

Strathclyde Concessionary Travel Scheme Joint Committee



Pilot Project for Application Identity Verification

Date of meeting 6 March 2020

Date of report 29 January 2020

Report by Treasurer/Secretary

1. Object of report

To advise the Joint Committee of the proposal to engage with the Improvement Service to implement digital National Entitlement Card (NEC) application identity verification on a pilot basis.

2. Background

The Joint Committee are reminded that SPT administers the NEC application process for all 12 councils in the Strathclyde area. During 2019, there were approximately 26,000 applications for 60+ NEC and 8,000 for disabled NEC applications within the Strathclyde Scheme.

The Strathclyde Concessionary Travel Scheme, for efficiency purposes, utilise the NEC to demonstrate entitlement.

3. Current Proposals

An essential stage of the application process is verifying the identity of all applicants. This is to ensure that only those entitled, and subsequently enjoying free bus travel and reduced local scheme travel, are approved. Currently, this involves a process of manually checking the applicant to the photograph submitted.

Discussions with Improvement Service have been ongoing to participate in a digital solution to this, whereby the applicant will be able to apply via the "MyGov account" on a smartphone which will effectively capture the image, and verify their identity.

It is proposed to participate in this pilot with Improvement Service on a small scale, and only for 60+ NEC applications. West Lothian Council are also participating and the findings of the pilot will be considered prior to any further rollout. Our aim is to include two or three council areas in the pilot, and discussions are continuing with them on how the collaborative pilot could commence.

Significant customer benefits would accrue if the pilot was successful – ease and speed of application being the most direct. The applicant will also no longer need to be

verified against the photograph submitted. In addition, process efficiencies from the current manual paper-based system would be captured.

4. Conclusion

SPT has been in discussion to participate in a digital solution to the application process, and are now in a position to participate, working collaboratively with Improvement Service.

5. Recommendations

The Joint Committee are asked to note the progress made and that a small scale pilot will be implemented. Full assessment of the outcomes will be undertaken before full rollout.

6. Consequences

Policy consequences	<i>Support's SPT's policy of transforming services using technology.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>None directly.</i>
Personnel consequences	<i>None directly.</i>
Equalities consequences	<i>Will contribute to ensuring the application process is suitable for all.</i>
Risk consequences	<i>None directly.</i>

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Treasurer/Secretary
Strathclyde Concessionary Travel Scheme Joint Committee

For further information, please contact Valerie Davidson, Assistant Chief Executive, on 0141 333 3298.