



Date 5 March 2015
Subject LRS Customer Scrutiny Group
Location Media Suite, Skills Funding Agency, Cheylesmore House, Coventry
Time 11:30 – 14:00
Publication intent NOT PROTECTIVELY MARKED

Present Robin Gadd (Brockenhurst College & Chair), Carolyn Savage (Skills Funding Agency), Jane Wild (HESA), Stephen McMillan (Welsh Government) Richard Cookson (Skills Funding Agency), Jason Poole (Skills Funding Agency); Greg Fowler (Skills Funding Agency), Carole Morley (Skills Funding Agency), Caroline Mason (Skills Funding Agency), Joe Billington (Skills Funding Agency), Tahir Saeed (Skills Funding Agency), Mike Birch (EFA), Mike Cox (AELP), Ian Morgan (WJEC), Alison Grambridge (AQA), Emma Freestone (OCR), Patrick Craven (City & Guilds); Craig Strangwick (ABC Awards); Rachel Hopkins (Skills Funding Agency – Secretariat)

Dialing in John Ridley (Pearson), Andy Youell (HEDIIP)

Apologies Apologies have been received from:
Matt Dean (AoC), Theresa Consiglio (DELNI), Jon Dalton (SFA), Jeanette Miller (LA's), Jennifer Mullis (BIS), Daniel Walker (UCAS), Jasmin Masih (EoA)

Item 1. Welcome and introductions

- 1.1 The Chair welcomed everyone to the meeting and gave apologies on behalf of absent members. Introductions were made for the benefit of the new attendees to the group.

Item 2. Minutes of last meeting

- 2.1 The minutes of the last meeting held on 8th December 2014 were agreed as a true and accurate record

Item 3. Actions Log

- 3.1 CSG182 – This action is carried forward. There has been a review of the information available and currently there is no organisational chart which shows the current Skills Funding Agency directorates and individuals involved with LRS. The secretariat will develop a chart/information which will be circulated in time for the next meeting.
- 3.2 CSG186 – This action has now closed. An update was given on the PLR Pilot, only 4 individuals have viewed their records out of 5000. Developments in ID assurance will result in a change to the SFA's approach to this. A further update on this is presented later on in the agenda
- 3.3 CSG189 – This action is carried forward to the next meeting. The planning team has been dealing with a product backlog and this action will be addressed at the next meeting.
- 3.4 CSG190 – This action is carried forward. A brief update on progress with the development of governance arrangements for Consumer Services was given. There will be 5 groups who will oversee activity across the directorate
 - Design Authority – focusing on strategic change
 - Change Authority – focussing on policy
 - Partnerships and Development
 - Service Management and Delivery
 - Information SecurityMore information will be provided at the next meeting.
- 3.5 CSG191- This action is carried forward. It was felt by the group that the adoption of the ULN by the HE sector was a very positive step forward and would be instrumental in driving forward the adoption of the ULN in the independent sector.
- 3.6 CSG 192 – This action is now closed. Figures were provided on the number of decommissioned services: 123 with 61 now in place
- 3.7 CSG193 – This action is now closed. An audit of group membership has taken place and it was identified that there is under representation from schools and colleges. The group was asked to email any ideas on appropriate organisations which could be invited to represent the views of schools in particular to Carolyn.Savage@sfa.bis.gov.uk

Item 4. Performance Report

- 4.1 The Group was presented with November 2014 – January 2015 LRS Performance Report (Paper C)

- 4.2 The group were advised of the work that the SFA is doing to improve data quality currently 16.4 million duplicate achievement records have been removed from the LRS system as a result of analysis of the ILR
- 4.3 It was reported that Northern Ireland will have full adoption of the ULN by September 2015 for all their schools from Y9-11 (pupils aged 14 to 16)
- 4.4 DWP and NOMs are currently restructuring and will submit a business case to adopt ULN once this is complete
- 4.5 Northern Ireland are concerned that vocational qualifications are not currently on the system and have raised this as an issue.

Item 5. Data Management Update

- 5.1 The Group were presented with a Data Management Updated (Paper D) and Data headline report (Annex A)
- 5.2 Richard Cookson the current LRS Head of Data Management is leaving the Skills Funding Agency. The Chair thanked Richard for his valuable contribution to the group and welcomed his replacement Jason Poole who was also present for the meeting
- 5.3 Key points from the report were:
 - Improving the data matching process is seen as a key concern for SFA to reduce the administrative burden on providers
 - At the last meeting it was a possibility that a commercial 'off the shelf' data matching product would be licensed. This is now unlikely and the team are considering alternative options to improve the process
 - Work is continuing in the area of data cleansing 7 regular data cleanse modules are now run on a regular basis.
 - Awarding Organisations are not responsible for uploading achievements which pre date their agreements with the Skills Funding Agency. The SFA helpdesk has now been informed not to direct queries on historical data to AO's.

Item 6. Supply Chain Transformation

- 6.1 The SFA will moving its mission critical systems from Capgemini to a new hosting supplier - SCC, this is now planned to happen in July 2015
- 6.2 National Apprenticeship Service and the National Careers service have already moved suppliers this has generally been successful. There were some glitches last week on the NCS website, but these are now resolved.
- 6.3 SFA were looking to develop a cloud hosted solution for LRS as part of the service management integration model.
- 6.4 There has now been a change of direction as a pan government platform for registration services is now being developed but there is currently no detail available on the scope of the project or the timelines for delivery.
- 6.5 BIS and Cabinet Office have agreed that funding that will maintain the service with the current hosting partner (CGI), but LRS will not be moved to a new hosting solution until the SFA understands the scope of the new government platform.

- 6.6 SFA will continue to maintain current systems for LRS until the pan government platform is ready.
- 6.7 It was raised by the group that the devolved administrations will add further complexities and challenges to the development of the platform.
- 6.8 A point was raised that it would be important to maintain CSG and not lose the impetus for this group in the light of this development

Item 7. HEDIIP Update

- 7.1 Andy Youell explained that HEDIIP are currently carrying out a project to establish a roadmap for the implementation of ULN in HE. This is a big change for HE as they will not be directly processing data
- 7.2 HEDIIP are also seeking to encourage HESA, UCAS and the student loans company to change their behaviour with stakeholders and providers to collect and share data.
- 7.3 The timescales for the project have been extended to establish the benefits case and work with stakeholders to develop more detail on the options and opportunities
- 7.4 A draft report on the findings of this work will be shared with the group in April and a final report will be issued in May.
- 7.5 The key benefits of HE adopting the ULN are as follows:-
 - The verified qualifications in LRS will simplify HE processes for verification
 - Streamlining processes for UCAS admissions
 - Supports NHS interaction with HE as it funds individual students Health Education England and NHS Business are embedding the ULN
 - Data linking and matching with the ULN will support the identification of students for widening participation activities and as the ULN is embedded in schools and FE
 - A consistent student identifier facilitates the creation of more joined up student services
- 7.6 The key issues identified were:
 - The awareness of ULN is not as high as it could be
 - Learners are not aware of ULN and must be able to find out what it is
 - HE is not prepared to mandate the use of ULN, NHS are moving forward with this first
 - In Scotland the candidate number is well embedded and there is currently no relationship between the SCN and the ULN. Scotland are now currently adopting elements of the National Careers Service not including verified qualifications as in the PLR.
 - Overseas Students will present challenges

- 7.7 The governance and funding arrangements between HE and ULN will also need to be established
- 7.8 The point was raised during discussion that one of the issues with engaging individuals is that they cannot access their accounts from phones or tablets as the system does not currently support them.
- 7.9 It was suggested that those cities currently involved in devolution such as Manchester and Sheffield should also be engaged in the adoption of the ULN.
- 7.10 It was also raised that Local Enterprise Partnerships may also have a role to play in the adoption of ULN

Item 8. ID Assurance

- 8.1 ID assurance will form part of the seamless user journey and is part of the governments drive to become digital by default
- 8.2 Currently the Skills Funding Agency has its own ID assurance. The government is now developing a cross-government ID assurance service which will be known as Verify. This means that individuals will be able to enter their information once and will be able to access a wide range of government services across government including DVLA, HMRC, Rural Payments etc,
- 8.3 The system is going to use the same software as the SFA ID assurance system so this will make it easier to integrate it into Verify. There are currently 1 million lifelong learning accounts with a far smaller number of individuals that have used IDA to access to PLR.
- 8.4 The new system will be developed as part of the Citizen Digital Service which is user centric based on the questions – Where am I now? Where am I going? How do I get there?
- 8.5 This will mean change for the Lifelong Learning Account where users will have the ability not just to view content but extract it and use it in CV's and job applications for example
- 8.6 It was suggested that the Education Training Foundation data may be useful for the development process

Item 9. Any other business

- 9.1 It was mentioned that the LRS Performance Management Report needs to be circulated earlier than it was for this meeting to enable members to read it ahead of the meeting.

Item 10. Date of next meeting

- 10.1 The next meeting of the Committee will take place on **Tuesday 2nd June 2015** in the Media Suite, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.

Meeting chair	Robin Gadd
Minutes creator	Rachel Hopkins
Date created	9 March 2015