

**Product and Services Development Board  
Held at 2pm on Tuesday 14<sup>th</sup> April 2009  
Boardroom**

|                      |                   |                                  |                   |      |
|----------------------|-------------------|----------------------------------|-------------------|------|
| <b>Present:</b>      | Derek Ross        | Deputy Chief Executive           | <b>Chair</b>      | DR   |
|                      | Wallace Gray      | ICT Director                     | <b>Vice Chair</b> | WG   |
|                      | Peter Robertson   | Head of ICT Development          |                   | PR   |
|                      | Christine Aitken  | Head of Change Management        |                   | CAIT |
|                      | Mark Cassidy      | Head of Programme Management     |                   | MC   |
|                      | Tom Steedman      | Senior Customer Insight Manager  |                   | TS   |
|                      | Stephen Neilson   | Senior Accounting Manager        |                   | SN   |
|                      | Colin Clive       | ICT Products Development Manager |                   | CC   |
|                      | Alan McAdam       | Programme Office Manger          |                   | AMcC |
|                      | Fraser Harris     | Technical Support Manager        |                   | FH   |
|                      | Lesley Raybould   | Online Services Manager          |                   | LR   |
|                      | Cheryl Mulholland | Senior Executive Assistant       | <b>Minutes</b>    | CM   |
|                      | <b>Apologies</b>  | Ralph Seymour-Jackson            | Chief Executive   |      |
| Martin Herbert       |                   | Customer Services Director       |                   | MH   |
| Les Campbell         |                   | Finance Director                 |                   | LC   |
| Chris Andrew         |                   | Company Secretary                |                   | CA   |
| Paul Smith           |                   | Head of Business Development     |                   | PS   |
| Alan McLellan        |                   | Head of Business Services        |                   | AMcL |
| David Thomson        |                   | Head of Customer Contact         |                   | DT   |
| <b>Distribution:</b> | As Above.         |                                  |                   |      |

### 1. Chairman's Opening Remarks

DR welcomed the Group to the Product and Services Development Board. He noted apologies for RS-J, MH, LC, CA, PS, AMcL and DT.

### 2. Product & Services Development Board Minutes & Matters Arising

#### 2.1 Minutes of Previous Meeting held on 10<sup>th</sup> March 2009

The Board noted the minutes from the previous meeting.

#### 2.2 Rolling Action Plan – 14<sup>th</sup> April 2009

Refer to outstanding Action Plan.

### 3. Programme Reports & Reviews

#### 3.1 SLC Programme Report

### **Customer First Programme**

MC stated that the current report status was Amber/Red. This was due to a security issue with HMRC, in relation to developing the process for the VHI link. A Change request has been raised by HMRC and has been passed to Aspire for them to carry out a full impact of the problem. Once this issue has been resolved the status will return to Green/Amber.

Focusing on 10/11 Phasing, he explained that it had been officially signed off by the Programme Board.

Scanning and IPS Interim Solution had both gone live. There is an operational risk with Scanning being backed up weekly however it will be shortly backed up on a daily basis.

### **Risks & Issues**

Focusing on Risk 1, MC noted that the requirements identified in the 10/11 Launch Approach analysis required a substantial amount of ICT resource and this may impact the 10/11 September Launch date.

### **Non Customer First Programme**

MC status that the current report status was Green/Amber. In relation to the Student loan Sales Programme, DIUS have announced a formal 12<sup>th</sup> month freeze on the programme. SLC have issued a revised Business Case to them.

DR questioned why the Monthly Borrower Rematch was currently Amber/Red when it had been resolved. MC stated that Finance were currently in the process of clarifying what extra funding would be needed in relation to the Tallyman letters.

CC queried where they captured the Northern Ireland and Wales changes for HE. DR stated that it should be within the Non Customer First Programme summary. MC advised that he would ensure that it would be added to the following months summary report. **ACTION (PSDB068) - MC**

### **Risks & Issues**

Focusing on Risk 3, which looks at the Bothwell Street Refresh, MC advised that there was a risk with building control in relation to the ground floor. There was a requirement for a lobby to be built beside the stairwell. This is currently being looked at and there is suggestion that a consultant who specialises in fire regulations may be brought in to assess this.

### **Operational Programme Summary**

The current report status is Green and the Budgets/Financials show an Amber/Red status. This is a result of a £36k underspend.

### **Financials**

#### **AY 08/09 Programme**

MC stated that there was 13% underspend which is attributable to the Project Recharge expenditure. DR explained that the reason for the red status was due to the spend being outside the KPI target.

#### **AY 09/10 Programme**

MC state that there was a 13% underspend which relates to FE 09/10, Fraud prevention and BAU Scanning, the movement between forecast relates mainly to FE 09/10 descopeing and underspends against resource costs.

DR emphasised, again, the issues surround forecasting and that he was very concerned that the Company do not appear to manage spend on a month to month basis. CC stated that there had been no improvement in forecasting as they have stopped following the same process. SN added that Finance were now working closer with ICT in the relation to the way they report. They are looking at ways in which it can managed, the amount of detail included and the format of the report so that it is created in a way that can be understood by the Information Managers. PR agreed to look at the short term weaknesses in terms of forecasting. **ACTION (PSDB069) - PR**

## **Customer First Programme**

MC noted that there was an overspend of less than ½ %, which was against the capital for additional furniture at Lingfield Point.

*Lesley Raybould joined the meeting.*

*The Chair decided to vary the running order of the Agenda in order to discuss the following items as appropriate.*

### **3.3 Online Password Reset Proposals**

LR provided the Board with a brief summary of the proposal, highlighting the key changes to the existing process. She explained that once these changes have been put in place this should help to alleviate most of the problems that the customer encounter, therefore cutting down on the number of calls the CSO received relating to difficulties using the function. Which should result in an expected 15% drop in calls in the first year.

DR concluded that that this process was a good idea and should be implemented as it is in the interest of the service that it should be introduced within the next couple of months. He questioned the impact this may have on existing planned work within the Company. CC stated that they are currently under a significant amount of pressure from the issues from 09/10 and that work has commenced for 10/11. However, he would take this away and look at ways to incorporate it into plans. **ACTION (PSDB070) – CC** DR added that it would be funded by savings and Customer Services.

### **3.2 Customer Insight & Customer Services Strategy**

TS provided a brief summary of the key activities from the previous month. Focusing on the balanced scorecard, he explained that they had signed off the targets for Customer Satisfaction with DIUS however they had to revisited that based upon the constraints faced by the Operational Headcount that support calls coming in. They have proposed targets and are now awaiting feedback from DIUS.

Looking at Item 2.3, which looks at call reason analysis and first contact resolution measurement, TS stated that this had shown that the largest percentage of calls in Glasgow and Darlington were in relation to Reset Online Login Details/Provide ART ID and Customer Reference. The second largest being, Application Query/Application Problem. TS explained that there had been issues matching up customers ID's where error messages were popping up on the screen asking the customer to 'try again later'. DR asked if there was any work going on in that area. CC responded that, to his knowledge, there was not. PR & TS agreed to look at this in more depth. **ACTION (PSDB071) – PR/TS**

## **5. FOI Minutes**

### **5.1 FOI Minutes – 10<sup>th</sup> March 2009**

The FOI Minutes were noted with no items being italicised.

## **4. Any Other Business**

### **Action Plan PSDB062 – Programme Quality Summary Report**

PR stated that there were some concerns made as there was an element of resistance to pick up on the Product Quality Check. A meeting had taken place where agreement a plan was agreed. Assurance Services have the Product Check Schedule and this has now been adopted. The next review is on the 29<sup>th</sup> April and they are on target to pick it up on 'my fact find'. It is then Assurance Services responsibility to update the schedule from the Change list. Martin Kerr has been asked to incorporate this into the current formal framework procedure.

### **Internal Board**

DR stated that there were discussions ongoing in terms of what each internal Board should cover. The Board agreed that the Product & Services Development Board should focus on changes affecting product & services delivered by the Company. This should indicate changes driven out of the Vfm programme where these impact in

the overall Change capacity of the Company. DR & WG agreed to take this to the Executive Board for clarification. **ACTION (PSDB072) – DR/WG**

Meeting Closed 3.30pm

**NB: 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