



**Operational Delivery Board
Held at 10:00am on 11th March 2009
Boardroom**

Present:	Martin Herbert	Customer Services Director	(Chair)	MH
	Alan Dickson	Head of Finance		AD
	David Thomson	Head of Customer Contact		DT
	Peter Robertson	Head of ICT Development		PR
	Tom Steedman	Senior Customer Insight Manager		TS
	Chris Harrison	Head of Processing Services		CH
	Fraser Donaldson	Senior Hub Services Manger		FD
	Alan McLellan	Head of Business Services		AMcL
	Stephen O'Connor	Head of ICT Infrastructure		SOC
	Steve Simpson	Head of Human Resources		SS
	Chris Andrew	Company Secretary		CA
	Les Campbell	Finance Director		LC
	John Rae	Facilities Manager		JR
	Dave Cartwright	Management Information Manager		DC
Kirsty Cogan	Executive Secretary	(Minutes)	KC	
Apologies:	Ralph Seymour-Jackson	Chief Executive		RSJ
	Wallace Gray	ICT Director		WG
	Derek Ross	Deputy Chief Executive		DR
Distribution	As Above			

1. Chairman's Opening Remarks

MH welcomed the Group to the Operational Delivery Board, and apologies were noted for Ralph Seymour-Jackson, Wallace Gray and Derek Ross.

2. Operational Delivery Board Minutes & Matters Arising

2.1 Minutes of Previous Meeting held on 11th March 2009

The Minutes were noted and approved with no amendments.

2.2 Rolling Action Plan – 11th March 2009

Refer to separate outstanding Action Plan.

3. Operational Issues, Risks & Forecasts

3.1 Customer Satisfaction Results

TS prepared a presentation on FDS Customer Satisfaction Survey results to the Board. He highlighted the new satisfaction survey is a replacement of the CCA and KPI9 report which is submitted in April. He commented the aim of the survey is to achieve efficiencies while making SLC more customer centric and detailed the survey background, research plan, sample sizes and overall satisfaction survey. PR questioned the phrase of trustworthy in student views of SLC attributes, DT stated this does not reflect issues with trust in the company websites or printed material, but the customer view that trust is only formed when they deal directly with a member of SLC staff. AD questioned to know the Industry Average of the Customer Satisfaction Scores. TS stated that he would obtain some published information to compare against further companies.

SS requested to know if there were plans in place to address the issues of our disabled students. DT highlighted that we already have provisions in place to help with disabled students.

3.2 Presentation on Management Information

DC presented to the Board the Role of Management Information and how this contributes to the Company and the challenge set by DIUS. He added that the Management Information team are responsible for processing performance measures against targets where they exist and understand figures to answer parliamentary questions. He presented a processing profile illustrated by the dates when loan requests are set up by CLASS and highlighted ICR direct repayments has seen a big growth in the number of loans being paid off in the last two years. AMcL suggested an incentive to get customers to repay ICR loans before entering repayment status and entering the Tax System and recover money quicker **ACTION (ODB143) - AMcL**

4. Operational Reports

4.1 Customer Services Report

DT commented on the Customer Services Report highlighting that the Average Handling time has increased in all locations (including outsource) especially in SFE by 26%. He stated that they have been investigating to work out and identify why this has increased and what the reasons are for the increased workload. It was also highlighted that increased resource levels in training (ICR/2nd Tier). Initial analysis of these volumes highlight that volumes escalated to 2nd tier have been lower than expected, but that average handle times associated with the 1st tier inbound calls have been significantly longer than expected. Similar increases have also been unexpectedly recorded in SFNI and SFW.

DT further highlighted it has been identified that a number of accounts have been paid incorrect amounts due to an issue with the split contribution calculation. The issue has been referred to DIUS, WAG and NI Government to decide the next course of action. Resolution Services are ready to issue letters to customers depending on decision taken.

CH commented on the delay to the Document Imaging and now has a Go Live date of 23rd of March and there doesn't seem to have any major issues, however if this continues to be delayed it will impact on the correspondence amount received at Darlington. CH requested whether an update on delivery dates for IPS Availability have been confirmed. CA stated that a meeting was held and they have a planned date early April back will likely to be middle of April but is being very actively managed to bring it in on time.

MH highlighted to the Board that Customer Services are over budget in processing and wanted to know if this was being raised to DIUS. AD commented that it wasn't but it could be highlighted to DIUS for additional funding. AD and DT will work together to prepare a report to DIUS outlining the costs and increases for the past few years on ICR. **ACTION (ODB144) - AD&DT**

A discussion was held regarding overstaffing in processing and how a paper will be prepared and sent to DIUS for additional funding. MH agreed to meet with DR and MC to set a deadline date for paper to DIUS for additional funding **ACTION (ODB145) - MH**

4.2 Financial Update

AD enclosed an appendix within the Financial Update showing a Forecast Movements Analysis from January to February which he will bring each month to the Board, detailing the operating forecast position. AMcL highlighted to the Board that 240 thousand statements have been advised not to be issued and would not have been included in the financial forecast. FD will contact Rod Daddow to receive a breakdown of the mailing for the next couple of weeks **ACTION (ODB146) - FD**

5. FOI Minutes

5.1 FOI Minutes – 11th March 2009

The FOI minutes were noted and approved with no italics.

6. Any Other Business

CH queried figures on AMcL Business Services Report regarding 09/10 application cycle regarding cumulative percentage total to date, it was stated this was across the whole company ie Wales, NI and England.

DT requested approval from Board that the process which suppresses correspondence on a customer account after they have registered online until an advisor reviews the customer details be ceased. This process causes delays in processing and prevents customers from accessing their accounts online. The board discussed the potential reputation risk and decided that the process could be stopped given the low likelihood and low impact of any potential misuse.

CH highlighted that it has come to his attention that resources group are approving posts in Darlington and he has no visibility of what new posts are being placed in Darlington as they are near capacity in terms or desk space.

7. Date of Next Meeting

- Wednesday 8th April 2009

Meeting Closed

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.

FOI Minutes