Minutes

HM Government

Date	7 September 2015
Subject	LRS Customer Scrutiny Group
Location	Media Suite, Skills Funding Agency, Cheylesmore House, Coventry
Time	11.00 – 13.00
Publication intent	NOT PROTECTIVELY MARKED

Present

Carole Morley (Skills Funding Agency and chair), Caroline Mason (Skills Funding Agency), Joe Billington (Skills Funding Agency), Jon Dalton (Skills Funding Agency), Greg Fowler (Skills Funding Agency), Amna Ali (Skills Funding Agency), Mike Cox (AELP), Ushma Gill (Skills Funding Agency), Ian Morgan (WJEC), Paul Baron (HEDIIP), Greg Moreton (FISSS), Stephen Wright (FAB) Mark Coleman (DfES Wales) Jason Poole (Skills Funding Agency),

Apologies

Apologies have been received from:

Robin Gadd (Brockenhurst College & Chair), Carolyn Savage (Skills Funding Agency), Dena Read (Skills Funding Agency), Jane Wild (HESA), Andrew Harland (Exam Officers), Andy Youell (HEDIIP), Jennifer Mullis (BIS), Bryan Horne (OFQUAL), Ian Turfrey (C&G), Mike Jones (DfES Wales), Emma Freestone (OCR), Theresa Consiglio (DELNI), Peter Johnson (Connexions), Ian Turfey (C&G), Alison Groombridge (AQA), Andrew Harland (EoA), John Ridler (Pearson)

Item 1. Welcome and introductions

Carole Morley stood in for Robin Gadd as he was unable to attend the meeting. All members were welcomed to the meeting.

Item 2. Minutes of last meeting

2.1   The minutes of the meeting were agreed.

Item 3. Action log

3.1   CSG182 – **This action is now closed.** The organisational chart has been forwarded to members and a Governance chart was presented and talked through at the meeting. The chart will be circulated to members with the minutes.

3.2   CSG194 – **This action has now closed**. It was reported that the metrics are one in ten service users are asked to respond to a survey.

3.3   CSG195 – **This action has now closed**. The group discussed that through a period of time, it is common to see fluctuations in security incidents. This can be mainly linked to new users not understanding security requirements or organisations failing to ensure their users are fully aware of data security. All Super Users when activated by LRS Helpdesk receive guidance. It was agreed that one of the ways to prevent an increase of incidents is to continue to communicate messages through UPDATE and for CSG members to cascade back to their organisations/user groups.

3.4   CSG197 – **This action will remain open**. The group will receive feedback on the new report format.

3.5   CSG198 – **This action will remain open**. An update was given and group will be informed at next meeting as to which provider will have been awarded the UKRLP contract.

Item 4. Supply Chain Transformation

4.1   A background was given to the rationale for renewing the supply chain.

4.2   Overall, a successful transfer of hardware and applications to a new Data Centre took place on 24th July weekend.

4.3   There were some minor issues with the verification layer of Apprenticeship Vacancies, which were resolved within the week.

4.4   The move encompassed 149 physical servers, 560 virtual servers and in total over 2,000 cables were re-plugged. All this will lead to significant cost saving opportunities in the future.

4.5   In all, 206 organisation applications were reduced by 63% to 76, and 533 servers reduced by 58% to 223.

Item 5. Customer Satisfaction Survey

5.1   Group were given a presentation by Ushma Gill on the background, and current changes to the customer satisfaction survey.

5.2 Annual response rate has been low:
- In 2013 there were 259 responses from approx. 20,000 users.
- The response rate has reduced from 20% in 2008 to 3% in 2012.
- As a consequence, and part of the change of support contract, SFA no longer carry out an annual satisfaction survey, but rely on the feedback from users contacting the Helpdesk.

5.3 Key points around the change:
- Feedback is open to all users and not only super users.
- Able to give instant feedback and not having to wait for approximately six to twelve months for formal survey.
- Opportunities for cost savings
- If a user provides negative feedback, the Helpdesk will contact the user and give additional help and support.
- Although support can be given instantly, the response rate is still low.

5.4 A concern was raised in that the users being asked to respond to the surveys may not be representative of all the users, and may have a more negative impression given they are calling the desk because they have a problem.

5.5 The group were asked to provide feedback at the next meeting in what more can be done to ensure the whole group is targeted and not just those that contact the Helpdesk when reporting an issue. ACTION: CSG199

5.6 The Agency will also look at how these figures are reported to more accurately reflect overall satisfaction levels for example the number of users of the system who don't contact the helpdesk could be deemed to be satisfied with the service.. **ACTION: CSG200**

Item 6. ID Assurance

6.1 A verbal update was given.

6.2 The system went live on 28th August and has been successfully deployed.

6.3 Background to the changes were explained and the group were shown the website contents, as well as how an individual can authenticate their details.

6.4 The Learning Records Service and ID Assurance Support team will be responsible for checking the proof of identity documents. It was commented by a member that this does seem to be quite a manual task. The Group were assured that this was an interim solution that provides continuity of service, but still allows on line access to the Personal Learning Record until such time that the Government Verify service is available. This is in line with agreement from the Information Commissioners' Office.

6.5 SFA are currently working closely with GDS and have passed stage 1 of the 6 stage UK. Verify on boarding process. Work is underway to start Discovery and Alpha phases for 'Find My Qualification'. At this point in time, delivery timelines are still not confirmed.t was also stated that there would be no wide scale promotion of this new process although clear instructions as to how new learners can access their records have been published.

6.6 It was queried if employers could also access the LRS information on line. Currently this is not the case although this is a feature of the future Citizen Digital Service that is being developed.

Item 7. Data management update

7.1 The group were told that an additional paper 'AO general qualification uploads' will be distributed following the meeting. **ACTION: CSG201**

7.2 Paper C was talked through, along with Annex A and Annex B.

7.3 A concern was raised as to the A' level figures being lower compared to last year, and if any insights could be given as to why this may be the case and why there had not been a higher upload this year.

7.4 It was reported that some Agency colleagues will be looking into this and checking with the AOs. **ACTION: CSG202**

7.5 The group were asked to report some of the issues they had experienced in why there may be delays in uploads. Some reported that time was a factor as the results uploads come at a time when the organisations are at their busiest.

7.6 One suggestion made was whether there was any feasibility in receiving the results beforehand which could be embargoed from the learners until results day.

7.7 AOs to check what the processes are for uploading the data and the implications, so that the Agency can have a wider picture of uploading data and any other arising issues. **ACTION: 203**

7.8 Members of the group also reported that there was a good practice example at Bedford College. JISC have been involved.

7.9 Chris Wiltshire to be invited to the next meeting and inform the group of this process and present an update of A2C. **Action: CSG204**

7.10 The eight measure of what the data report should cover was listed:
   - Unique Learners
   - PLRs Updated
   - Unique Learners with at least 1 Achievement
   - Total Achievements
   - Registered organisations
   - User Accounts
   - Search Learner by Demographics

7.11 The group were asked for any additional measures and what else they would like to see in the report.
   - One member commented on whether there should be a measurement on the quality of the data.
   - There was also a suggestion on a clearer understanding of the trend curves. Maybe there should be a RAG rating?

7.12 The report will be presented at the next DAG meeting and the outcome including the suggestion from this group will be presented at the next CSG meeting. **ACTION: CSG197 - ongoing**

Item 8. Performance report

8.1 The report was talked through and there were no comments, concerns or suggestions made by the group.

Item 9. DWP Business Case

9.1 An amendment had been made following the last DAG meeting for assurances that individual wouldn't be disadvantaged if their data was not available on LRS and DWP will revert back to their original methodology for checking data.

9.2 Currently a bill is going through Parliament which if passed, will enable DWP to see all data of learners.

9.3 This issue is also currently with the SFA legal department.

9.4 The Business Case was ratified in principal. There were no further comments from those not attending the meeting.

Item 10. LRS Questionnaire feedback

10.1 An update was given and that the group was also informed that a further analysis will be undertaken.

Item 11. HEDIIP Update

11.1 A verbal update was given as to the work that is currently being done.

11.2 HEDIIP have formed an HE ULN adoption group to coordinate adoption of the ULN in Higher Education. The group consists of the following organisations, Skills Funding Agency, HE providers, Scottish Funding Council, UCAS, HESA and NHS. The first meeting is being held on the 8th September.

11.3 HEDIIP are liaising with UCAS regarding communications to school and college advisors and to admissions staff in universities. UCAS will be issuing communications in September to encourage applicants to enter their ULN into their application form and to encourage HE providers to capture the ULN.

11.4 HEDIIP are in discussions with NHS to explore usage of the PLR/ULN

11.5 HEDIIP are also exploring interoperability between the ULN and the Scottish Candidate Number, a workshop will be held with the SFA in September to explore potential options which will then be discussed with representatives from interested parties in Scotland in October.

11.6 There was a query around governance from the end of July 2016 when HEDIIP is currently planned to close. PB confirmed that new governance arrangements are being planned to take over from HEDIIP, will cover the HE data landscape and will operate on an ongoing basis rather than as a programme.

Item 12. AOB

12.1 A reference was made to the Data Management update item and how for WJEC after checking with colleagues, could confirm there were only 0.2% of errors from their Summer upload

12.2 The group have tried to approach NAHT and ASCL to have school representation but there has been no response. The group also need to address the absence of DFE membership and will a replacement will need to be found. **ACTIONS: CSG 204**

12.3 Chris Wiltshire's contact details will be passed on to discuss issues raised earlier.

The next meeting of the Committee will take place on **Tuesday 1st December 2015** in the Media Suite, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

Meeting chair	Carole Morley
Minutes creator	Amna Ali
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