



## **Abbreviated minutes of the fifty-eighth meeting of the Board of Directors held on 27 June 2017**

- Present:** Dame Suzi Leather (Chair)  
William Callaway, Wendy Finlay, Professor Alistair Fitt, Gillian Fleming, Peter Forbes, Carey Haslam, Mark Humphriss, Andy Mack, Dr Andrew Purkis, Dr Martyn Thomas, Sorana Vieru, Dr Simon Walford, Sophie Williams
- Apologies:** Geoffrey Elliott, (Jon Renyard)
- Secretary:** Ben Elger (Chief Operating Officer)
- In Attendance:** Judy Clements (Independent Adjudicator and Chief Executive)  
Felicity Mitchell (Deputy Adjudicator)  
Steven Barber (Head of Operations and Information Management)  
Sarah Liddell (Head of Leadership Office)  
Jo Smart (Casework Administrator) (staff observer)

### **17/14 Chair's business**

The Board received the feedback from the March 2017 Board Away Day, which was positive. It was agreed to have a similar event next year.

### **17/15 Membership**

The Chair thanked Sorana Vieru and noted her thanks to Bethan Dudas for the valuable contribution they have both made to the Board.

The Board welcomed Jo Smart (Casework Administrator) as staff observer to the meeting.

### **17/16 Declarations of Interests**

There were no declarations of interest.

### **17/17 Minutes of recent meetings**

The minutes of the fifty-seventh meeting of the Board held on 29 March 2017 were approved.

## **17/18 Matters arising from the Minutes**

The Board received a record of the matters arising from the minutes.

## **17/19 Report from the Independent Adjudicator and Chief Executive**

The Board received the quarterly report from the Independent Adjudicator & Chief Executive.

The Independent Adjudicator updated the Board on the priorities for OfS which Sir Michael Barber set out in his inaugural speech as the Chair of the Office for Students on 23 June. In particular it is pleasing that students and the student experience will be a key focus.

An update on wider developments in the sector was also provided. The OIA is working with relevant organisations to address issues which are yet to be resolved in the new framework. There is a need for a common understanding across the sector bodies of what constitutes higher education. The OIA has been engaged with this question for some time and is now sharing its experience with DfE and others. This is being positively received.

The Welsh Government has opened a consultation following the publication of its White Paper, *Public Good and a Prosperous Wales*.

Data sharing: It was reiterated that any sharing of data in relation to individual cases is done in accordance with the Data Protection Act. Student or staff names are not disclosed unless they are already known to the recipient, and if there is any risk that a person may be identifiable from information then it is not disclosed. The majority of data shared relates to trends rather than to individuals.

Data protection: Work is underway to ensure that the OIA meets the requirements of the General Data Protection Regulation (GDPR) when it comes into force.

Good practice: A presentation for Board members on the work of the new Outreach & Insight Team will be arranged.

OIA values: A report on work with staff on the OIA's values will be brought to the December meeting of the Board together with a report on the staff survey.

## **17/20 Case receipts and KPIs**

The Board received a report on case receipts and KPIs from the Chief Operating Officer.

There was discussion of levels of case receipts. It is positive that the OIA's good practice work appears to be having an impact and that there is more early resolution of complaints in providers. The OIA has a relatively strong profile with NUS and students' unions and

signposting through providers and their student organisations remains a key way of ensuring that potential complainants are aware of the OIA's service.

Performance against KPIs remains strong. The KPIs will be reviewed towards the end of the year.

#### **17/21 Finance Report to May 2017**

The Board received the Finance Report to May 2017 from the Chief Operating Officer. Cash collection of core subscriptions has progressed very well with almost all payments received.

#### **17/22 Financial planning**

The Board received a paper on financial planning from the Chief Operating Officer.

Suzi Leather and Judy Clements left the meeting at this point to travel to the ENOHE conference in Strasbourg and Andrew Purkis took the chair.

#### **17/23 Report from the Company Secretary**

The Board received a report of Company Secretarial activity since the last Board meeting.

#### **17/24 Any other business**

There was no other business.

#### **17/25 Reflections on the meeting**

#### **17/26 Dates of future meetings**

Tuesday 26 September 2017 at 10.30am

Monday 11 December 2017 at 10.30am

Ben Elger  
Company Secretary  
30 June 2017