

Citizen experience - impactful change

VIDEO TRANSCRIPT

I have been applying for carer's allowance and there's been a link where I can find out if I'm entitled to any other benefits, such as like help with fuel, heating costs, any other related benefits, pension credit, that sort of thing. It's quite handy having it on the page.

When I renewed my driver's license, I was given information about how to renew the registration on my vehicle. In that particular instance, I did save a little bit of time not having to fill out forms separately.

Once you put down details into it. It lets everybody know that needed to know that dad had passed away and we didn't have to make all those phone calls. Such lot of time registering dad's death, and forms online, the ones I think it's called the one-stop form.

I don't have to individually import my license and my registration. All of that just comes up on the page and also information about like three months or 12 months what insurer to go with, that saves me time because it even shows me a percent of what people find. With AMI, they've got 79% or with QBE, they've got 80% rating. So that's how I save time by not haven't look into that myself.

When I logged in to get active kids vouchers recently, every time I do I have to keep providing the same details over and over again, it would be great if these were stored safely of course.

If they knew that, I'm a primary school teacher, whether you could get a lucky uniform allowance that may be of interest to me as well because I've heard you can do that. Whether are be wanting my tax code check for the last three years or something like that rather than these companies that charge you a fee for doing it. I think that personalisation will be good.

What I would love to see is a place where I could go in, have my own account set up, and have everything from my tabs to my driver's license, to my passport, everything right there, so I can personalise. Have everything right there when I log in, and I can do all of my updating notifications right from there. I don't have to log in to each separate account for each separate service.