### **Public Service Delivery Review Board meeting**

### Minutes

#### Wednesday 22 April 2020 14:00 - 15:30

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 The Public Service Delivery (PSD) Review Board (the Board) met for the fourth time on Wednesday 22 April 2020. The meeting focused on the recent research by Kantar UK Ltd into the usage of the public service delivery data sharing power (chapter 1 of Part 5 of the Digital Economy Act). Board members reflected on the draft findings and how they might inform work going forward aimed at supporting use of the public service delivery power and data sharing across government more generally. The meeting was also a timely opportunity to reflect on data sharing in response to COVID-19. The Board discussed lessons learnt to date on how PSD powers could have supported the emergency response.

### Agenda item 1 - welcome and introductions

- 2. The Chair introduced himself to members and provided some updates:
  - a. The Chair acknowledged that the Board has had a limited number of meetings as there have not been as many proposals for new objectives for the Board to scrutinise as anticipated. In light of the recent research by Kantar into the public service delivery power, he emphasised that this meeting was a good opportunity to take stock.
  - b. The Chair outlined that the proposal for a new public service delivery objective to enable data sharing to support the provision of early learning and childcare in Scotland, which the Board assessed previously, is still progressing - regulations are being drafted by lawyers with the aim of laying them in Parliament later this year, following public consultation.
  - c. The Chair outlined how recent activities to monitor usage of the existing data sharing provisions within Part 5 of the Digital Economy Act within government are feeding into longer term thinking on data sharing in government, including as part of the UK government's forthcoming National Data Strategy. He also reflected on efforts to learn lessons from data sharing in response to COVID-19 and how any examples of good practice could be entrenched to enable effective use of data to support longer term recovery efforts and business as usual activity.

# Agenda item 2 - Reflections on Kantar report on barriers to usage of the public service delivery power

3. The Secretariat provided an overview of the Kantar research, setting out the purpose, methodology and a summary of the draft findings. The Secretariat emphasized that the research was focused on barriers to usage of the public service delivery power and how these might be overcome but that it also highlighted a number of issues and insights which are relevant to data sharing among the public sector more generally.

- 4. The Secretariat invited views from Board members on the findings in the report. Board members:
  - a. Welcomed the research and felt it offered a timely opportunity to reflect on barriers to usage of the public service delivery power. They also recognised that it provided a timely opportunity to reflect on the common issues and barriers related to data sharing in a business as usual context given the bulk of the research had been completed prior to the current national health emergency compared with recent examples of use of data in response to COVID-19.
  - b. Agreed with the recommendations in the report about the importance of case studies in helping to dispel misconceptions about the power and encourage greater usage. They agreed that it will be important for DCMS, the ICO and individual government departments to work together to explore ways of engaging with stakeholders to dispel these misconceptions.
  - c. Discussed the recommendation from the research that bringing data held by health and adult social care bodies into the scope of the power would increase its uptake.
  - d. Heard the representative from the Welsh Government highlight that data held by health and adult social care bodies is in scope for data sharing under the public service delivery power which involves Welsh bodies only. Board members welcomed her offer to share documentation associated with the decision to bring these bodies into scope in Wales.
  - e. Highlighted that there are a number of underlying issues which act as barriers to effective use of data in the public sector, such as issues with data quality and a lack of consistent data standards for how data in the public sector is recorded and stored. It was acknowledged that the government must continue to focus on seeking to address these underlying issues whilst also considering findings from the Kantar research.
- 5. It was acknowledged that not all Board members could be present owing to the need to focus resources on the current national health emergency. Therefore, DCMS invited all Board members to provide their views on the research in writing by 5 May in order to allow the opportunity and time, for those that would not attend, to comment.
  - Action: DCMS to invite Board members to provide views in response to the research in writing by close 5 May
  - Action: The Welsh Government to share documentation associated with the decision to bring data held by health and adult social care bodies into scope in Wales

Agenda item 3 - Discussion on lessons learnt to date on how PSD powers could have supported the emergency response to COVID-19.

- 6. There was discussion on the impact of COVID-19 and how there has been positive feedback from across government at the speed at which progress on data sharing has been made during the national health emergency. In a number of cases, cultural barriers have been swiftly overcome in order to allow front line services access to the necessary data to respond to the crisis. Members agreed that it is important to look at what lessons can be learnt to help ensure we can continue to overcome such barriers and make effective use of data in a more business as usual environment. Members outlined that the dissemination of case studies and toolkits based on the use of data in response to COVID-19 would be useful in helping ensure any positive lessons or changes could be entrenched over the longer term.
- 7. However, at the same time, Members acknowledged that the health emergency is an unprecedented event which may mean that certain lessons may not be applicable or appropriate in a more business as usual environment. They cautioned that the government must avoid taking an oversimplified view and ensure that any efforts to entrench changes from the response to COVID-19 into business as usual activity are proportionate and justified.

## <u>AOB</u>

- 8. There was some discussion on the terms of reference and membership for the group and that it was a timely opportunity to review these and determine whether there is a need for some amendments. It was agreed that as a first step, Members be invited to provide their thoughts in writing on whether the terms of reference and/or the membership needed updating.
  - Action: DCMS to invite Board members to provide any views on whether the terms of reference and/or membership for the group could be amended in writing by close 5 May.

## Agreement of actions

9. Actions were agreed as set out in the table below:

	Description	Owner	Status
1	DCMS to invite Board members to provide views in response to the research in writing by close 5 May	DCMS/Board members	Open - DCMS have written to members seeking their views in writing by close 5 May
2	Welsh Government to share documentation associated with the decision to bring data held by health and adult social care bodies	Welsh Government	Open

	into scope in Wales		
3	DCMS to invite Board members to provide any views on whether the terms of reference and/or membership for the group could be amended, in writing, by close 5 May	DCMS/Board members	Open - DCMS have written to members seeking their views in writing by close 5 May

## <u>Attendees</u>

By phone:

Phil Earl, DCMS (chair) Lan-Ho Man, MHCLG Katy Lindfield, NHSX (covering for Jennifer Firth, NHSX) Carolina Valsecchi, BEIS Alison Dewar, Scottish Government (covering for Susie Braham, Scottish Government) Anna Bartlett-Avery, Welsh Government Jenny Westaway, Office of the National Data Guardian Edgar Whitley, Privacy and Consumer Advisory Group Louise Bennett, Privacy and Consumer Advisory Group Debbie Heaton, Information Commissioner's Office Lee Pope, DCMS (Secretariat) Dan Wiles, DCMS (Secretariat)

Apologies:

Martine Clark, HO Ross Young, UKSA Helen Walker, DWP Kevin Fletcher, HMRC