

**WRITTEN QUESTION TO THE CHIEF MINISTER
BY DEPUTY R.J. WARD OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 18th JUNE 2019**

Question

In relation to customers' interaction with government services, will the Chief Minister advise –

- (a) what the total cost of the digital ID project and implementing Yoti has been to date and what the ongoing cost will be;
- (b) how many government services are currently using Yoti;
- (c) how many people have accessed government services using Yoti;
- (d) whether the implementation of the Income Collection and Reconciliation (ICAR) system has been completed and rolled out across all departments;
- (e) what the total cost of the ICAR project and implementing the ICAR system has been; and
- (f) what the benefits of the ICAR system have been to date and what the anticipated expenditure and benefits of the ICAR system over the next five years are?

Answer

- (a) The spend to end 2018 was £940,868 and spend in 2019 to end May was £54,125, representing a total of £994,993. The remaining budget for 2019 is £295,875

The budget for ongoing costs will be set through the Government Plan process.

- (b) Yoti can be used to register an account with the government portal (one.gov.je). This was launched to beta in February 2019. This will be promoted when services are available through the portal.

It is planned that online services, using Yoti, will be made available this summer including application for a registration card, change of contact details and a Driver and Vehicle Standards (DVS) data record update.

Further services are planned for launch during 2019 and Yoti remains the strategic partner for digital identity. We also continue to work with Yoti and the private sector to develop services that support the uptake of digital identification in Jersey.

- (c) There are a little over 500 customers who have accessed the one.gov.je beta site using Yoti (since February). They will have access to the 125 online services already available with additional functionality (forms are prepopulated with customer details and a transaction history is available).
- (d) The Income Collection and Reconciliation System (ICAR) was implemented in November 2018 and is being used for the collection of tax, social security and invoiced income across all Departments.

In May 2019, the ICAR system was used to:-

- process over £60 million of governmental income;
- collect payments at 2,800 customer visits to Customer & Local Services;

- enable over 1,200 customers to pay for government services via EForms on gov.je
 - process 5,000 payments made by our customers directly into Government of Jersey bank accounts.
- (e) The total cost of the ICAR project and system to date has been £340,000, of which £200,000 was funded by EGov.
- (f) The ICAR project has delivered a corporate platform for the collection of governmental income whether received via digital channels, directly into the bank account or in-person at Customer & Local Services One Front Door. It has delivered efficiencies in the back-office administration of digital payments, reductions in card transaction costs, supported channel shift away from cash and cheques to cheaper digital channels and enabled Eforms for the payment of government services to be set up more quickly. We will provide an update on the monetary benefits in due course, which it has not been possible to quantify in the time-frame available. The project is an enabler for the delivery of the Government's vision for digital services over the next 5 years and beyond.

The annual costs of the ICAR system which is used across Government for the collection of income are expected to be around £100,000 per annum