

SAAS MANAGEMENT BOARD MEETING THURSDAY 4 NOVEMBER 2010

Present: Tracey Slaven
 Bruce Nelson, NEBM
 Allan Forsyth, NEBM
 Dugald Mackie, NEBM
 Derek Smeall, NEBM
 Graham Gunn
 Audrey Heatlie
 Audrey Shimmons
 Maureen Shevas
 Linda Pender (Secretary)

Minutes of the previous meeting

1. The minutes of the meeting held on 30 August 2010 were agreed.

Actions points from the previous meeting

- Running cost assumptions - The Agency were now charging the Health Department for the debt recovery costs of nursing students.
- Discussions were on-going with institutions about DSA payments.
- Simplifying funding system – Tracey had discussed this issue with Leslie Evans. SAAS and SLC would set up project board to look at the possibility of SAAS paying loans.
- A Project Board was in place for the Attendance Data Project which included representatives from University Scotland and Scotland's Colleges.
- A draft green paper was being prepared to look at HE student funding and student support. SAAS had been included in discussions and had reinforced the need to simplify the current system.
- It was likely to take around 2-3 years to implement a project to introduce a "one application per course" system; reducing the number of applications we receive each year..

Balanced Scorecard Report

2. Almost 90,000 applications were received by the guarantee date of 30 June. For next session we would need to look at the number of times each case was processed (for a change in income details or new courses etc) and how we can encourage students to apply earlier each year, preferably in April.
3. Emails – There had been a two month delay in responding to emails received during the peak session and we had around 5,000 emails currently to be dealt with but this remained a significant improvement over 2009/10.
4. It was noted that the Agency now use twitter and face book to communicate with students.

5. There had been some negative media coverage in the Mail on Sunday and Edinburgh Journal recently but this was about SLC rather than SAAS.
6. KPI 11 – The 14/21 day targets would need to be refreshed for next session.
7. KPI 11A – The average time taken to process applications was not valid as the date processed changed each time a case was reprocessed. This may not be a valid KPI now that we have changed the way we process applications.
8. The ILA 500 scheme would be rebranded as a part-time fee grant which SAAS would deliver. A downloadable application form will be available on our website and students and colleges will only deal with SAAS.
9. Customer Survey – The updated survey had been issued to all current students and to date over 12,000 students had responded. We will also use our website to ask for feedback on specific issues such as travel throughout the year.
10. The board congratulated SAAS staff for their processing efforts this session. Tracey explained that we would be holding a Healthy Working Lives afternoon in November to mark the end of session.
11. Student programme budget –. The forecast was within budget for this year.
12. Running costs budget – savings were reported as there had been less expenditure on overtime and temporary staff this year.
13. Post based control – SAAS baseline staffing figure was lower than expected as the December staffing figure had been used (when the agency was not fully staffed) and they did not include temporary staff covering posts. There may be an internal redeployment pool of staff available within SG and the Permanent Secretary was considering apprenticeships for young people coming into SG. **Action:** Tracey would consider staffing requirements for next year once we had our budget settlement.
14. Waste – The percentage of waste going to landfill had increased due to a change in contractor. **Action:** We are meeting the new contract manager shortly to discuss action required shortly.
15. Payment of invoices – the figure was slightly below target as invoices had been caught up in the large amount of mail being delivered to Gyleview House
16. Unplanned downtime – The Agency had been effected by a server problem in ISIS servers as the UPS had failed **Action:** BSU would take this up with ISIS to ensure the problem did not happen again.
17. Staff Survey – Survey results were due on 10 November and participation had increased as 87% of staff had completed the survey.

Committees

18. The Health and Safety Committee minutes were noted.

Challenging Running Cost Assumptions

19. The student Support and running costs budget would be looked at together for the purpose of the budget reductions required.

20. SAAS framework document – the text had now been agreed with SG Finance and our Fraser Figure. It was hoped that this issue would be resolved by Christmas.

Risk Register

21. The Senior Management Team consider the Risk Register on a monthly basis. All additions since the last management board meeting were now shown in Italics.

22. The SAAS Conference with Stakeholders would be held on 9 February at Atlantic Quay in Glasgow.

23. Risk 8 – We have now selected a new supplier for a telephony system and would be moving to new more modern technology to replace the jukebox. However as data transfer was very expensive old records would continue to be held on the jukebox.

24. The impact of the Browne Report had not yet been included in the risk register as we were uncertain about what would happen in the future.

Any Other Business

25. Attendance data project – communications would be issued shortly to ask staff working in institutions to visit SAAS to see the new process and give feedback.

26. The staff awayday will be held on 10 March and NEBMs were invited to attend.

Date of next meeting

27. The next meeting will be held on 17 February at 10.30am

Chief Executive's Office
5 November 2010