



General Register Office for Scotland
information about Scotland's people

Paper NHSCR GB 2/08

Citizen Account Update

May 2008

Since we last met, NHSCR staff have completed work on a rematch of Entitlement Card Registrations. We now have 997,500 citizens who hold cards on the NHSCR system and there were 30,000 records returned to the Improvement Service for follow up action - these cases had insufficient data to make a positive match.

Three additional staff have been employed to cover the increase in work volume once the Citizen Account goes on line. We expected to start User Acceptance Testing on 14 April but, to date, we are still waiting for the secure network (N3) to be put in place. There are due to be eight Councils in the initial phase.

I have attached the most up to date version of the application form. This will let you see, at Part 3, the data sharing question – it is this undertaking that gives, or otherwise, permission for the person's data to be used in joined up government.

Muriel Douglas
8 May 2008

Concessionary Travel Scheme - Application for a National Entitlement Card

Form Revision: Mock Up

**Unique Form Number
(Bar-coded) 12345678**

Before you start to complete this form, please read the instructions on page 3.
If you require help completing this form then you should contact your Council or current concession scheme provider. Please ensure that the details in Part 1 are accurate. Failure to do so could result in a delay in processing your application.

**Part 1: Personal Details (Mark where appropriate).
Use black ink and write in BLOCK CAPITALS.**

**REMOVE THE
COVER FROM
THE STICKY
PAD AND
AFFIX A
PHOTOGRAPH
(SEE PAGE 3)**

Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Other	<input type="text"/>
Gender					
Male <input type="checkbox"/>			Female <input type="checkbox"/>		
First Name					
<input type="text"/>					
Middle Initial (s)					
<input type="text"/>					
Surname					
<input type="text"/>					
Date of Birth					
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
House Number / Name					
<input type="text"/>					
Street					
<input type="text"/>					
Town / City					
<input type="text"/>					
Postcode					
<input type="text"/>		<input type="text"/>			
Telephone No (including area code)					
<input type="text"/>					
Mobile Phone Number (optional)					
<input type="text"/>					
Email address (optional)					
<input type="text"/>					

Part 2 Request for consent to share data with other Scottish Councils.

Please read the note *About Your Citizen's Account & National Entitlement Card* on **Page 4**.

Please mark an x in the box below if you agree with this statement

If I receive services from other Scottish Councils, then I agree that my Council can share my personal information with those Councils. This is to ensure that my personal details are correct.

Part 3: Declaration

I agree that the information provided above can be used to process my application for a National Entitlement Card, and I understand that this will be administered through a Citizen's Account. In order to create and administer my Citizen's Account I agree to the information provided above being used by my Council and the Registrar General.

I also agree that the information may be used by my Council to keep my contact details up to date, to administer any other services that I may be eligible for.

Signature

Date

D	D	M	M	2	0	0	Y
---	---	---	---	---	---	---	---

Concessionary Travel Scheme - Application for a National
Entitlement Card

For Bureau Use Only	<input style="width: 20px; height: 20px;" type="text"/>																																																																								
FOR OFFICIAL USE ONLY																																																																									
(Mark <input checked="" type="checkbox"/> where appropriate)																																																																									
Part 4 Proof of eligibility																																																																									
In here needs to be designed the criteria and proof required to allow the applicant to receive the Scotland-wide Free Bus Pass																																																																									
Part 5 (Write in the applicants Council code)																																																																									
COUNCIL CODE	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>																																																																								
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;"><u>COUNCIL</u></th> <th style="text-align: left; border-bottom: 1px solid black;"><u>CODE</u></th> <th style="text-align: left; border-bottom: 1px solid black;"><u>COUNCIL</u></th> <th style="text-align: left; border-bottom: 1px solid black;"><u>CODE</u></th> <th style="text-align: left; border-bottom: 1px solid black;"><u>COUNCIL</u></th> <th style="text-align: left; border-bottom: 1px solid black;"><u>CODE</u></th> </tr> </thead> <tbody> <tr><td>Aberdeen City</td><td>01</td><td>East Renfrewshire</td><td>12</td><td>Orkney Islands</td><td>23</td></tr> <tr><td>Aberdeenshire</td><td>02</td><td>East Lothian</td><td>13</td><td>Perth & Kinross</td><td>24</td></tr> <tr><td>Angus</td><td>03</td><td>Falkirk</td><td>14</td><td>Renfrewshire</td><td>25</td></tr> <tr><td>Argyll and Bute</td><td>04</td><td>Fife</td><td>15</td><td>Scottish Borders</td><td>26</td></tr> <tr><td>City of Edinburgh</td><td>05</td><td>Glasgow City</td><td>16</td><td>Shetland Islands</td><td>27</td></tr> <tr><td>Clackmannanshire</td><td>06</td><td>Highland</td><td>17</td><td>South Ayrshire</td><td>28</td></tr> <tr><td>Comhairle nan Eilean Siar</td><td>07</td><td>Inverclyde</td><td>18</td><td>South Lanarkshire</td><td>29</td></tr> <tr><td>Dumfries and Galloway</td><td>08</td><td>Midlothian</td><td>19</td><td>Stirling</td><td>30</td></tr> <tr><td>Dundee City</td><td>09</td><td>Moray</td><td>20</td><td>West Dunbartonshire</td><td>31</td></tr> <tr><td>East Ayrshire</td><td>10</td><td>North Ayrshire</td><td>21</td><td>West Lothian</td><td>32</td></tr> <tr><td>East Dunbartonshire</td><td>11</td><td>North Lanarkshire</td><td>22</td><td></td><td></td></tr> </tbody> </table>	<u>COUNCIL</u>	<u>CODE</u>	<u>COUNCIL</u>	<u>CODE</u>	<u>COUNCIL</u>	<u>CODE</u>	Aberdeen City	01	East Renfrewshire	12	Orkney Islands	23	Aberdeenshire	02	East Lothian	13	Perth & Kinross	24	Angus	03	Falkirk	14	Renfrewshire	25	Argyll and Bute	04	Fife	15	Scottish Borders	26	City of Edinburgh	05	Glasgow City	16	Shetland Islands	27	Clackmannanshire	06	Highland	17	South Ayrshire	28	Comhairle nan Eilean Siar	07	Inverclyde	18	South Lanarkshire	29	Dumfries and Galloway	08	Midlothian	19	Stirling	30	Dundee City	09	Moray	20	West Dunbartonshire	31	East Ayrshire	10	North Ayrshire	21	West Lothian	32	East Dunbartonshire	11	North Lanarkshire	22			
<u>COUNCIL</u>	<u>CODE</u>	<u>COUNCIL</u>	<u>CODE</u>	<u>COUNCIL</u>	<u>CODE</u>																																																																				
Aberdeen City	01	East Renfrewshire	12	Orkney Islands	23																																																																				
Aberdeenshire	02	East Lothian	13	Perth & Kinross	24																																																																				
Angus	03	Falkirk	14	Renfrewshire	25																																																																				
Argyll and Bute	04	Fife	15	Scottish Borders	26																																																																				
City of Edinburgh	05	Glasgow City	16	Shetland Islands	27																																																																				
Clackmannanshire	06	Highland	17	South Ayrshire	28																																																																				
Comhairle nan Eilean Siar	07	Inverclyde	18	South Lanarkshire	29																																																																				
Dumfries and Galloway	08	Midlothian	19	Stirling	30																																																																				
Dundee City	09	Moray	20	West Dunbartonshire	31																																																																				
East Ayrshire	10	North Ayrshire	21	West Lothian	32																																																																				
East Dunbartonshire	11	North Lanarkshire	22																																																																						
<div style="border: 1px solid black; height: 60px; display: flex; align-items: center; justify-content: center;"> Signature + Date/Authorised Stamp </div>	Post Office (FAD Code) <input style="width: 20px; height: 20px;" type="text"/>																																																																								

1. APPLICATION PROCESS

- If you cannot apply for your card in person then you will need to contact your Council/concession scheme provider and make alternative arrangements for the validation of this form.
- Please refer to the enclosed letter, for instructions specific to your Council.
- Forms should be returned to one of the locations noted in your letter. This will also provide you with details of who to contact if you have any questions.
- Complete and hand in this form, in person, with one passport photograph stuck in the space provided. If you are 60 or over then you must provide proof of age and proof of address. If you qualify for reasons of disability then you must provide proof of qualification and proof of address. If you are unsure what is required then you should contact your Council/current concession scheme provider for further information.
- **These documents are acceptable as proof of address:**
 - Bank, Building Society or Credit Union statement or passbook
 - Confirmation from an electoral search
 - Court order
 - Current benefit letter
 - Current full UK driving licence
 - A notice from the Inland Revenue (now known as Revenue & Customs, or HMRC)
 - Council tax bill (council tax bill)
 - Recent original mortgage statement
 - Recent utility bill (e.g. gas, electricity)
 - Record of a home visit by a council or government official
 - TV licence
- **These documents are acceptable as proof of age:**
 - Birth Certificate
 - Current full UK driving licence (old version)
 - Current signed passport
 - Current UK photo driving licence (card AND paper counter part required)
 - GV3 Form
 - Gender change certificate
 - HM Forces identity card
 - Home Office Letter IS KOS EX or KOS EX2
 - Medical card
 - Residence permit issued by Home Office to EU Nationals

2. INSTRUCTIONS ON HOW TO COMPLETE THIS FORM

Part 1:

- Mark an in the appropriate boxes for your **Title** and **Gender**.
- Write your **First Name**, **Middle Initial(s)**, **Surname** and **Date of Birth** (DD/MM/YYYY) in the spaces provided.
- Write your **House Number / Name**, **Street**, **Town / City** and **Postcode** in the spaces provided.
- Write your **Telephone Number** (including area code) in the space provided.
- Additional space has been made available for your **Mobile Phone Number** and **Email Address**.

Part 2: This is where we ask for your consent to share your data with other Scottish authorities.

You can mark an in the box in **Part 2**.

Part 3: This is where you must sign and date this form.

You must not complete **Parts 4 and 5**

ABOUT YOUR CITIZEN'S ACCOUNT & NATIONAL ENTITLEMENT CARD

As a Scottish resident you are entitled to have your own personal public services account (a Citizen's Account) and your own personal public services smartcard (a National Entitlement Card). Both of these are designed to make it easier for you to access and receive the public services that you are entitled to. In the future, you can choose to use your account to access services in person, over the phone or online – depending on what suits you. You can also choose just to use it within your own Council area or you can use it across Scotland. It's quick to set up and use and will save you repeating your personal details in the future.

What is the Citizen's Account?

Your Citizen's Account is essentially the contact details that your Council holds about you – your name, address, phone or email details. If you register for an account you will be setting up a single record of these details as set out in Part 1 of this form. This can be used by your Council to keep their records up to date and offer you new services. It means that you only have to provide proof of your date of birth, name, address once (unless they change). When you apply for a service these details can be re-used without further proof. It also means, for example, if you advise your Council that you have moved house, all of the Council services you use could be automatically notified of the change of address. As more public services become available online, you will be able to get a secure user name and password for your account and this will be used to prevent someone else using your account.

Can I access services from another Council?

Yes. To use services in another Council area you will need to consent to data sharing so that the Council can access your account, put services on your card, keep its records up to date and offer you new services. If you think that you may want services from another Council, you should put a cross in the box in Part 2 of this form.

What is the National Entitlement Card?

It is a plastic card with a "smart" computer chip in it. This enables it to be used for many different services - and you can choose the services you'd like added to your card. The card will display your name and photograph. For young people, it will also display your date of birth and can contain the PASS (proof of age) logo. It may also contain other logos for services you have chosen, for example, young people can have the Young Scot logo on their card. Other services will be accessed when the card is placed on a reader. Readers can already be found in many libraries, leisure centres, schools and buses.

What can I access with it?

Depending on who you are and where you live, there will be a range of services available to you – both local and Scotland wide. Some services, such as library membership are free to everyone. Others, such as concessionary travel, are available to those who meet the entitlement criteria. Please contact your Council for details of their services.

Will new services automatically be offered?

You may be notified as new Council services become available or as you become eligible. You can choose whether or not you want to access these services.

INFORMATION ON DATA PROTECTION AND DATA SHARING

Under the terms of the Data Protection Act 1998 (the act), your Council must provide you, with details of the "data controller" and the purposes for which they will be/are using your personal details.

How will my information be used?

The data controller of your personal details will be your Council. Your personal details will be used to set up and administer your Citizen's Account and process your application for an Entitlement Card. Your personal details may also be used by your Council to keep your contact details up to date, to administer any other services that you may be eligible for and to contact you about new services. In time, you will also be able to administer your own account, for example, by going online and using your user name and password to notify your own change of circumstance, such as a change of address.

Why are my details passed to the Registrar General?

For those that are setting their account up for the first time, the Registrar General provides a validation service that helps us prevent and detect fraud, for example, should someone try and apply for the free travel concession by using someone else's details. This also means that some changes of circumstances, such as a death, can be

notified automatically and this will avoid the inconvenience of your family having to provide further proof and notification to your Council.

Who else can access my information?

If you have ticked the box in part 2 of the form, your information will also be seen by the minimum necessary number of people working for other councils or other service providers whose services you have specifically signed up for.

By signing the declaration in Part 3, you have given permission for your information to be seen by people working for your Council and by people working for the Registrar General In both cases, your information will be seen only by the people that need to see your information in order to provide services – it will not be open to all staff.

Your rights

You have a number of rights under the act in relation to the data which is processed about you. You have the right to a copy of this data, which is held in your Council's computer records, and also some data which is held in your Council's manual records. If you want to exercise this right, you must send a request in writing to the officer in your Council responsible for Data Protection. A charge may be made for this information and the Officer will be able to give you the details of this.

If you want to stop receiving communications about new services from your Council, please contact the officer in your Council responsible for Data Protection.

If you have any queries relating to data protection, these should be addressed in writing to the officer in your Council responsible for Data Protection.

If you have any further questions, please contact your Council or concessionary scheme provider.

Form Number (Same Number as number on barcode)	Date form completed	D	D	M	M	2	0	0	Y
---	----------------------------	---	---	---	---	---	---	---	---

Draft