VOUCH SAFE

VOUCHSAFE.ID

POLICY CHANGE IS EASIER THAN YOU THINK



JAYE HACKETT

CHIEF TECHNOLOGY OFFICER

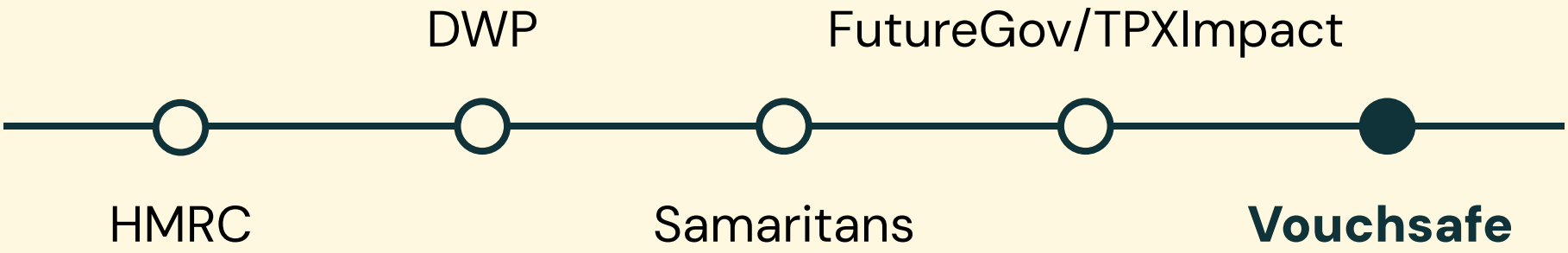
JAYE@VOUCHSAFE.ID



“Easier than you think”



Jaye’s career highlights




job centre plus
jobcentreplus
Find a job and get benefits advice at www.

“Policy change”

How we’re doing it

How you can do it too



The basics


User applies or is referred
Identity verification and other checks
Can access service
% verification rate

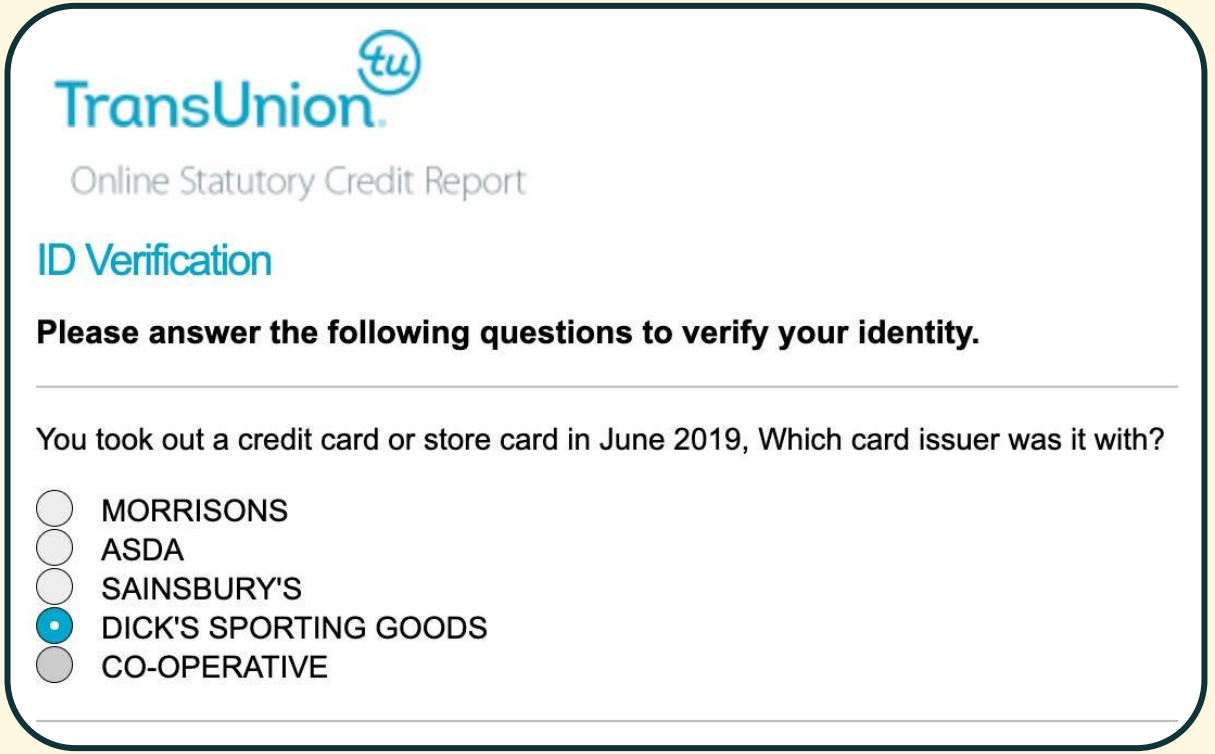

This branch is closing.
This branch is temporarily closed due to the coronavirus pandemic and will now permanently close on 06 July 2022. There are lots of alternatives to choose from to do your banking safely and
You can phone us on 03457 888 444 (Relay UK 18001 03457 888 444). We're happy to speak to you and answer any questions you have.
For business customers who have any questions, please speak to your bank point of contact or call us on 03457 114477 (Relay UK 18001 03457 114477).
Calls may be recorded. App available to customers aged 11+ with compatible iOS and Android devices and a UK or
MOBILE

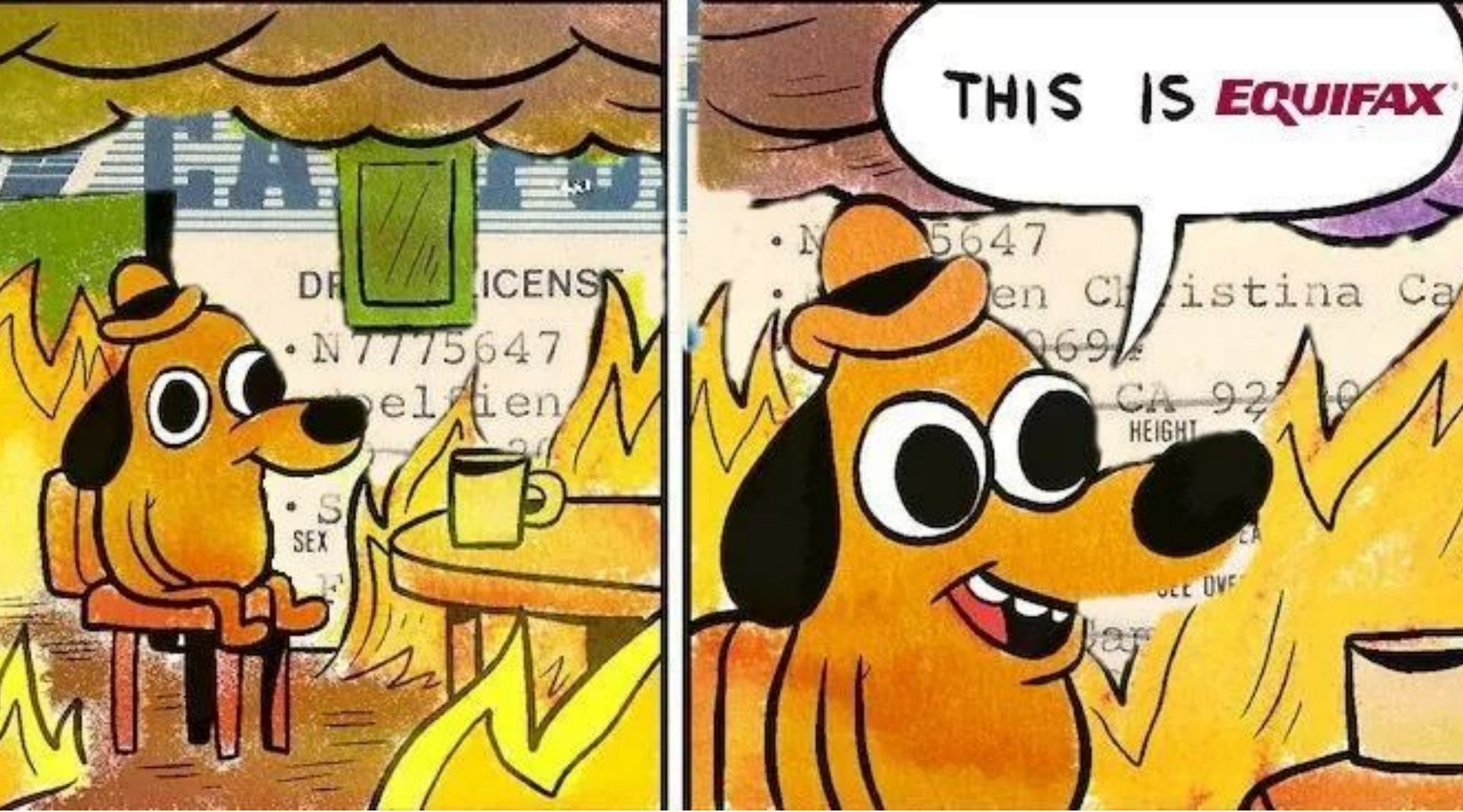
Three ways



1. ~~Face to face~~
2. Knowledge based
3. Biometric

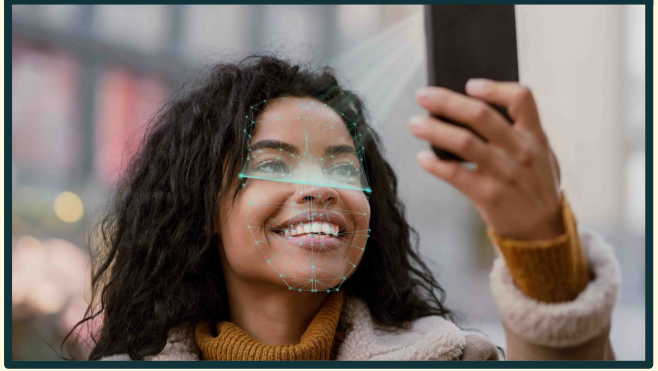
The old way


TransUnion
Online Statutory Credit Report
ID Verification
Please answer the following questions to verify your identity.
You took out a credit card or store card in June 2019, Which card issuer was it with?
MORRISONS
ASDA
SAINSBURY'S
DICK'S SPORTING GOODS
CO-OPERATIVE

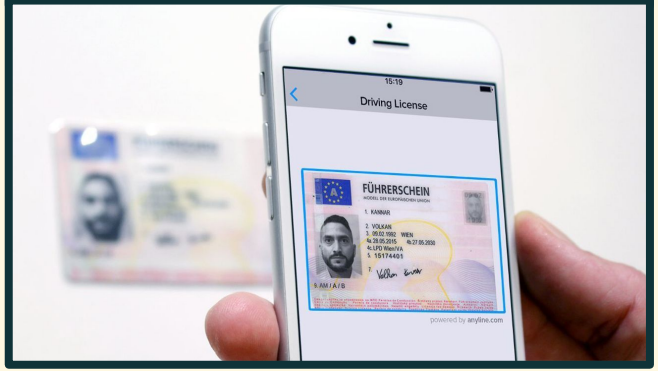

THIS IS EQUIFAX

The trendy way

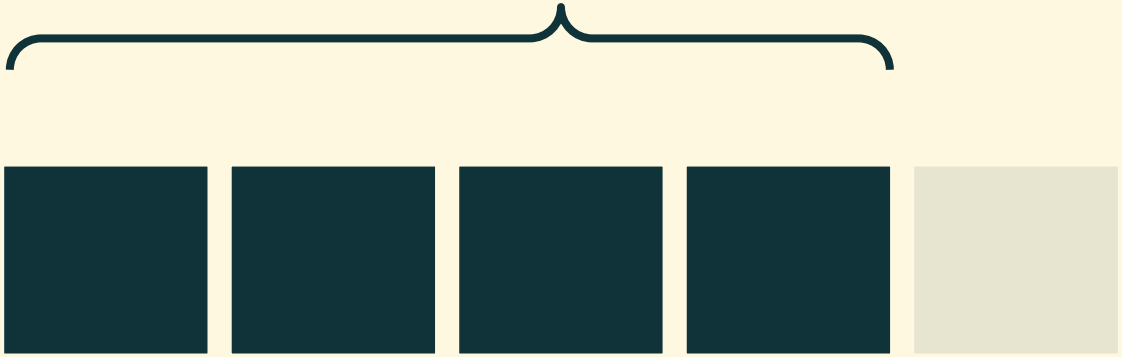
Selfie



Doc scan



The best digital verification rates are about 80%



“GDS reported a verification success rate of 48% at the beginning of February 2019, against a 2015 projection of 90%”

Investigation into Verify, National Audit Office


he doesn't
know what the internet is
but he knows
what it tastes like

1 in 5

THE TIMES

UK passport cost rises again to among highest in Europe

Apr 2023

THE NEW STATESMAN

More than three million UK voters have no form of photo ID

Sep 2021

pwc

20.2m adults in the UK are now defined as financially underserved

2022



Full-time carer

Less likely to renew a passport or driving licence



Recently moved abroad

For work, study or even as a refugee



New graduate

No driving licence or bills in their name



Changed name

Marriage, divorce, gender transition etc



Struggling with cost of living

Less likely to pay to renew photo ID



Widowed

Husband handled the family finances

“Niche”

Vouching is a process to bring the ID Challenged into the Digital ID Ecosystem. This process involves a person who is already trusted legally, vouching for another individual they have known for some time.

Recommendation 3: Provide options for voters who do not have or cannot access any form of accepted ID

The UK Government should enable registered voters who do have accepted ID to make an attestation at their polling station on behalf of someone who does not have any form of accepted ID (also referred to as 'vouching').

How can we create trust without documents?

To provide truly inclusive identity services, everyone in society must be able to access them – including those without official documentation. A 'vouch' is one approach to providing this sort of verification. In this system a person vouches for someone else by declaring they know them as their claimed identity.

Cabinet Office
Government Digital Service

Guidance

How to prove and verify someone's identity

Updated 15 January 2024

Contents

What is identity
When to check someone's identity
Why you should check someone's identity
How to check someone's identity
Levels of confidence

This guidance will help you decide how to check the identity of:

- a customer
- an employee
- someone acting on behalf of a business

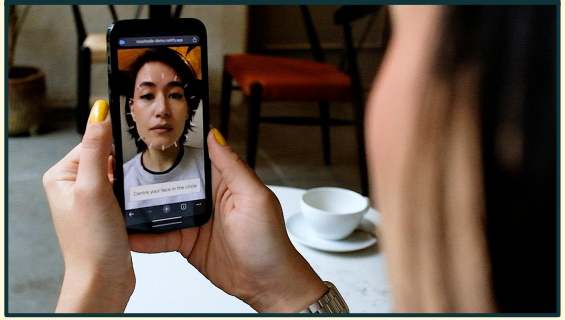
You can check someone's identity:

- digitally
- over the phone

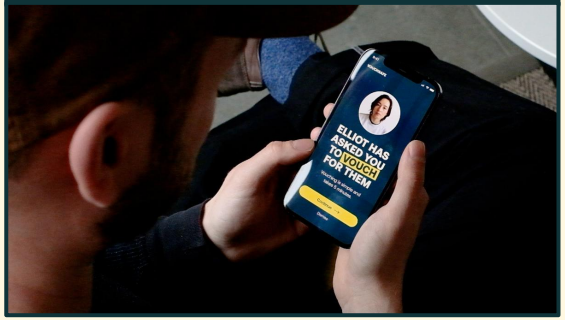

9.7
INCREASE ACCESS TO PUBLIC SERVICES & PRODUCTS BY MAKING USE OF THE TRUSTED RELATIONSHIPS PEOPLE ALREADY HAVE?
LONDON'S CIVIC DATA INNOVATION CHALLENGE
"white label solution"
Yoti
SFTT/ Zapier
Glamster
Skippet
Problems
Solutions

Biometric vouching

1. User starts

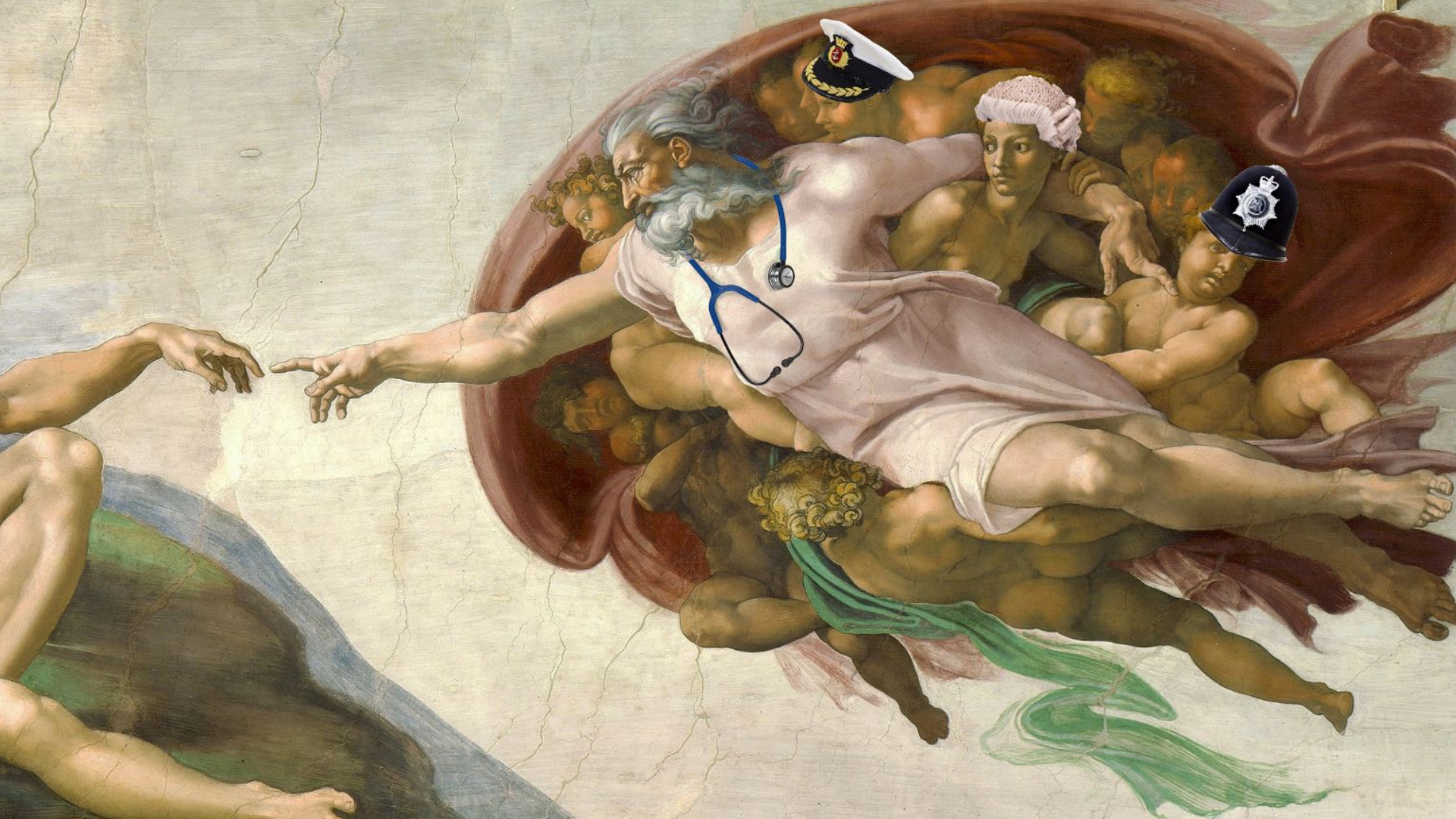


2. Referee helps



3. Automatic verification






VOUCH SAFE
suvera

The classic advice

1. Involve users
2. Interdisciplinary teams
3. Co-design
4. Test and improve
5. Build in-house capacity

10 things *they* don't want you to know about policy change


1. Pick your target carefully

Make something people want



2. Find unlikely allies


3.
Everyone is
just a guy

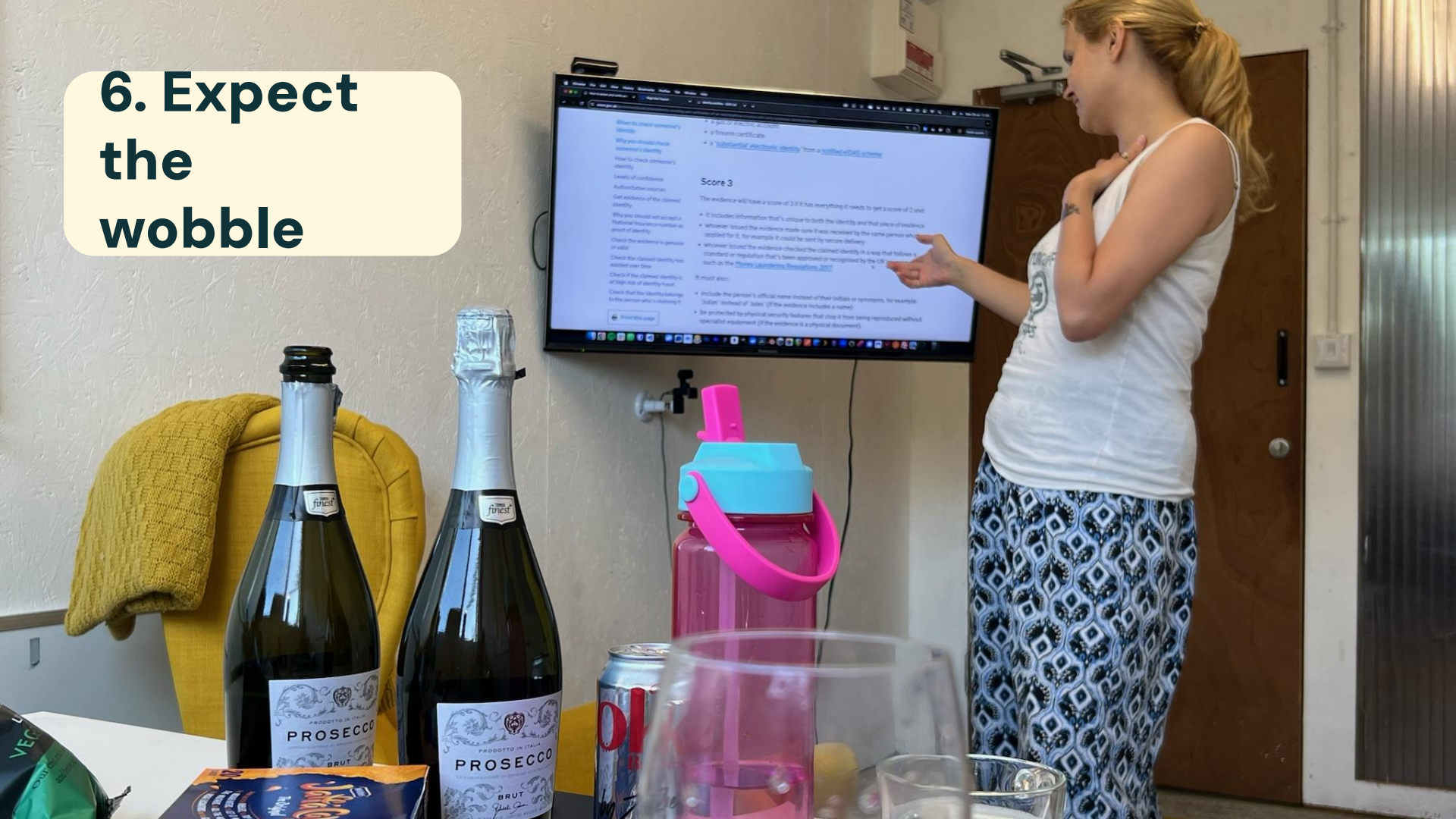

4. Don’t admire the problem


5. Never underestimate how quickly you become the expert

Five checks

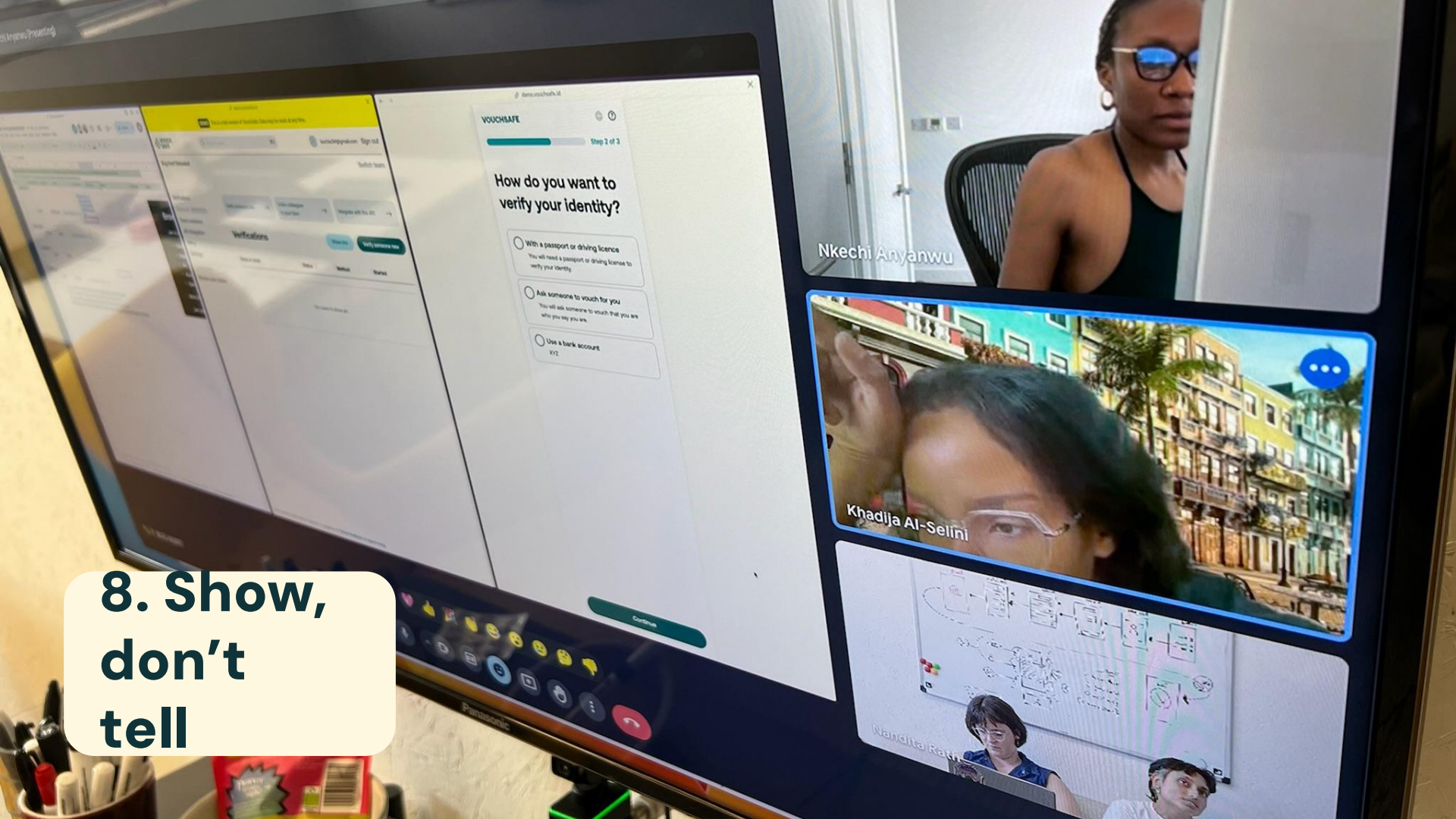


6. Expect the wobble





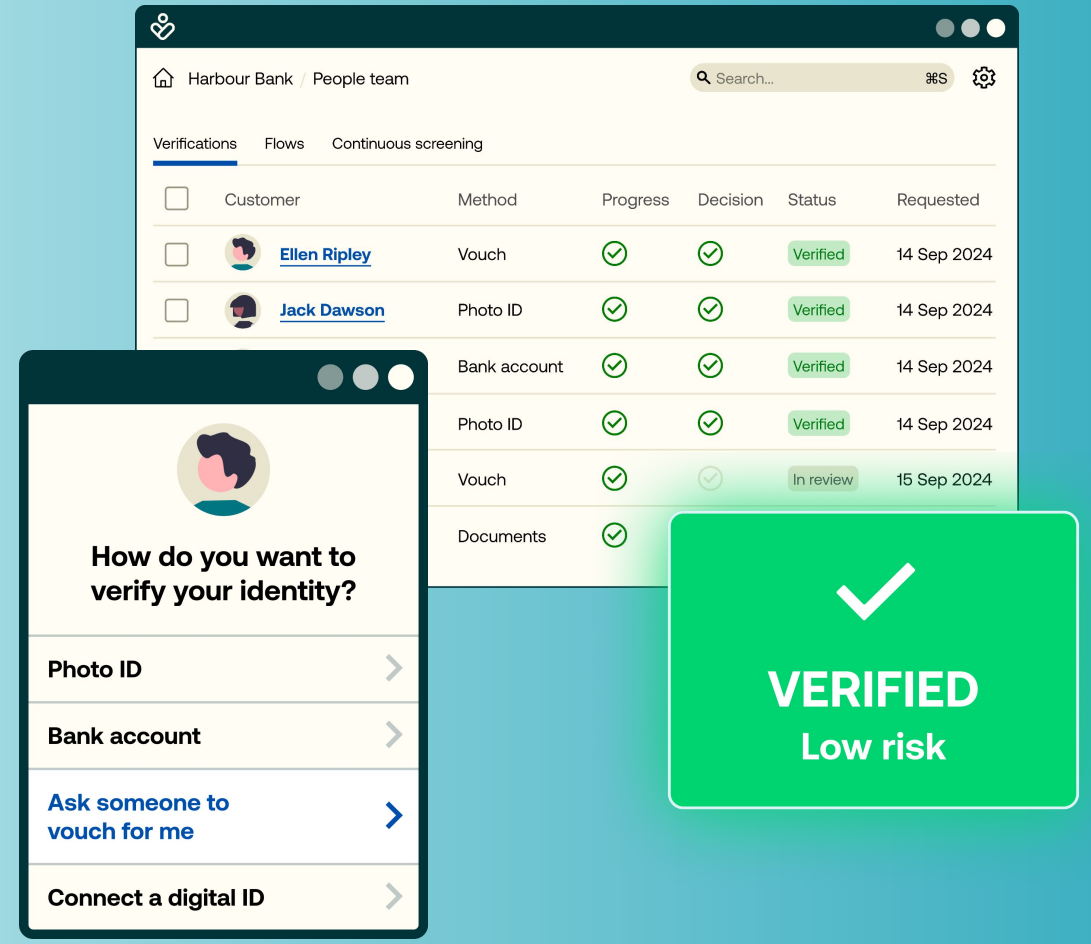
7. Do emotional blackmail

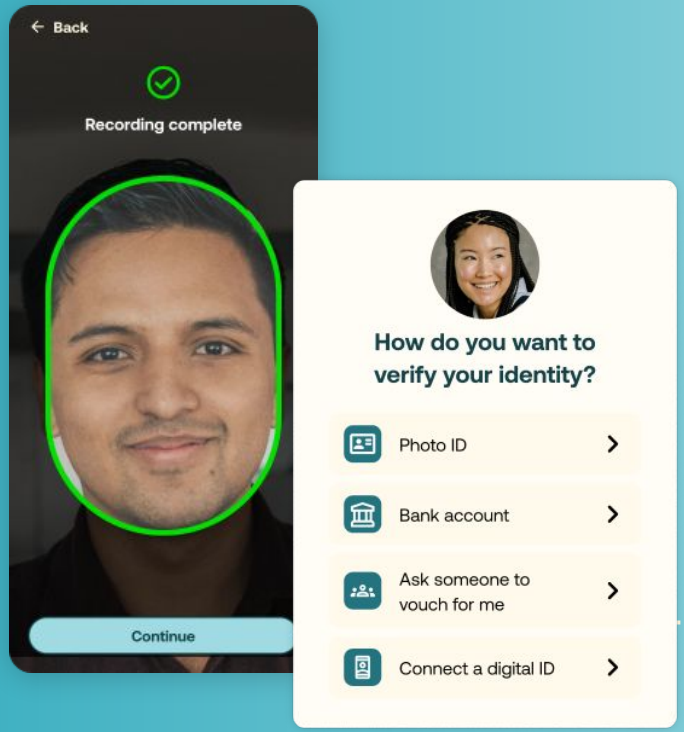


8. Show, don't tell

Vouchsafe

Verify everyone





Bank account

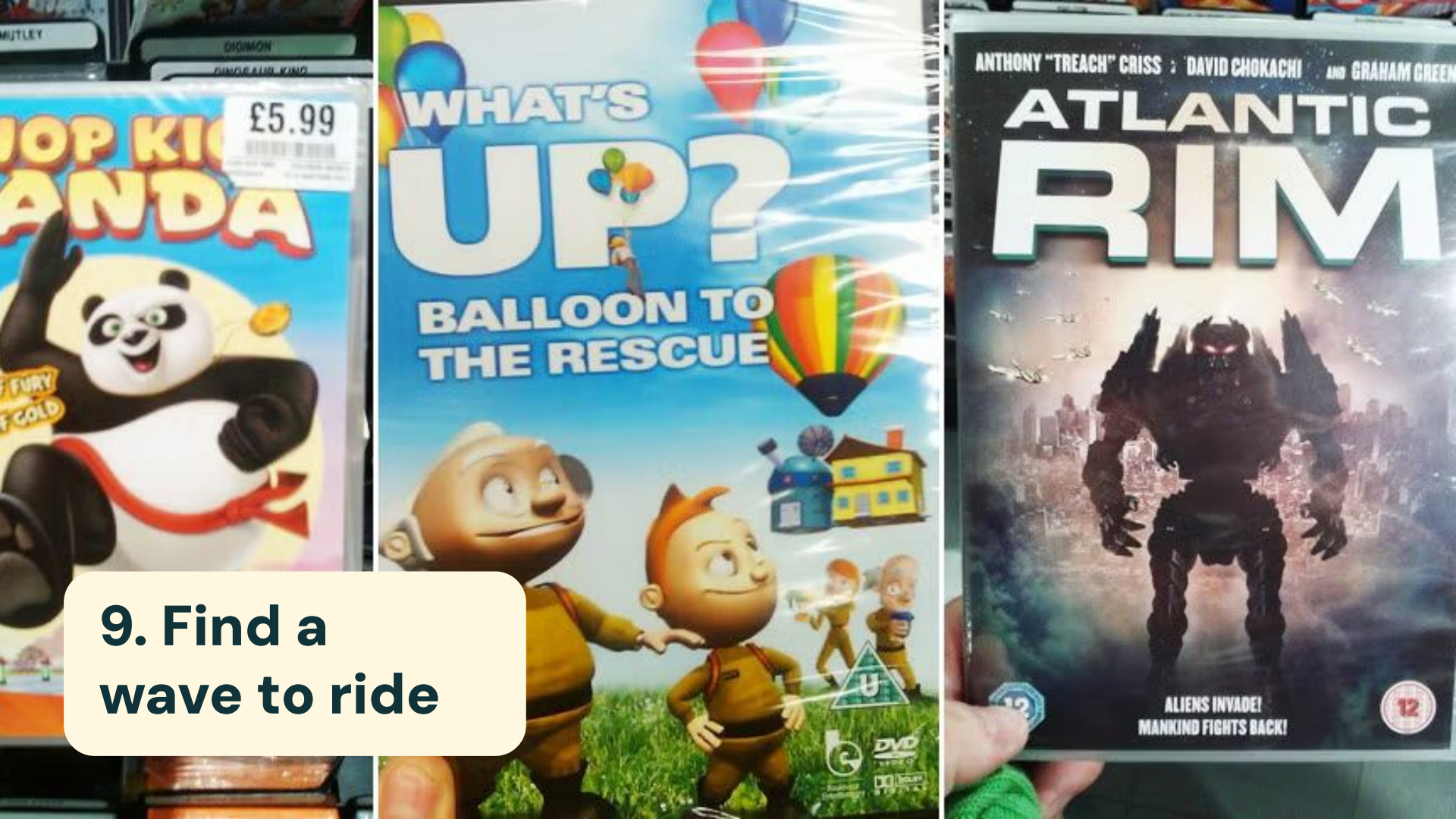
Existing digital ID

Photo ID

Biometric vouching

Bills and letters

From multi-factor authentication to **multi-factor verification**



9. Find a wave to ride



Support us

The Guardian
Newspaper of the year

News | Opinion | Sport | Culture | Lifestyle

Education ▶ Schools | Teachers | Universities | Students



Social care

This article is more than **1 year old**

Social workers in England quitting in record numbers

EXCLUSIVE: More than 3,000 DWP Work Coaches in 'biggest ever jobs Army' lose their jobs

Some of the Jobcentre advisors will now have to claim Universal Credit themselves as union chiefs blasted confirmed cutbacks at the Department for Work and Pensions

NEWS

England | Local News | Regions | Hull & East Yorkshire

'Nine-year wait' for NHS dentist in Bridlington

NEWS

Politics | Parliaments | Brexit

Three quarters of people 'cannot name their local MP'

16 May 2013



Hansard said the survey raised "serious questions" about the future of the UK's democracy.

KING'S College LONDON

Go to...

Search news articles

07 July 2022

Only half of patients regularly see the same GP

Joint research between King's and QMUL found that only 52% of patients regularly have their appointments with the same GP, despite increasing evidence that continuity of care between GPs and patients leads to better health outcomes.




73
277
10. Don’t innovate on the wrong things

Bonus round





11. There are many more ways to be





VOUCHSAFE.ID

Subscribe to the newsletter

HELLO@VOUCHSAFE.ID