

**REPORT TO:** POLICY AND RESOURCES COMMITTEE – 8 JUNE 2015

**REPORT ON:** NATIONAL ENTITLEMENT CARD PROGRAMME OFFICE

**REPORT BY:** CHIEF EXECUTIVE

**REPORT NO:** 179-2015

**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 and to seek approval to issue tenders for aspects of the scheme.

**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

**3. FINANCIAL IMPLICATIONS**

The Improvement Service administers the funds that cover the National Entitlement Card and have confirmed that funds have been secured to March 2018 as part of the Scottish Government's spending review. This covers the costs to Dundee City Council for staff and the costs of supplies and services.

**4. MAIN TEXT**

- 4.1 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 since its inception in 2006. The most use is by people over 60 and by disabled people for concessionary travel. However, over 600,000 young people have been issued with a Young Scot card for discounts, reward points, youth parliament eVoting and the PASS proof of age scheme.
- 4.2 Dundee City Council and its partners use the card as a multi-application card and as a replacement for issuing other cards. It is used instead of a separate card or token issued for library and leisure active membership, school catering, University and College matriculation, staff access and smart travel tickets. Several other local authorities make similar multi-application use of the smartcard in addition to the national services.
- 4.3 Over the course of the past year, stakeholders have been reviewing the future of the card. This review has concluded that the combined use in one platform for concessionary travel, Young Scot and proof of age is a national asset and a good example of sharing IT infrastructure, and that the scheme should continue on a similar basis.
- 4.4 Transport Scotland is reviewing how commercial transport ticketing on the NEC can be developed. Most general commercial tickets will be taken forward by the respective operators. However, because the NEC is part of the Integrated Transport Smartcard Organisation (ITSO) scheme it can be used by commercial operators as well to provide customers with their smart tickets. Dundee City Council currently chairs an action group on behalf of the Scottish Cities Alliance to accelerate pilots in smart ticketing in transport. These include:
  - student and school subsidised travel
  - staff travel – e billing of bus and car club journeys
  - local multi operator smart tickets

4.5 A review of the future of the smartcard, in other environments and internationally, highlighted that smartcards would continue to feature as a way of accessing services for some years yet. It also showed opportunities to integrate the card with smartphone applications to extend their use and reduce the cost of using the card in services. There is continued support for the smartcard in local government as a catalyst for sharing digital access to services on a cross-boundary basis. As a leader in developing the approach, Dundee City Council is exploring with its neighbouring Councils how it can develop cross-boundary access to services using the NEC as the common access token and develop integration with the card account and mobile computing applications. .

4.6 The immediate priorities for 2015 – 2016 are:

- replace all concessionary travel cards with a new type of card in line with the Integrated Transport Smartcard Organisation standard
- provide an Online Application and Card Replacement service to customers
- update Information Security Assurance procedures
- re-tender the supply of cards and services to maintain the scheme until at least 2018 with options to extend

4.7 The medium term development goals are:

- support Transport Scotland to deliver Smart Travel projects
- support Young Scot to deliver their card and proof of age schemes
- support local authorities to develop multi-application and cross-boundary access to services
- develop examples of integrating the card with smartphone app devices to reduce the costs of local and smaller organisations using the card as a customer access token
- consider commercial revenue generation options that could make the shared card scheme sustainable in the long term

4.8 The National Entitlement Card Programme Office will continue to be based within Dundee City Council and Dundee City Council will be the legal entity which will contract on behalf of the partners. It is proposed that the Scottish Government, Transport Scotland, Improvement Service, another leading local authority user of the NEC and Young Scot will appoint a representative to an NEC Board that will meet at least quarterly with the following remit:

- promote the use of the shared smartcard platform in local and national government
- review and agree an annual development plan
- monitor the performance of suppliers and partners
- review the Risk Register and mitigate any risks to the public, the NEC scheme and Dundee City Council.

4.9 The current contract for the supply of cards ends in December 2015. The contract for the supply of the Card Management System (software) and bureaux fulfilment (printing and postage) ends in April 2016. Having taken advice from the legal and procurement officers in the Council, it is recommended that the Council invite new tenders to take the scheme up to and beyond 2018 on a stable basis.

## 5. **POLICY IMPLICATIONS**

5.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality and Impact Assessment and Risk Management. An Equality Impact Assessment is attached.

## 6. **CONSULTATIONS**

The Director of Corporate Services and the Head of Democratic and Legal Services have been consulted in the preparation of this report.

7. **BACKGROUND PAPERS**

None.

David R Martin  
Chief Executive

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## DUNDEE CITY COUNCIL

Equality Impact Assessment ToolPart 1 Description / Consultation

Is this a <b>Rapid</b> Equality Impact Assessment (RIAT) ?	<input checked="" type="radio"/> YES      NO      Please circle
Is this a <b>Full</b> Equality Impact Assessment (EQIA)?	YES <input checked="" type="radio"/> NO      Please circle
Date of assessment 18 May 2015	Title of document being assessed National Entitlement Card Programme Office
Committee report number 179-2015	
1) This is a new policy, procedure, strategy or practice being assessed (If yes please tick box) <input type="checkbox"/>	This is an existing policy, procedure, strategy or practice being assessed? (If yes please tick box) <input checked="" type="checkbox"/>
2) Please give a brief description of the policy, procedure, strategy or practice being assessed.	The Council's continued management of the National Entitlement Card on behalf of local and national partners.
3) What is the intended outcome of this policy, procedure, strategy or practice?	Continued management by the city council of the National Entitlement Card.
4) Please list any existing documents which have been used to inform this Equality and Diversity Impact Assessment.	The National Entitlement Card's terms and conditions and Service Level Agreement between the Improvement Service and Dundee City Council.
5) Has any consultation, involvement or research with protected characteristic communities informed this assessment? If yes please give details.	No specific to this report
6) Please give details of council officer involvement in this assessment. (E.g. names of officers consulted, dates of meetings etc)	Performance and Improvement Manager ; National Entitlement Card Manager.
7) Is there a need to collect further evidence or to involve or consult protected characteristics communities on the impact of the proposed policy? (Example: if the impact on a community is not known what will you do to gather the information needed and when will you do this?)	No. Within specific developments the equality impact is part of the test criteria carried out as part of the deployment process.

## **Part 2 Protected Characteristics**

Which protected characteristics communities will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic communities are not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

	Positively	Negatively	No Impact	Not Known
Ethnic Minority Communities including Gypsies and Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or Belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
People with a disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, Gay and Bisexual	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Part 3 Impacts / Monitoring**

<p><b>1) Have any positive impacts been identified?</b> (We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>If yes please give further details</p> <p>A primary objective of the National Entitlement Card is to provide access to services that typically require proof of age, disability, locality or in the case of payment for services provide discounts that apply for low income groups. And do this smart (electronic, automatic, fast, paperless) rather than having to show papers or have to explain at the point of service delivery. Examples of services include, free travel for over sixties and people with disabilities, school meals and leisure services.</p> <p>The additional positive impact relates to a health improvement incentive scheme in Tayside supported by the NEC for women during pregnancy.</p>
<p><b>2) Have any negative impacts been identified?</b> (Based on direct knowledge, published research, community involvement, customer feedback etc. If unsure seek advice from your departmental Equality Champion.)</p>	<p>If yes please give further details</p>
<p><b>3) What action is proposed to overcome any negative impacts?</b> E.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc. see Good Practice on DCC equalities web page</p>	<p>Please give further details</p>
<p><b>4) Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</b> (If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>If yes please give further details</p>
<p><b>5) Has a 'Full' Equality Impact Assessment been recommended?</b> (If the policy is a major one or is likely to have a major impact on protected characteristics communities a Full Equality Impact Assessment may be required) Seek advice from your departmental Equality lead.</p>	<p>If yes please give further details</p>

<b>6) How will the policy be monitored?</b> (How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc.	Please give details  Statistics on the card issued for different purposes are kept and show high levels of uptake in key segments e.g. 95% of over sixties and disabled highlighting the appropriateness of the smartcard medium for these groups. Service take up is monitored by the service providers ( Transport Scotland, Young Scot etc) and case studies show an impact of improved take up and customer feedback satisfied with the convenience of using a one stop shop style smartcard.
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#### **Part 4 Contact information**

**Name of Department or Partnership: National Entitlement Card Programme Office**

#### **Type of Document**

Human Resource Policy	<input type="checkbox"/>
General Policy	<input checked="" type="checkbox"/>
Strategy/Service	<input type="checkbox"/>
Change Papers/Local Procedure	<input type="checkbox"/>
Guidelines and Protocols	<input type="checkbox"/>
Other – Progress Report	<input type="checkbox"/>

#### **Contact Information**

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<b>Signature of author of the policy:</b>	<b>Paul Carroll</b>	<b>Date 18 May 2015</b>
<b>Signature of Director / Head of Service area:</b>	<b>Brenda Robb</b>	<b>Date 18 May 2015</b>
<b>Name of Director / Head of Service:</b>	<b>David Martin</b>	
<b>Date of next policy review:</b>	<b>May 2017</b>	