



## 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:** 21 January 2016

**Present:** Gareth John (GJ); Charles Hargreaves (CH); Jane Pierce (JP); Edmund Ward (EW); Teri Clifton (TC); Samantha Turnbull (ST); Milton James(MJ)

## Headline metrics:

Enquiry Handling				Dec Actual	Nov Actual	
Phone calls – [KPI is 80% answered within 30 seconds] [GB]				84.8%	81.6%	
Emails - [KPI is 80% complete within 10 working days] [GB]				96.5%	96.5%	
Accreditations	Total Submissions December	Total Approved December	Total Submissions Scheme to Date	Total Approved Scheme to Date	Applications With Applicants	Applications With Ofgem
<b>GB</b>	400	267	15,848	13,779	930	716
<b>NI</b>	2	43	1,813	842	83	839

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 (incl.overhead)	ND-RHI (GB)	DECC	6,801	5,283	5,280	78%	6,768

## 1. INTRODUCTION

1.1 GJ welcomed everyone to the meeting . GJ ran through the actions and the minutes from the last meeting were approved.

## 2. ISSUES &amp; RISKS

We reviewed the issues and risks. Gareth asked for these (F1 and G1 in Board Pack) to be brought forward in the agenda and to make sure that issues were discussed ahead of risks.

**ACTION:** EW to ask Sarah Russell to bring forward in pack.

## 3. PROGRAMME UPDATES

MJ commented that a pen test had been completed to check security issues following PD release. A fix went in on the 20<sup>th</sup> January following a security vulnerability on another E-Serve Register where IT security had been able to access customer information; MJ confirmed this had been tested for NDRHI and no similar vulnerability exists

**ACTION:** MJ to share a short summary of the security issue, next steps and any wider implications for Register security with the Board in addition to any appropriate post-event reporting procedures.

EW brought the current IT programme plan to Board. The Board noted progress on Tariffs & Technologies which is still on track to deliver ahead of 25<sup>th</sup> February deadline. Work was underway to look at short term plans for testing.

**ACTION:** JP to check release team are available for dates in plan.



**MATTERS FOR ACTION**

TC raised issues with MITEL and MJ confirmed that there had been server work happening which may have impacted both Domestic and Non-Domestic helplines.

**4.PERFORMANCE SUMMARY**

TC & EW took the Board through the performance summary. Points to note:

GB:

- 400 submissions are less than forecast but in line with the way the market is moving away from small biomass
- Applications processed were lower than anticipated due to supply chain closing for Christmas, meaning we were unable to get cases back in to completion. This will be planned for in forecasting for next December.
- Amendments queue – whilst it is higher than forecast, it is coming back down.
- GJ asked about second stage complaints and why only 50% were resolved. This was due to complexity of case and we were speaking to parties involved .
- Budgets - Currently tracking well within target 1% budget tolerance, and we are not expecting to go over budget.

NI :

- CR has been raised for the NI additional funding. PR will need to ensure that this is reflected in January figures.
- Uncertainty remains on NI future scheme shape and we continue to engage with DETI colleagues.

**ACTION:** PR to complete CR so it can be signed by Chris Poulton and sent to DETI.

**5. SUSTAINABILITY REVIEW**

- The team were finalising operational processes to reflect that we are now in the second quarter since the sustainability regulations came into effect on the 5/10/15. The need for additional checks/ information has a potential to significantly increase burdens for accreditations, PD, technical and compliance functions, we will monitor the impact carefully. A number of participants are awaiting BSL accreditation, Gemserv have now agreed to provide weekly data so that we have up to date information on BSL approved fuels.

**6. AUDIT PROGRAMME FINDINGS**

EW gave a verbal update on preliminary quarterly audit findings, with a headline finding based on statistical audits that a financial impact of non-compliance accounts for less than 0.2% of payments made under the scheme. GJ asked for this measure to be updated quarterly in the Board Pack where possible. EW also mentioned that we would present these to the quarterly DECC Ops Board in October and we will share the results with the Board.

**Date of next Board meeting:** tbc

Meeting date	Action Required	Action Taken	Due	Presenter
21/1/16	Update Issues and Risks log within Performance Pack	Update	February 2016 Board	EW
20/12/15	Comms Workplan	Update	April 2016 Board	JP