



## MATTERS FOR ACTION

## SCHEME BOARD OVERVIEW

## RHI ND Board Meeting

This document provides a monthly update on substantive discussions and output of the relevant Scheme Project Board.

**From:** Gareth John  
**Date:** 16 October 2015  
**Time:** 10 – 12pm  
**Location:** CR8/G2M5

**Present:** Gareth John (GJ); Charles Hargreaves (CH); Edmund Ward (EW); Teri Clifton (TC); Jane Pierce (JP); Wayne Reid (WR); Andy Harris (AH); Samantha Turnbull (ST); Omolade Barker (OB); Steve Blackie (SB); Nicola Dixey (ND)

**Apologies:** James Robinson (JR); Peter Rice (PR)

## GB SCHEME STATUS UPDATE

GJ congratulated the scheme on achieving 2GW of installed capacity and making £256m in payments to date.

EW announced the successful go live of the new sustainability requirements on 5 October 2015 and GJ thanked everyone involved for their efforts. Outstanding bugs for both Sustainability and PDS are being actively addressed and prioritised, with staged releases to resolve bugs. GJ asked for a summarised report on lessons learned at the December Board.

TC noted that enquiry volumes have tracked much higher than funded levels throughout this quarter. The team have managed this very well and are working more closely with the Comms Team. The total queue increased slightly ahead of 1 October but was significantly lower than previous pre-degression months. Resources are being used effectively across all teams and the loss of some temps returning to university had a direct impact on the number of cases being approved.

All but one statistical audit has been completed, and while results are being finalised indications are that targeting has been effective.

Disputes were down on September numbers and EW said “not properly made” applications were no longer being labelled under disputes. GJ asked if categorisation of disputes could be looked at before the next meeting.

## NI SCHEME STATUS UPDATE

TC noted DETI are still aiming for new regulations to come into force on 4<sup>th</sup> November [update since Board: current view 11<sup>th</sup> November] however draft regulations are still with solicitors. As predicted high volumes are still coming in which challenges current resources but this is expected to calm down over the coming months following the new regulations coming into force

## Headline metrics:

Enquiry Handling				September Actual	August Actual	
Phone calls – [KPI is 80% answered within 30 seconds] [GB]				80.03%	91.32%	
Emails - [KPI is 80% complete within 10 working days] [GB]				96.9%	99.4%	
Accreditations	Total Submissions September	Total Approved September	Total Submissions Scheme to Date	Total Approved Scheme to Date	Applications With Applicants	Applications With Ofgem
GB	365	318	15,082	12,774	1,209	733
NI	100	3	877	675	83	169



**MATTERS FOR ACTION**

Budget Update	Scheme	Funder	Annual Funding 15-16 (£000s)	YTD Funding (£000s)	YTD Actual (£000s)	Run Rate % of annual funding	Year-end forecast (£000s)
Funding v Actual Forecast (excl.overhead)	ND-RHI (GB)	DECC	6,801	3,651	3,561	52%	6,843

**1. INTRODUCTION**

1.1 GJ welcomed everyone to the meeting and reviewed the Minutes and Action Log.

**2. PROJECT UPDATES**

2.1 PDS Volumes did not come in as expected and were below forecast.

2.3 Sustainability was launched on 5<sup>th</sup> October and this resulted in intense activity over a short period of time. Around 700 pages of guidance have been reviewed, IT systems have been updated and staff have been trained in revised Standard Operating Procedures. Several bugs have been identified and work is in progress to resolve these. There was some evidence that the BSL backlog was having an impact. JP said we were working closely with DECC and Gemserve to agree joint lines to take and monitor the position going forward.

GJ said the business focus on projects was currently on resolving outstanding IT issues and understanding the scope to deliver further development work within agreed budget. AH noted that the absence of a project management resource after November would limit development or change request work that IT can support. EW noted that planning is ongoing but will continue to rely on IMT engagement.

**3. BUDGET**

GJ said paperwork had been finalised for returning £350K to DECC, and revised cost and activity forecasts will be reflected in the P7 (October) cost report

**4. Terms of Reference**

It was agreed EW would make minor amendments to Items 2 and 6, following which a finalised version will be circulated in advance of the next Board.

**5. Counter Fraud Update**

ST ran through the slides noting the current caseload, concerns and highlighting examples of existing issues. GJ noted that while all cases should receive a proportionate investigation, it was appropriate to review where this activity could best take place between teams. TC noted she was leading on engaging on this with colleagues from the Counter Fraud team.

**6. AOB**

GJ announced that going forward, future Boards would be held on or after the 14<sup>th</sup> working day of the month.

**Date of next Board meeting:** Friday 20 November 2015

Meeting date	Action Required	Action Taken	Due	Presenter
16/08/15	Dormancy	Update/Slides	November Board	MM
13/05/15	Communications strategy	Update	December Board	JP
16/10/15	PDS/Sustainability	Summary Report on Lessons Learnt	December	JP
16.10/15	Disputes	Explore categorisation in Performance Pack reporting	November	EW