



**Minutes of Meeting of the Board of Directors  
Held at 9.30 a.m. on Wednesday 30 October 2019  
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	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
	<b>In Attendance:</b>	Paul Kett	DfE
Sinead O’Sullivan		DfE	SOS
Gareth Allen		Scottish Government	GA
Chris Jones		Welsh Government (by phone)	CJ
Stephen Campbell		CIO	SC
Derek Ross		Executive Director of Operations	DR
Bernice McNaught		Executive Director of Repayments and Counter Fraud	BM
Stuart Brydson		Board Secretary (Secretariat)	SB
Sally Winstanley		Future Board Scheme Participant (by phone)	SW
Peter Robinson		Corporate Planning & Performance Manager (for Item 3.1 only)	PR
Adam Treslove		Head of Corporate Affairs (for Items 3.1 and 4.1 only)	AT
Angela Donaldson		Interim Head of Finance (for Item 3.2 only)	AD
Steven Darling		Director of Repayment and Counter Fraud Strategy (for Item 4.1 and 4.2 only)	SD
Andrea Cassells		UX Designer (for Item 4.1 only)	AC
Alun McGlinchey		Chief Information Security Office (for Item 4.3 only)	AMC
Richard Haynes	Vice President, Head of Health and Devolved Government, Cap Gemini (for Item 4.3 only)	RH	
<b>Apologies:</b>	Ben Connah	DfE	BC
	Chris Williams	Welsh Government	CW

Richard Leeman	NI Government	RL
Jonny O’Callaghan	NI Government	JOC
Morven Spalding	Interim Director – People	MS

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

CB welcomed everyone to the meeting.

Apologies had been received from Ben Connah, Deputy Director, Student Loans Company Strategy and Sponsorship, Department for Education; Chris Williams, Head of Performance Management & Student Finance, Welsh Government; Richard Leeman, Head of Student Support, Department for the Economy; Jonny O’Callaghan, Interim Head of Student Support, Department for the Economy, and were duly noted.

CB noted that Chris Jones, Deputy Director of Higher Education, Welsh Government and Sally Winstanley, Future Board Participant were joining by telephone.

CB noted that this would be SW’s final Board meeting and thanked her for her valuable contribution. CB noted a desire to continue to participate in the scheme and asked this be investigated, to be put to the subsequent SLC Chair for consideration.

**ACTION: SB to investigate SLC continued participation in the Future Board Scheme.**

### **Declarations of interest.**

SD declared his appointment as Non-Executive Chair of Ploughshare Innovations, a division of Defence Science and Testing Laboratory. MCC declared her appointment as GB Chair of the Dyson Institute of Engineering and Technology, and as Non-Executive Director of the London Interdisciplinary School. Both confirmed that they would update their Register of Functions accordingly.

## **2. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING**

### **2.1 Minutes of meeting held on 24 July 2019**

The minutes of the SLC Board meeting held on 24 July 2019 were approved as a true and accurate record.

### **2.2 Minutes of meeting held on 26 September 2019**

The minutes of the SLC Board meeting held on 26 September 2019 were approved as a true and accurate record.

### **2.3 Matters arising from previous meetings**

GW advised that of the 19 matters arising from previous meetings 12 were recommended for closure being complete or covered in the agenda and 7 were ongoing.

**3. COMPANY PERFORMANCE**

**3.1 CEO Report**

PS introduced the CEO Report and the following key matters were highlighted:

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**Corporate Communications**

AT summarised the points made within the CEO Report noting that he had created four teams within his Department which will produce better messaging both internally and externally.

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**Operations**

DR noted that Operations were now effectively through the 'peak period' and that first instalment student support payments had been made.

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Board noted CEO Report.

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### **3.2 CFO Report and Corporate Risk Report**

*At this point AD joined the meeting.*

JS introduced the CFO Report and Corporate Risk Report.

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Board noted CFO Report and Corporate Risk Report.

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## **4. PRIORITY BUSINESS**

### **4.1 Online Repayment Services**

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BM introduced Online Repayment Services.

MCC took part in a live demonstration of a simulated customer online repayment session.

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SD talked to the presentation slides and then invited questions.

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Board noted and welcomed Online Repayment Services.

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### **4.3 Disaster Recovery**

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SC introduced Disaster Recovery.

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Board noted and welcomed the Disaster Recovery update.

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### **4.4 DSA Risk Assessment and Mitigation**

DR introduced DSA Risk Assessment and Mitigation.

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Board noted DSA Risk Assessment and Mitigation.

### **4.5 Board Governance**

DW introduced Board Governance.

## **OFFICIAL SENSITIVE – COMMERCIAL – LEGALLY PRIVILEGED AND CONFIDENTIAL**

DW noted the background to the paper and took the Board through the proposals which were being put to the Board and where approval was being sought.

DW noted Board requests in finessing the detail of the proposal which included:

- having the Board hold an annual strategic review of risks and with risks discussed in detail at the ARC but with continued oversight at Board meetings
- the need to find time for at least one planning/away day type session
- the need for granularity within the detailed schedule such that the e.g. Q2 process be explicitly called out
- Having regard to this paper being the only one at the meeting marked 'For Approval' and noting that greater thought has to be given to this in terms of being clearer what the papers were being presented for and the role of the Board

Subject to the above, the Board approved the Board Governance paper but noted that the new Chair may well wish to consider once appointed early next year.

### **5. PAPERS FOR NOTING**

#### **5.1 Business Continuity**

JS introduced Business Continuity.

CB welcomed the update and asked that the lessons learned from this exercise be shared with the Board in due course.

**ACTION: JS to provide detail on lessons learned from the October 2019 business continuity exercise.**

Board noted Business Continuity.

#### **5.2 Evolve Oversight Committee Chair Report**

SD introduced Evolve Oversight Committee Chair Report.

SD noted that the Evolve Committee was in its infancy and that the minutes of the most recent meeting may not have fully captured the full discussion that took place at the meeting.

CB noted that he would welcome the committee reporting to the Board on matters such as the progress being made, the spend so far and the benefits being realised.

In this context it was also discussed that rather than minutes of the meeting being included, that a short report might better inform the Board of progress being made.

**ACTION: BM to provide appropriate information to the Evolve Oversight Committee such that the committee Chair is able to report to the main Board on progress, spend to date and benefits realised as part of the committee’s update to the Board.**

MCC also requested that Board Sub Committee papers are made available to all Board members.

**ACTION: SB to make Sub Committee papers available to all Board members on Boardpacks.**

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Board noted Evolve Oversight Committee Chair Report

### **5.3 ARC Chair Report**

CM introduced ARC Chair Report.

CM noted the work that had been carried out to plan the future ARC schedule of business. Deep dives will now form part of the meeting sequencing.

Board noted ARC Chair Report.

### **5.4 RPODC Chair Report**

DG introduced RPODC Chair Report.

DG noted that the work from MS on People Strategy had been excellent.

Board noted RPODC Chair Report.

## **6. Any Other Business**

### **Sub Committee Chairs Meeting**

CB noted that the Sub Committee Chairs had met, in what was to be an ongoing arrangement, to ensure better coordination between the Sub Committees.

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### **Workday**

JS noted that Workday will be launched at the start of November and that as a result Non-Executive Directors will now submit their expenses claims and evidence through the Workday app.

### **7. Date of Next Meeting**

09:30 am, Wednesday 27 November 2019, SLC Boardroom, 100 Bothwell Street, Glasgow G2 7JD.

There being no other business, the Chair thanked everyone for attending and the meeting closed at 13:15