

# Using Verify for Local Authorities



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1. Current Status of Verify and LAs
2. Why Identity Matters
3. The Problem of the Hard to Verify
4. Case Studies

***BREAK***

5. Discovery & Alpha LA Projects
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8. Summary

**ComputerWeekly.com**

## **Government to end investment in Gov.uk Verify digital identity system**

**Cabinet Office announces 18-month transition to hand troubled identity assurance programme over to private sector**

**Dowden details Verify's private sector future and signals end of direct Whitehall funding for identity programme**



**Government  
Computing**

## Top lines on Verify

- **Cabinet Office has signed new contracts with five of the seven existing private sector identity providers. This means that [GOV.UK](#) Verify will continue to provide a digital identity service to any public sector service that needs it. No change will be experienced by government services that use [GOV.UK](#) Verify or experienced by the users of those services. New services can be onboarded to [GOV.UK](#) Verify**
- **The new contracts allow [GOV.UK](#) Verify to become self funding over the 18 month period and allow a digital identity service to be provided.**
- The IDPs that didn't sign contracts (Royal Mail and CitizenSafe/GB Group) cannot be used to 'sign up' for [GOV.UK](#) Verify anymore.
- We don't expect a huge effect from losing these two. Although they do amount to around 13% of accounts (accounts, not individuals).



## Digital Declaration Commitments:

- design services that best meet the needs of citizens
- challenge the technology market to offer the flexible tools and services we need
- protect citizens' privacy and security
- deliver better value for money

“conditions for the next generation of local public services, where technology is an enabler rather than a barrier to service improvements, and services are a delight for citizens and officials to use.”



Ministry of Housing,  
Communities &  
Local Government

- **One legal standard of identity - public & private sector**
- **An eco-system of trust between local authorities and beyond**
- **Operational cost savings for LAs**
- **Digital identity for hard to verify customers, those in greatest need and most vulnerable**
- **Reduce friction for customers - avoid multiple identities and authentications**

## **Need to know who is online**

- **Are they who they say they are?**
- **Are they eligible for service?**

## **Underpins end to end transformation**

- **Prerequisite to access services online & participate in modern economic and social systems**

## **Need one legal standard of identity**

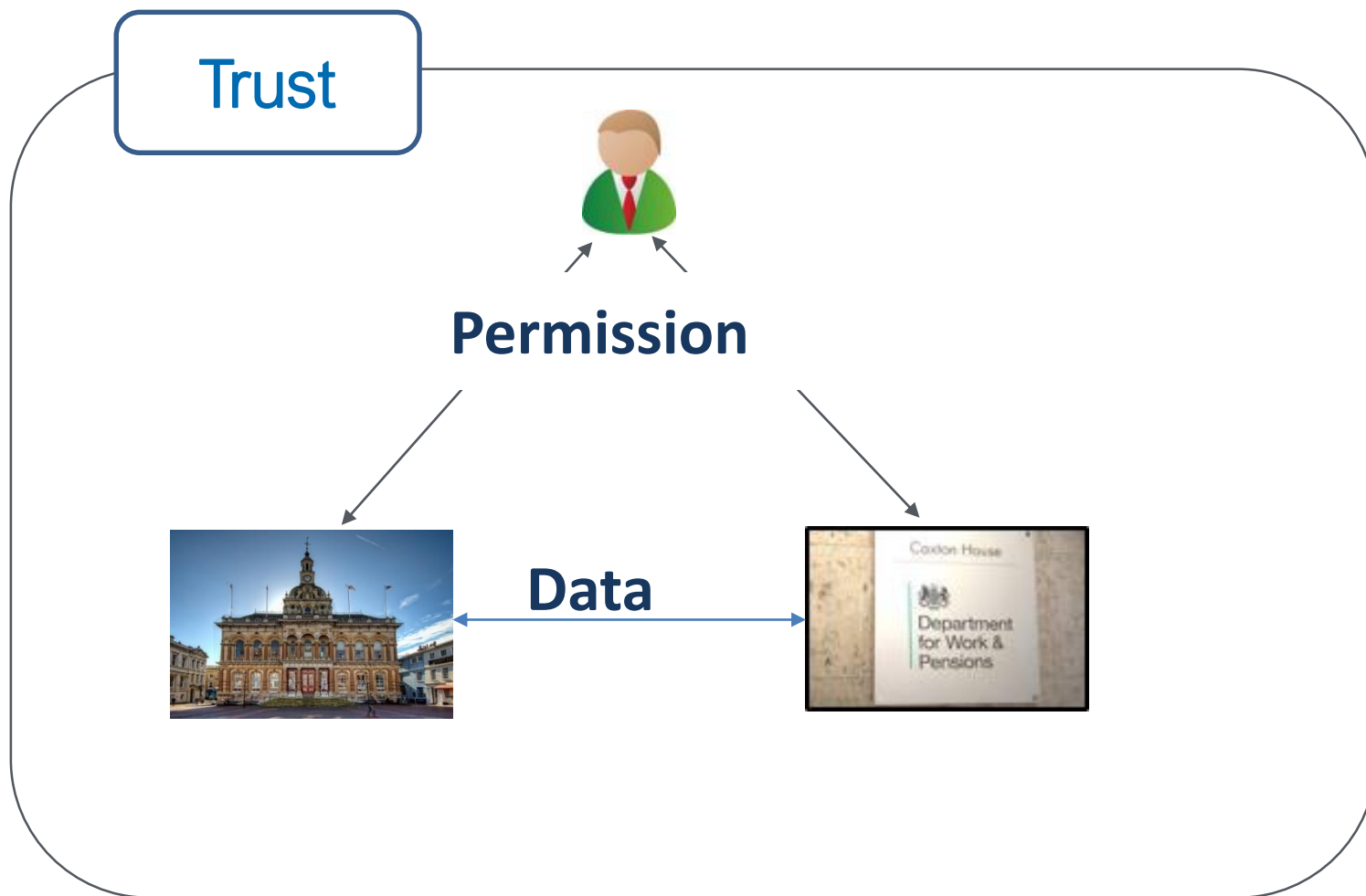
**It's not about identity**

**It's about trust**

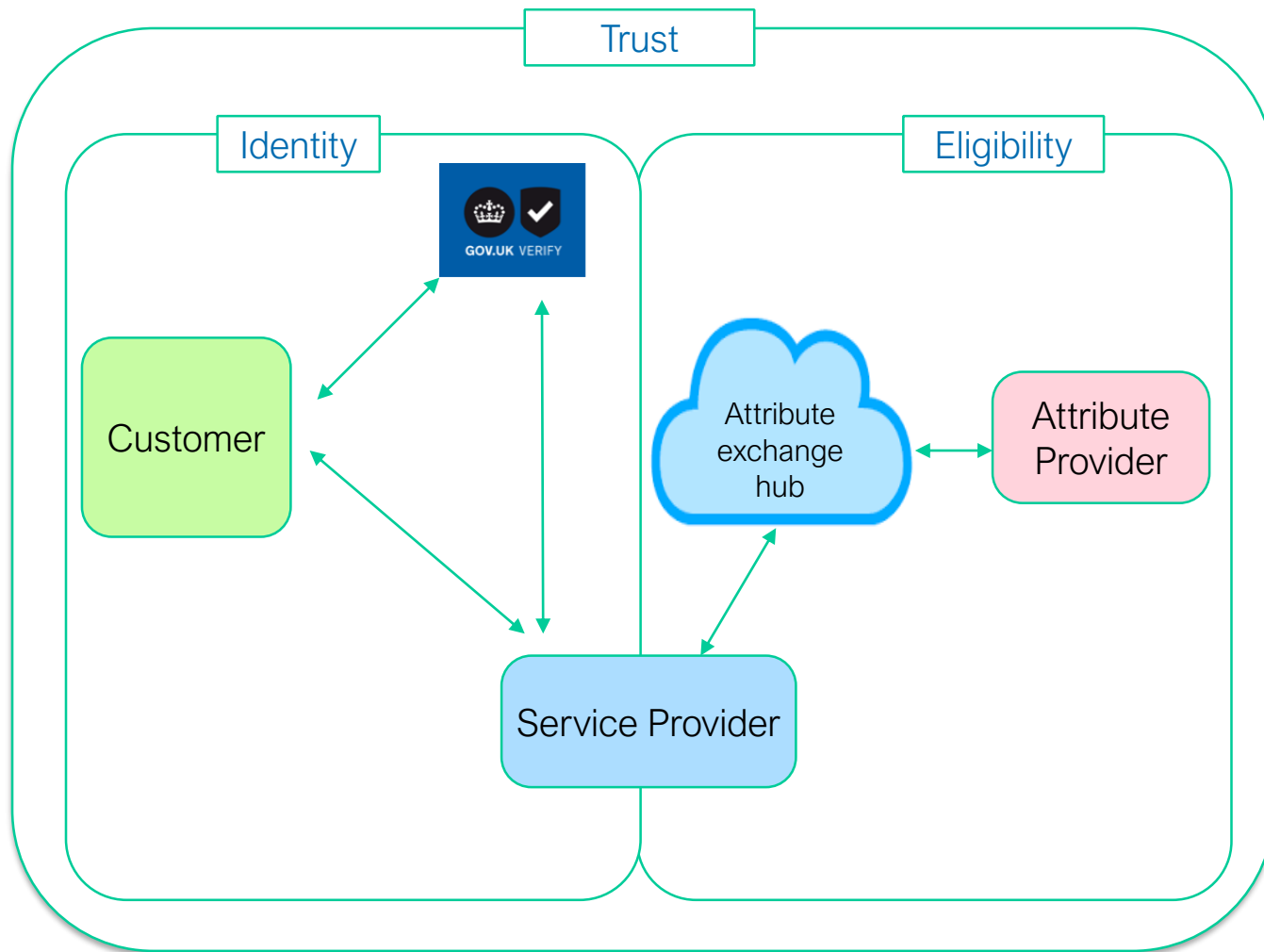
**It's about trust allowing data to flow**

**It's about data automating online processes**





# Why Identity Matters



**GOV.UK Verify can deliver trust across an ecosystem**

**Verify registration is an online process**

**Online registration requires online “footprint”**

	General Population	JSA
Passport	80%	64%
Photo Driving Licence	75%	52%
Credit Card	56%	31%

**Socially excluded may not be able to register**

**Socially excluded = heaviest users of public services**

**Challenge = online identity for the hard to verify**

**LA data and processes as a solution**

**Etive DLB as a point of data aggregation**

# Ian Litton



## **Discovery – Tower Hamlets**

**Could LA data be used to verify “thin-file” customers?**

**Could a PDS – the Etive DLB - be used to aggregate that data?**

**Would tenants see benefit in using a digital identity when accessing their Local Authority or Housing Provider?**

**Would social housing tenants be happy to use housing data in the GOV.UK Verify process?**



## Developing ideas from Discovery

Tower Hamlets, Hackney, GDS, OIX, PO, Mvine

## 3 main project streams

Information Governance

Business Case

Industry Consultation

## Also covered

User Interface

Technical Design





**Are local data and processes good enough?**

**How do they match up against GPG45?**

**Strength of evidence**

**Validation of evidence**

**ID verification**

**Counter fraud checks**

**Activity history**

## **Method**

**Worked with two London Boroughs**

**Reviewed written procedures**

**Observed practice on the ground**

**Developed ideas for self-certification**

## **Outcomes**

**LA processes are robust**

**Provide data not available to IDPs**

**Meet key requirements from GPG45**

**Face to face verification**

# What benefit could LAs and customers derive from?

1. GOV.UK Verify
2. A personal data store

# **Business case elements**

**Service transformation**

**Federated ID efficiencies**

**Benefits of e-identity**

**Fraud avoidance**

**Reduced integration costs**

**(Customer convenience/ID security)**

## **Benefits calculator – Met. with 275k residents**

**£16.78m savings over a five year period**

**£4.45m identity assurance savings**

**£2.50m eligibility checking savings**

**£9.83m service delivery savings**

**£4.43m year on year savings after year 5**

Method of transaction	ID checks
Face to face transaction	<b>£3.90</b>
Telephone transaction	<b>£2.60</b>
Postal transactions	<b>£1.70</b>
Online (email, web form or similar)	<b>£1.30</b>

Method of transaction	Eligibility checks
Council verifies attribute themselves	<b>£7.80</b>
Council checks documentation	<b>£2.60</b>
Tel / email contact with central government	<b>£1.30</b>
Data sharing agreement with central government	<b>£0.26</b>

**Social Housing ID and eligibility checks = £350/case**

## **Benefits of federation – x-LA savings**

### **Population churn – London example**

**317k churn of >18s, 2016**

Federated ID savings from £412k and £1.24m/annum

**62k churn in lowest 3 socio-economic groups, 2011**

Federated ID savings of £242k

**Ability to transact online at point of greatest need**

**Churn between other providers**

e.g. housing associations

**Multi-agency working**

**Federated ID and Personal Data Store**



## **Benefits of electronic identity**

### **Loss/theft of ID documents amongst the homeless**

**Replacement birth certificate £9.50**

**Replacement EU passport/ID card up to £104**

**Replacement Home Office Indefinite Leave to Remain £237**

### **Loss of ID documents in disaster situations**

### **Loss of ID – delay in service delivery**

**Fraud against LAs = £7.3bn/annum**

**53% of fraud is ID fraud**

**Met. of 275k residents**

**£4.7m fraud avoidance from Verify over 5 years**

## **Benefits to suppliers of federated ID**

**High cost of system integration**

**Lack of standards**

**SSO LoA1 integration costs**

**18 LAs over 5 years = £800k**

**= £50m nationwide.**

**Data aggregation point for ID data**

**Elevation of ID assurance over time**

**Single interface to Verify IDPs**

**Generate value for LAs**

**Secure electronic data store**

**Supports multi-agency working**

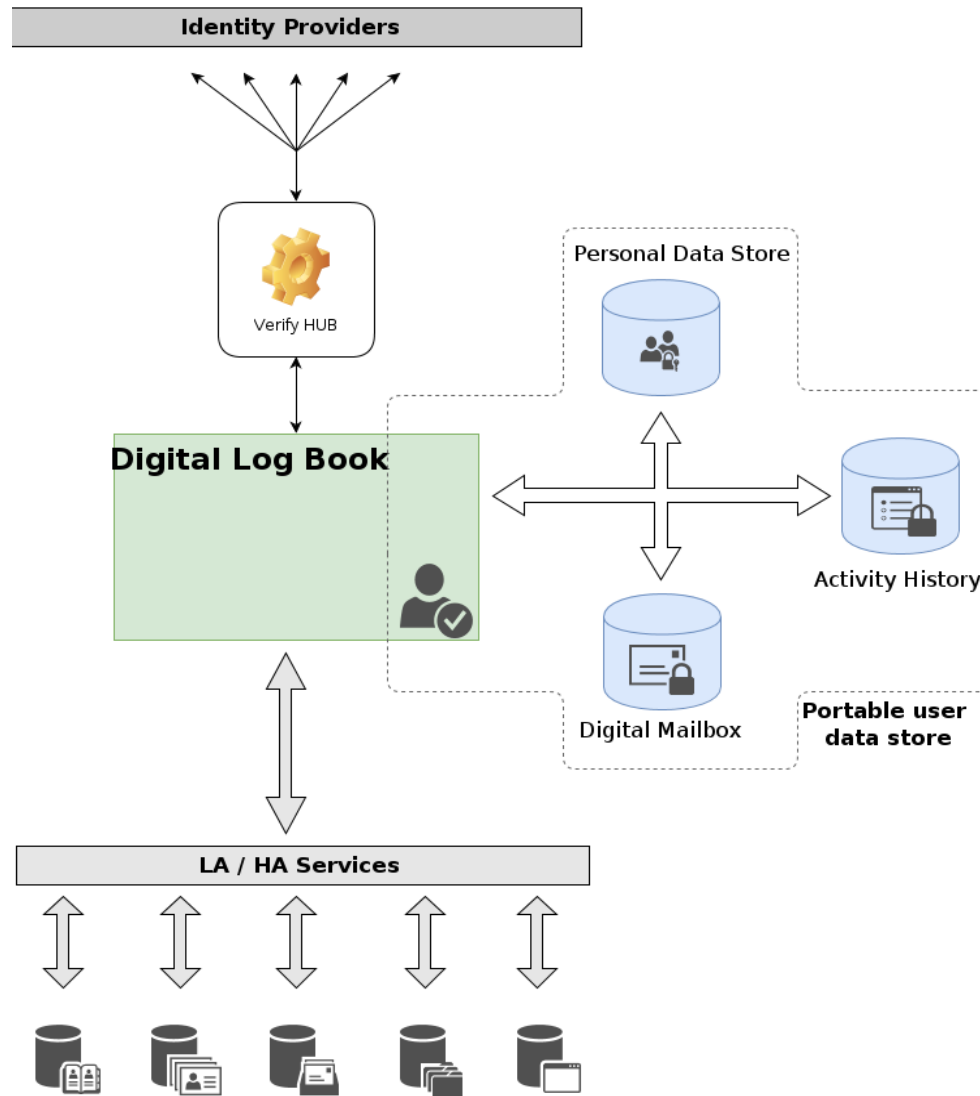
## **4 consultation events**

### **Promotion and education**

### **Develop ideas on:**

- Business Case**
- User Interface Design**
- Technical Design**

- **Allow simple logins**
- **Allow user to increase ID strength over time**
- **Offer a single IDP, not 7**
- **Focus on "the job in hand"**



**An ecosystems approach - combined with attribute exchange**

**Wider scope**

**Full range of levels of assurance - from simple login upwards**

**More inclusive - access to wider sources of data**

**Private sector coverage**

**Volume (and economies of scale)**

**Awareness**

**Brand**

**Additional features**



## **Simpler user journey**

**Single IDP**

**Simple logons and elevation of assurance**

## **Commercial flexibility**

**Valuing local data**

**Scanning agreements**

**Commoditising ID – valuing attributes**

**Per-authentication charging models**

## **New contracts**

# Roundtable Discussions

## Key vision of the Beta are:

1. One legal standard
  2. Eco-system of trust
- Need to balance the project so less London centric
  - Want some LAs from outside of London
  - Work to create & influence a LA standard
  - Create a customer-centric digital solution

# Thanks