

Customer First

National Entitlement Card Scheme

The National Entitlement Card (NEC) was developed to ensure that citizens have access to all of the services they are entitled to and access is as convenient as possible. The card replaces numerous different and disparate schemes which previously operated throughout Scotland.

Councils wanted to replace these numerous public sector card schemes with the principle of customers having their own multi-application public services smartcard, where one card could be used for transport, for leisure, for libraries, for council payments etc.; and for young people to use it for other services such as, schools transport, school meals, school libraries, proof of age, and Young Scot.

Dundee and Aberdeen City Councils had previously identified that it was possible to develop a generic smartcard model that could support a local council multi application smartcard scheme as well as satisfying the wider requirements of the public sector.

This model, is designed upon the principle of securely storing 'credentials' on a card, e.g. a travel ticket, a library membership number, an entitlement code (such a free school meal) or by applying a nationally accredited brand to the card, e.g. Proof of Age Hologram.

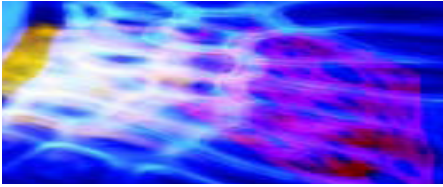
The major application for the NEC is transport, and in particular the national concessionary fares schemes. The introduction of the concessionary fares scheme provided councils (who had previously administered their own local travel schemes) with the opportunity to work collectively to integrate local schemes and contribute to the development of the new national smartcard scheme.

Since the implementation of the scheme in 2006 over 1.9 million cards have been issued with an average reduction in costs of £1.37 per card: savings of more than £2m have been accrued by delivering the card at a national level.

In addition to supporting the national concessionary travel schemes, some councils also use the cards to support their local library and leisure services. Cards issued to young people are able to support cashless catering, school libraries, registration, controlled access, public libraries, and 'show and go' services (e.g. Young Scot/Euro <26 discounts) and the nationally accredited Proof of Age scheme.

HE-FE Project

With financial support from the Scottish Funding Council (SFC), the project "Shared services for lifelong learners through the National Entitlement Card" has produced a new kind of National Entitlement



Card (NEC) - a student matriculation card which opens up several possibilities for cross-service use of the card.

A partnership between Dundee City Council and the University of Abertay, Dundee resulted in the launch of the first NEC/HE-FE card in October 2008. The new Abertay University matriculation card contains Abertay student card branding on one side, and the familiar National Entitlement Card (NEC) branding on the other. Students who enrolled in October 2008 were issued the new dual branded NEC/Abertay card that they can use for university services such as:

- secure access to university properties
- university library services
- photocopying

And at the same time, students can use their card to access:

- Dundee City Council leisure membership
- Dundee City Council public library membership
- Audio travel information
- sQuid
- PASS proof of age (for those who meet the Young Scot criteria)
- Scotland-wide Concessionary travel (for those who meet the criteria)

As part of the agreement, some Dundee secondary pupils can use their cards to access the university's facilities.

The project executive consists of representatives from a number of Councils, Colleges and Universities as well as other organisations such as Young Scot and SLIC and a bid for a second round of funding from the SFC is currently being prepared. This will:

- build on the proof of concept secured following implementation of the NEC by Dundee City Council and the University of Abertay
- extend the Dundee model to additional HE-FE units across Scotland,
- create a self-sustainable and repeatable model to extend the adoption and implementation of the NEC throughout Scotland's universities and colleges.

Further information

Any questions relating to the National Entitlement Card Scheme should be addressed to:

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