GOV.UK Verify — The UK's Federated Digital-Identity Hub That Verified Only 48% of First-Time Users and Closed in 2023

Digital Inclusion · Good practice · United Kingdom

Quality score: 68/100

Evidence strength: Moderate

Summary

GOV.UK Verify relied on private identity providers and credit-file checks to prove identity online. The NAO found a 48% success rate against a 90% projection, and 3.6m users against a forecast of 25m. Claimants with thin records were excluded most. It closed in 2023.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-15

Government Digital Service (Cabinet Office) — accessed 2026-11-15

NAO — Investigation into Verify (March 2019) — accessed 2026-11-15

NAO press release — Investigation into Verify — accessed 2026-11-15

Computer Weekly — MPs say GOV.UK Verify has failed users — accessed 2026-11-15

GOV.UK — Verify has closed — accessed 2026-11-15

Written statement — Closure of GOV.UK Verify (May 2023) — accessed 2026-11-15

Cite this — Evidoria. *GOV.UK Verify — The UK's Federated Digital-Identity Hub That Verified Only 48% of First-Time Users and Closed in 2023*. Persistent ID: c44a0a8a-6d34-4334-95bc-2b2bcd6984a9.