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STUDENT LOANS  COMPANY LIMITED

**FOI Minutes of Executive Management Board  
Held on Friday 16<sup>th</sup> January 2009  
Exec Room C, Bothwell Street, Glasgow**

<b>Present:</b>	Ralph Seymour-Jackson	Chief Executive	<b>Chair</b>	RSJ
	Chris Andrew	Company Secretary		CA
	Les Campbell	Director of Finance		LC
	Wallace Gray	ICT Director		WG
	Martin Herbert	Customer Services Director		MH
	Peter Johnson	Business Performance & Risk Manager (item 5.2 only)		PJ
 <b>Apologies:</b>	 Derek Ross	 Deputy Chief Executive		 DR
<b>Distribution:</b>	As Above.			

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**1. Chairman's Opening Remarks**

RSJ welcomed the Board and noted apologies from DR.

**2. Internal Management Boards Update**

No Internal Management Board matters were discussed.

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

**3.1 Minutes of Previous Meeting held on 5<sup>th</sup> December 2008**

The Minutes of the meeting held on 5<sup>th</sup> December 2008 were noted and approved. RSJ advised that a meeting of Company representatives had taken place in relation to various Pension Scheme matters and he highlighted that the main outcome of the meeting was to allow staff who were employed beyond the normal retirement age to continue to accrue scheme benefits as normal. He also added that the Company would be proposing to the Trustees to reduce the minimum age limit for joining the Scheme from 21 to 18.

**3.2 Rolling Action Plan from Meeting held on 5<sup>th</sup> December 2008**

The outstanding action was confirmed as closed. Refer to separate outstanding Action Plan for further information.

**4. Management Reports**

**4.1 Strategic & Corporate Risks**

PJ introduced a tabled report which provided an overview of the management of strategic and corporate risks and corporate issues during 2008 and would be submitted to the Main Board for information. He highlighted new strategic risk S(6) as the only risk with a 'Red' action status. RSJ advised that policy changes had hindered progress in this area and stated that he would provide a verbal update to the Main Board as appropriate. A discussion then followed on the status of the corporate issue relating to HEI services and it was agreed that CA and PJ should investigate this further as RSJ felt this issue would change rapidly in the coming weeks and a 'Red' status may not provide an accurate reflection **Action**

## **EMB001 – CA/PJ.**

LC then highlighted the appendix to the report and stated that he felt it was not clear who was responsible for each individual risk. PJ then agreed to add an additional column to the report which detailed the owner of each risk **EMB002 – LC.**

## **5. Papers for January Main Board & Remuneration Committee**

### **5.1 January Main Board & Remuneration Committee Agendas**

The Board noted the draft Agendas. RSJ requested that GD include a reminder in the Chairman's briefing note that a verbal update on the Debt Sale would be provided under 'Strategic Overview' and asked that Michael Hipkins be advised of this also **Action EMB003 – GD.** A discussion then followed on the procurement exercise for the Identity and Income Checking Bureau Service and CA agreed to submit a paper to the January Board on this matter **Action EMB004 – CA.** MH then requested that an item on Business Simulation be added to the Board schedule for either the February or March Main Board meeting **Action EMB005 – GD.**

RSJ then provided an overview of the items which would be discussed at the Remuneration Committee, highlighting to the Board that consideration would be given on the impact of the balanced scorecard on senior staff bonus arrangements.

### **5.2 Monthly KPI Report**

PJ presented the Monthly KPI Report for Executive Board review and approval prior to submission to the Main Board and highlighted KPI 10 (Funding Authority Service) as a positive result as the December survey generated high levels of satisfaction with SLC, with the highest results ever achieved and the majority of the panel responding. RSJ then referred to KPI4(a) (% of borrowers with a NINO but not matched at HMRC) and queried what the issues were that were affecting the performance of this measure. MH advised that double the amount of OCD packs had been issued compared to normal and CA added that they had been sent out later than had originally been intended. RSJ then requested that Alan McLellan, Head of Business Services, confirm with PJ that the monthly borrower rematch had gone live later than expected and advise whether the problem was predominantly with the Company or with HMRC **Action EMB006 – CA.**

CA then highlighted the quarterly performance reporting against APRA priorities information which was included in Part 1 of the report and requested that the Executive ensure they have submitted updates to PJ prior to the report being issued to the Main Board. LC then provided updates to PJ as appropriate.

The report was then noted.

### **5.3 Monthly Financial Update**

LC presented the monthly financial update and highlighted that there could be an issue with ICT project recharge figures which should be clarified for the following year's budget. A discussion followed and RSJ agreed that in future, the ICT Directorate budget estimations should accurately reflect reality and should a resource gap exist, DIUS should be informed.

RSJ then sought an update on the progress of the Customer First budget and MH advised that the Programme members seemed to be confident that the budget would be fully utilised. LC added that although he was initially sceptical, the Programme budget was in a similar position last year and ended up being on track at the financial year end.

## **6. Any Other Business**

RSJ referred to the action plan which had arisen following discussions at a recent Away Day and highlighted the need for clarification in relation to Heads of Service roles. He advised that he was broadly content with the direction which had been discussed which would mean that the SLC Board would continue to look to the Executive for all Company related queries and information while staff would look to their Head of Service. RSJ then stated that it was important for the Heads of Service to back any decisions the Executive made, even if they disagreed, in order to create a sense of unity and trust within the group. He concluded by adding that Heads of Service should strive to recognise DIUS as a customer and should any issues arise during the course of day-to-day operations which they feel they are not completely happy with, Michael Hipkins and Marion Maddox should be contacted in the first instance. WG then advised that a meeting had taken place on 15<sup>th</sup> January where it had been agreed that a report in this regard would be created and distributed to the Executive and all Heads of Service seeking their views on this matter.

RSJ then stated that he felt the Company should be analysing whether any additional funding would be required from DIUS because if so, requests should be submitted as soon as possible before the funds were no longer available. MH then advised that forecasting had been carried out which had predicted that, due to the 09/10 application delay which would now mean spikes of activity throughout the summer, Customer Services would be working to their full capacity just to provide a basic service for 09/10. Therefore, he felt additional funding would help to address this issue. RSJ agreed to meet with Fraser Donaldson who had carried out the forecasting in order to progress this potential additional funding bid. He also agreed to speak to FD about the Darlington space issue as MH advised that only 736 seats for staff were available, and not the 800 originally identified **Action EMB007 – RSJ.**

\* **Action EMB008 – LC.** \***Action EMB009 – CA.** \*

MH then advised that the timescale for the Bothwell Street refresh project had been shortened which meant the Spectrum building would be required for a shorter period and would therefore produce cost savings on the lease agreement.

LC then queried whether there was an update on the progress of the pay negotiations and RSJ advised that there was no further update to report.

## **7. FOI Minutes**

The Board approved the FOI Minutes from 5<sup>th</sup> December 2008 for publication on the SLC Website.

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

Friday, 13<sup>th</sup> February 2009

**Meeting Closed at 4.30pm**

**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.**