

**To:** UC Programme Board Members

**From:** Steve Warburton Head of Identity & Trust  
Digital Group

**Sponsor:** Cheryl Stevens, Director Digital Group  
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**Date:** 25/01/22

**Paper Title: Gov.Verify availability for DWP Services**

**Issue:** Gov.Verify ceasing for DWP services from April 22

**Recommendations/Decisions required:**

- **For Information / below the line paper.**

The purpose of this paper is to ensure that all UC Programme Board members are sighted on the end date of Gov.Verify and subsequent removal as an option for remote Identity Verification for UC claimants

**Timing: For the January Programme Board**

**Introduction**

1. The Verify Programme has been the subject of intense scrutiny over the last 5 years resulting in the decision to decommission the service. The timing of the decommissioning of the service has been pushed to the right a number of times allowing DWP services to continue to consume it and provide as an option for our customers in UC, Claim Your State Pension and Get Your State Pension.
2. Government Digital Services (GDS) have confirmed that GOV.UK Verify will cease to be an option for Identity Verification to a medium and low confidence level for DWP services by April 2022.
3. UC and Identity and Trust (IDT) colleagues have collaborated closely to deliver the Confirm Your Identity (CYI) solution in anticipation of the retirement of Verify. ID&T have also developed DWP's own Identity platform widening the remote IDV offerings available to support other services (Telephony IDV – T-IDV and Online IDV – O-IDV). UC are utilising the IDT offerings which have proven to be more successful than Verify was. This note sets out the detail of the retirement of Verify for DWP.

## Summary

4. DWP have historically utilised GOV.UK Verify to support remote Identity Verification for Universal Credit (UC) and over the course of this year the usage of Verify has decreased significantly with only 9-10% of UC claimants choosing the Verify option, with the rest choosing to use Confirm Your Identity.
5. DWP has continually explored strategic, in-house options to provide an alternative to Verify to reduce and ultimately remove our reliance on it and to support our services with identity verification and authentication in-house. This work is dovetailed with the GDS Government wide One Login for Government (OLfG) Programme which seeks to learn the lessons from the design, implementation and running of the Verify service. The DWP Identity and Trust (IDT) team are heavily involved in designing the new service to ensure compatibility with DWP needs.
6. Our IDT team have successfully delivered an in-house solution that provides far greater success rates for UC than Verify (Confirm Your Identity – CYI), remote Telephony IDV (T-IDV) capability and are about to deliver the first iteration of the new remote Online Identity Verification capability (O-IDV) in Q4 for other services across DWP.
7. It has always been a well-known intention to be self-sufficient and no longer reliant on Verify by April 22 and the IDT Team have been working with services to facilitate this. Uncertainty around final timescales for the decommissioning of Verify have muddied the waters in terms of DWP's ongoing utilisation of Verify for our services.
8. Analysis conducted by UC colleagues shows that customers that would ordinarily have used the Verify route would default to an agent handled channel, leading to an increase of up to 10% through this channel. We are confident that this will not cause unmanageable impacts on Operations while we increase our own remote Identity solution options
9. IDT have worked closely with UC to manage the transition and timeline away from Verify
10. Government Digital Services (GDS) have provided clarification that any Departments with an alternative (of which DWP are one) should be 'off Verify' by April 22 with some concession made to smaller departments with no viable alternative to extend their usage.
11. GDS have re-negotiated the commercial arrangement for Verify based on big departments, including DWP would no longer be users and have structured the commercial arrangements around transactions on that basis.
12. GDS have confirmed that there is **no** opportunity for DWP, HMRC or DVLA to continue using Verify beyond April 2022. There is a spend ceiling on the extension of the contract and that is volume driven, any one of the big 3 would breach that limit and leave smaller services stranded and Government in commercial difficulty meaning that even if there is the appetite for a DWP service to 'fund Verify itself' it is not an option

## Decision / Recommendation

- There is no recommendation or decision being sought and this paper is for information only after discussions between Paul Francis and Cheryl Stevens on clarifying the position on the availability of Gov.Verify for UC Programme Board members