



**Company**  
Improvement Service



**Industry**  
Government



**Solution:**  
Identity



**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.

# Making it easy for Scottish citizens to apply for an NEC card online

## Challenge

One of the many services delivered by the Improvement Service is the National Entitlement Card (NEC) scheme. Funded by the Scottish Government, the NEC Scheme gives citizens access to things such as library and leisure membership, concessionary travel and the Young Scot Card, which can be used for legal proof of age.

To apply for a card on the scheme, citizens had to go to a local council office with ID documents to prove their identity in person. This was not only time consuming but rendered impossible when COVID-19 forced council offices to close.

The IS wanted to develop an online channel that would enable citizens to apply for and manage their NEC from the comfort of their own home.



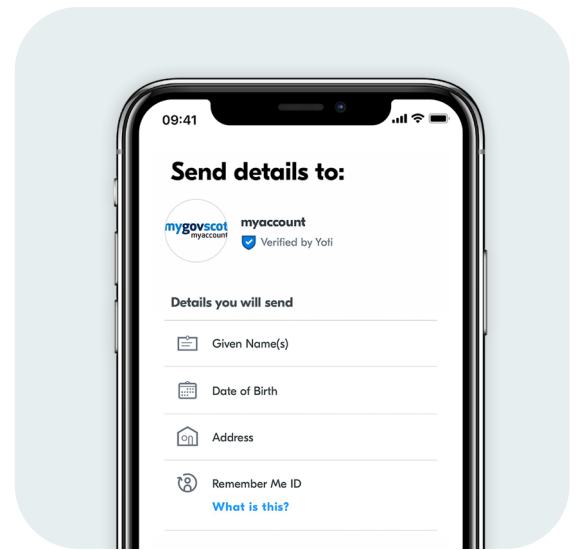
*“Building on the integration we had in place with the Yoti app, integrating their embedded ID verification technology as an additional option was seamless and we were set up to begin testing within a matter of days”.*

**Andrew Campbell** - Programme Manager, Digital Public Services at the Improvement Service

## Solution

Building on services already in place on the myaccount portal, the Improvement Service created a new online portal for NEC applications. They wanted to give applicants as much flexibility as possible, so integrated both our digital identity app and embedded ID verification technology to give people two ways to prove their identity - by either uploading an ID document to the web portal or sharing verified identity details from a Yoti Digital ID.

Creating a verified Yoti Digital ID involves a one-time identity verification process with the free Yoti app. This reusable digital ID can also be used by Scottish citizens to sign in to their myaccount and authenticate themselves to access a range of online public services.



*“It was important for us to give applicants as much choice as possible. Being able to offer citizens the ability to upload a scan of their ID document enabled us to increase the usability of the service by making it frictionless for applicants who didn't have the Yoti app.”*

**Andrew Campbell** - Programme Manager, Digital Public Services at the Improvement Service

## Results

The getyournec portal was launched on 14 July 2020, allowing citizens to apply for an over 60s bus pass, disabled concessionary travel or the Young Scot Card online in the midst of the pandemic. This online service has reduced the application process from days to a matter of minutes, as it removes the need for applicants to attend an office in person.

The number of manual applications has reduced significantly, which has allowed local councils to make great efficiency savings. As the COVID-19 pandemic makes it increasingly difficult for people to carry out manual processes and present proof documents in person, additional digital channels become critical to the continued delivery of public services.

The Improvement Service is looking to expand the portal to enable citizens to update, renew and request replacement cards, and allow Young Scot Card users to add a new photo.

The speed at which the getyournec.scot portal was developed is true testimony to how effectively the private and public sector can work together to deliver vital services at times of need. We look forward to helping the Improvement Service deliver more online services straight to the hands of the Scottish public.

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