



**Minutes of Meeting of the Board of Directors
Held at 11:00 a.m. on Thursday 30 January 2020
Room LG.03 and LG.04, Department for Education,
20 Great Smith Street, London SW1P 3BT**

2.1

Present:	Chris Brodie	Chair	CB
	Paula Sussex	Chief Executive Officer	PS
	Mary Curnock Cook	Non-Executive Director	MCC
	Simon Devonshire	Non-Executive Director (by phone)	SD
	David Gravells	Non-Executive Director	DG
	Charlotte Moar	Non-Executive Director	CM
	Stephen Tetlow	Non-Executive Director	ST
	Andrew Wathey	Non-Executive Director	AW
	David Wallace	Deputy Chief Executive Officer	DW
	Jacqui Smillie	Chief Financial Officer	JS
	Gary Womersley	Company Secretary	GW
In Attendance:	Sinead O’Sullivan	DfE	SOS
	Ben Connah	DfE	BC
	Gareth Allen	Scottish Government (by phone)	GA
	Chris Jones	Welsh Government	CJ
	Chris Williams	Welsh Government	CW
	Jonny O’Callaghan	NI Government	JOC
	Stephen Campbell	CIO	SC
	Derek Ross	Executive Director of Operations	DR
	Bernice McNaught	Executive Director of Repayments and Counter Fraud	BMC
	Morven Spalding	Executive Director, People	MS
	Alistair Jarvis	Chief Executive, Universities UK	AJ
	Stuart Brydson	Board Secretary (Secretariat)	SB
	Peter Robinson	Corporate Planning & Performance Manager (by phone, for Item 3.1 only)	PR
	Adam Treslove	Head of Corporate Affairs (for Item 3.1 only)	AT
	Angela Donaldson	Interim Head of Finance (for Item 3.2 only)	AD
	Madeleine Firth	Business Manager to the Office of the CEO (by phone for Item 4.2 only)	MF
	Cameron Cavin	Counter Fraud Services Manager (for Item 4.4 only)	CC
	Fiona Innes	Counter Fraud Strategy and Campaign Specialist (by phone for Item 4.4 only)	FI

	Alun McGlinchey	Head of Platform Delivery and Chief Information Security Officer (for Item 4.6 only)	AMG
	Kirsty Jordan	Platform Delivery, Chief of Security (for Item 4.6 only)	KJ
Apologies:	Paul Kett	DfE	PK
	Richard Leeman	NI Government	RL

1. CHAIRMAN’S OPENING REMARKS / DIRECTORS’ MATTERS / DECLARATIONS OF INTEREST

CB welcomed everyone to the meeting.

Apologies had been received from Paul Kett, Director General, Higher and Further Education, Department for Education; and Richard Leeman, Head of Student Support, Department for the Economy; and were duly noted.

CB noted that Simon Devonshire, Non-Executive Director, and Gareth Allen, Scottish Government were attending by telephone.

SOS provided an update on Board succession arrangements and noted that Andrew Wathey had kindly agreed to take on the position of interim Chair while the process to recruit a permanent Chair completed. CB thanked SOS noting that tomorrow would be his final day as SLC Chair and the press release would be published on Boardpack.

ACTION: SB to publish SLC Chair press release on Boardpacks

There were no declarations of interest.

2. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING

2.1 Minutes of meeting held on 27 November 2019

The minutes of the SLC Board meeting held on 27 November 2019 were approved as a true and accurate record.

2.2 Matters arising from previous meetings

GW advised that of the twelve matters arising from previous meetings five were recommended for closure being complete or covered in the agenda and seven were ongoing.

3. COMPANY PERFORMANCE

3.1 CEO Report

*

PS introduced the CEO Report, noting the areas of focus.

The following key matters were highlighted:

*

*

*

*

*

CCO Update

DW noted the work progressing on the Full Time service launches for the new academic year. *There were on-going technical issues within the test environments but these were being addressed by TG colleagues who were treating as P1 (Priority 1 incident).*

DW noted his thanks to BC and his team for work on policy demands to be delivered in financial year 2020-21, as these have been reduced from the previous years in order to create some space for policy simplification.

There followed discussion around policy commissioning and simplification / rationalisation in terms of key outcomes and deliverables. It was agreed that there would be an update at the forthcoming Evolve Oversight Committee meeting ahead of this coming to the Main Board in February.

ACTION: DW to take Policy Simplification & Rationalisation paper to Evolve o/s committee and then the February Main Board.

*

DW noted that discussions had taken place on the future of the Stakeholder Forum. It had been agreed that future meetings would be planned with a more strategic agenda, a streamlined and specific invitee list, and would take place biannually. Geoff Layer, forum Chair, has written to all members to confirm the new arrangements.

OFFICIAL SENSITIVE – COMMERCIAL – LEGALLY PRIVILEGED AND CONFIDENTIAL

There followed discussion around the inclusion of students in the Stakeholder Forum. PS noted that student engagement was important and that this was now being achieved with University visits by the Executive Team. PS herself had visited Sheffield University in December and this had been successful.

Operations

DR noted that David Thomson, Head of Operations in Darlington had been assigned to fulfil the fulltime business lead role on the Customer Engagement Management initiative which is a core component of Evolve.

*

Repayments and Counter Fraud

BM noted that as at the end of December 90.15% of customers were compliant with their repayment terms and conditions, and that this represented the highest ever figure.

*

Complaints

MCC requested that further detail be provided in future CEO reports on the causes of complaints.

ACTION: Future CEO reports should include information on the causes of complaints.

Technology Group

SC noted that there had been recent positive progress on technology strategy and that he was due to speak about this in detail at the March Board meeting.

*

*

Managing People

*

*

*

Board noted CEO Report.

*

3.2 CFO Report

*

JS introduced the CFO Report.

JS highlighted key messages from the paper, including the 2020-21 budget.

*

At this point Jonathan Slater, Permanent Secretary and Paul Kett, Director General of Higher Education and Further Education joined the meeting in order to mark that this was the Chair's final meeting and to present a letter of thanks from the Minister.

Jonathan Slater and Paul Kett then left the meeting.

AD noted that her Department were currently working on the January forecast.

*

*

4. PRIORITY BUSINESS

4.1 Universities UK update

AJ introduced Universities UK update.

AJ talked to the presentation slides provided which outlined current policy and political issues for universities.

AJ noted the need for renewed effort on a joined up programme of student loans education, to students, parents and universities, stressing that this should be a collaborative process involving Government, universities and sector bodies. CB agreed that it is in everyone's interests to promote engagement with students.

AJ agreed that PS and AW would be invited to a future UUK meeting.

Board noted and welcomed Universities UK update.

4.2 Tailored Review update

At this point MF joined the meeting by telephone.

DW introduced Tailored Review update.

MF noted that a lot of progress had been made on Tailored Review recommendations and that this paper would demonstrate the various workstreams aligned well with SLC strategic priorities.

MF drew to the Board’s attention pertinent highlights from the report. There then followed some discussion in terms of how the Board could be assured that the progress being made was appropriate.

*

Although his team had recently been depleted by work on Brexit, they would soon return and be able to focus on Tailored Review once again.

Board welcomed the Tailored Review update.

*

*

*

*

*

4.4 Draft SLC Customer Compliance – Statement of Intent

*

BM introduced Draft SLC Customer Compliance – Statement of Intent. BM noted that the draft framework and statement of intent had now been created. BM noted that there were essentially four matters where the views of the Board and Shareholders were being sought.

*

*

*

*

Board noted Draft SLC Customer Compliance – Statement of Intent.

*

4.5 Modern Slavery Statement

GW introduced Modern Slavery Statement.

Board approved Modern Slavery Statement.

At this point AJ left the meeting.

4.6 Cyber Security Activity

*

SC introduced Cyber Security Activity.

*

*

*

*

Board noted Cyber Security Activity.

*

*

*

*

5. PAPERS FOR NOTING

5.1 Evolve Oversight Committee Chair Report

SD introduced Evolve Oversight Committee Chair Report.

SD asked that the Board be given access to the papers from the recent Evolve Oversight Committee workshop.

ACTION: SB to publish EOC workshop papers on Boardpacks.

*

AW noted that Evolve would remain at the top of the agenda and that it was important for the Board to understand progress and outcomes.

Board noted Evolve Oversight Committee Chair Report.

5.2 December QSM Minutes

There were no questions on the December QSM minutes.

Board noted December QSM Minutes.

6. Any Other Business

CB noted that this would be the final Board meeting of CJ and thanked him for his attendance and support.

*

Finally, PS proposed an official vote of thanks to CB for his valuable contribution over the last six years. This was welcomed by the Board.

7. Date of Next Meeting

11:00 am, Thursday 27 February 2020, The Boardroom, 100 Bothwell Street, Glasgow G2 7JD.

There being no other business, the Chair thanked everyone for attending and the meeting closed at 3.10 pm.

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.