



National Entitlement Card - 'Your Opinion Matters' Survey Summary

Our recent consultation with Scotland's local authorities ran from the 5th to the 19th June 2020. The consultation was completed through a survey 'The National Entitlement Card - Your Opinion Matters' and received a **100% response rate**. It canvassed views on ways to simplify the National Entitlement Card Scheme, making it easier to deliver. It also gauged views on other card-related matters.

Why did we do a survey?



It is over 15 years since the Scheme's launch in December 2004 as Scotland's national smartcard Scheme. It has grown substantially since then with over 2.2. million cards in circulation today. The cards have a wide variety of branding, logos, symbols, and information overlaid and printed on the card's front and rear.

This has resulted in over 600 variations of card design which comes with an administrative and operational overhead, adding complexity to the Scheme's delivery.

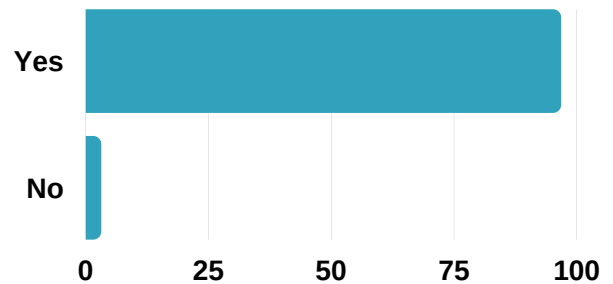
These and other factors prompted our consultation with local authorities across May and June 2020 which included an online survey issued to all 32 local authority Chief Executives.

"Thanks for asking these key questions"

Overview of main points raised

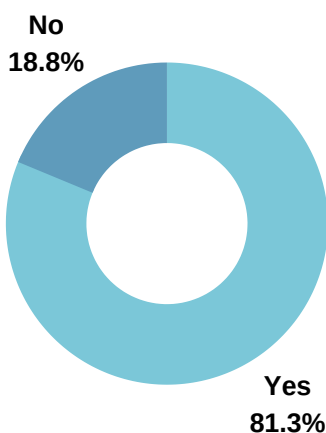
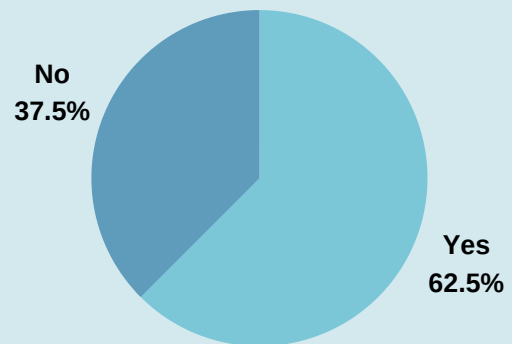
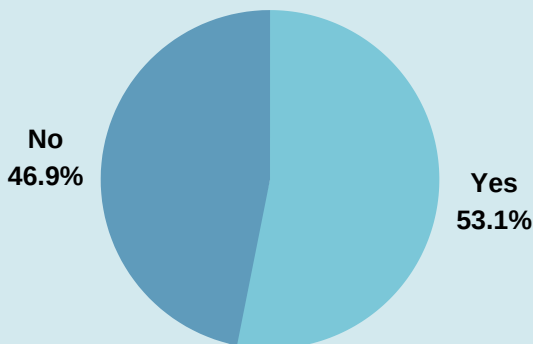
There was unanimous support (100%) in favour of efforts to remove complexity from the Scheme's delivery and almost all Councils (97%) felt that, as much as is possible, the approach towards the branding of cards should be consistent, Scotland-wide.

The survey revealed overwhelming support in favour of a standardised, generic design for the card rear if an opportunity was provided to comment on design options first before any change was applied.



Councils' views were split in terms of whether they were supportive or not of the removal of their Council's logo from the card front.

Support in favour of its removal increased markedly if the removal of the logo was applied uniformly across all Councils.

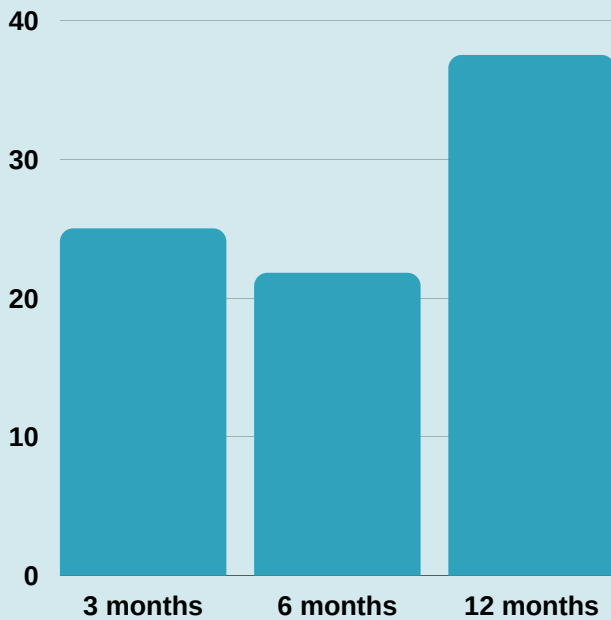


One of the survey's main findings was the overwhelming support in favour of an online channel being provided as the primary channel for applicants to apply for a card.

The Improvement Service is finalising plans for the imminent launch and roll out across Scotland of getyournec.scot, providing an easy way for people living in Scotland to apply online for a card.

A phased roll out will see new services and features introduced and made available to other client groups such as Young Scots.





Eight councils (24.24%) expressed a preference that the phased removal of paper application forms should take place within **3 months**.

A further 8 councils (24.24%) felt the service should be phased out within **6 months**.

A further 12 councils (36.36%) felt that that the phasing should take place over a **12 month** period.

“ Moving to digital applications and phasing out the paper forms is the end goal and should be done fairly quickly. ”

What's next?

With such a high response rate, the feedback has helped enormously to develop a solid evidence base with which to work. We hugely value this input given the pressures local authorities are under during Covid-19. It has also provided us with a framework with which to help simplify the Scheme, make it easier to deliver and take costs out of the system.

We will, as before, continue to engage and consult with all local authorities before any changes are introduced to the Scheme or to the card.



Looking for more information? Got a question?

If so, contact:

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