Identity and Passport Service

DRAFT MINUTES
Independent Scheme Assurance Panel (ISAP)
Monday 5th November 2007, 10.00-13:00
10th Floor Hannibal House, Elephant and Castle

Chairperson:	Alan Hughes	IAP Member	AH
Members:	Fergie Williams	IAP Member	FW
	Peter Simpson	IAP Member	PS
	Malcolm Mitchell	IAP Member	MM
	Brian Collins	IAP Member	BC
Attendees:	James Hall	CEO IPS	JH
	Xxxxx Xxxxxxx	Strategist IPS	XX
	David Foord	Mission Critical Director (ID) OGC	DF
Observer:	Xxxxxx Xxxxxx	Civil Service Fast Stream	XX
Secretariat:	Xxxxxx Xxxxxxx	Head of Programme Secretariat IPS	XX
	Xxxxx Xxxxx		
		Programme Support Officer IPS	XX
Apologies	John Clarke	IAP Member	JC
Circulation of Minutes:	Members and Attendees		
	Biometrics Assurance Group		
	Scheme Management Board		

Agenda Item Comments

Agenda Item No.	Agenda Item comments	Presenter
1.	**October's ISAP Minutes** The minutes from the last meeting were approved and can be issued as final.	AH
2	**AbI Tour and Mock Interview** All panel members participated in a tour of the Elephant and Castle AbI office and were able to observe a mock interview. The panel noted that the office is currently conducting approximately 160 interviews a day, which are staggered over half hourly intervals. At full capacity it is expected that the number of interviews conducted will be approximately 460. The main interview booths are partially soundproofed and there are 2 private booths which are used in particular circumstances e.g. where use of an interpreter is necessary. These booths are pre-booked. All booths are installed with panic buttons and CCTV cameras are in operation throughout the public areas of the office. All interviews are audio recorded, which applicants are advised of in advance via literature sent out in the post. Any notes taken during the interview by the IPS interviewer are destroyed immediately afterwards. At the moment the failure rate is higher than expected at approximately 3%. All papers relating to the fail are sent to the regional office and the fraud team to investigate further. Not all fails are fraudulent however all fraudulent	Xxxxx Xxxxxx, IPS, Hannibal House

Identity and Passport Service

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	transactions are liable to prosecution.	
	IPS interviewing staff advised the panel that customer feedback has been positive, with the majority of applicants advising that they are happy with the interview process and that it makes them feel more secure. With regard to improvements, staff stated that the scanning quality of application forms could be improved and that there were problems with screen profiles freezing. There is a process in place to capture feedback and issues to enable them to be investigated and resolved.	
	Reflections following the tour	
	The panel agreed that there was an opportunity to build good public relations from the confidence expressed by customers which seems to be reassuring them that the measures are contributing to the safeguarding of their identity.	
	The panel recommended that IPS put 'mystery shoppers' through the system. The higher than expected failure rate should be understood, to help inform requirements specifications of ID card systems.	
3.	**ISAP Annual Report (v0.5)**	AH
	The panel discussed their report and agreed that the outstanding concerns they have regarding data governance need to be noted. This includes the need for there to be a cross-government data governance framework, including defining the data gathered for the scheme, the methods of gathering that data from around government and the requirements for other parts of government to use the scheme data. BC advised that this is a systemic issue in government that has captured the attention of John Suffolk, the government's Chief Information Officer. BC advised that Andrew Stott of the Cabinet Office chairs the Knowledge Council and a knowledge management strategy is being proposed to start to address some of the cross-government issues highlighted.	
	The panel's views regarding the path that IPS should consider taking to the strategic goal to issue ID cards should be brought out in the report. The panel recommend a path that builds sound foundations and can deliver some benefits in the interim. The report should highlight issues around marketing and communications that will drive public perception and the need to build trust and understanding.	
	The panel agreed that they considered the programme of work to deliver the scheme evolving around three broad functional strands : consolidating ID management within Government to improve efficiency and service; providing citizens with a secure ID Token; enabling a trusted ID verification service for public and private sector users. The panel noted that the programme is not structured around these strands.	
	It was noted that ISAP isn't referenced in the Management Reference Guide and this should be reviewed.	
	Action: XX to incorporate the changes to the report highlighted above and issue to members by the 12th Nov. Feedback by members to be sent to XX by 19 Nov. XX to issue redraft to members by 26th Nov in preparation for discussion at the 3rd Dec meeting.	
4.	**Update to CEO**	AH
	James Hall joined the meeting and updated the Panel on progress.	
	The direction initially to develop and test a small scale system targeted at a meaningful section of the population which will enable realisation of demonstrable benefits was discussed. The first recipients of the cards may	

Identity and Passport Service

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	be groups of individuals in high risk situations where confirmation of their identity delivers real benefits e.g. people working on the Olympics site, people working airside, people working with vulnerable children or in the security industry.	
	JH confirmed that the individuals would be existing passport holders and the card will contain 2 biometrics. The panel advocated the use of the BAG's advice and expertise if the 2nd biometric is on the critical path.	
	Pressure still remains to commit to a January 2009 deliverable date for the first cards, with work being taken forward to consider what is achievable. The panel agreed that this latest thinking was very encouraging and that it fitted well with the tone of their discussions.	
	JH advised that HM Treasury are content with this approach provided that it can be demonstrated that the short term deliverables are aligned with the long term strategic solution and that the risk of the interim deliverables becoming permanent is managed carefully.	
	The panel shared with JH some of their concerns around the need to drive through a cross-Government approach and that the structure of government could prevent this. JH shared these concerns and acknowledged that the success of the scheme will be dependent on cross-Government co-operation at ministerial level. JH advised that there was a need for consistency of standards and approaches across government which will require progress, driven by the strategy directorate, during 2008.	
	Measures of trust and integrity are other areas that JH thought the panel could assist with particularly what the scheme's underlying performance measures ought to be. The panel suggested a good starting point would be the consideration of the Infrastructure required for building trust and the probable features i.e. ID repair, appeal and hearing process, redress system.	
	JH emphasised the need to cross reference the ISAP report to the BAG report and if possible to issue one report.	
	It was agreed that the final report should be published externally, subject to approval from Ministers, with any commercially sensitive information attached in a confidential annex. AH advised that a substantial part of the report will consider the path to the strategic goal to issue ID cards and recommend a process that builds sound foundations and delivers some benefits in the interim. JH advised that this was consistent with current thinking and provided the panel with an update on recent developments.	
	It was agreed that David Foord's successor at OGC should be invited to the next meeting.	
	Action : XX to invite Bob Assirati to the Dec meeting.	

Details of Next meetings :

Date:	Location:	Focus:	Time:
03/12/07	Phone Conference	Introduction to Bob Assirati ISAP Annual Report Scheme Management Board papers HMT Options Analysis	10.00 – 13.00
04/02/08	Face to Face	Crosby report	10.00 – 13.00

Identity and Passport Service

17/03/08	Phone Conference	TBC	10.00 – 13.00
28/04/08	Face to Face	TBC	10.00 – 13.00

Version control

Version No.	Date	Reason for Change	Author	Approved for Distribution by
0.01	08/11/07	Initial draft	XX	--------------------
0.02	09/11/07	JP review	XX	--------------------
0.03	13/11/07	AH comments	AH	--------------------

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