



**Operational Delivery Board
Held at 10:00am on 14th January 2009
Boardroom**

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

1. Chairman's Opening Remarks

MH welcomed the group to the Operational Delivery Board and noted apologies for Ralph Seymour-Jackson, Wallace Gray, Chris Andrew, Derek Ross, Stephen O'Connor and Steve Simpson

2. Operational Delivery Board Minutes & Matters Arising

2.1 Minutes of Previous Meeting held on 2nd December 2008

The Minutes were noted and approved with no amendments.

2.2 Rolling Action Plan – 2nd December 2008

Refer to separate outstanding Action Plan. PR commented that the Board should not be used as communication to agree specific items which can be agreed departmental.

3. Operational Issues, Risks & Forecasts

3.1 Balanced Scorecard

JM prepared and presented to the Board a paper for discussion on how the SLC Balanced Scorecard will be used within the monthly meetings. He highlighted that they were currently in the process of agreeing the performance targets. These targets should be confirmed by the end of March 09, in line with the Corporate Planning timetable. The Executive team will use the scorecard to monitor the overall Company performance and specific Operational areas to resolve and prevent negative impact. He noted that the scorecard would also be presented to the Main Board. Over the coming months there will be mock templates being used for the Scorecard and JM sought confirmation as to which one should be used at the Board. MH confirmed that he would like to see the mock templates with the most recent information each month.

3.2 Business Calendar

FD highlighted to the Board the main volumes for the Contact Centre on activities in February. He commented that the second instalments are going out and COCD forms have been issued which have had a negative impact on the calls coming into the call centre however due to the amount of staff now trained on ICR this is now subsiding. It was brought to the Board's attention that a substantial number of IRNOLT letters and Rebranding letters would be issued in February. The IRNOLT letters have doubled due to HMRC being able to match customers to start repayments. FD stated the effect of the Rebranding letters will be minimal. FD also commented that double letters for the Repayment Portal Letters will be issued, these will be sent out in stages.

MH commented on capacity to deal with the volumes. FD confirmed February is a quieter month and is best to cope with the amount of calls which may be generated.

3.3 Review of Customer Satisfaction Quarterly Scores

TS presented to the Board a review of the Customer Satisfaction Quarterly Scores. He highlighted that the overall Quarterly Scores was now 86.8% and have dropped by 4%. The sample is from August to October 2008 as the survey is time bound. During this period two main reasons for customers to contact were query on loan payments and raising a concern for not receiving their loan payment. DT commented these are typical queries at that time of year, which have contributed to the decrease in satisfaction scores. MH questioned what was being done to make the expectations of students clearer in an attempt to avoid these queries each year. DT stated to make student's information more visible and to inform customers when and how payments will be made to them. ME also commented that HEI's are educating students on the BACS progress for payments to be made. TS also stated there are more factors which have resulted in the scores falling eg, more customers and more call traffic.

MH raised a concern that "advisor attitude" is not being addressed which could have an overall affect on the satisfaction scores. MH queried complaints regarding advisors attitude while taking a call is handled to ensure this does not impact on the Satisfaction Scores. DT to come back to the Board with an update on how calls are handled regarding staff attitude **ACTION(ODB132) - DT**

TS noted that there are also deeper issues which are affecting the satisfaction scores. For example, the repayment portal, customers have commented that it is not user friendly and does not provide the correct figures compared to their statements. It was highlighted that there was an action plan being put in place to combat the issues raised.

3.4 Operating Budget FY 09-10

AD presented to the Board the current FY 09-10 Operating Budget position. He noted that this highlights the position by division against the target allocated. Extensive discussions were held to review the current budget position and the Board agreed on recommendations to balance the budget to target. AD to come back to the Board with a paper outlining the confirmed recommendations to balance the budget **ACTION(ODB133) - AD**

4. Operational Reports

For Information Only

5. FOI Minutes

5.1 FOI Minutes – 14th January 2009

The FOI minutes were noted and approved with no italics.

6. Any Other Business

7. Date of Next Meeting

- Wednesday 11th February 2009 in Darlington

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.