



**Minutes of Meeting of the Board of Directors  
Held at 09.30 a.m. on Wednesday 26 June 2019  
The Boardroom, 100 Bothwell Street, Glasgow G2 7JD**

**2.1**

<b>Present:</b>	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
	Natalie Elphicke	Non-Executive Director (by phone)	NE
	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
<b>In Attendance:</b>	Sinead O’Sullivan	DfE	SOS
	Lorna Caldwell	Scottish Government	LC
	Geoff Owen	Welsh Government (by phone)	GO
	Richard Leeman	NI Government	RL
	Derek Ross	Executive Director of Operations	DR
	Adrian Tucker	Chief Information Officer	AT
	Bernice McNaught	Executive Director of Repayments and Counter Fraud	BM
	Sally Winstanley	Future Board Scheme participant (by phone)	SW
	Stuart Brydson	Board Secretary (Secretariat)	SB
	Steven Darling	Director of Repayment and Counter Fraud Strategy (Items 2.1 and 2.2 only)	SDA
	Rachel Nixon	Deputy Director, NICS Policy and Student Finance (Item 2.1 only)	RN
	Claire McGhee	Head of Customer Communications and Marketing (Item 2.2 only)	CMC
<b>Apologies:</b>	Paul Kett	DfE	PK
	Ben Connah	DfE	BC
	Gareth Allen	Scottish Government	GA
	Chris Jones	Welsh Government	CJ
	Chris Williams	Welsh Government	CW

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

CB welcomed everyone to the meeting and in particular welcomed Charlotte Moar, Non-Executive Director, who was attending her first meeting and Lorna Caldwell, Scottish Government who was deputising for Gareth Allen.

Apologies had been received from Paul Kett, Ben Connah, Gareth Allen, Chris Jones, Chris Williams and Morven Spalding and were duly noted.

CB also noted that Simon Devonshire, Natalie Elphicke, Sally Winstanley and Geoff Owen were joining by phone.

No declarations of interest were raised.

**2. DEEP DIVE**

- \*
- \*
- \*
- \*
- \*
- \*
- \*
- \*
- \*
- \*
- \*
- \*
- \*

**2.2 Navigating the Customer Repayments Journey**

At this point CMC joined the meeting.

DW introduced Navigating the Customer Repayments Journey.

SDA and CMC presented the slides of their presentation and played one of the short videos attached.

CMC explained the efforts undertaken to better educate students about the repayments journey, including an ‘exit’ email that is sent on completion of their study.

\*  
\*  
\*

Board noted and welcomed Navigating the Customer Repayments Journey.

SDA and CMC left the meeting.

### **3. MAIN BOARD BUSINESS**

#### **3.1 Annual Report and Accounts 2018-19**

JS introduced her CFO 2018-19 Accounts update and noted that the RPODC has approved the Remuneration and Staff Report subject to minor changes.

\*  
\*  
\*  
\*  
\*

NE noted the tremendous work that JS and her team have carried out so far.

Board noted CFO 2018-19 Accounts update.

#### **3.2 Post-18 Review Analysis**

DW introduced his Post-18 Review Analysis. He noted that his team approached this from several perspectives.

\*

CB asked the Devolved Administrations for their views.

\*

\*

ST noted the good quality and relevance of the report. He suggested that it could be further improved with the addition of a risk matrix.

**ACTION: DW to include risk matrix with the future Post-18 Report.**

Board noted Post-18 Review Analysis.

### **3.3 Transformation Oversight Committee Terms of Reference**

CB introduced the Transformation Oversight Committee Terms of Reference.

There followed discussion about the responsibilities of the Committee and its relationship to the Board. PS confirmed that the Committee will report to the Board.

CB agreed in principle the terms of reference and asked that these are reported back to the July Main Board.

**ACTION: PS to report Transformation Oversight Committee Terms of Reference to the July Main Board.**

## **4. FOR INFORMATION (with discussion by request from members)**

### **4.1 Repayments data update**

BM introduced the Repayments data update and talked through the attached slides.

AW noted the good quality of the report.

\*  
\*

Board noted Repayment data update.

### **4.2 June QSM Papers**

SOS introduced the June QSM papers and noted that there had been improved discussion at this meeting. It is important that all shareholders attend.

## **5. Any Other Business**

### **Office for National Statistics**

CB noted the further report published in June on the New Treatment of Student Loans in the Public Sector Finances and Public Accounts which was a follow up to the report that was published by the ONS in December 2018.

\*  
\*

### **Permanent Secretary Visit to Darlington**

CB noted that Jonathan Slater, Permanent Secretary of the Department for Education had visited SLC Darlington office on 21 June. As part of his visit he had listened to calls, viewed social media interaction, and taken questions from members of staff.

### **Adrian Tucker**

CB noted that today would be AT's last Main Board meeting before leaving the Company. CB noted the achievements of AT and his team and thanked AT for his work over the last 18 months.

The new CIO was due to start on 21 August.

\*

### **Board Effectiveness Review**

CB noted that, as part of the Board effectiveness review this year, a questionnaire would be distributed to all Board members before the summer break. The results would be discussed at the September Board meeting.

**ACTION: GW to report on Board effectiveness review at the September Board meeting.**

### **6. Date of Next Meeting**

11:30 am, Wednesday 24 July, Rhufoniog Room, SFW, Sarn Mynach, Llandudno Junction, Conwy LL31 9RZ.

There being no other business, the Chair thanked everyone for attending and the meeting closed at 12:40.

**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.**