



**Minutes of Meeting of the Board of Directors  
Held at 11.00am on Wednesday 21<sup>st</sup> June 2017  
Maelor/Powy Fadog room, Welsh Government Office, Sarn Mynach, Llandudno Junction**

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

**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 24<sup>th</sup> May 2017**

Board approved the minutes of the meeting of 24<sup>th</sup> May 2017.

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

GW advised that of the 20 actions listed, 3 were marked for closure - either being complete or on the agenda.

Of the remaining actions, GW advised that many were due for the July Board/matters had been impacted by the recent election. In respect of MB248/256, MB249, MB250 and MB251, GW advised that he would be able to progress/circulate these post the Board meeting.

## **3.1 CEO Report**

SL presented his CEO Report.

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SL advised Board re recent Complaints trends saying that whilst the recent information was encouraging, he was still keen to evolve the format further as SLC continued to get a grasp on the cause of complaints – Board noting that product complexity appeared to be an issue worthy of further exploration.

SL updated Board of recent visit undertaken by him – in particular the Security Materclasses being rolled out throughout SLC.

\* Board noted the Finance Update.

SL provided a Managing People Report Update. \*

SL provided an Operations Update, noting that SLC had processed c.51% of applications expected by term start, c.10% more than the same point last year. \* SL noted that all volumes were lower than forecast overall, significantly so for Repayments.

SL provided a Repayments Update, \*

SL provided an ICT Update, highlighting in particular the number of Cyber Attacks, Malicious Calls/Emails and Malware numbers relative to the 12 month rolling averages.

SL provided a CCO Update, \*

SL provided a Programme Update, \*

Board noted the CEO Report.

### **3.2 CEO Performance Contract/Performance Framework**

SL Update Board on the latest iteration CEO Performance Contract. Board discussed various aspects of the CEO Performance Contract and welcomed the rigour and focus it would bring to performance within SLC.

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Board noted the CEO Performance Contract and example Performance Framework.

### **3.3 Final Annual Report & Accounts**

MB introduced the Final Annual Report & Accounts Report.

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### **3.4 Counter Fraud Services 16/17 Review**

SL introduced the Counter Fraud 16/17 Review.

SL provided background and context to the report and confirmed that having an effective counter fraud service was a key element of SLC's obligation and commitment to safeguarding public money, noting that SLC's CFS department had enjoyed a strong track record of success in detecting fraud and demonstrating a clear return an investment.

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Board noted the Counter Fraud 16/17 Review.

### **3.5 Main Board Risk Review**

GW introduced the Main Board Risk Review.

GW informed that as part of the ongoing development, risks had been aligned to SLC's Corporate Objectives, where relevant. \*

Board noted the Main Board Risk Review.

**4. AOB**

GW provided an update on progress with the Board Effectiveness Review.

CB updated Board re NxD appointments.

**5. Date of Next Meeting**

The Board noted that the next meeting would take place in our Darlington Office on Wednesday 26<sup>th</sup> July 2017 at 11.00am.

**The Board meeting closed at 14.00pm**

**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.**

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