

**Use Case #:**

Create a legal Verify standard of identity for a thin file citizen.

**Goal in Context:**

To create an identity for a citizen applying for access to public services such as housing or welfare benefits.

**Preconditions:**

The citizen understands what is happening as part of their application process, may or may not have forms of identification that meet GDS standards, such as a driving licence or passport but is willing and able to provide other forms of information for identification purposes.

Quite often the service provider will provide a list of accepted identity documentation, which might include a birth certificate, marriage/divorce papers, education certificates, bank statement, residence permit or NHS medical card.

**Success Conditions:**

A legal standard of identity is created for the citizen.

If not a high enough standard to access high value services, then over time their level of assurance can be increased through greater activity history and other forms of identity.

If supporting a homeless person or victim of domestic violence, where no identification exists, to create a low level of assurance for the person so their levels of assurance can be elevated/increased over time.

**Failed Conditions:**

There are arguably no failed conditions, as the objective is to create some form of digital identity for thin file customers, focusing on the especially hard to reach who are in greatest need of support- such as homeless people or victims of domestic violence.

With only 5 attributes: given name, given date of birth, verified photograph, known gender and ethnicity, these attributes can be used to build the basic credentials of a person. Name and DoB may be wrong but can be changed/updated/reviewed.

**Primary Actors:**

Local authority, housing association or 3<sup>rd</sup> sector.

**Secondary Actors:**

Government department, such as DWP, service providers and support agency staff.

**Triggers:**

A thin file citizen will typically walk into a local Hub (community facility run by a local authority for citizens to access support, information and advice) or local authority offices.

They will have to wait in a que in order to speak to a person to ask for advice related to their issue and what they need to do. For example, housing application.

Citizen will be directed towards an online portal in which they need to register and bid for a property. As part of the application process they will be required to provide some form of specified identity documentation.

If their bid application is successful the citizen will be invited in for an interview and may be asked to provide original copies of their submitted identity documents and a photograph may/will be taken. Documentation will be checked for authenticity through a variety of

means as well as other information such as income or benefits received against bank statements, for example.

### **Processes:**

A personal data store, Digital log Book, will be created by/for the citizen as an aggregation point of information, owned and controlled by the citizen, ensuring GDPR compliance. Citizen, local authority, housing association etc can upload as much information about the citizen into their Digital Log Book. The citizen can upload a selfie by using their mobile phone and/or a third party can take and upload a verified photograph, which is then encrypted. The Log Book can be used for identity information, activity history and for future knowledge-based verification.

Other data will also be collected, typically from the local authority in question who might already hold data on the citizen. Data can also then be pulled in from a variety of other trusted sources of data.

This information is then collected and stored in the citizens personal data store and this information can then be used to create an identity account to Verify standards for thin file citizens. This will allow the citizen to complete an online transaction, in this case a housing application. LA data, and other sources of data, will be sufficient to supplement the data already available to identity providers (IDPs) for thin file citizens to achieve a high level of assurance. The Digital Log Book personal data store will provide a suitable aggregation point for that data, under the user's direct control and consent.

1. Demonstrate, in practice, the use of local authority data, aggregated in the DLB, to help the hard to verify register for an LoA1 or LoA2 account to GOV.UK Verify standards, with the user's consent.
2. Demonstrate trust elevation over time, from a self-asserted entry level account to LoA2, using data collected in the DLB.

### **Workflow:**

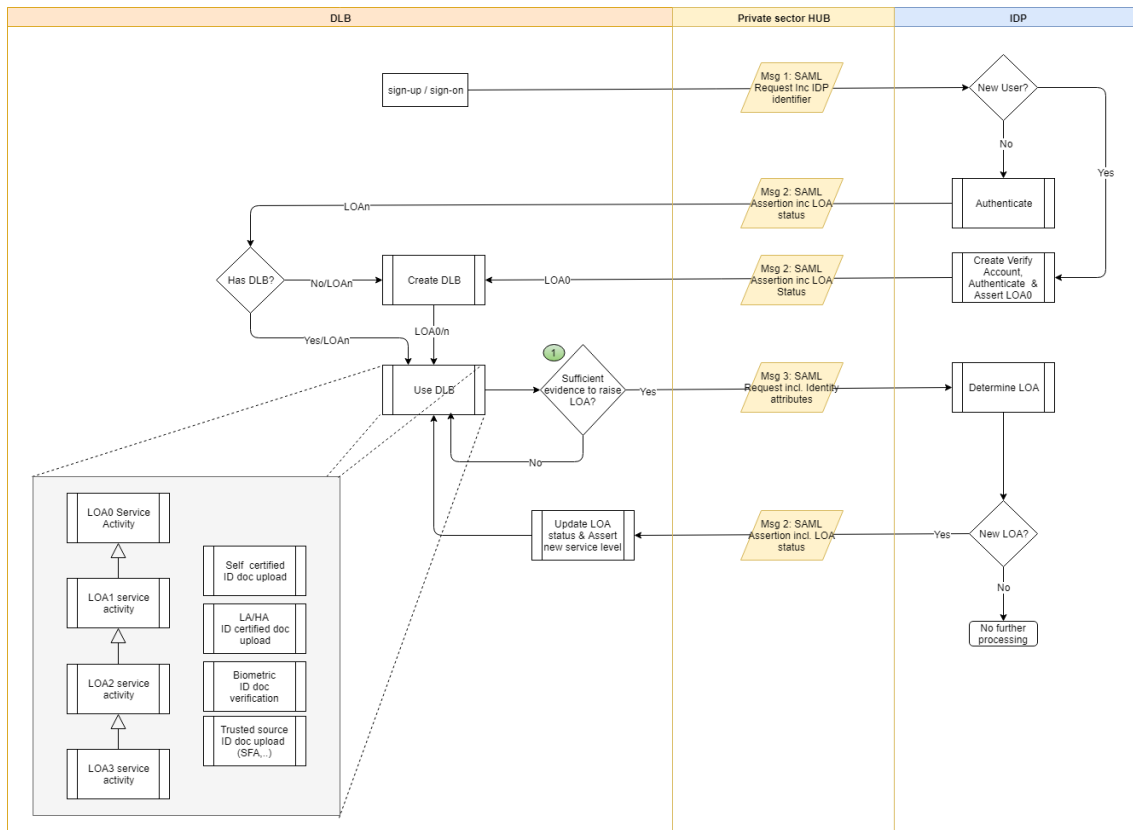
Citizen applies for a service.

Are they a new/existing customer, do they have a verified identity?

Diagram below indicates a potential workflow to help the citizen create a personal data store, upload information and get a verified identity, as part of a housing application process.

If they already have a personal data store their identity can be checked enabling them to progress with the job in hand.

Citizen can then choose to share key information with the service provider.



### Confirmed/Successful Application:

Other data will also be collected, typically from the local authority in question who might already hold data on the citizen.

Relevant data is uploaded through a Hub to the IDP.

IDP returns a level of assurance based on submitted data.

Level of assurances determines the person's identity and eligibility for access to services.

Citizen achieves a successful housing application and becomes a successful customer of the local authority and/or housing association.

Based on their level of assurance a range of public services will be made available to them. If they have a low level of assurance their level of assurance can be elevated over time enabling them to access more high value services, and carry out more complex online transactions, such as paying rent online or accessing other financial services.

Citizen can share different information at different times for access to other services. The more activity taking place through their personal data store will either help them elevate their level of assurance and /or ensure the continuity of their level of assurance and eligibility for access to public services. Continued activity also helps to ensure that the person is who they say they are, their information is factual and relevant to them, is not stolen or fraudulent and can be relied upon by service providers.