



22/09/2020

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Dear [REDACTED]

**Freedom of Information Request: 20-2020**

Thank you for contacting CITB requesting information under the Freedom of Information Act (FOIA). Your email, dated 24<sup>th</sup> August 2020, asked for the following information:

1) *Please list the services that require users to verify their identity by sending in physical forms of documentation (e.g. a passport)?*

1a) *For each of these services, how many identities were verified in this way in your 2019/20 financial year, and what did it cost to process?*

1b) *Are these verifications performed by a third party or conducted by an in-house team?*

2) *Please list the services that allow users to use a digital method for proving their identity; and name the methods used (e.g. Gov.UK Verify or other equivalent digital biometric identity method)?*

2a) *For each of these services, how many identities were verified in this way in your 2019/20 financial year, and what did it cost to process?*

You also provided the following definition to support your request:

*By 'identity verification' I mean the same definition used by Government which is 'a digital identity is information used by computer systems to represent a unique person, organisation, application or device. So for a citizen or consumer, a "digital identity" is a trusted way of proving one or more attributes about themselves online or offline and the linkage of those attributes to that same person as a uniquely identifiable individual.'*

My response is as follows:

The response to all the questions posed are incorporated within a tabulated appendix, which is attached. It is called: Appendix 1 Verification of Identity FOI Response 20-2020.

The data that we have been able to extract in response to Q1a) for "Training Schemes / Test Centres / Awarding Organisations" is included within Appendix 1, however some data is held and managed outside of CITB, therefore we cannot therefore provide in response to this request.



The diverse source of the data, and multiple locations where it is held, mean that to gather this data would require a search through different systems, locations and with individuals. The estimated time to obtain and collate this data, and provide a response to those areas not currently included in Appendix 1 Q1a), would exceed the time and cost limits allowed for a Freedom of Information response. We are therefore exempting this particular element from our response on the grounds of Section 12 of the FOI Act (Requests where the cost of compliance exceeds the appropriate limit).

In relation to our response to Q1a), if there are any areas where we provide these services that you wish to know the specific data, and therefore narrowing the criteria or your request, please contact us and we will determine whether we are able to comply with that specific element within the permitted costs and timescales attributed to Freedom of Information requests.

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email [adrian.beckingham@citb.co.uk](mailto:adrian.beckingham@citb.co.uk).

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely

Jonathan Francis  
Information Risk & Data Governance Manager