

SAAS MANAGEMENT BOARD MEETING MONDAY 30 AUGUST 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 27 May 2010 were agreed.

Actions points from the previous meeting

- The BS had been updated.
- StEPS was making good progress and discussed would be later in the meeting.
- The Risk Register had been updated.

There were no matters arising.

Balanced Scorecard Report

Customers/ Stakeholders

2. Communications with students about the 30 June closing date for continuing applications had a greater effect than anticipated and we had received more than 130,000 applications (over 107,000 applications had been processed) and 24,000 continuing students applications had still to be processed (71 applications within the guaranteed date group). Overall volumes for the session appear to be as expected (between 1-2k more new students than last year) and board members agreed these numbers were unlikely to change much. It was agreed that it had been more important to process by course start date than date received. We will also seek feedback on the process from student through the website.
3. The red/amber/green markings for the Balanced Scorecard had been revised and were now more clearly defined.
4. The Cabinet Secretary did not want to make changes to travel expenses or any incremental changes to student finance this year or next as it was hoped to publish a green paper looking more broadly at HE funding.
5. Travel payments are income assessed and students are expected to pay the first £159 from their own funds. Expenditure on travel continued to increase year on year which also increased processing costs. It was noted that HE students usually attend 2-3 days per week and FE students 3-4 days each week.

6. A stakeholder conference would be held on 9 February 2011 to strengthen the Agency's relationships with institutions.

Delivering Value

7. Expenditure to 30 June – SAAS expenditure was uncertain until the impact of policy changes became clear. AME item costs were met by Treasury and these budgets would be adjusted mid year.

Internal Processing

8. System downtime – The BSU did not have out of hours emergency cover and it was agreed to make clear on our website that we were open for business Monday to Friday only. The Agency are also reliant on SG services from ISIS however it was agreed that at present the risk of our website becoming unavailable out of working hours was low. **Action:** It was agreed to discuss risk management with ISIS – particularly over key weekends in the session.

Learning & Growth

9. There continued to be difficulties getting information from the E-HR system which had been primarily designed for SG and work on the requirements of agencies would follow.

10. Debt Recovery – There were 2½ times the number of debt recovery cases than for the same period last year. This was mostly due to the fee status report exercise.

Minutes of Committee meetings

11. The minutes of the ISSC meeting on 22 June were noted.

12. StEPs Update – As a result of upgraded software there had been significant improvement in the StEPS system. The BSU were waiting on LOGICA approval for a new tool to test the software. Feedback from system users had been positive.

13. The minutes of the H&S meeting held on 15 June were noted.

Business Continuity Plan

14. The Management Board would like to see the BCP annually. The BSU was updated regularly and board members were satisfied with the document.

Risk Register

15. The autumn budget revision would take place in September. The spending review for the UK budget was 20 October and the Scottish draft budget bill would be published on 12 November. Theoretical discussions were ongoing in SG but the detail would depend on the UK budget. Any policy changes are required by the end of October to allow time to upgrade SAAS systems in time for the next session.

16. Risk 8 had been broadened to include StEPs and also other systems within SAAS. The Senior Management Team reviewed the risk register on a monthly basis and when required.

Date of next meeting

17. The next meeting will be held on 4 November @ 1.30pm

Chief Executive's Office
31 August 2010