

SAAS MANAGEMENT BOARD MEETING THURSDAY 10 FEBRUARY 2011

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

Apologies: Derek Smeall, NEBM
Audrey Heatlie
Maureen Shevas

Minutes of the previous meeting

1. The minutes of the meeting held on 4 November were agreed.

Actions points from the previous meeting

- Staffing requirements – work was in progress to fill vacant posts.
- Unplanned downtime – BSU were discussing how to minimise the risk to IT systems with ISIS as there had been some problems as a result of servers being moved to a new area in Saughton House.
- SAAS Framework document – DG Finance had agreed the role of DG Learning and Justice, SAAS Chief Executive and Head of HEL and the framework document would now be sent to Cabinet Secretary for approval. **Action:** Tracey agreed to send copy of the final document to NEBMs.

Balanced Scorecard Report

2. The guarantee date had been very effective in bringing in applications earlier than previous years and processing targets would be reviewed in our Corporate Plan after the elections.

3. The withdrawal of travel expenses next session will allow staff more time to deal with provisional awards and also provides a window of opportunity for relocation if an extension to the current lease is not available in 2013.

4. SAAS pay loans – Tracey had opened discussing with SLC but it would be at least 2012/13, or possibly 2013/14, before any changes could be made. A paper had been discussed at the SLC Board meeting and there had been some concerns raised about resources. However this would simplify the funding process for students.

5. StEPs – The system is now robust and performance volume testing has been successful but we would run both systems for a time as a safety net. GRASS would continue to be used as a secondary system. **Action:** Tracey agreed to send a note to the Board to inform them when StEPS system goes live.

Customer/ Stakeholders

6. Appeals – The numbers of appeals was high and it was agreed that it may be more useful to look at the number of appeals where the original decision was not upheld.
7. Complaints – The Board agreed it would helpful to look at complaints where there was a real issue and identify problems/trends. This would be looked at further.
8. Events – There had been an increase in visits and it was agreed to look at ways to measure success in widening participation (by possibly sending a survey to the schools involved)

Delivering Value

9. The underspend on DRCs was mainly due to the SG head count controls.
10. Debt recovery – SAAS had identified more debt from overpayments due to work carried out on student withdrawals.
11. Environmental targets – The increase in waste going to landfill was due to waste collection system by our new contractor. A new procedure should be put in place shortly.
12. Fees – SAAS invoicing institutions would improve efficiency and reduce fees paid for withdrawals. The invoicing was also necessary due to the move to StEPS.

Internal Processes

13. IT system availability – The BSU were working with ISIS on a continuing basis and would highlight our requirement for web services at weekend and bank holidays.

Learning and Growth

14. Vacancies were high due to SG headcount controls for staff. Temporary staff have been used to replace a couple of permanent posts.

Minutes of meetings

15. The minutes of the following meetings were noted:-
 - H&S meeting on 18 January.
 - ISIS meeting on 14 December.

NEBMs Appraisals

16. **Action:** Tracey asked NEBMs to complete the self assessment appraisal form by the end of February and Linda would arrange one to one meetings with Tracey.

Employee Survey Results

17. The staff engagement index was lower than hoped but this may be due to the timing of survey (October was a very busy time for our staff). Action would be taken on line management issues raised in the survey - there would be additional t