, please return this to: <p>Brendan Moore Tell Us Once Business Process Support Team DWP Operational Excellence Directorate Floor 3, South (Blue) F Quarry House Leeds LS2 7AU L 0113 2324161 M: 07979736612 E: BRENDAN.K.MOORE@DWP.GSI.GOV.UK</p> <p>Or, in his absence –</p> <p>Richard Nurse DWP Tell Us Once Operational Excellence Directorate Service Design & Management Level 4 Caxton House Tothill Street, London, SW1H 9NA L 0207 449 7920 M: 077865 28782 E: RICHARD.NURSE@DWP.GSI.GOV.UK</p> |
| 2 | <p>Supply DWP with organisational and technical contact details</p> <ul style="list-style-type: none"> • This step can be actioned at the same time, before or after steps 1 and 3. • For internet users, complete the form at https://onboarding.cdc-tai.canopy-cloud.com/DWP-TUO/form • For PSN users, complete the form at https://onboarding.cdc-preprod.canopy.gse.gov.uk/DWP-TUO • If the weblinks don't work, it may be due to local firewall settings – if this is the case, contact your IT team to see if they can help with this. • The ID requested is the four digit fund ID for both Tell Us Once and the LGPS Database that has been supplied by LGA, but prefaced with '00'. For instance, if your fund ID is 8888, you should type 008888. (However, please note that when using Tell Us Once in live only the last four digits are used.) • The 'Business contact', also known as the 'organisational administrator' is a pensions contact who will be responsible for steering the fund through its onboarding. |

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| | <ul style="list-style-type: none"> • The 'Technical contact' is an IT contact who will be able to assist with IT related matters, such as generating and loading a SSL certificate. • Further guidance can be found in a DWP guidance note. |
| 3 | <p>Generate and validate a security certificate</p> <ul style="list-style-type: none"> • This step can be actioned at the same time, before or after steps 1 and 2. • To access CDC, a valid 'Public' and 'Private' security certificate will need to be installed on the PC of the organisational administrator. This is an additional check to make sure that a person is attempting to access CDC from an approved access point. • You will need assistance from your local IT support team in generating and installing the 'Public' and 'Private' security certificates. • Should it be needed, guidance for technical contacts on producing a security certificate is available on the CDC wiki. • At this stage, you should also check you can connect to the CDC weblinks: <ul style="list-style-type: none"> ○ For PSN connections - https://admin.cdc1.canopy.gse.gov.uk; ○ For internet connections - https://admin.cdc1.canopy-cloud.com. • If the weblinks don't work, it may be due to local firewall settings – if this is the case, contact your IT team to see if they can help with this. |
| 4 | <p>When Atos get in touch, arrange a phone call to continue the onboarding.</p> <ul style="list-style-type: none"> • You will need to have completed steps 1 to 3 before taking this step forward. • After step 2, Atos will email the organisational administrator – the 'Business contact' whose details were provided in that step. This email will contain a username, a phone number and a weblink to CDC. • After receiving the email from Atos, the organisational administrator will need to set aside at least 15-30 minutes to give Atos a call. This call must be held within 5 working days of receiving the email. • When you call CDC, please make sure that: <ul style="list-style-type: none"> ○ You are accompanied by a local IT contact. ○ You have the CDC login page open in front of you. (For PSN connections - https://admin.cdc1.canopy.gse.gov.uk. For internet connections - https://admin.cdc1.canopy-cloud.com/.) ○ You have the security certificate generated in step 3 to hand. • On the call, Atos will undertake some basic security checks and will provide you with a temporary password for you to log in. • You will be taken through the process of entering your security certificate on to CDC via your User Profile and Atos will record the public key of your certificate to complete the installation of this. |

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| | <ul style="list-style-type: none"> At this point, Atos will check that you can see the Tell Us Once user interface and the organisational administrator will be fully set up and should have full access to CDC. However, organisational administrators do not receive death notifications and so it is important that steps 5 to 7 are completed to fully set up Tell Us Once. |
| 5 | <p>Set up your fund's organisational users</p> <ul style="list-style-type: none"> After step 4, the organisational administrator can set up organisational users. Organisational users are the individuals who will access Tell Us Once death notifications on a day-to-day basis. Details on how to set up users are contained in full in DWP's quick reference guide, or on the CDC wiki, but in summary: <ul style="list-style-type: none"> The organisational administrator will need to create accounts for each individual who will use CDC. The organisational administrator will need to inform each organisation user their username and password. The organisational user will need to log on to CDC and change their password to something known only to them. The organisational user will then need to add a 'Public' and 'Private' security certificate to their account and request that the organisational administrator validates this. Further detail on this step is contained on the CDC wiki. |
| 6 | <p>Check that organisational users can access CDC</p> <ul style="list-style-type: none"> After step 5, organisational users should be fully set up and ready to receive Tell Us Once death notifications. For funds using the internet to access CDC, organisational users should go to https://dwptuo.cdc1.canopy-cloud.com/ and check that they can log in to the service okay. Via this page, they will have direct access to the death notifications relevant to your fund. For funds using PSN, organisational users should go to https://dwptuo.cdc1.canopy.gse.gov.uk and also check that they can log in to the service okay. Via this page, they will have direct access to the death notifications relevant to your fund. If they can log in successfully, move on to step 7. If they are having problems, please contact your local IT section for assistance in the first instance, but if the problem persists, contact the DWP Help Desk at tell-us-once.servicedesk@dwp.gsi.gov.uk who will ask the Atos Service Desk to provide assistance. |
| 7 | <p>Log in to the LGPS Database and confirm that you are Tell Us Once compliant</p> <ul style="list-style-type: none"> To make sure that your fund's data is included in the monthly extracts sent by SYPA, you will need to log in to the LGPS Database to confirm that you are Tell Us Once compliant. Log in as your fund at https://www.findlgpension.org and, on the homepage, under 'Manage my fund information', change 'Confirmed for Tell Us Once?' from 'No' to 'Yes'. When you have clicked 'Update', a text box will pop up asking you to check that you have completed all the steps needed to onboard |

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| | <p>Tell Us Once. If you believe that you have completed all these steps, click 'Confirm'.</p> <ul style="list-style-type: none">You have now completed your Tell Us Once onboarding. From the next time that SYPA provides a membership extract to DWP, you will begin to receive death notifications via CDC. |
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3. How to use Tell Us Once when everything's set up

DWP have produced [a short guide](#) to describe how to use Tell Us Once when everything is up and running. It contains:

- a short summary of how a fund can access death notifications via CDC,
- details of who to contact if there are problems, and
- what to do if there are changes to fund's organisational administrators or organisational users.

4. Want more information or need to contact someone about your onboarding?

If you want to speak to someone about the content of this document or the LGPS Database, please contact [Con Hargrave](#) on the LGA Pensions team.

If you need technical assistance whilst you are onboarding please contact the Atos CDC support team on 0121 335 0760. If you cannot reach anyone via this phone number, please email csms@atos.net but please note that the email address is not the preferred contact point.

If you have queries with respect of the data sharing agreement or with other matters relating to the onboarding of Tell Us Once please contact Brendan Moore or Richard Nurse.

Brendan Moore

Tell Us Once Business Process Support Team | DWP Operational Excellence Directorate | Floor 3, South (Blue) F Quarry House | Leeds | LS2 7AU
L 0113 2324161 | M: 07979736612 |
E: BRENDAN.K.MOORE@DWP.GSI.GOV.UK

or in his absence –

Richard Nurse

DWP | Tell Us Once | Operational Excellence Directorate | Service Design & Management | Level 4 Caxton House | Tothill Street, London, SW1H 9NA
L 0207 449 7920 | M: 077865 28782
E: RICHARD.NURSE@DWP.GSI.GOV.UK