



**Company**  
Improvement Service



**Industry**  
Government



**Solution**  
Yoti Digital ID



**Implementation**  
Web SDK

The Improvement Service is the 'go to' organisation for local government improvement in Scotland. Their purpose is to help councils and their partners to improve the health, quality of life and opportunities of all people in the geographic area, through community leadership, strong local governance and the delivery of high quality, efficient local services.

## 2.5 million Scots are using myaccount and Yoti to improve everyday admin tasks

### Background

In 2014, the Improvement Service, the organisation for local government improvement in Scotland, launched myaccount, a single sign-on portal that gives citizens access to different online public sector services with one username and password. Citizens can use myaccount to do things such as pay council tax, request a parking permit, change personal details or pay for school meals.

Since launching, 50% of the eligible population (those aged 12+) are using myaccount. That's 2.5 million people using the service to make everyday admin tasks easier, quicker and more secure. Myaccount is now used by all 32 local authorities.

In 2018, the Improvement Service started working with Yoti as some public sector services require a higher level of identity assurance. They wanted a way for citizens to prove their identity from within the myaccount and securely re-authenticate themselves to access different services. Users can choose to verify their identity by scanning a QR code with their Yoti Digital ID or by using our online identity verification process.

## Results

With Yoti embedded into the myaccount portal, the Improvement Service has been able to digitise the entire application process for National Entitlement Cards (NEC).

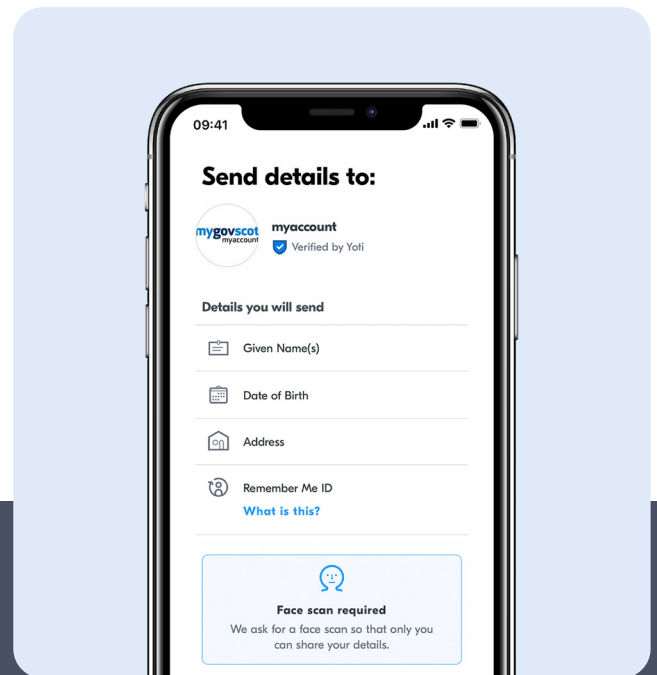
Previously, people needed to complete a form and travel to their local authority to present physical documents in person.

In July 2020, citizens could start applying for an NEC online. Citizens use their myaccount to login and apply for an NEC, using Yoti's technology to verify their identity. Yoti verifies every applicant and their identity document including passports, driving licences, Young Scot cards and Biometric Residence Permits.

Since launching, over one million NEC applications have been submitted online, with Yoti verifying the identity of every applicant. Over 70% of the applications have been approved (the other 30% have been unsuccessful for a number of reasons, such as the person not using the correct identity document, or not being eligible for the NEC they are applying for).

This digital process has dramatically decreased the time for someone to receive their NEC. It used to take around 4-6 weeks. It now takes around 5 days.

The online application process is also helping local authorities to save precious resources. Local councils can now do more with less budget. By reducing the amount of manual processes, they can save time, money and reduce the risk of human error. The online NEC application has also enhanced security and removed manual data entry and handling; with Yoti completing all of the verification checks.



## Building on success

Building on the success of the NEC process, the Improvement Service has now introduced digital right to work checks for MyJobScotland, Scotland's biggest job board for public sector jobs. It includes jobs for Local Authorities, universities, the fire brigade, the police and other organisations.

Candidates who have been offered a job can complete a right to work check online, using their myaccount and Yoti. These digital checks are not only safer for individuals - as they do not need to present physical documents - but they can also offer a more

streamlined onboarding process, resulting in a better candidate experience. These digital checks also enable a wider pool of applicants to apply for roles and reduce geographic barriers to employment - as they can prove their identity from the comfort of their home.

For employers, they can benefit from increased efficiency, getting people into jobs faster and reduced recruitment times.

Contact us at [yoti.com/business](https://yoti.com/business)