



Digital transformation – platforms for success

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Did you know that the messaging and payment platforms [GOV.UK Notify](#) and [GOV.UK Pay](#) are available for local authorities? Discover how you and your users can benefit from these common platforms and share experiences in this session run by the Government Digital Service.

Discussion

The Government Digital Service (GDS) is part of the Cabinet Office. Our job is to help transform government to meet user needs. Responsibilities include working to make public services simpler and better, and building common platforms.

We start with user needs. We work to a set of Design Principles. And we believe making things open makes them better.

Government as a Platform

Government as a Platform (GaaP) provides common components that make services easier to create and cheaper to run. This enables service teams to focus on what is unique about their service. GDS is funded by HM Treasury to do this work for you.

Read more about [how government as a platform works](#).

Common components address challenges that government faces repeatedly:

- [GOV.UK Notify](#) - sending emails, letters or texts
- [GOV.UK Pay](#) - taking online payments from users
- [GOV.UK Verify](#) - identity assurance
- [GOV.UK PaaS](#) - cloud hosting for web apps
- [GOV.UK Registers](#) - openly published data which is authoritative and up to date

Benefits include:

- making services easier and cheaper to run
- minimising supplier lock-in
- minimising impact on operational processes
- helping you meet the Digital Service Standard by testing with users

[GOV.UK Pay](#)

[GOV.UK](#) Pay is a secure payment service for taking online card payments and issuing refunds. It is designed to meet the Digital Service Standard, is fully PCI (Payment Card Industry) compliant and it gives your users a trusted GOV.UK-branded payment experience.

There is no cost to use Pay; you will just need to pay the transaction costs of the payment service provider. You can either bring your own contract (we support Barclays ePDQ, WorldPay, Smart Pay). Alternatively, at the end of 2018/early 2019 GDS aims to have negotiated a centrally procured payment service provider so that organisations can choose to use our contract instead, and onboard to Pay more quickly and easily and take advantage of the rates we have negotiated.

We have a new feature called self-service payment links which allows you to take payments online, even if you don't have a full online service, e.g. where you might currently be taking payments via cheque or in person for a service or offer that is low volume or time limited (e.g. for an event). There is more information on the service [here](#) and we've put together a short [video](#) showing how it works.

We just completed a pilot with local authorities, and Pay is now live in Kent County Council and London Borough of Barking and Dagenham.

You can set up a test account to explore the features of Pay (and you can run some test payments using the [test card numbers](#). For more information on Gov.UK Pay or to set up a test account vi <https://www.payments.service.gov.uk/>

[GOV.UK Notify](#)

Notify enables government services to send emails, text messages and letters in a cost efficient way. It is easy to integrate with and customise and is being used by over 30 local authorities across over 70 services.

It is free to send emails. There is a free allowance of 25,000 text messages per service (and you can have multiple services within your organisation) and then current pricing is 1.58p +VAT per text after that. Letters start from 30p.

You can set up a test account to explore the Notify features and look at how it can integrate with your systems.

We have local authorities using Notify for: council tax reminders, bulky waste collection reminders, electoral registers, air quality alerts, registrars appointments, school admissions and many more.

For more information on Gov.UK Notify or to set up a test account:

<https://www.notifications.service.gov.uk/>
<https://www.notifications.service.gov.uk/pricing>

How GDS is supporting local authorities around the Local Digital Declaration :

- making our messaging and payment platforms - GOV.UK Notify and GOV.UK Pay - available for local authorities to use
- raising awareness and offering training in best practice procurement and showcase the Digital Marketplace
- consulting on and reworking the Digital Service Standard to be applicable to local authorities
- making access to Open Standards easier and creating a register of Open Standards
- linking GDS Academy training opportunities to principles of the Declaration
- consulting local authorities in the creation of attribute exchange standards

[Read more how GDS is supporting local authorities around the Local Digital Declaration](#)

GDS Academy

- GDS Academy provides various training opportunities
- GDS Academy is located at Newcastle, Leeds, Manchester and London

Get in touch:

Regional Relationship Manager lisa.jeffery@digital.cabinet-office.gov.uk - here to help open doors to GDS, raise awareness of the support available from GDS, and connect people where it is beneficial. Can answer general enquiries about the GDS Academy, Digital Marketplace, Government as a Platform, the Design System and GovTech Catalyst fund, among other things.

Common Platforms Engagement Lead: miriam.raines@digital.cabinet-office.gov.uk - for more information on Common Platforms products