

# **Ethics and Responsibilities Committee: summary minutes**

## **25 March 2010 09.30 – 12.30**

### **Members**

Phil Hodgkinson  
Philippa Hird  
Chris Pond

### **Standing Invitees**

Steve Lamey  
Mary Aiston  
Judy Greevy  
Jane Frost

### **Secretariat**

Peter Hankins

### **Other**

Dave Hartnett (Item 2)  
Jeff Brooker (Item 4)  
Mike Clasper (Observer)

### **Apologies**

None

#### **1 Matters arising**

The minutes were agreed and the action point log reviewed. Mary Aiston provided an oral update on public perceptions of how information is joined up and used across government.

#### **2 HMRC Charter**

Dave Hartnett introduced a paper on the HMRC Charter, which showed the large range of measures of performance available, and invited the Committee to give views on possible measures.

The Committee considered it would be best to start with a small number of selected measures, which should reflect both actual performance and public perceptions.

Dave Hartnett undertook to return to the Committee to give further updates.

#### **3 Data security**

The Audit and Risk Committee had asked the Committee to review the latest data security position, taking account of a recent report issued by Internal Audit. Mary Aiston clarified the position and undertook to discuss a suitable way forward to resolve any outstanding issues with Melvyn Neate.

Mary Aiston gave an oral update on the latest data security performance measures, and presented a written update on SO 3.1 and security communications. Overall, we are heading in the right direction and the measures were proving helpful to management. The DVD which had been made would be shared with the Committee by the time of the next meeting.

#### **4 Customer group research**

Members had been keen to enhance their understanding of how the department engaged with the 'needs help' customer group. Each had approached the issue from a different angle, and at the meeting shared their initial observations arising from their research.

It was noted that the department had an effective consultation process with key stakeholders and a lot of work was being done to raise staff awareness. More work was, however, needed to action some of the basic needs identified for this customer group. Members agreed to continue their research.

#### **5 AOB**

The Committee noted the information and correspondence papers which had been issued.

The next meeting of the Ethics and Responsibilities Committee will be 26 May 2010.