



General Register Office for Scotland
information about Scotland's people

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NHSCR and the Citizen's Account

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1. National Infrastructure Update

The technical solution required at the centre has been defined, however the technical solution (black box) that will allow Local Authorities to connect to the centre is still being progressed. Glasgow, Dundee and Stirling have been nominated to test the "black box" which has been developed by Newell & Budge. Hardware and software will be provided by Improvement Services and Newell & Budge. The implementation of this has been delayed until UAT is successfully in progress.

There are still some concerns regarding the "user experience" for user logon and authentication. Once access to the system and the "black box" is available these concerns can be reviewed.

Development of the citizen, LA Agent portals and message services is now complete and UAT was rescheduled to commence early April '07. However this has been severely delayed due to technical problems at the centre. Improvement Services and Newell & Budge are working with Oracle to resolve. Access to the portals to assist with initial connectivity and shakedown testing has been available, however, full UAT will not be progressed until the technical problems are resolved. Regular updates have been provided by the Improvement Services but as yet, no date has been provided as to when UAT is likely to commence.

The Security Infrastructure required for both South Lanarkshire (host) and Glasgow (backup site) has still to be procured. Improvement Services have approached Newell and Budge under the terms of the existing contract to provide an interim support service. Primary reason for this is that they need to sort out longer term funding arrangements in conjunction with the Scottish Executive. They are also looking at the governance arrangements with councils and how this money and associated resources can be managed.

Improvement Services held a workshop early April, to progress with lead authorities, set up of an operational management group, define their roles and responsibilities and the ongoing support arrangements for the National Infrastructure. A follow up meeting is scheduled for 22nd May at South Lanarkshire Council.

Improvement Services have now produced an overall project plan which has been extended to cover implementation of the replacement card management system which projected live implementation of the Citizen's Portal, Local Authority Portal and Card Management System as 1st October 2007. This did not include allowance for the significant delays that have been incurred during UAT. Improvement Service have been asked for an up to date copy of the plan.

Next Steps:

- Progress development work required to integrate user registration and authentication with online services.

- LA UAT
- Progress "Black box" solution and implementation

2. National Entitlement Card Update

The youth transport cards were launched on 7th January 2007. All eligible school pupils were issued with a personalised letter, and photographs matched to returned forms. This exercise yielded a variable response, in terms of forms returned and photograph availability. Matching data was a significant exercise.

Take-up by 16-18 year olds who are entitled to the transport concession is around 10% nationally. There have only been 3 applications nationally from full time volunteers who are aged 19-26 for NEC to date. The impact to the Council has therefore not been from the number of applications but from the late availability of the functionality to add applications directly to the system, and the ability to report on Council data held on the system. YNECs for the new S1 intake are being processed now.

The replacement CMS, currently under development in conjunction with the Citizens Account National Infrastructure, is to be accessed by authorities only from end October 2007. Implications for the on-going role of SPT to administer concessionary cards on behalf of authorities are being investigated.

Current YNECs may be used in both libraries and leisure using the multi-technology aspects of the card. Libraries will require a full system upgrade to implement smartcard functionality. Readers for use with the Leisure system should be available by end June 2007.

Next Steps:

- Identify a satisfactory resolution of issues in particular, statistical reporting of cardholder data.
- Agree the process for rolling out the card to existing S1 – S3.
- Agree a process with SPT and the Improvement Service for administering concessionary travel cards post October.

3. CRM Update

Cleansing of the CRM system is now complete. Matching of the cleansed CRM data to the CAG has also been undertaken using the data matching tool. However, this exercise was considerably less successful. Prior to matching, cleaning and preparation of the address data within the CRM had to be undertaken. It was anticipated that this could have been automated within the software. Further analysis of the results is being undertaken with the supplier.

Matching of the NEC data to the CRM system has been postponed as a significant number of citizen records on the Card Management have not been matched for UCRN or UPRN.

Next steps:

- Complete analysis of CAG/CRM matching and produce report/recommendations for procurement of a corporate matching tool.