

FOI Minutes of Executive Management Board
Held on Friday 19th June 2009 at 12.30pm
7East Interview Room 2, Bothwell Street, Glasgow

Present:	Ralph Seymour-Jackson	Chief Executive	Chair	RSJ
	Derek Ross	Deputy Chief Executive		DR
	Chris Andrew	Company Secretary		CA
	Martin Herbert	Customer Services Director		MH
	Wallace Gray	ICT Director		WG
	Les Campbell	Director of Finance		LC
	Graeme Duncan	Senior Executive Secretary		GD
	John Maynard	Corporate Assurance Manager (item 4.2 only)		JM
	Peter Robinson	Measurement and Process Improvement Officer (item 4.2 only)		PR
				Minutes

Apologies: No apologies

Distribution: As Above.

1. Chairman's Opening Remarks

RSJ welcomed the Board to the meeting.

2. Internal Management Boards Update

DR provided a brief summary of discussions which had been held at the Products and Services Board and highlighted the change in the recharge rate of ICT contractors as an area of concern. RSJ sought further information and it was agreed that a separate meeting with the Head of Finance should be arranged to discuss this matter **Action EMB023 – DR/RSJ.**

MH then advised that a number of operational matters and funding requests had been discussed at the recent Operational Delivery Board and highlighted that all customer calls could now be captured with a screen-shot which had led to a number of staff being disciplined for IT misuse. He added that Team Leaders now needed to be accountable as incidents such as this were unacceptable. RSJ then advised that at the recent Audit Committee, the Chairman had questioned how managers had reacted to breaches of security rules. MH then stated that average handling times had also been discussed and he was pleased that progress was beginning to be made in this area. He also noted that two funding requests had been submitted to the Board but that nobody had attended to provide a background to these requests and RSJ stated that it was up to the Leadership Team to monitor this process to prevent it from occurring again in the future.

LC then provided an update on recent Finance & Governance Board discussions highlighting that the main topic had been the Governance Balanced Scorecard measure which he stated was very subjective. He added that the completed measure had been submitted to the Audit Committee but little feedback had been obtained so far.

3. Executive Management Board Minutes & Matters Arising

3.1 Minutes of Previous Meeting held on 15th May 2009

The Minutes of the meeting held on 15th May 2009 were noted and approved.

3.2 Rolling Action Plan from Meeting held on 15th May 2009

Refer to separate outstanding Action Plan for further information.

4. Papers for June Main Board

4.1 June Main Board Agenda

The Board noted and approved the June Main Board agenda.

John Maynard and Peter Robinson joined the meeting.

4.2 Balanced Scorecard

JM introduced the Balanced Scorecard and highlighted the new summary section which provided a high level summary of performance and the supporting detail section which focused on particular areas of interest and/or concern. He then sought feedback from the Board on the content and layout of both sections at which point a number of suggested changes were provided. DR then added that the problems the Company were experiencing with imaging and scanning were feeding into a number of Balanced Scorecard measures and that it would be useful to include an update on this matter.

John Maynard and Peter Robinson left the meeting.

5. Management Reports

5.1 Customer Satisfaction Tracker Results

MH tabled a report which provided the key findings of a recent customer satisfaction survey which had been commissioned by Customer Insight and stated that the results reflected overall satisfaction with the Company and not simply customer contact. CA then queried how MH intended to track the key actions arising from the findings and MH advised that Tom Steedman, Customer Insight Manager, would now engage with the Head of Change Management to deliver these actions via specific change projects. WG then queried whether Tom Steedman would be able to gather some customer insight with regards to the Customer Portal and MH agreed to consider how best to progress WG's request **Action EMB024 – MH.**

The Board noted that the Customer Satisfaction results provided a clear overview of the issues which were affecting customers and it was agreed that it would be useful for the results to be submitted to the July Main Board, with RSJ requesting that progress be made in relation to the key actions by this stage **Action EMB025 – MH.**

5.2 Processing Services Management Changes

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6. Any Other Business

RSJ provided the Board with an update on the proposals for Welsh Student Finance delivery and advised that this would be discussed in-depth at the June Main Board. He then noted his concern in relation to the expected programme Value for Money savings and stated that a discussion needed to take place with Mike Hipkins (BIS) to remind him that although the Customer First programme was coming to a conclusion, a number of other projects were lined up to commence thereafter.

WG then updated the Board in relation to the progress which had been made on the ICT Strategy advising that the OVUM study had now commenced and that the report would be available in August. RSJ then informed the Board that a benchmarking update would be included in the August Board Information pack and that the final ICT Strategy would be submitted for approval to the September Main Board **Action EMB026 – GD.** *

MH then advised that he was investigating the potential for the Company to move from a '.co.uk'

domain name to '.gov.uk' as he felt this would more accurately reflect the Company's public sector outlook. RSJ suggested that www.studentloans.gov.uk would be the preferred option. WG suggested it would be useful for the output of the recent visit from the National School of Government to be provided to the Board **Action EMB027 – LC.**

CA then provided the Board with an update on the implementation of the bureau service, the aim of which was to verify application data against a variety of data sources, and advised that although there were some outstanding legal questions, the project was in the process of being implemented and the contract with Callcredit was being finalised. RSJ queried when CA anticipated the project going 'live' and CA advised that applications would be retrospectively processed in October to ensure the service was as expected, with March 2010 being the anticipated 'live' date. RSJ agreed that this appeared to be a sensible solution as it was important that the Company ensured that the service was working as it should be prior to launch.

7. FOI Minutes

The Board approved the FOI Minutes from 15th May 2009 for publication on the SLC Website.

8. Date of Next Meeting

Friday, 17th July 2009.

Meeting Closed at 2.00pm

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.