



**Minutes of Meeting of the Board of Directors
Held at 9.30am on Wednesday 7th September 2016
Boardroom, Bothwell Street, Glasgow**

Present:	Chris Brodie	Chairman	CB
	Steve Lamey	Chief Executive	SL
	Prof Dame Glynis Breakwell	Non-Executive Director	GB
	Antonia Cox	Non-Executive Director	AC
	Simon Devonshire	Non-Executive Director	SD
	Natalie Elphicke	Non-Executive Director	NE
	David Gravells	Non-Executive Director	DG
	Sally Jones-Evans	Non-Executive Director	SJE
	Gary Womersley	Company Secretary	GW
	In Attendance:	David Wallace	Deputy CEO/Executive Director of Finance, Strategy & Corporate Services
Ruth Elliot		BIS	RE
Joanna Rodin		BIS	JR
Geraldine Campbell		Scottish Government	GC
Chris Jones (by phone)		Welsh Government	CJ
Sian Kerr		DELNI	SK

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1. Chairman's Opening Remarks and Directors' Matters

CB welcomed everyone to the meeting. CB intimated that he had joined the HFCE Financial Sustainability Strategy Group – otherwise there were no declarations of interest.

2.1 Minutes of the meeting held on 27th July 2016

Board approved the minutes of the meeting of 27th July 2016.

2.2 Matters arising from previous minutes

GW confirmed that of the five actions listed, one was recommended for closure (MB 202) – it being complete.

GW intimated that it would also be intended to close one further action (MB 177) as the presentation to Board of a draft SLC Corporate & Business Plan, for approval, had been superseded by communications in the interim and the APRA/Letter of Comfort Update, which would form part of the CEO Report.

SJE enquired re the timing of an Update on Living Wage being brought back to Board. DW updated Board re recent discussions with DfE on the issue as part of the CEO's ongoing Strategy Review. **(ACTION MB204 – SL/DW)**.

3.1 CEO Report

SL presented his CEO Report.

SL intimated that whilst he considered the Report much improved, it was still a work in progress and that he would continue to seek to further improve it for future Board meetings.

SL updated that, in general, he considered performance to be good, that the organisation was ahead of operational targets and that in general there were no escalated issues. SL advised that SLC was still on a learning curve with its new outsourced suppliers but that this would be refined for next year. SL reiterated that bearing in mind all pressures and IT matters, SLC was performing well.

CB enquired re PGL – * SL stated he was only aware of two complaints to him re PGL and that these were re policy matters.

SL detailed his recent discussions with Professor Diamond. CB intimated that any issues raised would be discussed at his pending meeting with the Welsh Government.

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SL provided an update re HCL. * **(ACTION MB205 – GW)**.

SL stated that in respect of the AY 17/18 Commission of SLC and Portfolio Assessment, until matters were all finalised SLC would not be able to correctly assess all the relevant interdependencies. Board discussed TEF/TEF2, with SL confirming that SLC still required clarity re the Welsh position. CB requested an up-to-date briefing prior to his upcoming meeting with the Minister. **(ACTION MB206 - SL/DW)**.

NE confirmed that as Chair of Audit & Risk Committee (ARC) she intended to review the formalities of commission requests/variations and report the matter back to Board accordingly.

*

SL advised Board re current Operations KPIs. CB welcomed the good progress achieved. **(ACTION MB207 - CB)**.

SL also advised re Repayments KPIs, noting that small increases in performance could lead to significant increases in sums recovered by SLC.

SLC intimated that he planned further work re Complaints and how these were dealt with internally and reported to the Board. SL added that relative to the amount of customer contacts, complaints were very low – but that where complex policy was involved, more complaints were received by SLC.

Board noted and expressed congratulations in respect of the Staff Recognition Awards.

* **(ACTION MB208 – DW)** * **(ACTION MB209 – NxDs)** & **(ACTION MB210 – DW)**.

NE reiterated that she was keen for the ARC to review the process behind the APRA letter.

Board noted the CEO Report.

3.2 Main Board Risk Review

Board reviewed the Main Board Risk Review & Machinery of Government change risk workstream.

NE intimated that she was keen for the role of ARC to enhance the level of the risk review undertaken on behalf of the Board. DG also intimated that he was also keen for the RemCom to also do so, where relevant to its remit. CB commented that this was a positive way forward. **(ACTION MB211 – GW)**.

Board noted the Main Board Risk Review & Machinery of Government change risk workstream.

3.3 SLC Strategy Update

SL provided an update in his SLC Strategy review, progress being made to date and intended timescales for progressing. Board commented on various aspects of the Strategy review and otherwise noted the SLC Strategy Update.

4. AOB

CB advised that following feedback re the BIS NxD Induction, it had been agreed to revisit any subjects requested by NxDs. (**ACTION MB212 – NxDs**)

CB raised the issue of getting a timeous replacement for GB and JR advised that DfE were addressing this.

CB noted that this would be the last SLC Board attended by RE. CB thanked RE on behalf of the Board and wished her well for the future.

5. Date of Next Meeting

The Board noted that the next meeting would take place in Glasgow on Wednesday 19th October 2016 at 9.30AM.

The Board meeting closed at 13.20PM.

NB: Where asterisks appear within a numbered item, these sections 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.