Verify for local authorities & why it matters

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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
It’s not just about identity

- It’s about building ecosystems of trust
- Trust with citizens, trust between organisations
- Identity & trust underpin data sharing
- Identity is important but online, real-time data sharing is transformational
- Achieved through attribute exchange underpinned by Verify

“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”
Attribute exchange

On-line, real-time exchange of data with the customer's permission

1. “I want a service”

Customer

2. “I can prove who you are”

Verify

3. “I know who you are. I want proof of eligibility”

Service Provider

4. “I'll ask a question (with your permission)”

Attribute exchange hub

5. “I can find the answer”

6. “I’ve got the answer”

Attribute Provider

7. “I have proof. I can deliver the service”

Trust

Permission
An example

Blue Badge Prototype
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
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)

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

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
## Warwickshire County Council

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Attribute provider(s)</th>
<th>Current Cost/Saving Identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue badge applications</td>
<td>DWP</td>
<td>£12,000,000</td>
</tr>
<tr>
<td>Adult social care means test</td>
<td>DWP/HMRC/Home Office</td>
<td>£15,350,000</td>
</tr>
<tr>
<td>Single person council tax discounts</td>
<td>DWP</td>
<td>£51,590,000</td>
</tr>
<tr>
<td>Parking permits</td>
<td>DVLA</td>
<td>£17,920,000</td>
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<tr>
<td>Fleet management</td>
<td>DVLA</td>
<td>£7,700,000</td>
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<tr>
<td>Taxi licensing</td>
<td>DVLA</td>
<td>£7,300,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>£111,860,000</strong></td>
</tr>
</tbody>
</table>
Some things to consider

• What is the business case for LAs?
  • relevant transactions
  • transaction costs
  • transactions volumes
  • savings from GOV.UK Verify and attribute exchange
  • priorities
• Who will pay for GOV.UK Verify identities?
  • online identity as a common good
  • what value an identity?
• Branding GOV.UK Verify across domains
• Engaging suppliers
  • of AX infrastructure
  • of LA systems
Summary

- Identity underpins full Digital by Default
- GOV.UK Verify is a compelling identity solution for LAs
- Attribute exchange, based on GOV.UK Verify, is transformational
- Local Government needs to collaborate to build a compelling business case
- Local Government take up would enhance GOV.UK Verify