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S T U D E N T L O A N S  C O M P A N Y L I M I T E D

**Product and Services Development Board Minutes – FOI Version**  
**Held at 2.00pm on Monday 11<sup>th</sup> August, 2008**  
**Boardroom**

<b>Present:</b>	Derek Ross	Deputy Chief Executive	<b>Chair</b>	DR
	Ralph Seymour-Jackson	Chief Executive		RSJ
	Les Campbell	Finance Director		LC
	Wallace Gray	ICT Director		WG
	Christine Aitken	Head of Change Management		CAIT
	Peter Robertson	Head of ICT Development		PR
	Stephen Neilson	Senior Accounting Manager		SN
	Iain Steel	Senior Procurement Manager		IS
	Brian Morris	Programme Manager		BM
	Tom Steedman	Senior Customer Insight Manager		TS
	Paul Smith	Head of Business Development		PS
	Cheryl Mulholland	Senior Executive Secretary	<b>Minutes</b>	CM
 <b>Apologies</b>	Martin Herbert	Customer Services Director		MH
	Chris Andrew	Company Secretary		CA
	Alan McLellan	Head of Business Services		AMcL
	David Thomson	Head of Customer Contact		DT
 <b>Distribution:</b>	As Above.			

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**1. Chairman's Opening Remarks**

DR welcomed the group to the Product and Services Delivery Board and Tom Steedman, the new senior customer insight manager. Apologies were noted from MH, CA, AMcL and DT.

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

**2.1 Minutes of Previous Meeting held on 17th June, 2008**

The Minutes were noted and approved subject to amendments suggested by CAIT.

**2.2 Rolling Action Plan – 14<sup>th</sup> July, 2008**

Refer to outstanding Action Plan.

**3. Programme Reports**

**3.1 AY08/09, AY09/10 Programme Report**

CAIT presented to the Board a summary of the AY08/09, AY09/10 programme report, highlighting the key points. She noted that two major releases were currently scheduled to end the project lifecycle for FE 08/09, those being: phase 2 of the EMA Operational Portal, which has been baselined for delivery on the 13<sup>th</sup> August 2008 and the FE Learning Centre Portal which has been baselined for delivery on the 27<sup>th</sup> August 2008.

She noted that they are currently in the final phase of the SFIP 0809 project with the Part Time and Postgrad releases being currently for September and October and that the work was continuing to plan.

CAIT stated that the majority of 08/09 Business Cases had now been signed off.

She informed the Board that we are now in the Requirements phase of the ICR Debt Sale Programme having achieved cross organisational sign off of the options paper. Work is progressing well now from an SLC perspective. The recent OGE Gateway O review of the Programme resulted in an Amber assessment with the recommendation that a loan sale is not progressed this financial year that the programme is re-planned to ascertain a realistic date of when a sale could take place post March 09. The programme Director has initiated the re-planning exercise.

CAIT highlighted that the closedown report is being prepared for Phase 1 of the Loan Repayments to overseas borrowers and Phase 2 has commenced. The litigation pilot is progressing. DR reminded the Board of the overspend (approx £120,000) for Phase 1. The issue arose at the financial year end when there was a need to slip as much as possible. Although time was achieved the planning was not updated in line with this. The project Board had agreed to manage the overspend out by reducing the amount spent on the mailshot.

It was agreed by the Board however that SN would contact stakeholders to ascertain whether or not they would be comfortable to relocate a portion of their underspend of the 08/09 programme to the project to enable the full mailshot to be delivered. **ACTION(PSDB038) – SN**

LC questioned why the narrative on the financials reflected a green status however the table highlight was red. SN will review to realign **ACTION(PSDB039) – SN**

CAIT then went on to highlight issues with monthly borrower rematch. Following the loading of the first MBR file some anomalies were noticed in the output. These were seen by the business managers as serious issues and so the loading of subsequent files was suspended and an urgent investigation commenced. The outcome identified six different problem areas. These were sent to HMRC for investigation and a reply was received on the 11<sup>th</sup> August. This response indicated that HMRC consider files to be delivered as per requirements specifications with the other two attributed to issues already known to HMRC with the lack of synchronisation of their databases ICT are examining the responses and will work on what is required to be done next to resolve the issues.

There are two main impacts as a result of abandoning the loading of MBR files on the live database:-

- The student loans sale programme were expecting to extract files from the live environment following the completion of the MBR data updates. Due to decision not to have a sale in this financial year this is not an urgent requirement.
- The new KPI4 requirements were dependant on the MBR uploads to provide improved statistics for the reporting of KPI4. This will be delayed until the issues are resolved.

Next steps are to back-out the first file of £100k accounts, work on fixing some routines in our code to address the issues. This will take until the end of August. Files will then be loaded again on a volume database and reviewed in detail before loading them on the live database. This exercise will take 3 weeks to complete. CA highlighted that it is key that they understand as soon as possible how these issues arose as we are embarking on much more complex data sharing with HMRC in relation to income. We do not want to experience the same or greater problems with this key project and therefore subsequent delays to implementation.

CAIT drew the Boards attention to the Welsh PT Review work – the project update highlights an issue regarding guidance. A replacement is now in post in the Welsh team now to pick this work up.

She stated that both Wales and Northern Ireland were very positive regarding their 08/09 deliveries.

### 3.2 Customer First Programme Report

BH presented the Customer First Programme report. He highlighted that overall current programme status was amber with all 09/10 deliveries currently at green. 10/11 design is progressing well and plans for the definition stage are being produced and will be consolidated as soon as possible. There is minor slippage in the analysis in the analysis progress of one of the two components but the impact of this will not be understood until we have an overall plan in place.

The 10/11 scope was signed off by Baroness Morgan however we stated that there was some discussion regarding time at the Main Board meeting. DR confirmed that sign off was achieved but there were two areas where DIUS were disappointed regarding the design of 10/11 service – the application process allowed one selected course only (not multiple course/assessments) and secondly no complete review design of paper forms. This was the cause of the on-going discussion however the scope has been accepted.

Mike Hipkins was also expressing concern at the Main Board that some readiness completion tests were outstanding. SLC have found it very difficult to satisfy DIUS changing requirements for completion test but BM stated that we hoped to have everything signed off to the deadline date.

BM continued to give a summary of the report highlighting the programme risks and the key activities. BM drew the Boards attention to the pipeline projects and suggested that Board members look over the list and report any feedback to him. **ACTION(PSDB040) - ALL**

## 4. Programme Updates

### 4.1 Customer Insight Update

TS provided an update of the key activities of the Customer Insight team. He noted that in relation to the customer satisfaction survey, the MMI framework had been presented to the Main Board and that work was taking place to commence the target setting process around Customer satisfaction. He stated that the results from benchmarking survey were made available at the end of July.

### 4.2 The Wales Student Finance Review Update

RSJ gave a verbal update following his recent visit to Wales with Paul Smith. The Welsh review is highlighting two main areas:-

#### **Tuition Fee Grant –**

DCELLS are undertaking a review of Tuition Fee Grant and it's contribution to student finance policy.

#### **Welsh E2E Review of SF Service**

Four options are being reviewed in the report that will be delivered in the autumn.

- Status quo
- Shared service model with LAS
- Scottish Model (SAAS)
- Centralised (office in North Wales – welsh job) could also process EMA's

SLC have been asked to provide data and information to support their considerations. A team will be put together to do this work which is required to be completed by mid September.

RSJ emphasised that there was a real need to improve the communication and interaction at Wales at all levels. He encouraged were face to face meetings and communication by place rather than email. BH took an action to get people together to agree how to communicate this to the appropriate people in SLC and a plan to ensure that this is achieved. **ACTION(PSDB041) - BM**

**5. FOI Minutes**

**5.1 FOI Minutes – 14<sup>th</sup> July, 2008**

The Minutes were noted and approved. No FOI amendments required.

**6. Key Messages for All Staff Communication**

No key messages for all staff communication were discussed.

**8. Date of next Meeting**

- Monday 11<sup>th</sup> August, 2008

Meeting Closed 11.10am

**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.**

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