

Improvement Service

Development of National Shared Services Examples

The Improvement Service (IS) has a track record of utilising its skills and assets to develop, provide, and deliver digital public services on behalf of Councils, enabling Councils to achieve savings, efficiencies, and improved standardised citizen services that avoid a “postcode lottery” depending on where they reside in Scotland. The IS provides a variety of services which can support Councils with part of a service process or can deliver services end to end.

Examples of shared digital public services include, but are not limited to mygovscot myaccount, getyournec.scot, parentsportal.scot, bisaccount.scot, dcn.scot (National Dog Control Database) and One Scotland Gazetteer.

Track Record – getyournec.scot

Developed within six weeks and launched in July 2020, getyournec.scot is an end to end service which the IS fast tracked to meet the needs of citizens to apply for a National Entitlement Card at the height of the COVID-19 pandemic when Council offices were closed. By November 2021, all 32 Councils had signed up to use the service which enables citizens to apply for a NEC online.

getyournec.scot facilitates applications for over 60s concessionary travel, disabled concessionary travel, Young Persons’ Free Bus Travel Scheme, Young Scot cards and Base NEC’s for local concessions. With no Council resource required during the process, applications are reviewed, and customer support is provided by the IS. Requests for cards to be printed and posted to citizens are automatically sent to the card bureau once an application has been approved.

Since July 2020, getyournec.scot has facilitated over 880,000 applications (15th October 2023), applications which otherwise would have been sent to Councils to review and process manually. getyournec.scot is an example of a service which has been standardised for all 32 Councils and accessible to all Scottish residents who can and want to apply online.

In addition to getyournec.scot directing substantial traffic away from frontline Council offices, (freeing up staff to facilitate access to other services), it has provided the IS the opportunity to access a richer data set to identify areas to streamline and improve the online process – benefits which can be accessed by all applicants, irrespective of Council residency.

Track Record – parentsportal.scot

Currently adopted across 16 Councils (1,311 schools), parentsportal.scot enables parents to access a catalogue of school services and information online on behalf of their child/ren. Integrated to SEEMiS, parentsportal.scot has enabled the IS to develop services once, which can subsequently be used by all participating Councils. This approach has reduced development costs significantly for online services to be provided via schools for parents and enables Councils to offer a standard set of services to all parents within their Authority area.

Developed as a national service, parentsportal.scot is also configurable at a Council level to take account of different services being provided by Councils via different suppliers (e.g. ParentPay, iPay Impact) or local systems.

By providing parents with the option to access services and information online, schools have been able to achieve savings and efficiencies by removing a substantial number of paper processes which are reliant on time consuming data entry once returned, by freeing up school phone lines, and by

improving the quality of data within SEEMiS. In the previous school year (2022/2023) [parentsportal.scot](#) has supported schools to achieve savings and efficiencies by facilitating:

- 96,869 absences to be logged
- 41,682 Annual Data Checks to be completed
- 12,986 NEC to be applied for (29,406 since Jan 2022)
- 1,510 parents evening events

Track Record - mygovscot myaccount

Launched in 2014 and now used by 40 organisations, including all 32 Councils, and integrated to 87 different entities. Myaccount is a toolkit that Councils can deploy and configure to meet their authentication and identity verification requirements to facilitate citizens' access a growing number of Council services online. With over 2.3 million account holders, myaccount is a flexible solution that can be tailored to a Council's specific needs, whilst retaining broader benefits enabling accounts to be used across multiple services and organisations.

In addition to providing the myaccount toolkit, the Improvement Service provides onboarding, customer service and technical support to users and Councils, avoiding the need for all Councils to resource staff to deal with user access, technical and account management issues.

Since 2014, myaccount has facilitated over 62 million authentication requests, enabling account holders to login to myaccount to access a variety of online services. 15 million of these occurred in the last financial year, 2022/2023.

Exploring new digital public services

With our track record, skills, experience, and reusable technical assets that we have built up over the years, we believe we are well placed to build upon the success of the shared digital public services we currently deliver, to develop and provide more services on behalf of Councils. This would be in line with our business development and growth strategy.

The portfolio of digital public services we deliver demonstrates that different shared service models can be developed to support Councils provide services partly or wholly.

[getyournec.scot](#) is an example of a service which the IS provides end-to-end with no resource or input required from Councils once implemented. [getyournec.scot](#) facilitates a national approach for applications freeing up Council staff to prioritise other pieces of work.

[mygovscot myaccount](#) is an example of a service which is plugged into a Council process to facilitate access to a variety of online services. The IS takes care of part of the online process, operating and managing the authentication and identity verification services, whilst the Council authorises and provides access to its services.

[parentsportal.scot](#) is an example of a hybrid model where the platform is used as a "one stop shop" to host numerous services and access to information. Some of the services hosted are provided end to end by the IS and SEEMiS (e.g. annual data check, view timetable, view report card), whereas other services are hosted on [parentsportal.scot](#) but the remainder of the process is facilitated by the school or a supplier (Online School Payments, parents evenings, permission slips).