Verify, attribute exchange and blue badges

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Commissioning Lead
3 March 2016
Agenda

- Describe benefits of Verify & Attribute Exchange for local government
- Demonstrate Alpha Blue Badge prototype
- Summarise outcomes of Local Government Digital meeting this morning - including plans for Blue Badge
Why Verify matters to LAs

Underpins full Digital by Default
Single ID for citizens
Superior privacy regime
Platform approach
  - Reduces LA risk
  - Reduces LA cost
  - Reduces LA systems suppliers’ risks & costs
The real challenge

Complex on-line processes need real time access to data:
  Proof of eligibility
  Proof of status

Key process data is often held by external organizations

Need effective, online, real-time, access to that data
Warwickshire County Council

The Problem
Data sharing criteria

It is essential to establish trust
Make it customer centred
  - Underpin with assured customer identities
  - Build in transparency, privacy and consent
  - Minimise the data shared - specific to a transaction, Yes/No answers
Drive services online – digital by default
  - Share data in real time, first point of transaction
  - Complete the whole transaction in real time
Use generic mechanisms
  - Repeatable
  - Minimise bespoke arrangements.
Data sharing criteria

Make it customer centred

- Underpin with assured customer identities
- Build in transparency, privacy and consent
- Minimise the data shared - specific to a transaction, Yes/No questions

Drive services online – digital by default

- Share data in real time at point of transaction
- Complete the whole transaction in real time

Use generic mechanisms

- Repeatable
- Minimise bespoke arrangements
Attribute exchange

“the online, real-time exchange of data specific to the transaction in hand, with the verified user present and with their full knowledge and permission”
Verify & Attribute Exchange

Customer → Service Provider

Attribute exchange hub

Identity

Eligibility

Attribute Provider

Authorisation Service

Matching service

Attribute Service

Attribute Provider

Authorisation Service

Matching service

Attribute Service

Attribute Provider

Authorisation Service

Matching service

Attribute Service

Matching service

Attribute exchange hub

GOV.UK VERIFY
Happy

I can apply online

Eligibility criteria are clear

I need to prove who I am

I need to prove where I live

I need to prove my eligibility

I need a photo

I need to upload everything or post it

I have to wait for a decision

Sad
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!
- I can get an instant decision

Sad

Ecstatic
Apply for or renew a Blue Badge

You will receive a decision on your eligibility within 4 weeks.

You may get an instant decision online if you receive a qualifying benefit. What is a qualifying benefit?

Price: £10

Credit and debit cards: Mastercard, Visa, Electron, Maestro and Delta. Cash payments are accepted through Paypoint.

Next
Verifying your identity

You'll receive a decision on your Blue Badge faster if you verify your identity with GOV.UK Verify first.

You verify your identity online by supplying information from your identity documents, for example a passport, and answering some personal questions.

GOV.UK Verify

Continue without verifying (takes longer)
Sign in with GOV.UK Verify

- This is my first time using Verify
- I've used Verify before

Continue
Who do you have an identity account with?

If you don't have an identity account, you can start now.

- Select Post Office
- Select Experian
- Select DigiDentity
- Select Verizon

I can't remember who my identity account is with
Sign in

Username

Password

Continue
Section 2 of 5

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 DHE 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 meet a "Moving Around" descriptor for the Mobility Component.
  - Yes  
  - No

- I receive a War Pensioners’ Mobility Supplement
  - Yes  
  - No

- I receive a tariff within 1-8 (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

Next
Request for Permission

To prove online that you are eligible, we need your permission to:

Check your disability status with the Department for Work and Pensions (DWP)

I give permission

Alternatively, if you don’t give permission, you can complete an offline application.
Northgate is processing your details

This may take a minute or so, please bear with us.
Section 2 of 5

Your eligibility

You are eligible for a Blue Badge

DWP has confirmed that you receive a disability benefit that makes you eligible for a Blue Badge

Next
Section 4 of 5

Your Photograph

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

- [ ] Use the photo from my UK passport
- [x] 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
DVLA Personalised Number Plate Request Form

Vehicle

Request for Permission

DVLA needs your permission to:
Transfer your photograph

I give permission

Next
Your application for a Blue Badge

Transferring your photo from DVLA  Done ✔
GOV.UK

Blue Badge

Your application for a Blue Badge

Declarations

You must read and agree to the declarations below.

Providing fraudulent information may result in prosecution and a fine.

- I confirm that I am the applicant
- I confirm that the details I have provided are complete and accurate
- I understand that I must not hold more than one valid Blue Badge at any time
- I understand that I must promptly inform my local issuing authority of any changes that may affect my entitlement to a badge
- I understand that I must not allow any other person to use the badge for their benefit.
- I understand that I must abide by the rules of the scheme as set out in the Blue Badge scheme rights and responsibilities leaflet which will be sent to me with the badge.

☐ I understand and make the declarations above

Next

Save and exit the application
Your Blue Badge Application has been successful

Reference number:
147836

What happens next

Warwickshire County Council will send you your Blue Badge in the next 14 days.

We have e-mailed confirmation (including your reference number) to xxx@xxx.com

Additional Fast track services for Blue Badge holders

- A disabled parking bay (outside your house)
- Concessionary bus travel

Exit
The acid test…

What do the customers think?

Do they understand what is going on?

Do they trust the process?

Are they prepared to give permission to share data?

Is it a good online experience?
WCC prototype testing

Attribute Exchange and Enrichment

30th June & 7th July 2014

ATTITUDES TO THE USER JOURNEY
National Blue Badge Benefits

Better customer service
- Eligibility established in real time for 40% of applicants
- Customer convenience - no paper-based proofs required

Cost reduction
- £12m annual saving across local authorities
- £5m annual saving to customers
- £0.5m annual saving to DWP.
<table>
<thead>
<tr>
<th>Local Authority Services</th>
<th>Attributes</th>
<th>Attribute providers</th>
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<tbody>
<tr>
<td>Acupuncturist registration</td>
<td>Proof of age</td>
<td>DWP</td>
</tr>
<tr>
<td>Adoption</td>
<td>Disclosure &amp; Barring check</td>
<td>HMRC</td>
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<td>Adult day care registration</td>
<td>Financial references</td>
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<tr>
<td>Adult placement registration</td>
<td>Vehicle registration</td>
<td>Home Office</td>
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<tr>
<td>Animal transport vehicle licence</td>
<td>Operating licence for gambling</td>
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<tr>
<td>Betting Office Licence</td>
<td>Insurance cert - premises</td>
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<tr>
<td>Building materials licence</td>
<td>Insurance cert - vehicle</td>
<td>Financial institutions</td>
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<td>Carer’s allowance</td>
<td>Insurance - liability</td>
<td>Credit reference agencies</td>
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<td>Child performance licence</td>
<td>Medical certificate</td>
<td>Home Office</td>
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<tr>
<td>Childcare provider registration</td>
<td>Benefit status</td>
<td>Gambling Commission</td>
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<td>Children and young people travel pass</td>
<td>Disability information</td>
<td>NHS (GPs, Hospitals)</td>
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<td>Club gaming permit</td>
<td>Photograph</td>
<td>Passport Office</td>
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<td>Council tax benefit claim</td>
<td>Fire risk certificate</td>
<td>Fire service</td>
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<td>Disabled and older people bus pass</td>
<td>Driving licence</td>
<td>etc…</td>
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<td>Disabled people financial assistance</td>
<td>Driving licence points</td>
<td>IDA: 200+ services</td>
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<td>Disabled people - parking permits</td>
<td>NI number</td>
<td>Attribute exchange: 50+ services</td>
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<td>Housing Benefit Claim</td>
<td>Passport number</td>
<td>Fraud against LAs - £2b annually</td>
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<td>Scrap metal processing licence</td>
<td>Right to work</td>
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<tr>
<td>Taxi licensing</td>
<td>Right to rent</td>
<td></td>
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<tr>
<td>Venue licence (wedding ceremonies)</td>
<td>Bank details</td>
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<td>etc…</td>
<td>etc…</td>
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<tr>
<td>Transaction</td>
<td>Attribute provider(s)</td>
<td>Current Cost/Saving Identified</td>
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<td>-----------------------------------------</td>
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<td>Blue badge applications</td>
<td>DWP</td>
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<td>Adult social care means test¹</td>
<td>DWP/HMRC/Home Office</td>
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<td>DWP</td>
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<td>Taxi licensing</td>
<td>DVLA</td>
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<td><strong>Total</strong></td>
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<td><strong>£105,040,000</strong></td>
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¹There is potential to save an additional £35m/pa by reducing the free care period (NWEGG 2010)
Progress to date

Several projects run with OIX UK

- Discovery work to demonstrate customer attitudes
- Discovery work to establish attribute exchange principles
- Alpha work to build prototype attribute exchange hub
- See OIXUK.org for white papers

Engaging with key partners

- GDS
- DfT, DWP, DfT, & DCLG
- NHS England/HSCIC
- Private sector

Further OIX project being planned
Fit with government strategy

Government as a Platform

- GOV.UK Verify
- GOV.UK Notify
- GOV.UK Pay
- GOV.UK Exchange?

Registers

- Canonical lists
- “Go to” place for key data

Vision statements

- NHS 2020 vision
- DWP 2020 vision
- Government ICT Strategy
Next steps

- Work with DWP to develop AX infrastructure for DWP attributes
- Work with NHS England to develop AX infrastructure for NHS
- Work with GDS to develop Verify models for local government
- Work with DfT on Blue Badge system options
- Work with suppliers of systems to local government
- Bring together AX and Verify streams to deliver Beta Blue Badge service