
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
Held at 9.30am on Friday 12th September
Boardroom**

Present:	Derek Ross	Deputy Chief Executive	Chair	DR
	Martin Herbert	Customer Services Director		MH
	Wallace Gray	ICT Director		WG
	Chris Andrew	Company Secretary		CA
	Christine Aitken	Head of Change Management		CAIT
	Alan McLellan	Head of Business Services		AMcL
	Peter Robertson	Head of ICT Development		PR
	Paul Smith	Head of Business Development		PS
	Stephen Neilson	Senior Accounting Manager		SN
	Iain Steel	Senior Procurement Manager		IS
	Tom Steedman	Senior Customer Insight Manager		TS
	Colin Clive	ICT Products Development Manager		CC
	Elaine Urquhart	CSO Manager		EU
	Marin Kerr	Quality Assurance Manager		MK
Cheryl Mulholland	Senior Executive Secretary	Minutes	CM	
Apologies	Les Campbell	Finance Director		LC
	Ralph Seymour-Jackson	Chief Executive		RSJ
	David Thomson	Head of Customer Contact		DT
Distribution:	As Above.			

1. Chairman's Opening Remarks

DR welcomed the group to the Product and Services Development Board.

2. Product & Services Development Board Minutes & Matters Arising

2.1 Minutes of Previous Meeting held on 11th August, 2008

The Minutes were noted and approved subject to the word 'may' in page 2, paragraph 2 to be amended to 'money'.

2.2 Rolling Action Plan – 12th September, 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 the FE releases had now been successfully completed and went according to plan. The Repayment Portal mailing was also progressing well and number of letters issued would be aligned to the funds within the project.

Looking closer at AY08/09 she highlighted that it was almost complete and for FE, work was focused on the

requirements being signed off for EMA and ALG. Work assessments and planning were also progressing and a funding letter had been agreed.

She went on to state that there had been minimal change with the ICR Debt Sale since the August update however they now had the requirements which would be marked up into a catalogue. The walk through of that now is scheduled for the end of September. She highlighted that requirements workshops had been held throughout the last couple of months so they were confident that this would progress through to planning. Once the requirements catalogue is signed off work assessments will be carried out by all the different suppliers.

She went on to state that the OGC Report for the ICR Debt Sale had required there to be no sale in this financial year. Discussions were ongoing as to when the next sale can realistically take place. The outcome of this is expected around the end of October. However it is likely to move into the next financial year. DR asked for clarification that there was no financial risk associated with this because they had not yet budgeted for the staff required for it.

DR noted that there was potentially an operational issue with the downtime for the FFHE Migration and that was now been worked through.

SN highlighted that there was an underspend in AY08/09. He added that they would be using some of the £721,000 underspend for the mailshot for loan repayment to fund it. DR stated that there was going to be an Audit Review of the forecasting and project reporting to find out why there was a continuous underspend.

AMcL questioned whether they could send the mailshot out via email rather than by post as they had plenty of email addresses on the company systems. DR stated that he should speak to Dave Thomson and Lesley Raybould to discuss this further.

3.2 Customer First Programme Board Report

DR gave an update on the progress of the Customer First Programme. He noted that they required sign off from the Ministers before they go live.

He noted financial concerns on the Customer First Programme as at one point they were forecasting this financial year a £6million overspend. He added that they were no longer forecasting this overspend as it was now somewhere under £1 million. He stated that the challenge now was particularly focused on change and ICT to explain how they are going to spend all the money which is currently allocated against them. Discussions are now ongoing between Finance and those departments.

SN added that from a financial position 3 months ago what looked like they were at the risk overspending they were now potentially at a risk of underspending which was currently being reviewed.

PS queried whether the code for the Welsh Part-time Phase 2 was built into the AY09/10. CAIT stated that this had not been scheduled at that time. He continued that it was not on the Programme Report and it was agreed that PS would discuss this further with CC & CAIT. DR suggested that they should consider whether they were going to delay it for a further year or look at ways to include it on the plans. **ACTION(PSDB042) - CC/CAIT/PS**

MK joined the meeting

3.2 Quarterly Quality Summary Report

MK presented the Programme Quality Summary Report to the Board highlighting a summary of the key points. He noted that they had introduced the product quality checks earlier in the year in order to provide a real time reviewing the level of the quality within the programme. Sessions were held earlier in the year with the integration managers and PSM's to address the minor concerns surrounding the level of understanding of the process. This has now been carried out and all processes have been agreed including all initial checks being completed. He noted that the results had now been communicated to the relevant Project Boards.

Looking at the tables on page 2 of the report MK noted that the overall results suggest that the compliance to the process were positive and that system testing appears to be very robust however there was some room for improvement. DR questioned why the Monthly Borrower Rematch release showed an amber status? MK stated that this would be investigated further.

3.4 Programme Quality Plan

MK presented to the Board the AY08/09 SLC Programme Quality Plan for sign-off. DR confirmed the sign-off of the AY08/09 and in the future if anyone had any concerns with anything within the plan they should contact MK and he will feed it into the draft on the AY09/10 plan. **ACTION (PSDB043) – ALL**

MK left the meeting

3.5 Microsoft Project Server Briefing Paper

SN presented to the Board the Microsoft Project Server Rollout Consultancy Request for information only. He noted that the paper was intended to obtain the agreement of the Board to commence fact finding workshops in order to agree a strategy for the rollout of the server across the organisation. He went on to state that it would also be presented to the Operational Delivery Board as this was where the funding would be secured for it.

3.6 Customer Insight & Customer Services Strategy Paper

TS present to the Board the Customer Insight Strategy. He noted the paper included an update on key activities which took place since the previous Board and the Operational Delivery Board. The team had been put in place to support, provide research and to provide expertise to the business.

He drew the Boards attention to section 2.3 which looks at Research Agency Resource. He noted that there was a demand for research and so a roster of agencies that had the appropriate resource to take on board any eternal ad-hoc research requirements and the right culture-fit to facilitate greater understanding of the customers' experience had been created. This was also subject to some procurement constraints.

Looking closer at section 2.5.1 which looked at Returners Research, DR noted that a new process had been set up with customer engagement the previous year. He added that the Future Change Programme was looking to have a strong customer driver behind the process and the research information was going to come from this. It would look at issues concerning customers and what can be done in terms of the development of systems to make sure services become easier for customers.

Focusing on section 2.5.2 on Disabled Students Allowance. TS noted that the Programme of Customer Engagement for Disabled Students Allowance (DSA) got underway in early August. He stated that he would present feedback from the research to the next Board.

4. FOI Minutes

4.1 FOI Minutes –

The Minutes were noted and approved subject to minor amendment to Section 4.2.

5. Key Messages for All Staff Communication

No key messages for all staff communication were discussed.

6. Date of next Meeting

-10th October, 2008

Meeting Closed 10.45am

NB: Where wording appears in Italics, these items will be excluded from the minutes when placed on the website. 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 Version