

Transforming services through identity & eligibility checking

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Commissioning Lead

4 March 2016

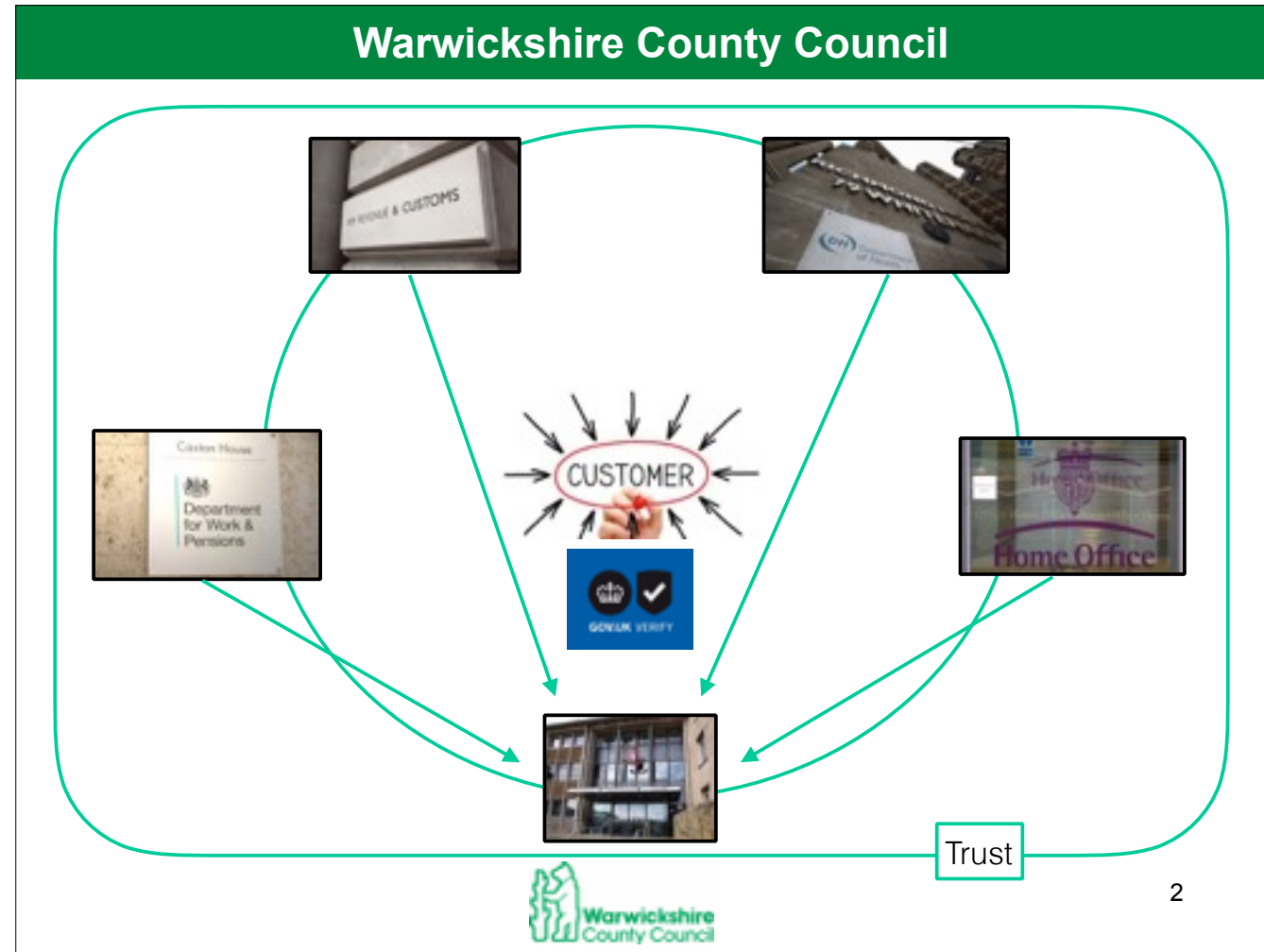
*Managing for
Warwickshire*



*Working for
Warwickshire*

data
platforms
Registers
service patterns - licensing
transformation

Warwickshire County Council



A lot of LG services rely on information from other organisations to prove eligibility for service.

That information may come from government departments, government agencies, or the private sector.

And if we want to deliver services digitally we need a way of getting that information online, in real time.

This is how we can really streamline services by removing paper trails and delivering complete services, end to end, online.

But if we are to avoid the problems associated with Care.Data we have to share data responsibly.

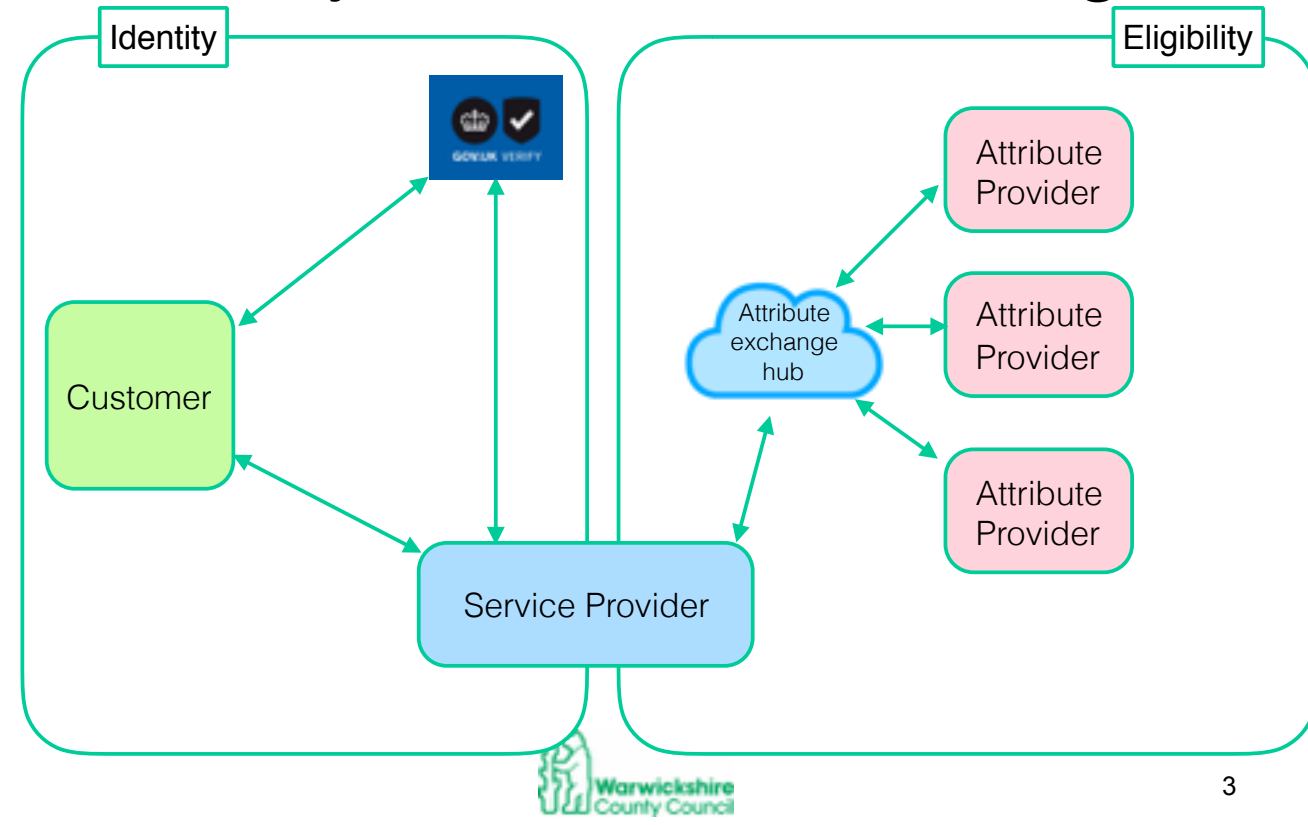
We do that [transition] by putting the customer at the centre of the process, only sharing the minimum data necessary for the transaction in hand, and ensuring we get the customer's explicit permission for data to be shared.

In return they get quicker, simpler access to services.

We can only be certain a customer has given their permission for data to be shared if we have confidence in their online identity. For that we need GOV.UK Verify [transition].

With GOV.UK Verify we can establish a circle of trust - customers, service providers and attribute providers.

Verify & Attribute Exchange



The mechanism we have developed in prototype to allow eligibility information to flow in this way is called an attribute exchange hub.

It is a generic infrastructure that could link any service provider to any attribute provider (public or private sector).

It is based on open industry standards, which will encourage a market of private sector hub providers.

GOV.UK Verify provides the foundation of highly assured customer identities. [transition].

The attribute exchange hub brokers the exchange of eligibility information [transition].

The data flowing can be as minimal as a yes/no answer to a customer's assertion of eligibility



Instant eligibility check

£12m/annum saving to LAs

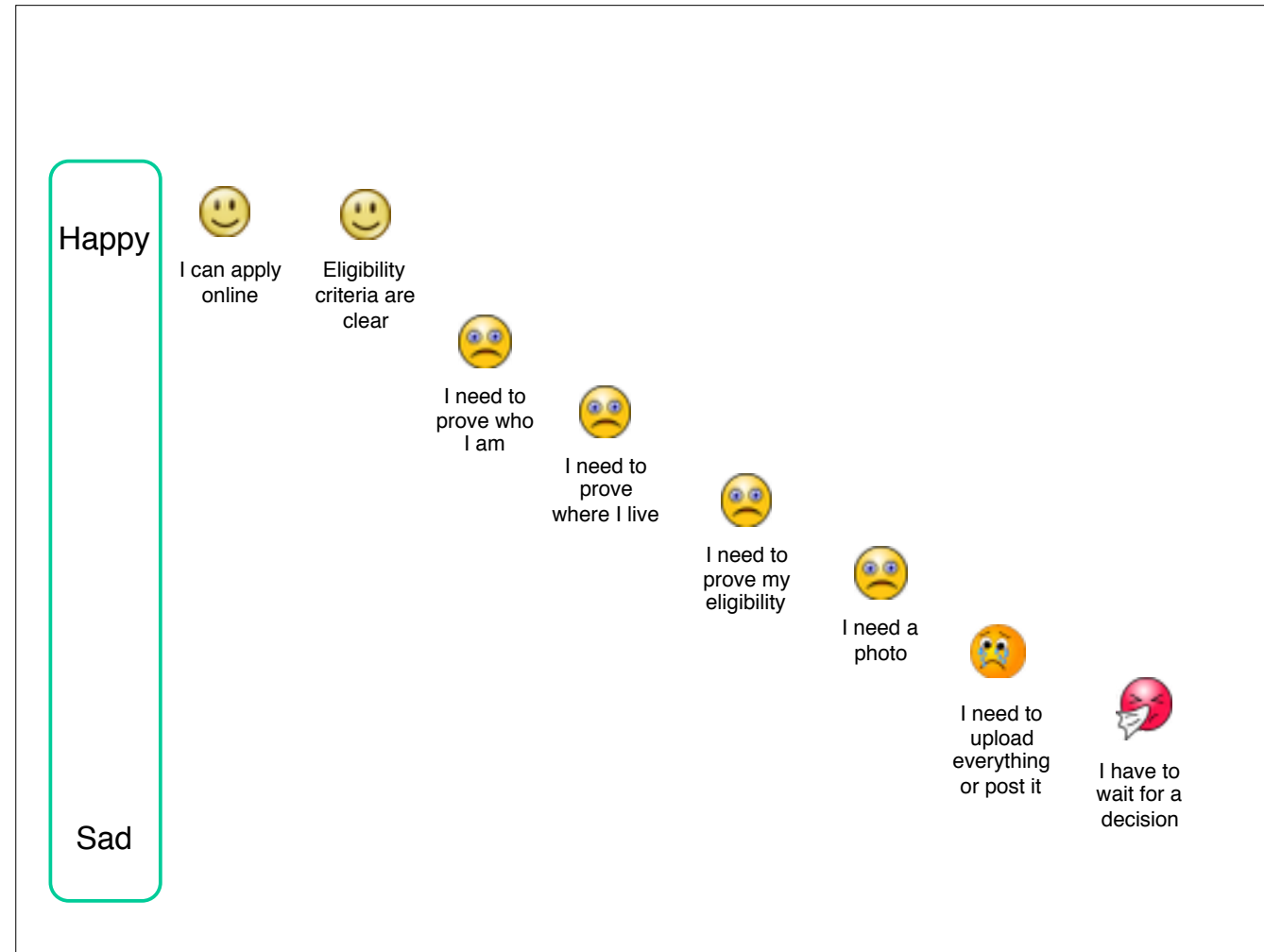
£5m/annum saving to applicants

£0.5m/annum saving to DWP

Our prototype work has been based on the Blue Badge service.

Even for this relatively small service there are some significant benefits for all stakeholders

By reference to DWP benefits information we could carry out an instant eligibility check for 40% of all Blue Badge applicants



And we can transform the customer journey from this...

Happy



I can apply
online



Eligibility
criteria are
clear



Verify
proves
who I am



I can prove
my eligibility
automatically!



I can get my
photo
automatically!

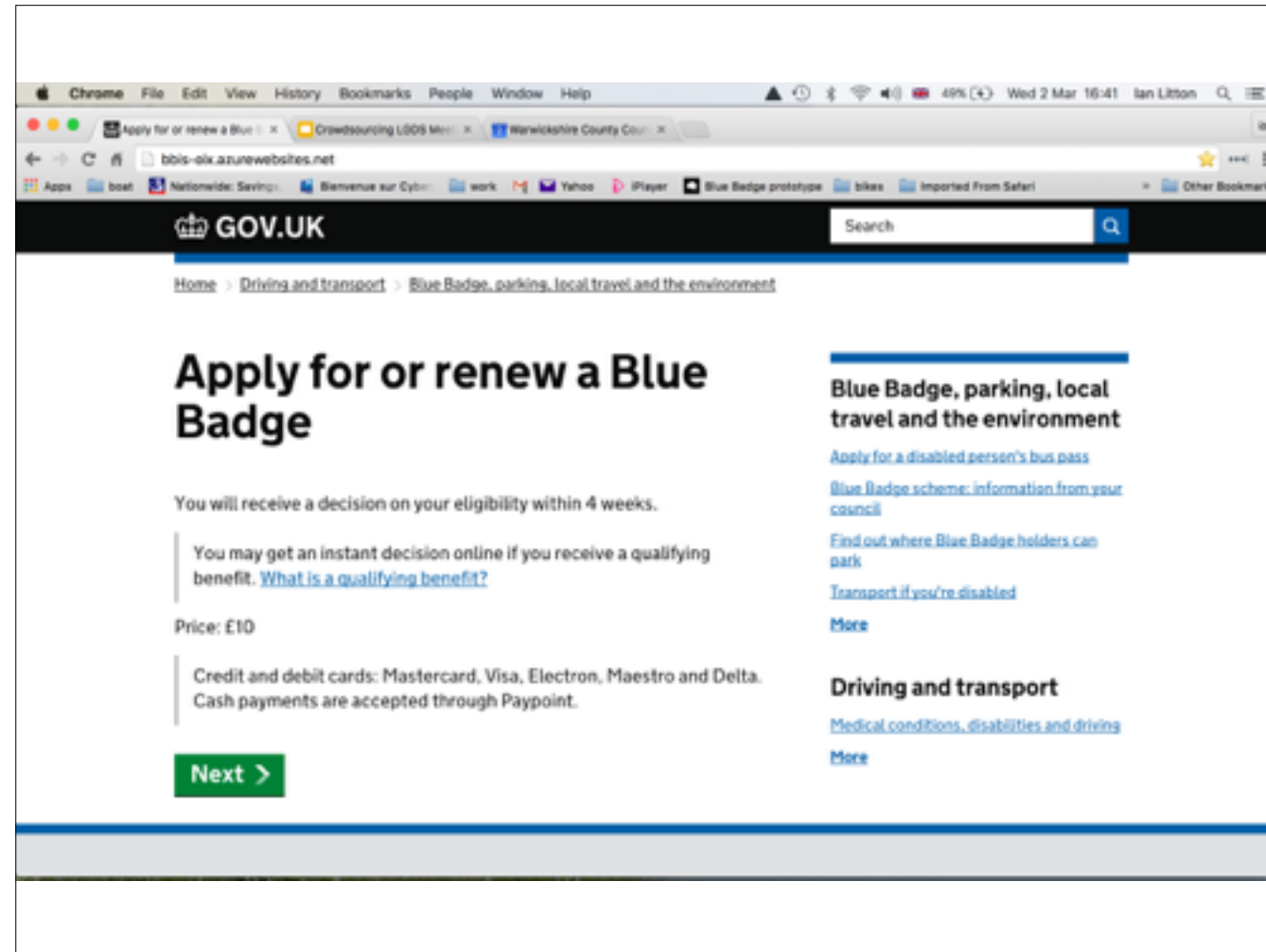


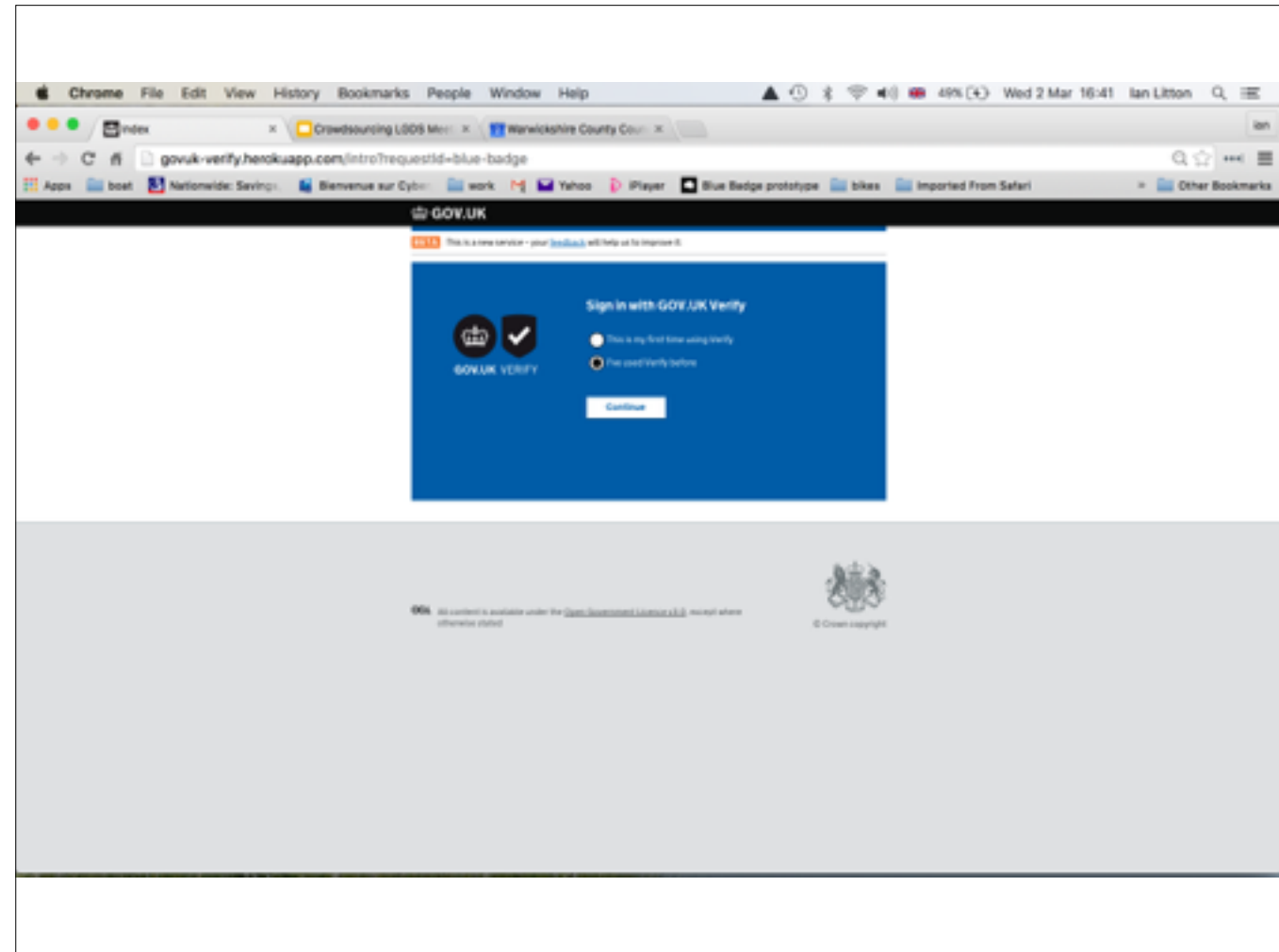
Ecstatic

I can get an
instant
decision

Sad

To this.





ChromeFileEditViewHistoryBookmarksPeopleWindowHelp

Check EligibilityCrowdsourcing LSPs MerWarwickshire County Coun

bbis-olk.azurewebsites.net/Views/Flow3.html

AppsboatNationwide: SavingsBienvenue sur CybworkYahooiPlayerBlue Badge prototypebikesImported From SafariOther Bookmarks

GOV.UKBlue Badge

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Your eligibility

Please tell us if any of the following apply to you:

I am registered as blind (severely sight impaired)

☐ Yes☐ No

I have either a valid Certificate of Vision Impairment (CVI) or a valid BSL form - because I am severely sight impaired.

☐ Yes☐ No

I receive the higher rate of the Mobility Component of the Disability Living Allowance

☐ Yes☐ No

I receive a Personal Independence Payment (PIP) as I need a 'Moving Around' descriptor for the Mobility Component.

☒ Yes☐ No

I receive a War Pensioners' Mobility Supplement

☐ Yes☐ No


I receive a tariff within 18 (inclusive) of the Armed Forces Compensation Scheme and have been assessed as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking.

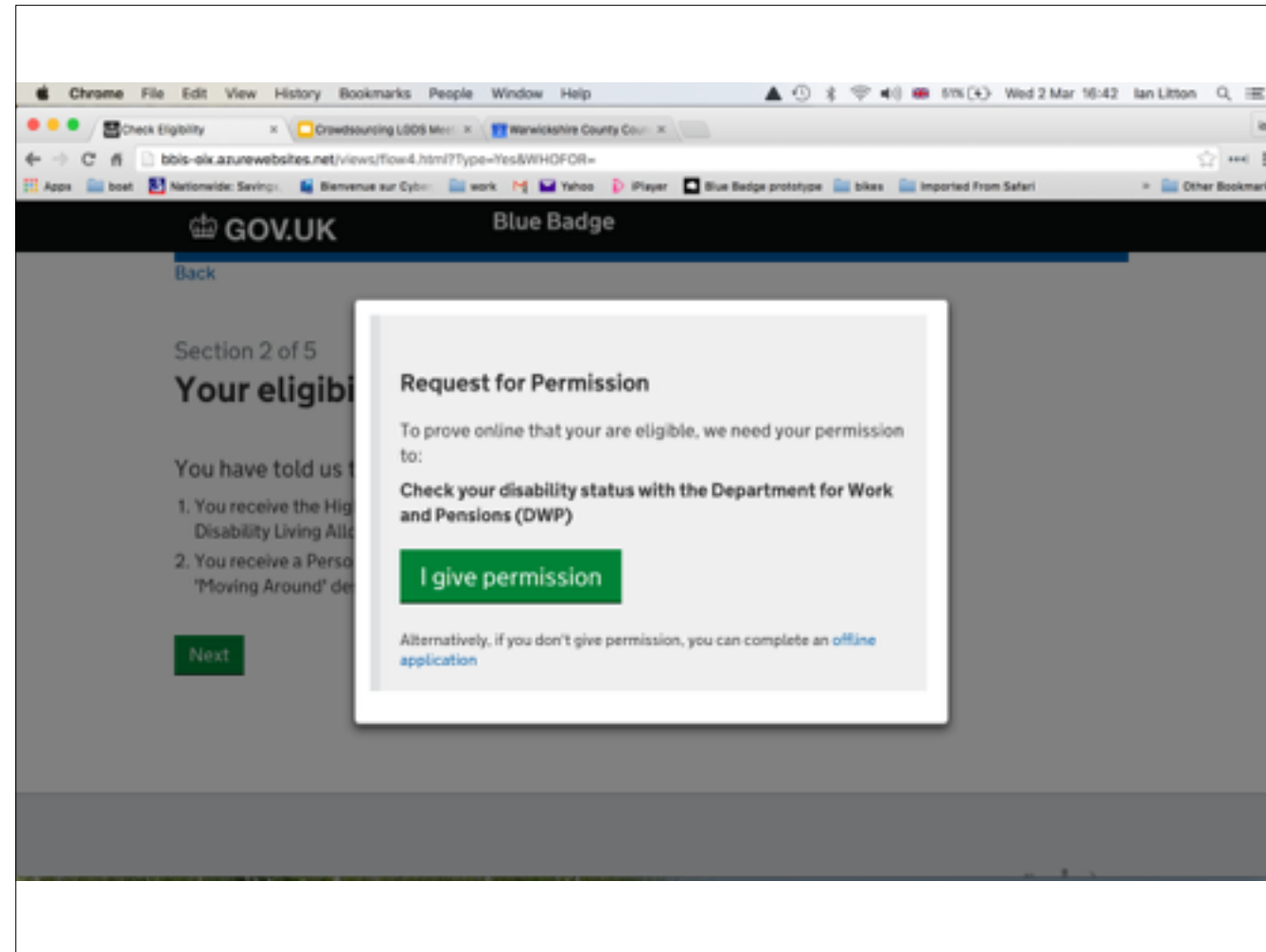
☐ Yes☐ No

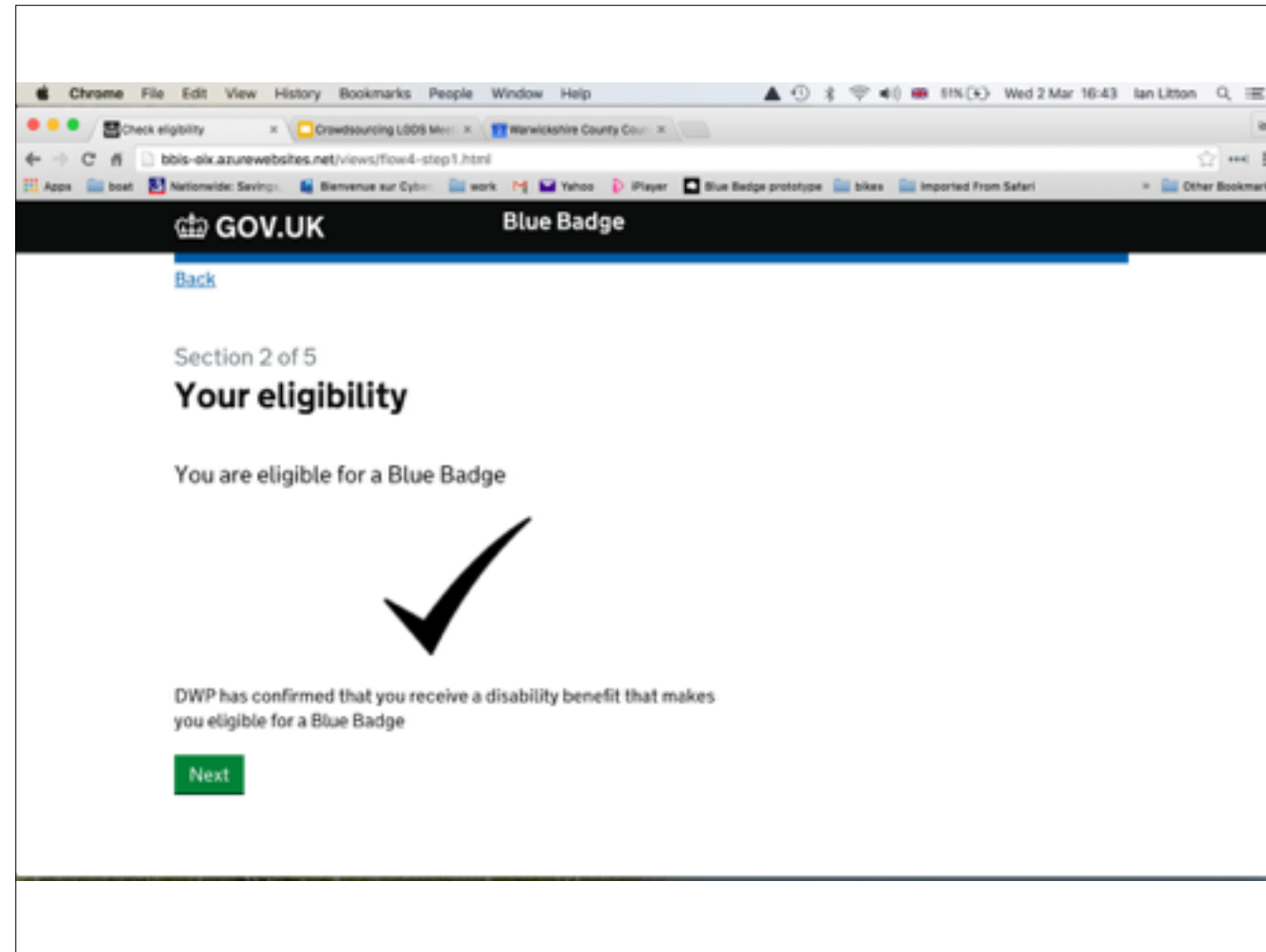
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Please need help, call local authority Road VCA on 01456 774500

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Check eligibilityCrowdsourcing L&D&S MenWarwickshire County Council

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GOV.UKBlue Badge

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Your Photograph

We need a passport standard photograph of you for your Blue Badge.

☐ Use the photo from my UK passport

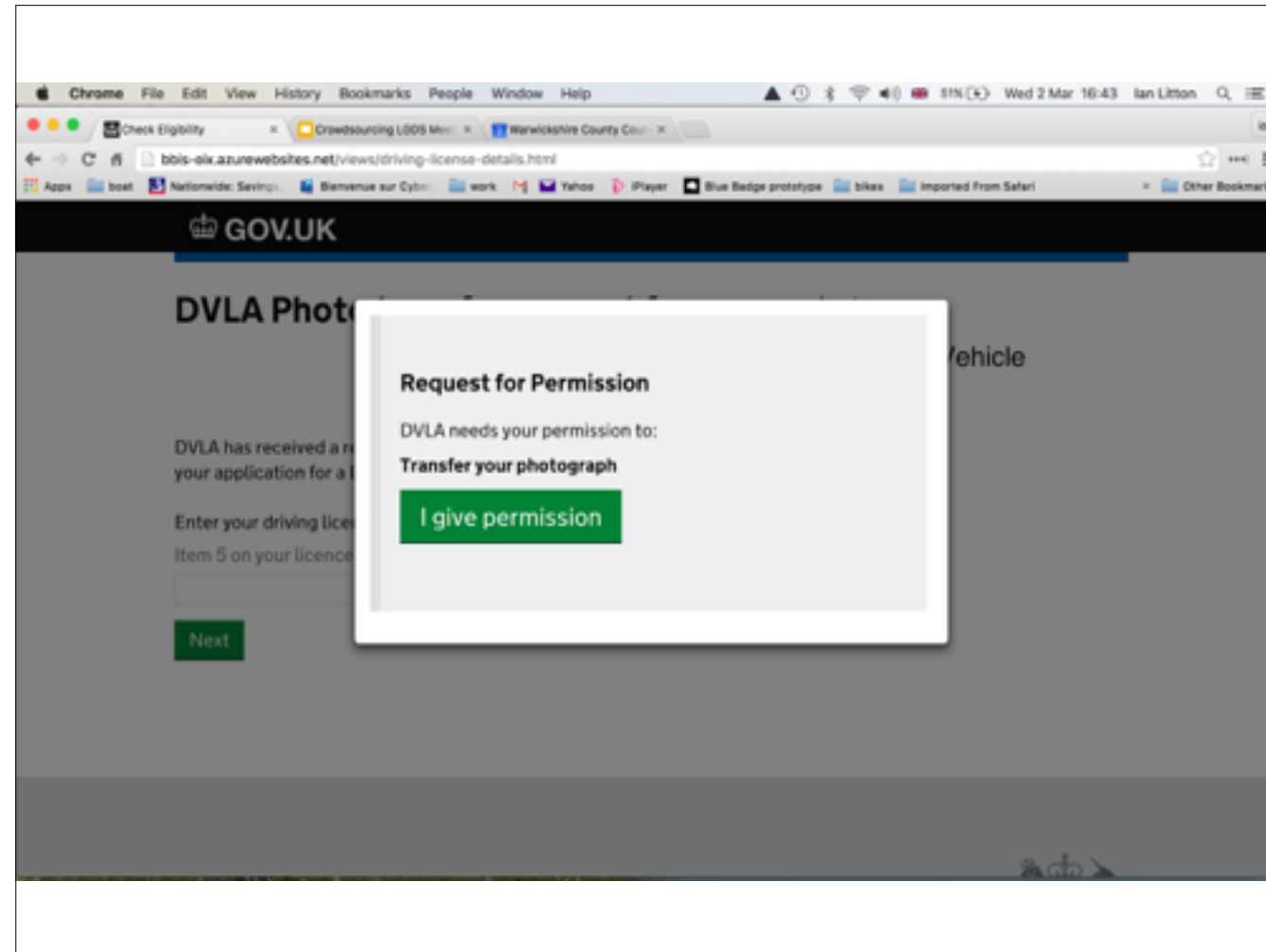
☒ Use the photo from my UK driving licence

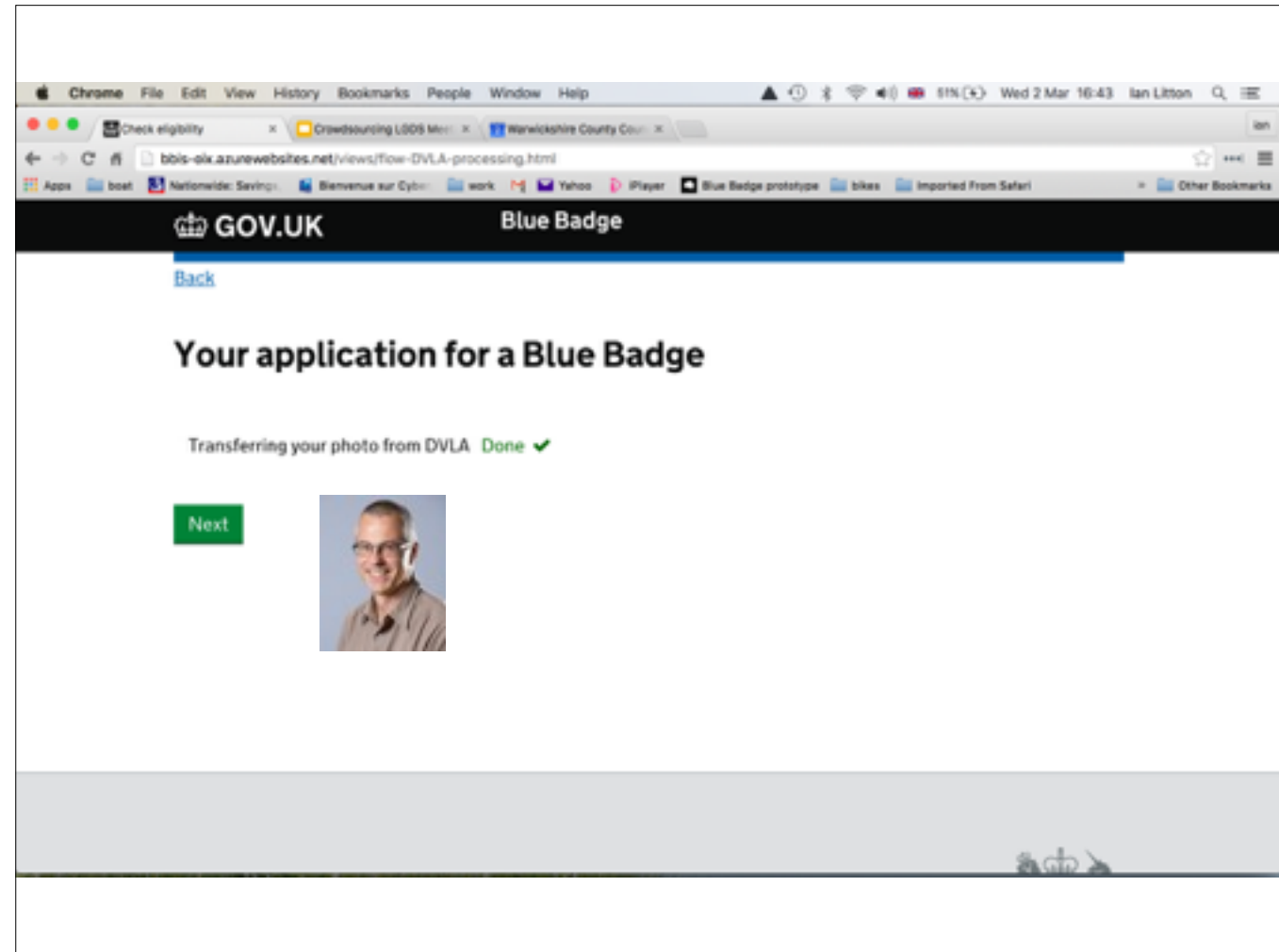
☐ I will get a new photo from a registered photographer

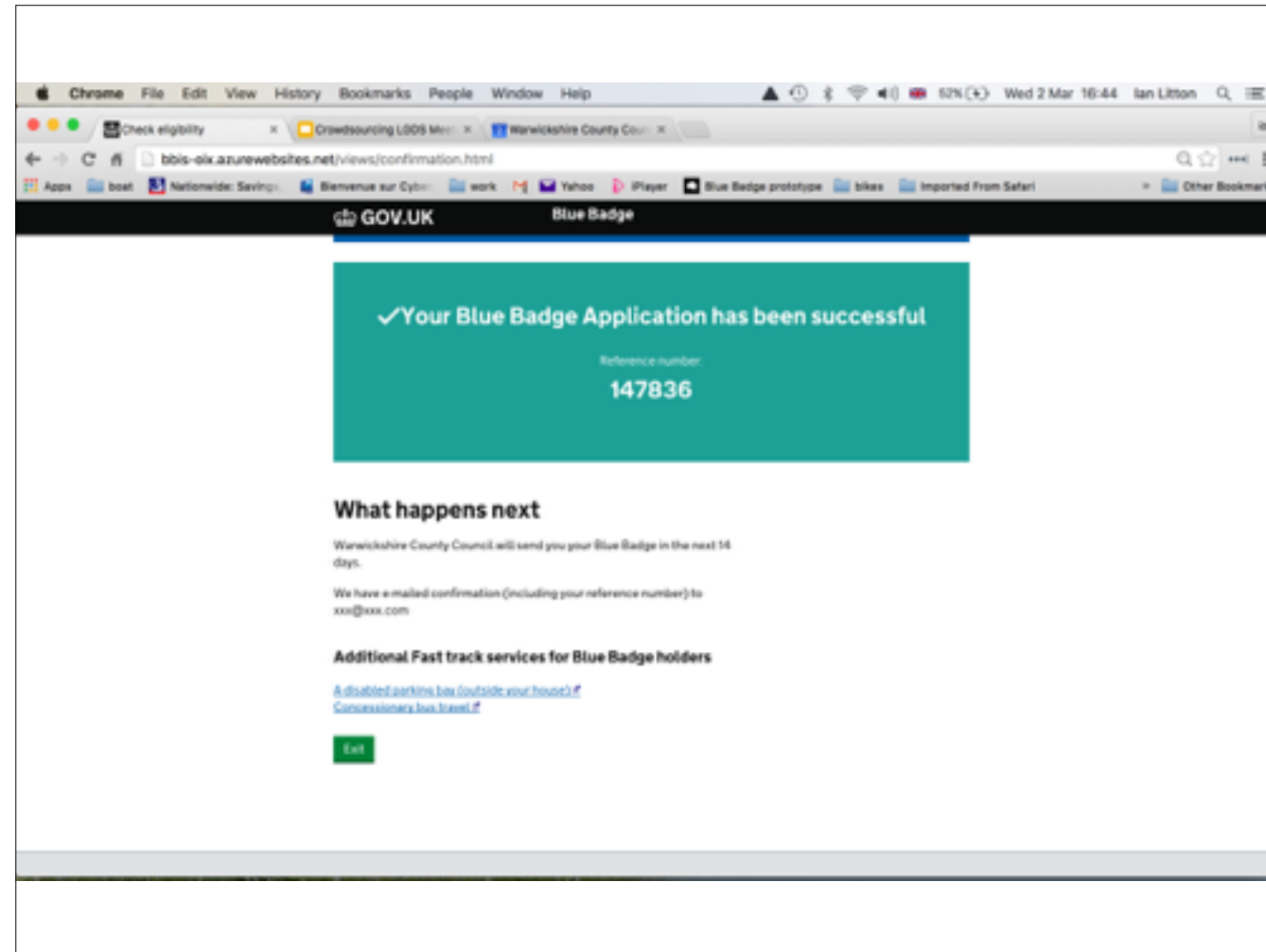
[What is a registered photographer?](#)

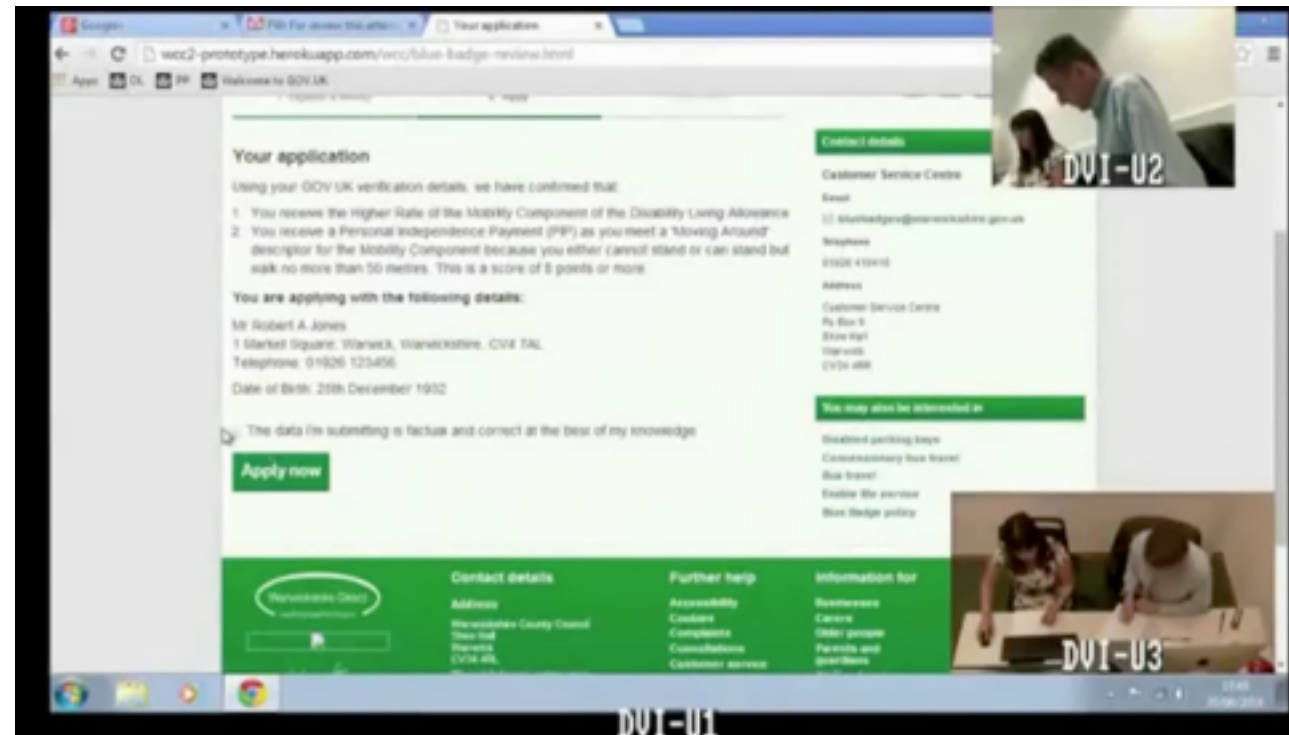
Next

[I don't want to use any of these options](#)









Don't take my word for it.
This is what our user testers said

| Warwickshire County Council | | |
|---|--|--|
| Local Authority Services Acupuncturist registration Adoption Adult day care registration Adult placement registration Animal transport vehicle licence Betting Office Licence Building materials licence Carer's allowance Child performance licence Childcare provider registration Children and young people travel pass Club gaming permit Council tax benefit claim Disabled and older people bus pass Disabled people financial assistance Disabled people - parking permits Housing Benefit Claim Scrap metal processing licence Taxi licensing Venue licence (wedding ceremonies) etc... | Attributes Proof of age Disclosure & Barring check Financial references Vehicle registration Operating licence for gambling Insurance cert - premises Insurance cert - vehicle Insurance - liability Medical certificate Benefit status Disability information Photograph Fire risk certificate Driving licence Driving licence points NI number Passport number Right to work Right to rent Bank details etc... | Attribute providers DWP HMRC DVLA Home Office Disclosure and Barring Service Insurers Financial institutions Credit reference agencies Home Office Gambling Commission NHS (GPs, Hospitals) Passport Office Fire service etc... IDA: 200+ services Attribute exchange: 50+ services Fraud against LAs - £2b annually |

There are 200 plus services that could benefit from GOV.UK Verify

There are 50 plus services that could be transformed by attribute exchange

The services are very varied, and require a whole range of attributes from a whole range of attribute providers

Which is why it is important the solution is generic and standards based

Hand over to David to talk about this from a govt/DWP perspective.

Warwickshire County Council

| Transaction | Attribute provider(s) | Current Cost/Saving Identified |
|---|-----------------------|--------------------------------|
| Blue badge applications | DWP | £12,000,000 |
| Adult social care means test ¹ | DWP/HMRC/Home Office | £15,350,000 |
| Single person council tax discounts | DWP | £51,590,000 |
| Parking permits | DVLA | £11,000,000 |
| Fleet management | DVLA | £10,600,000 |
| Taxi licensing | DVLA | £4,500,000 |
| | Total | £105,040,000 |

¹There is potential to save an additional £35m/pa by reducing the free care period (NWECC 2010)





www.oixuk.org



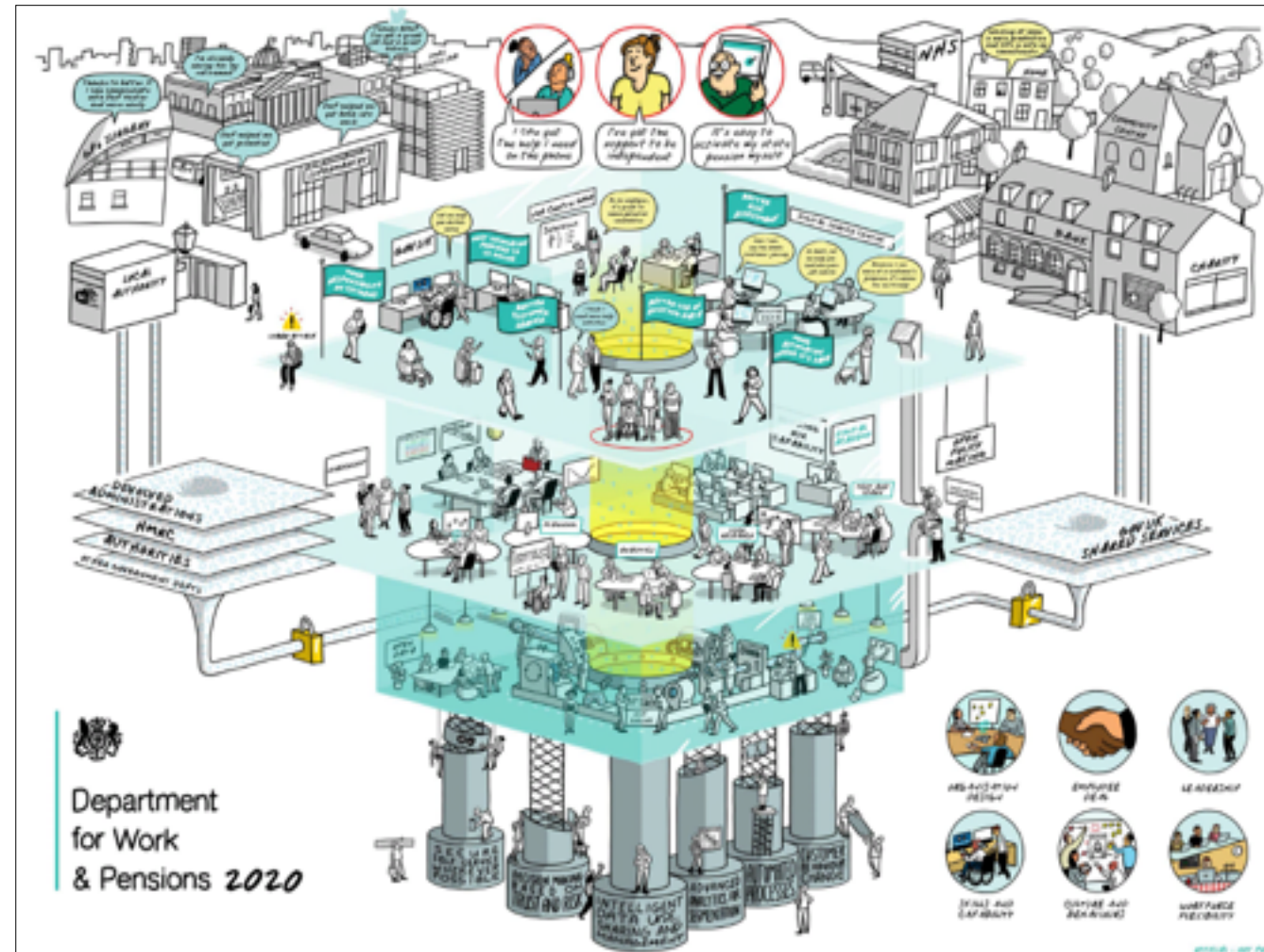
DWP and Attribute Exchange

Digital Futures

4 March 2016



Department
for Work &
Pensions

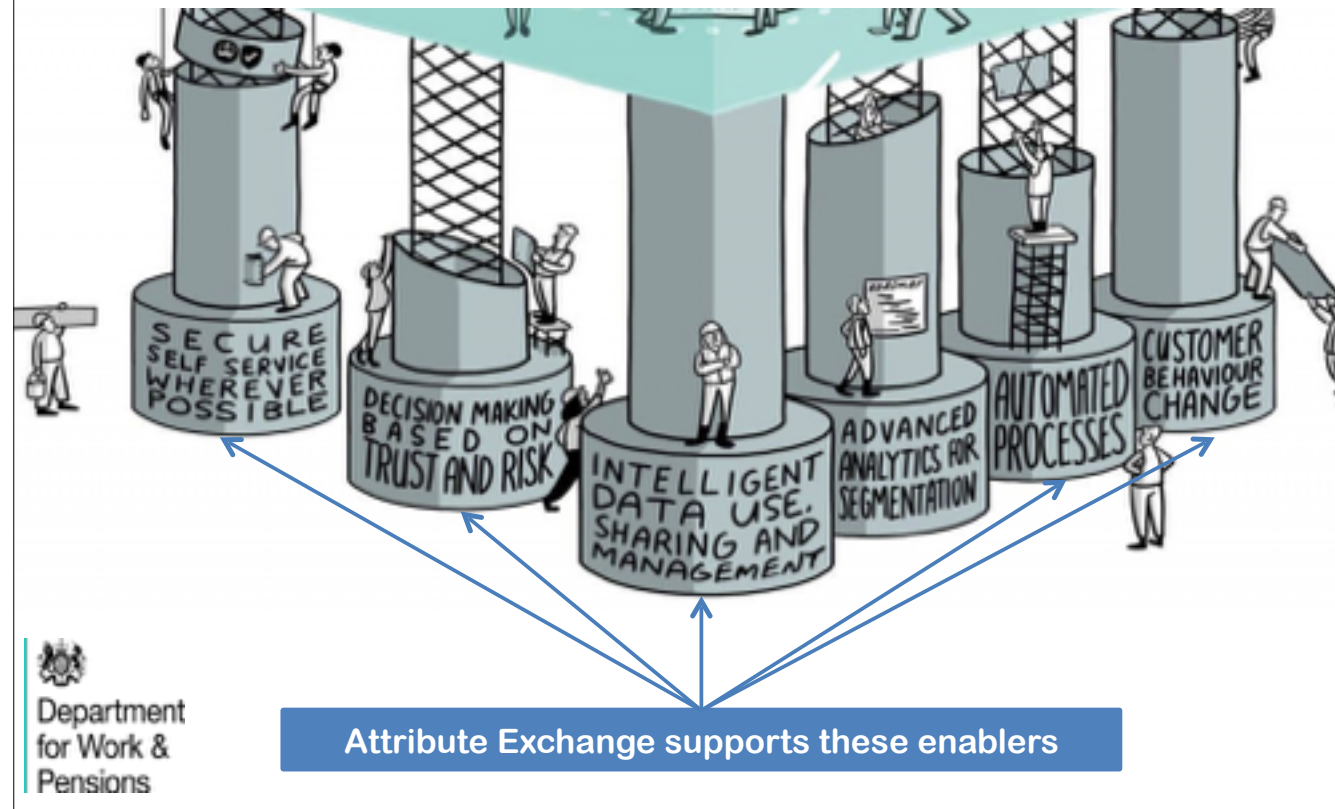


Customers at the top
 Our people (interacting with customers) in the middle
 Enablers at the bottom, underpinning and enabling the 2020 vision

Different types of customer, in rural and city scapes
 Use of segmentation, analytics and predictive analytics to help anticipate, inform and potentially help us change customer behaviour.
 Understanding and using data from inside and outside government is curcial.
 We need to analyse data more than we ever have, to help our people make the right decisions, quickly and easily.

The Risk Engine at the bottom is where the data comes in, before it's sent up through the middle of DWP for those who use it.

2020 Vision Enablers



Let's remember who these services are for

Benefits

Customer benefit:

- Minimal data exchanged – just checking customer's own assertions
- User cannot make an error in keying data since it comes from a trusted source
- User has to type less, saving time
- User gets outcome during online session – once and done
- User has no additional processes to 'verify' her data.

Business benefit:

- No need to verify data as it's already trusted
- Saves time and money
- Data arrives with the transaction, so no need to store – reduces cost
- User authorises check, in session – decreases legal barriers and increases compliance
- It's already trusted, saving process time, operational and third party costs
- Cheaper than shifting huge data sets around.