

**FOI Minutes of Executive Management Board  
Held on Friday, 13<sup>th</sup> November 2009 at 2.30pm  
Exec Room F, Bothwell Street, Glasgow**

<b>Present:</b>	Ralph Seymour-Jackson	Chief Executive	<b>Chair</b>	RSJ
	Derek Ross	Deputy Chief Executive ( <b>via tele conference</b> )		DR
	Chris Andrew	Company Secretary		CA
	Les Campbell	Director of Finance		LC
	Wallace Gray	ICT Director		WG
	Martin Herbert	Customer Services Director ( <b>via tele conference</b> )		MH
	John Maynard	Corporate Assurance Manager ( <b>item 4.3 only</b> )		JM
	Peter Robinson	Measurement & Process Improvement Officer ( <b>item 4.3 only</b> )		PR
	Colin Brack	Human Resources Manager ( <b>item 4.4 only</b> )		CB
	Graeme Duncan	Assistant to Company Secretary	<b>Minutes</b>	GD
<b>Apologies:</b>	None			
<b>Distribution:</b>	As Above.			

#### 1. Chair's Opening Remarks

RSJ welcomed the Board to the meeting.

#### 2. Internal Management Boards Update

No update was provided on recent Internal Management Board activity.

#### 3. Executive Management Board Minutes & Matters Arising

##### 3.1 Minutes of Previous Meeting held on 23<sup>rd</sup> October 2009

The Minutes of the meeting held on 23<sup>rd</sup> October 2009 were approved.

##### 3.2 Rolling Action Plan from Meeting held on 23<sup>rd</sup> October 2009

Refer to separate outstanding Action Plan for further information.

#### 4. Papers for November Main Board

##### 4.1 November Main Board Agenda

The Board noted the November Main Board agenda and RSJ provided an overview of item 4.1 in relation to the Financial Position for FY10-11 where he detailed the Non-Executive Director's views on the matter. He then requested that copies of the recent Lessons Learned reports be included within the Main Board information pack **Action EMB037 – GD.**

A discussion then followed on the scanning/workflow management system and RSJ stated that the intention was that a recommendation on whether the system would be utilised for the AY10/11 application cycle would be submitted to the December Main Board.

MH then referred to the Contact Centre Technologies project and advised that the launch date had

now been postponed until 8<sup>th</sup> February as there were a number of defects which required to be fixed in the meantime. WG advised that he had been provided with a recent update on the project and it appeared that there would be a robust recovery position as it would be possible to revert back to the previous system should the technology not operate as planned. He added that the only worry was that there was a single point of contact at the suppliers with knowledge of this matter but he would be discussing this concern with them shortly. RSJ recommended that relevant information be circulated to the Board in this regard to reassure them of the current position

**Action EMB038 – MH/WG.**

#### **4.2 Main Board Action List**

RSJ referred to the Main Board action list contained within the pack and the Board proceeded to provide GD with updates which were to be included in the November Main Board pack that was being distributed the following week.

*John Maynard & Peter Robinson joined the meeting.*

#### **4.3 Balanced Scorecard**

JM introduced the Balanced Scorecard detailing performance for October and highlighted presentational changes which had been made to the report following feedback which had been received since the October Main Board meeting. RSJ stated that it was clear that the Scorecard had not brought scanning and contact issues to the forefront, however, it was still only a few months old and it could be that incorrect areas were being measured. He added that it was likely that changes to the Scorecard would be recommended as a result of the Hopkin Review with new measures being considered which could provide a better overall view of the operations of the Company. The Board then discussed the start date of the 10/11 application cycle and agreed that the annual summary pages which had been introduced this month should remain for the Board to view. CA then advised that Board that he intended to obtain the Board's quarterly review of the effectiveness of the Scorecard once the external reviews had been completed.

*John Maynard & Peter Robinson joined the meeting.*

*Colin Brack joined the meeting.*

#### **4.4 Actuarial Valuation – Long Term Salary Growth Assumptions**

LC introduced the actuarial valuation item and provided a summary of recent discussions the Trustees had held with Mercer in this regard. The Board discussed the figure included in the valuation of an average earnings increase of 4.7% per annum which was made up of 3.2% inflation and salary growth of 1.5%. \* **Action EMB039 – LC.**

*Colin Brack left the meeting.*

#### **5.1 Maintenance Grants – Full-Part-Nil**

LC advised that RSJ, the Management Information Manager and him had met to discuss an issue in relation to maintenance grants which he informed the Board was now resolved. The Board noted the position.

#### **6. Any Other Business**

No other business was noted.

#### **7. FOI Minutes**

The Board approved the FOI Minutes from 23<sup>rd</sup> October 2009 for publication on the SLC Website.

#### **8. Date of Next Meeting**

Friday, 4<sup>th</sup> December 2009.

**Meeting Closed at 3.15pm**

**NB: Where asterisks appear these items have been excluded from the minutes before placing on the website as the subject under discussion falls within one or more of the exemptions contained in Part II of the Freedom of Information Act, 2000 and can be reasonably withheld.**