

**ITEM No ...8.....**

**REPORT TO:** POLICY AND RESOURCES COMMITTEE – 24 SEPTEMBER 2018  
**REPORT ON:** NATIONAL ENTITLEMENT CARD PROGRAMME OFFICE  
**REPORT BY:** CHIEF EXECUTIVE  
**REPORT NO:** 228-2018

**1. PURPOSE OF REPORT**

To advise Committee that Dundee City Council is being asked to continue to provide the lead role in administering the National Entitlement Card for Scotland.

**2. RECOMMENDATIONS**

The Committee is recommended to:

- i) agree to continue to employ staff to fulfil the functions of the National Entitlement Card Programme Office
- ii) agree the issuing of tenders for the supply of smartcards, a card management system and fulfilment services as required.

**3. FINANCIAL IMPLICATIONS**

The revenue budget for 2018/19 budget has been set at £1,125,000 and is reviewed annually. This budget fully covers all costs of administering the scheme i.e. the cost to Dundee City Council for staff and all supplies and services. The current establishment is 9.5 FTE posts and vacant posts are being recruited for currently.

**4. MAIN TEXT**

4.1 The Improvement Service, on behalf of the Scottish Government, administers the funds that include National Entitlement Card Scheme and have confirmed that funds have been secured to March 2021. A Memorandum of Understanding exists between the Scottish Government and the Improvement Service covering the provision of the National Entitlement Card (NEC) Scheme, as part of a programme called Customer First. This sets out the requirements to manage a Scottish public sector smartcard solution and shared Card Management System (CMS) for the National Entitlement Card (NEC) scheme that will:

- provide access to local government services as agreed with Local Authorities.
- underpin the delivery of the national concessionary travel scheme.
- underpin the delivery of the Smart Ticketing Delivery Strategy via an ITSO smart travel card (and shared customer records). Cards supporting ticketing currently carry *saltirecard* branding and validation and proofs supporting this must satisfy Transport Scotland's requirements for the purposes of concessionary travel.
- underpin the delivery of the Young Scot Card including the issue of Young Scot NEC cards.

4.2 A Service Level Agreement, under the auspices of the Customer First programme, has subsequently been agreed between the Improvement Service and Dundee City Council for the NEC Scheme, for the provision of:

- delivery and management of the NEC Scheme, including procurement of core NEC Scheme components
- support for all Scottish local authorities and their agents for the validation, verification and authentication processes, as well as the multi-application use of the NECs
- expansion of the multi-application use of the NEC throughout Scotland
- development and roll out of a multi-application entitlement to services for all Scottish citizens.

- 4.3 Over 2 million National Entitlement Cards (NEC) are currently in circulation, equating to 40% of the eligible population. The scheme has been managed by the National Entitlement Card Programme Office (NECPO) in Dundee City Council for twelve years since its inception in 2006. 1.4 million use the NEC for concessionary travel. In addition, over 600,000 young people have been issued with a Young Scot card for discounts, reward points and the PASS proof of age scheme.
- 4.4 Dundee has established the NEC Board, an advisory group of key stakeholders and customers for the NEC Scheme with membership including Dundee City Council (chair), NECPO, Transport Scotland, the Improvement Service, the Scottish Government, Young Scot, Aberdeen Accord (representing the 32 Scottish Local Authorities) and the HE/FE sector. The NEC Board's remit is to provide the following:
- promote NEC's use as a shared smartcard platform
  - create / implement a product/service development plan
  - monitor performance
  - review risks and identify risk mitigations
  - work with partners to develop a business development programme to exploit the NEC as an asset and platform – drawing upon business needs identified by stakeholders – corresponding to parameters and financial envelope specified in the SLA between IS & Dundee.
- 4.5 The immediate priorities in the NEC Development Plan for 2018/19 were agreed by the NEC Board as:
- continuing to comply with data protection changes
  - further develop the technical capabilities provided by the NEC Programme Office to support the delivery of Transport Scotland's smart and integrated ticketing strategy.
  - Implementing additional concessionary transport in line with Scottish Government policy
  - support Young Scot to deliver smart services and proof of age scheme
  - support the Improvement Service to deliver their business plan.
- 4.6 The medium term development goals are to:
- support local authorities to develop and implement their services and digital strategy
  - support Transport Scotland with Mobility as a Service (Maas)
  - support Transport Scotland with the new ITSO-on-Mobile (ITSO is the national smart ticketing standard)
  - expand the role of the card in the Higher and Further Education sector.
- 4.7 The current contract for the supply of cards ends in December 2021. The contract for the supply of the Card Management Services ends in April 2022. The NEC Board will give a view on the requirements for further procurements.
- 4.8 Dundee City Council makes extensive use this national asset, the NEC and its associated infrastructure, as a multi-application card helping drive forward our digital strategy across life-long learning, young people, transport, health, culture and finance. This mix of local and national services is replicated to varying degrees across all Scottish local authorities - see [www.entitlementcard.org.uk/where-use-your-nec](http://www.entitlementcard.org.uk/where-use-your-nec).

## 5. POLICY IMPLICATIONS

- 5.1 This report has been subject to an assessment of any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. A copy of the Impact Assessment is available on the Council's website at [www.dundee.gov.uk/ia](http://www.dundee.gov.uk/ia).

## 6 CONSULTATIONS

The Council Management Team have been consulted in the preparation of this report.

**7 BACKGROUND PAPERS**

None.

David R Martin Chief Executive ..... 14/09/2018

