

## NHS Central Register (NHSCR) Governance Board

Meeting – 20<sup>th</sup> May 2014

### Improvement Service Progress Update

#### Purpose

1. To provide an update on the current status of Improvement Service Customer First – Citizen's Account Service (renamed myaccount) with other organisations.

#### Scottish Approach to verification and sign-in

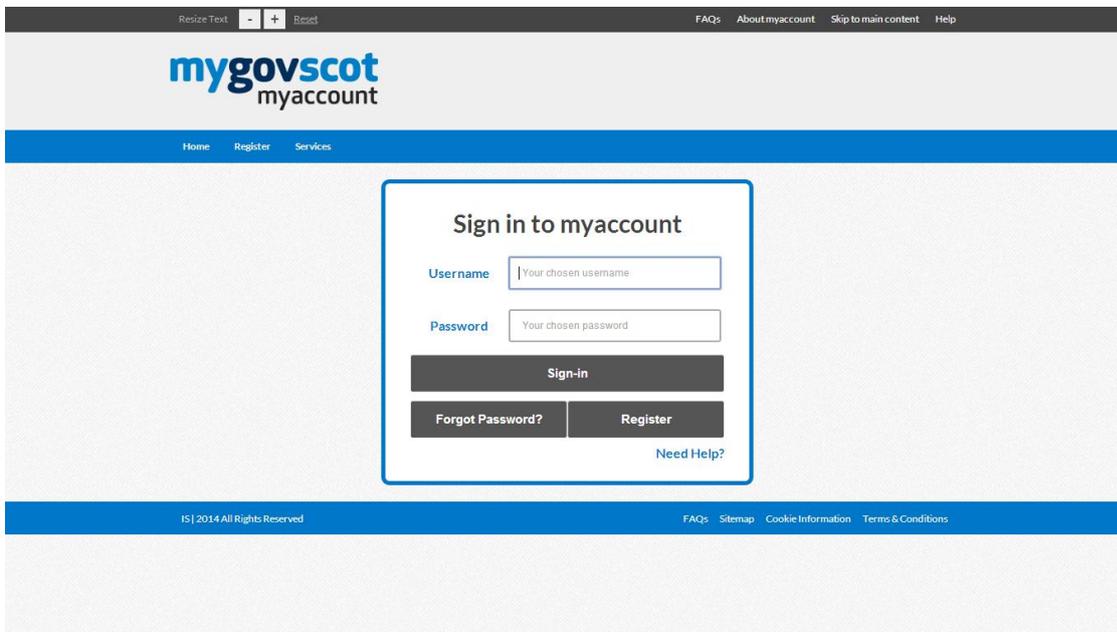
2. The Scottish Government announced in April 2014 its policy position for sign-in to online services, with myaccount being the national approach to secure and easy access to public services online. The links below provide the detail of the Scottish Government's policy statement, and to the Scottish Government's Digital Scotland blog on the policy.

[blogs.scotland.gov.uk](http://blogs.scotland.gov.uk)

[www.scotland.gov.uk](http://www.scotland.gov.uk)

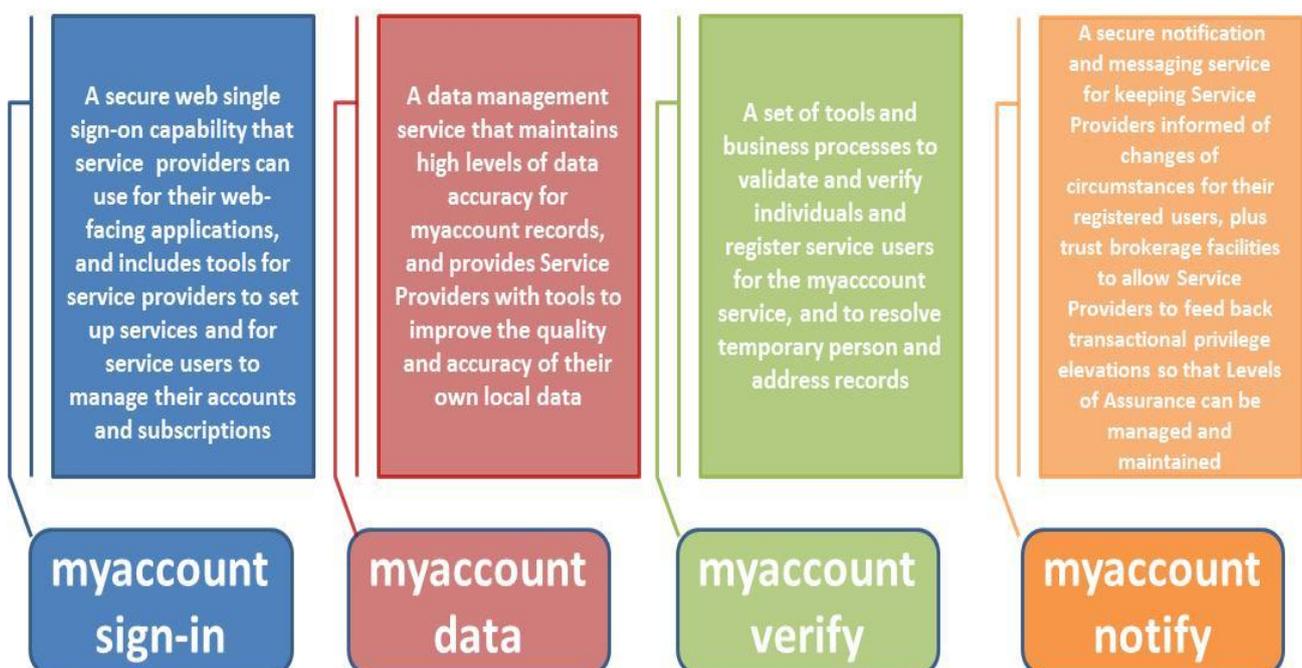
#### New service goes live

3. As reported at the last meeting Customer First has been going through a period of change while working behind the scenes to refresh the Citizen's Account. The need to replace ageing hardware and software, and introduce a number of improvements to make it easier for service providers to use and integrate, has largely driven the refresh and our efforts over the last six months.
4. A re-branding exercise sees mygovscot 'myaccount' replacing the Citizen's Account. The choice of myaccount has been quite deliberate, emphasising how - at its heart – myaccount is about extending personal choice and convenience to the public for how they securely access public services.
5. A significant milestone was reached on Monday 14th April 2014 with the 'soft launch' of myaccount. The 'soft launch' represents a major step forwards in the roll out of the new service. The purpose of the 'soft launch' is allows us to work with current service users and early adopters to fine tune the new service prior to a larger effort over the coming months. The new service can be found at [mygovscot](http://mygovscot). Please refer to the image below.



## Service Overview

6. In simplest terms, the myaccount service provides for members of the public a secure and easy way of accessing public services online using just one username and password.
7. In support of this the myaccount service provides a set of verification and single sign-in tools to help public sector partner organisations deliver authenticated online services to citizens. These tools include identity and property verification and validation facilities, registration and enrolment applications, user provisioning, self-service user account management, golden record seeding, federated authentication, candidate record processing and change of circumstances notifications.
8. The service consists of the following components:



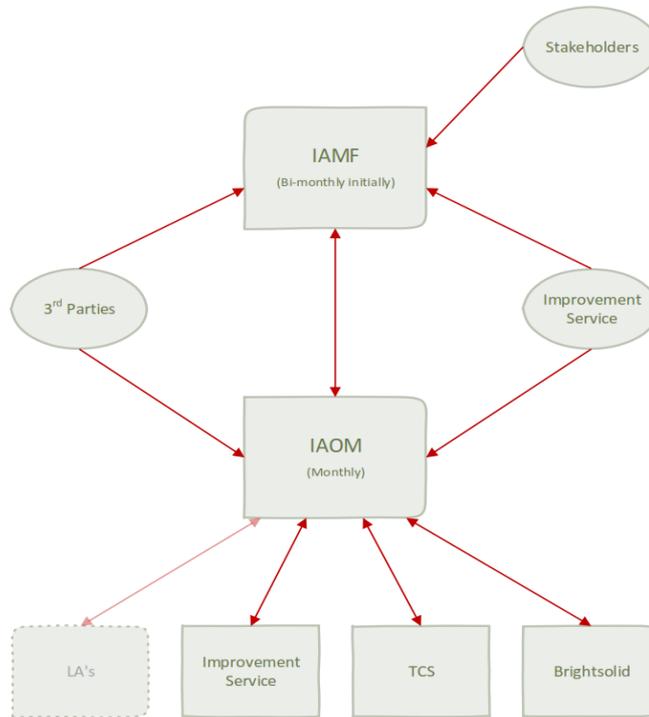
## **Service Uptake and Engagement**

9. A number of organisations have already gone live with the new service – City Of Edinburgh Council, mydiabetes myway, North Lanarkshire Council as well as the migration of the national entitlement card.
10. Since the last meeting we have had a number of workshops with other service providers. These include:
  - South Lanarkshire Council
  - Renfrewshire Council
  - National Entitlement Card online (Dundee NECPO)
  - My Diabetes My Way – NHS Tayside
  - NHS National Services Scotland (NSS) – Information Services Division (ISD)
  - NHS 24 – living it up
  - NHS Lothian
  - Mygovscot
  - Angus Council
  - Fife Council
  - Information Sharing Board
  - Central Government
11. These discussions follow on from engagements with the Local Government Information and Communication Technologies (ICT) Board and eHealth Programme Leads. We have also begun targeting some of the key suppliers working with councils on their websites and customer self-service implementation (for example Jadu, Northgate, Capita and Kana Lagan) to explore opportunities for myaccount.
12. In support of the priorities identified by the Local Government ICT Board the use of the myaccount is planned within the school online payments initiative, (a PIN has been issued for this initiative) as well as for online card management.
13. The Improvement Service (IS) have ambitious plans for enrolling additional service provider organisations over the next 12 to 18 months.

## **Information Assurance**

14. The Citizen Account System (CAS) has been operational for a number of years providing validation, verification, notification and authentication services for the National Entitlement Card, North Lanarkshire Council and MyDiabetesMyWay. The refresh means that although the changes to system functionality and information flow are minimal, there are areas of the underlying platform and service model that warrant a refreshed Privacy Impact Assessment (PIA), namely:
  - The service will be provided by a third party supplier using private cloud technology so it is important to ensure that DPA (Data Protection Act) and other information assurance obligations are clear and understood

- Some of the solution requires to be developed and this will be carried out offshore (in India)
  - The Scottish Government requires the system to align as much as possible with emerging UK and European standards
  - Some additional information is being held in the system
15. We have therefore taken the opportunity as part of the refresh work to review information assurance, data handling agreements, terms and conditions and Service Level Agreement (SLA) documentation etc with National Records Scotland and other partners. We have worked closely over the last few months to ensure that we have agreed revised arrangements for the future.
16. External consultants have been engaged to undertake this work and we have had meetings with Scottish Government and National Records Scotland (NRS) and councils as part of the process.
17. A number of streams of work have been completed or are underway.
- Technical assurance due for completion in 2-3 weeks and an Information Assurance (IA) Management Plan in place.
  - PIA for the new policy has been published by Scottish Government.
  - Refresh of PIA for myaccount published by the Improvement Service.
  - Terms and Conditions for users and Relying Parties under development.
  - Revised SLAs and data sharing agreements in place with NRS.
  - Interim Internal IA Accreditation has been signed off.
18. Consideration has also been given to guide the development of governance and approaches for on-going assurance, including:
- a formal accreditation stream using Her Majesty's Government (HMG) standards;
  - the establishment of an internal Information Assurance Operational Management group to ensure that information assurance and security principles are adhered to and maintained; and
  - the establishment of an Information Assurance Management Forum that draws membership from the wider stakeholder community and takes a broader and more strategic view of myaccount Information Assurance requirements.



19. The review of legislation (LEARS Act) conducted by Scottish Government (SG) and the Registrar General indicated not just the need to clarify the interpretation of the act which ensures legally that data held on the NHS Central Register can be provided to the Improvement Service but the need to put in place arrangements for use of the Unique Citizen's Reference number ( UCRN) by central government.

### Address information developments

20. The Improvement Service (IS) has been actively involved in promoting the adoption of the Unique Property. Reference Number (UPRN) into all NHS systems. Meetings have taken place with ehealth and NHS National Services Scotland to discuss the deployment of Addressbase (an Ordnance Survey product). Addressbase is available to NHS through the new One Scotland Mapping Agreement. This provides access to a quality assured national address dataset. Addressbase incorporates the One Scotland gazetteer and the Royal Mail Postcode Address File (PAF). Addressbase is now being used by myaccount. This supports improving the accuracy of address information that will support improved service delivery and information sharing and is seen as a key benefit of the relationship between myaccount and NHS Central Register. In addition we have worked with Scottish government to agree a public sector PAF licence with Royal mail. This will remove individual organisations requirement to have a licence to use PAF data.

### Recommendations

21. The Board is asked to:

- note the progress with implementing a new service;
- note that revised and improved information assurance and governance arrangements are in place; and
- note the opportunity for wider adoption of the UPRN.