

SAAS MANAGEMENT BOARD MEETING THURSDAY 27 MAY 2010

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

Apologies: Audrey Heatlie

Minutes of the previous meeting

1. The minutes of the previous meeting held on 16 February 2010 were agreed.

Actions from the last meeting

- The risk for IS systems had been reviewed in the risk register and would be discussed later in the meeting.

Balanced Scorecard Report – Q4 (Jan-March 2010)

2. The Agency had received over 151,000 applications last session but only 74% of applicants had applied more than 21 days before the start of Autumn courses which had created large backlogs of forms to be processed in August/ September last year.

3. StEPS implementation had been delayed due to problems identified during the volume testing and Cabinet Secretary had supported the decision.

Customer/Stakeholders

4. KPI 10(b) – While the Agency had met the target for the last quarter it had not been met for the year as a whole. **Action:** It was agreed to add annual figures/ session to date for this KPI. 2,500 more applications had been received now than at the same point last year and we continue to look for ways to communicate the new closing dates to increase the number of applications we receive at the start of the session.

5. Customer survey results KPI 7 – The agency would consider how best to seek regular feedback from customers and also consider timing issues.

6. KPI 9 (students applying 21 days prior to their course starting) had been revised as a result of a discussion between Bruce and Tracey.

7. Our operational policy team were leading on a project to review travel expenses with HELS.

8. Good feedback had been received from institutions on the literature produced for this session. A small sample of the new documents had been distributed initially and institutions had been asked to contact us if they required additional copies. .

Delivering Value

9. Financial management – There had been effective monitoring and forecasting of core business but there were a number of areas where the agency had limited control and which impact on our programme expenditure outturn figures. For example, discretionary funds were allocated on an academic rather than financial year and this had resulted in an unexpected underspend. Tracey was discussing options with HELS for notional financial year budgets.

10. Energy usage KPI 5 (d) - Energy usage had increased partly due to the significant overtime worked last session.

Internal Processing

11. Robust QA system KPI 16 – This information would not be available without the move to StEPs. **Action:** It was agreed to include a new KPI on the number of appeals received and to look at trends.

12. StEPS – An intermittent fault had been identified in the software AG operating tool. A report on this product would be produced for the next project board meeting on 10 June. The Board agreed that the decision to delay the project had been correct. **Action:** Tracey would advise the Board of the outcome of the project board meeting or any unexpected StEPS related issues. Tracey also offered to provide NEBMs by sending short updates through out the session which would include key information on processing etc.

Learning & Growth

13. New CSU staff were now in post and had received training.

14. The DRCs figures shown in Annex A would differ slightly from the final figures shown in our accounts due to SG internal charging for SCOTs PCs etc. **Action:** Tracey agreed to schedule a discussion on the effects of running cost budget cuts (which cover mostly staff costs) at the next Board meeting.

15. Recovery – As the volume of awards increase the value of debt outstanding has also increased.

16. EU student numbers – the annex shows an increasing trend in EU students over the last seven years.

Minutes of Committee meetings

17. The minutes of Health and Safety and Environmental Committee on 30 March 2010 and the ISSC meeting on 17 December 2009 were noted.

Draft Corporate Plan

18. The draft plan had been produced as a result of the corporate planning session with the Board earlier in the year and feedback from the staff away days.

Action:

- The draft should include a brief explanation of budget lines.
- Amend the performance measure for complaints **upheld** by the SPSO rather than complaints received.
- Tracey would consider adding lines on the possible consequences of cuts in running costs to the work of the agency.
- Tracey agreed to amend the document and pass to Cabinet Secretary for approval.

Risk Register

19. The risk register had been updated to reflect the delay in the StEPS project and provide online guidance on “phishing” scams for students.

20. Risk 5 – It was noted that current budget forecasts were beyond the allocated budget.

Action: The representation of risk 5 on the summary matrix was incorrect and should be reviewed. It was also agreed to show any changes made between Board meetings in track changes or italics.

21. Business Continuity Plan - **Action:** The Board would like to see the agency’s BCP at the next meeting and then on an annual basis.

NEBMs Performance Appraisal

22. A revised version of the new appraisal system had been issued to NEBMs by email. NEBMs were broadly content with the system and annual reviews would take place at the end of January/ February each year.

Any Other Business

23. Having achieved ISO 14001 accreditation levels the Agency would not seek to maintain current accreditation because of the high cost of that process. However work would continue to meet the standards and our environmental targets.

Date of next meeting

24. The next meeting will be held on 30 August.

Chief Executive’s Office
31 May 2010