



**Minutes of Meeting of the Board of Directors  
Held at 9.45am on Wednesday 24<sup>th</sup> May 2017  
Boardroom, Bothwell Street, Glasgow, G2 7JD**

<b>Present:</b>	Steve Lamey	Chief Executive	SL
	Chris Brodie	Chairman	CB
	Antonia Cox	Non-Executive Director	AC
	Simon Devonshire	Non-Executive Director	SD
	Natalie Elphicke (by phone)	Non-Executive Director	NE
	David Gravells	Non-Executive Director	DG
	Sally Jones-Evans	Non-Executive Director	SJE
	Gary Womersley	Company Secretary	GW
<b>In Attendance:</b>	David Wallace	Deputy CEO/Chief Customer Officer	DW
	Matt Toombs	DfE	MT
	Stephen White (by phone)	Scottish Government	SW
	Chris Jones (by phone)	Welsh Government	CJ
	Chris Williams (by phone)	Welsh Government	CW
	Sian Kerr	Department for Economy (NI)	SK
	John Evans (Item 3.3)	Executive Director of Corporate Services	JE
	Lynn Halliday (Item 3.3)	SLC/Financial Accounting Manager	LH
<b>Apologies:</b>	Paula Crofts	DfE	PC

**1. Chairman's Opening Remarks and Directors' Matters**

CB welcomed everyone to the meeting – there were no declarations of interest.

**2.1 Minutes of the meeting held on 25<sup>th</sup> April 2017**

Board approved the minutes of the meeting of 25<sup>th</sup> April 2017.

## **2.2 Matters arising from previous minutes**

GW advised that of the 13 actions listed, 3 were marked for closure – either being complete or on the agenda.

GW updated that in respect of MB240, he had been advised that DfE had confirmed that it was intended to send an (agreed) letter to SLC imminently – MT and DW confirmed that this was the intention.

## **3.1 CEO Report**

SL presented his CEO Report.

SL advised Board of visits undertaken by him, in particular the “Development of Keystone Behaviours” workshop sessions in Darlington. SL informed that such workshops were considered key to the embedding the SLC Way, for which he thanked NxDs for their contribution.

SL updated Board re the FY17/18 Budget and April’s forecast expenditure – \*

SL provided a Managing People Report Update, \* **ACTION MB259 –SL**

SL informed Board re the End of Year Recognition Awards – Board congratulated all nominees and winners.

SL updated that the Europa Building had been fitted out ahead of schedule and that CCO staff from Bothwell Street and Cerium were now co-located and working together. SL praised all those involved in what were very quick turnaround times for the project. **ACTION MB260 – SL/DW**

SL provided an Operations Update, noting that SLC were ahead of forecasting *by c.50k applications* compared to last year. Board discussed the profile of applications received, noting potential factors going forward and that this was an aspect that would need to be continually monitored.

SL noted that calls received were profiling below forecast, identifying that this was attributed to initial benefits from early Right First Time discussions and staff response.

SL provided a Repayments Update, \* **ACTION MB261 – SL** \*

\* **ACTION MB262 – SL/DW**

SL provided a Complaints Update, noting that further work was ongoing to correctly identify the decline in complaints year-on-year.

## COMMERCIAL SENSITIVE - LEGALLY PRIVILEGED AND CONFIDENTIAL

SL updated Board re SLC's Security status, updating on SLC activity over the preceding week and patching improvements made to SLC systems and processes going forward.

SL provided a Programme Update, noting that it was still early in the year and that all programmes would remain under review.

SL highlighted the IAs' Annual Report, confirming that the recommendations made were accepted by SLC.

Board commented that the continuing development of the CEO Report was continuing well, the information provided being helpful for NxDs and appreciated.

Board noted the CEO Report.

### 3.2 McKinsey Digital Strategy Assurance Review – CEO Response

SL presented the McKinsey Digital Strategy Assurance Review – CEO Response.

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Board noted the McKinsey Digital Strategy Assurance Review – CEO Response.

### 3.3 Annual Report & Accounts

JE presented the Annual Report & Accounts "(ARA)" Report.

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\*. **ACTION MB263 – GW**

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Board noted the Annual Report & Accounts Year Ending March 2017 Report.

**3.4 Update from Remuneration, People and Organisational Design Committee held on 25<sup>th</sup> April**

DG provided an update from the Remuneration, People and Organisational Design Committee on 25<sup>th</sup> April.

\* **ACTION MB264 – GW**

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Board noted the Update from the Remuneration, People & Organisational Design Committee of 25<sup>th</sup> April.

**3.5 Update from Audit & Risk Committee held on 10<sup>th</sup> May**

NE provided an update from the Audit & Risk Committees of 10<sup>th</sup> and 24<sup>th</sup> May.

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\* **ACTION MB265 - SL/GW**

Board noted the Update from the Audit & Risk Committees of 10<sup>th</sup> and 24<sup>th</sup> May.

**3.6 Main Board Risk Review**

GW introduced the Main Board Risk Review.

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Board noted the Main Board Risk Review.

## COMMERCIAL SENSITIVE - LEGALLY PRIVILEGED AND CONFIDENTIAL

### 4. AOB

CB informed that he had met with Sir Michael Barber, the Chair-elect of OfS. CB commented that the current MoU between SLC & HEFCE would require to be updated for OfS, bearing in mind its differing role from HFECE. **ACTION MB266 – DW**

CB advised Board that the consultation re the SLC Stakeholder Forum was now complete. CB confirmed that whilst the circumstances that existed at the time of the Forums inception no longer persisted, it was considered that the Forum should continue to have a role in respect of strategy and looking forward and that it should still be chaired by a VC. **ACTION MB267 – DW**

CB advised that he had had confirmation in principle from speakers invited to date for the December Board Workshops and that SL had further ideas he was still considering.

SJE enquired if it were possible to consider additional activities round the July Board meeting in Darlington. **ACTION MB268 - SL/NxDs**

### 5. Date of Next Meeting

The Board noted that the next meeting would take place in Llandudno Junction on Wednesday 21<sup>st</sup> June 2017 at 11.00am.

**The Board meeting closed at 12.45pm**

**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.**