



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 July 2015  
**Time:** 10 – 12pm  
**Location:** CR1

**Present:** Gareth John (GJ), Charles Hargreaves (CH); Edmund Ward (EW); Teri Clifton (TC); Mhairi McQuillan (MM); Andy Harris (AH); James Robinson (JR); Katy Read (KR); Peter Rice (PR); Samantha Turnbull (ST); Nicola Dixey (ND)

**Apologies:** Steve Blackie (SB); Ali Iqbal (AI); Wayne Reid (WR)

**SCHEME STATUS UPDATE**

GJ applauded the efforts of the Glasgow team as enquiries peaked at 9,140 above funded levels of 6,000 for July. This has led to year end forecast being adjusted to 98K.

GB application volumes dipped to lower than forecast volumes whilst KPI continued to make strong recovery.

The number of active disputes and complaints rose this month to 17 (versus an average of 8 per month YTD) mainly relating to our decision to change accreditation dates as a result of being 'Not Properly Made'.

A majority of compliance cases are currently averaging over 30 working days to resolve, following spikes in cases triggered by audits and referrals from operational and fraud teams. Planning around resources and streamlining of processes is underway to address this and progress will be monitored and reported to the Board through monthly performance reporting.

DETI received our feasibility study at the end of July on administering their proposed policy changes and have stated they want the "CHP tariffs" and "extension of the medium biomass banding" to go live in November, with further proposals likely early 2016. There were 82 NI applications approved in July giving a 134% increase on last month.

**Headline metrics:**

PDS Error Rate			July Actual	Scheme to Date		
PDS submissions - error rate of returns back to customer			19.7%	26%		
Enquiry Handling			July Actual	July KPI performance		
Phone calls – [KPI is 80% answered within 30 seconds]			85%	85%		
Emails - [KPI is 80% complete within 10 working days]			99.7%	98.1%		
Accreditations	Total Submissions July	Total Approved July	Total Submissions Scheme to Date	Total Approved Scheme to Date	Applications With Applicants	Applications With Ofgem
<b>GB</b>	791	688	14,490	11,056	1,741	1,587
<b>NI</b>	54	35	725	517	74	139



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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 (inc overhead)	ND-RHI (GB)	DECC	7,151	2,339	2,463	34%	7,115

**1. INTRODUCTION**

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

**2. PROJECT UPDATES**

**2.1 PDS:** EW announced we now have the environments for UAT however replanning is being conducted on the basis of a possible one week delay in going live with delivery confidence. Therefore a new planned date of Monday 14<sup>th</sup> September is likely.

**2.2 BAU Change Requests for the PDS Project:** Two of the agreed CR's have been put on hold and one new CR has been added, "change of postal address to Glasgow on bank details". We are still within budget and deliverables are inline with PDS Project.

**2.3 Sustainability:** IT development is behind schedule as there has been a delay with environments, however replanning is underway and 5 October delivery still remains likely; contingency planning is also being progressed. All other devliverables are on track and guidance has been redrafted.

Action: GJ asked KR to find out whether costs are likely to rise or are on track.

**2.4 Web Bank Details & Credit Checks:** This project has been put "on pause" until November 2015. Current plans are to deliver in Q4.

**3. REJECTION POWERS**

An amendment to the Regulations was introduced on 27<sup>th</sup> July 2015 giving Ofgem the power to reject applications where the applicant has not provided the requested information within a specified 12 week period. MM gave a presentation showing the explicit rejection powers that went into the regs on 27 July and the new process that will be adopted in the accreditations team. MM is working with development and legal colleagues to get sign-off on emails going to applicants at the 8 and 12 week stage. Each case needs to be judged on individual merit and legal re-emphasised the need to say 'we may reject...' rather than 'we will...'. The process is quiet lengthy to give applicants times ot respond and so we don't expect to see the first results until early November. MM will come back to the November Board to report on progress.

**4. BUDGET**

PR stated we are on track and in line with funding levels but the likely forecast is that we will be under budget at the end of the year.

**Date of next Board meeting:** Wednesday 16 September 2015



## MATTERS FOR ACTION

Meeting date	Action Required	Action Taken	Due	Presenter
13/05/15	Terms of Reference	Update	September Board	EW
16/07/15	Dormancy	Update/Slides	November Board	MM
13/05/15	Communications strategy	Update	October Board	JP