



HM Revenue
& Customs

HMRC Professional Standards Committee

Meeting summary – 15 January 2021

The Professional Standards Committee (the Committee) met on the 15 January 2021.

It was the first meeting since the appointment of four new independent advisers – Glyn Fullelove, Katerina Hadjimatheou, Kirsty Britz and Emma Borg. The Financial Secretary to the Treasury, Jesse Norman, also attended to welcome the new advisers and to affirm his support for the work of the Committee.

The Committee discussed the relationship between trust and fairness, as well as the importance of understanding the barriers to building trust and what can be done to overcome them. The Committee recommended further work in this area, including developing HMRC's understanding of staff and customers' perceptions of fairness.

The Committee also discussed how transparency, including the way HMRC uses and shares data, is central to building and maintaining the relationship of trust with our customers. They heard from the Government Digital Service (GDS) about its cross-government work on [Open Data](#) and [Ethics](#) and considered HMRC's use and understanding of these frameworks. The Committee also discussed issues around the publication of data, including the importance of understanding who would be using it and the need to provide wider context and background to the information published.

The final session focused on increasing members' awareness and understanding of Artificial Intelligence and Machine Learning – and the challenges and opportunities this technology presents to organisations like HMRC.

The next meeting of the Committee will be held on 15 April.