

Case Study – [London Borough of Waltham Forest](#) ‘OneCard’

Local Authority Multi-Application, Multi-Issuer Scheme

Unicard has been providing a Card Management System to the London Borough of Waltham Forest since April 2007. We work as a solution provider to the council’s business partner, Smartran Ltd, who are responsible for the overall delivery of the scheme.

The scheme has grown in size and breadth since that time and encompasses card solutions (in the order that they were introduced) for:

- residents to pay their housing association rent, council tax and other council payments
- council staff for ID and to access key council sites
- schools for ID and school card applications (e.g. access, registration, cashless catering)
- licences for off-licences, bars and clubs

These were delivered over several phases and there are plans to extend further in coming months and years.

- Business Case

The scheme is interesting for a number of reasons, not the least that Waltham Forest was able to generate a sound business case to fund the initial card implementation and for each additional phase

A good background to the scheme can be found in article available from the Smartran website:

<http://www.smartran.co.uk/PDF/Waltham%20PMN.pdf>

- Technical Design and Implementation

The initial system design was as ‘open’ as possible - to facilitate additional services on existing cards and for other card designs to be introduced in the future.

- Card, Mapping and Encoding

The card (selected at scheme initiation) is a Mifare Classic 4k encoded to the Local Authority Smartcard Standards e-Organisation (LASSeO) specification, facilitating potential interoperability within London and beyond. Indeed, the card numbering (devised by Smartran) gives both common and unique

identifiers for other London Boroughs that might want to implement a similar scheme.

- Data Separation

The web-based, Unicard Card Management System enables the Waltham Forest 'OneCard' to be both multi-application and multi-issuer within the same scheme, therefore achieving significant value for money from a single system.

The initial implementation of the Waltham Forest 'OneCard' was for residents, but, with minor changes to the template, a second card design is used for Staff Cards. Furthermore, the Staff Card scheme is administered discretely by different officers within the council, yet on the same system. Administrative tools ensure that system users only have access to those cardholders for whom they are responsible.

This 'multi-issuer' logic has been extended into schools where, again, each school has its own card, with access limited only to school staff and system administrators. They have their own card design and application set, but, crucially, they have the common card mapping and encoding, ensuring that common services can be made available across the scheme.

The Licencing Application adds a further element of design, in that cards are overlaid with a security laminate. Again, officers administering this element of the scheme use the same Card Management System over the internet, but only have the ability to register, edit details and issue cards to their own applicants.

- Card Printing

Again, with flexibility to the fore, the Unicard Card Management System facilitates:

- local printing, as is used at one of the schools
- small bureau printing, which is done at Unicard for low volume day to day issuing and replacements
- full bureau integration for bulk issuance of cards