



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:** 20 November 2015  
**Time:** 10 – 12pm  
**Location:** CR1/G2M5

**Present:** Gareth John (GJ); Charles Hargreaves (CH); Jane Pierce (JP); Nicola Dixey (ND); Edmund Ward (EW); Rubina Begum (RB); Dorothy Oti-Amankwah (DO) ; Teri Clifton (TC); Mhairi McQuillan (MM); Sam Turnbull (ST);  
**Apologies:** Peter Rice (PR); Wayne Reid (WR)

**GB SCHEME STATUS UPDATE**

Following the release of PDS and Sustainability the enquiries team have taken measures to deal with the increase in calls. Applications were higher than previous post-degression months. The overall queue is going down steadily and we have started the project to contact applicants whose cases are inactive. TC said the new PDS system is bedding in well and bugs are gradually being ironed out.

We have tightened controls around initial fraud referrals to give confidence that the right cases are being referred and that true suspicions are being referred. TC has been seeing a lot of cases which fail on eligibility requirements, which may not have fraud implications, and reviewers are contacting applicants for more evidence before a referral is considered. TC will continue to work closely with Counter Fraud colleagues to get a better understanding of existing open cases and whether they also fit this criteria.

Following on from the successful Sustainability release in October, on 9<sup>th</sup> November the Policy & Comms team published a handy infographic to help participants understand the new sustainability requirements. JP noted there will be a lessons learned paper for Sustainability at the next Board.

**NI SCHEME STATUS UPDATE**

In the run up to the new regulations published on 18<sup>th</sup> November, we received a very high volume of NI applications. Across October and November we received two year’s cases in two months, with a total of 504 new cases in October alone. TC explained preliminary basic eligibility checks have been carried out and she has spoken to DETI about expected time to clear the queue as this is likely to be around 12 months, unless they have any further funds to offer. Ongoing dialogue and monthly checkpoints with DETI continue.

**Headline metrics:**

Enquiry Handling				October Actual	September Actual	
Phone calls – [KPI is 80% answered within 30 seconds] [GB]				80.6%	80.0%	
Emails - [KPI is 80% complete within 10 working days] [GB]				97.1%	96.9%	
Accreditations	Total Submissions October	Total Approved October	Total Submissions Scheme to Date	Total Approved Scheme to Date	Applications With Applicants	Applications With Ofgem
<b>GB</b>	179	355	15,261	13,129	1,235	510
<b>NI</b>	504	125	1803	800	49	577

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	4,202	4,212	62%	6,805



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**1. INTRODUCTION**

1.1 GJ welcomed everyone to the meeting and round the table introductions commenced to name the new members. GJ ran through the actions and the minutes from the last meeting were approved by the Board.

**2. PROJECT UPDATES**

The warranty period on PDS was extended, with a further IMT and Cantata release expected in early December. The Web Bank Project is still on hold and dependent on resources and finance but GJ asked for an initial forecast on potential costs for the project. The changes in IT spending and the smaller resources available greatly impacts the scheme going forward and measures are in place to be more focused and prioritised.

Planning between IMT and the business is focusing on provision of appropriate resource to manage operational support in tandem with work on the 'Tariffs and Technologies' change request scheduled to be complete by 16 February 2016, and a further project to accommodate outstanding business change requests or to incorporate changes arising from Spending Review. In addition, Milton has confirmed a change freeze from 7 Dec – 1 Jan and development and support meetings have been scheduled for EW, DO and Richard Kayan to manage the data fixes and outstanding bugs.

A number of Non Domestic RHI staff have now completed their LEAN training and will be working on a range of projects to improve the way we work. These will link in to the Operational Excellence work already underway in our scheme. These will be monitored though the weekly project Governance Board from January.

**3. Dormancy**

Following the amendment to GB regulations on 27 July which gave powers to reject applications when an applicant fails to reply to further information requests within a 12 week period, the team have been sending emails with dates confirming the latest time an applicant can send their further information back in to us. Failure to do this will result in their application being reviewed and will potentially lead to rejection. In parallel, 266 applicants have withdrawn their application in writing and we are working on a controlled exercise to cancel these applications on the system. Work has commenced to contact the 389 inactive applicants that have been dormant since pre July. They will now be given 12 weeks to respond to us and so we expect further rejections and/or cancellations from February 2016, which should bring the queue down further by year-end.

**3. BUDGET**

GJ said we are in the discussion stage with DECC on business planning for 16/17 and beyond.

**Date of next Board meeting:** Thursday 17<sup>th</sup> December 2015

**Comment [TC1]:** Edmund to check

**Deleted:** Tuesday 15<sup>th</sup> December

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Meeting date	Action Required	Action Taken	Due	Presenter
13/05/15	Communications strategy	Update	December Board	JP
16/10/15	Sustainability	Summary Report on Lessons Learnt	December Board	JP
20/11/15	Web Bank & ID Project	Initial cost forecast summary	December	EW