

GLASGOW KELVIN COLLEGE

AUDIT & RISK COMMITTEE – 16 NOVEMBER 2023

RISK MANAGEMENT UPDATE AND COLLEGE RISK REGISTER

**REPORT BY VICE PRINCIPAL OPERATIONS AND DIRECTOR OF ESTATES AND
CORPORATE SERVICES**

1. Introduction

It is normal practice that the College's Risk Register is considered at every meeting of the Audit & Risk Committee and Risk Management Committee and is considered twice per year by the Board of Management and once per year by each of the other formal Sub Committees of the Board and reviewed by the College's Senior Management Team at least once a Quarter.

A copy of the College Risk Register as at November 2023 is provided for information at [Appendix 1](#).

2. Risk Management Activities

- The College Risk Register has been reviewed by the Risk Management Committee during their meeting held on 24 October 2023.
- The College Risk Register has been reviewed by the Senior Management Team.
- At the time of writing this paper, Henderson Loggie is in the process of carrying out a Risk Management audit. This is a comprehensive audit involving the Chair of the Board of Management, the Chair of the Audit & Risk Committee
- At the time of writing this paper, an Annual Self Evaluation exercise for the Risk Management Committee is underway. The results of this self-evaluation exercise and any actions will be communicated to Audit & Risk Committee members in due course.
- An Annual Report for the Risk Management Committee was also prepared and presented at the last meeting of the Risk Management Committee; this is attached as at [Appendix 2](#).

It should be noted that, in relation to the College Operating Plan, a separate Risk Register is held.

There is also a separate Risk Register pertaining to our West End Campus and the transferring of this curriculum to other campus locations; this activity was completed over summer 2023. The Risk Register has been further updated in relation to the disposal of this asset. This work is currently ongoing.

In relation to the Scottish Government Energy Efficient Grant for the public sector decarbonisation scheme, a separate Risk Register has also been prepared and is currently being reviewed. A Project Manager- Gordon Ross from Watts has been appointed to oversee this £2.6m project. This company will work with College management in relation to risk management of this complex project.

3. Risk Register Review

The Risk Title, Residual Risk Score and colour of the fourteen risks which could impact on the College's ability to deliver its strategic ambitions are summarised in the table below, including Inherent Risks Scores/Categories and Residual Risks Scores/Categories.

Review October 2023

Date

Risk No	Date	Risk Title	IR	IR2	RR	RR2	Risk Appetite Category	Movement
	Identified							In Period
1	04/11/2021	SFC Review	20	Very High	12	High	1. Policy	↔
2	04/11/2021	GKC Identity	16	Very High	4	Medium	2. Reputation	↔
3	04/11/2021	People	20	Very High	16	Very High	5. Workforce	↔
4	04/11/2021	Litigation / Compliance	16	Very High	3	Medium	7. Legal & Compliance (including Hea	↔
5	04/11/2021	Curriculum Relevance	20	Very High	9	High	6. Student Experience	↔
6	04/11/2021	Sustainable Funding	25	Very High	20	Very High	3. Financial	↔
7	04/11/2021	Student Experience	16	Very High	9	High	6. Student Experience	↔
8	04/11/2021	Environment	12	High	9	High	8. Environmental Sustainability	↔
9	04/11/2021	Digital Transformation	16	Very High	6	Medium	4. Digital	↔
10	04/11/2021	Student Recruitment & Retention	20	Very High	12	High	6. Student Experience	↔
11	04/11/2021	Cyber Risk	25	Very High	12	High	2. Reputation	↔
12	13/12/2021	Infection Controls/Future Pandemics/COVID-19 - Ongoing Implica	9	High	4	Medium	1. Policy	↔
13	19/04/2022	IndustrialAction/ActionShort ofStrike Action	15	Very High	12	High	6. StudentExperience	↓
14	25/04/2023	Artificial Intelligence	25	Very High	16	Very High	Student Experience and People	↔

The movements which have taken place since the last meeting of the Audit & Risk Committee are as follows:

8: Environment

The Inherent Impact (II) has reduced from 4 to 3 due to the work scheduled to take place in relation to energy efficiency capital works as per the award to the College from Scottish Government of £2.6m.

13: Industrial Action/Action Short of Strike Action

The Inherent Impact (II) has reduced from 5 to 3 as Action Short of Strike Action has ended and the students' assessments are now being resulted by teaching staff members. This enables certificates to be generated for students as evidence of qualifications gained. The Residual Impact (RI) has subsequently dropped from 4 to 3 which has brought the overall Risk Rating (RR) from 16 to 12 and the Category "Very High" down to "High."

Cognisance is being taken of all factors/issues affecting the College on an ongoing basis. These include:

- The ongoing cost of living/debt crisis with continued rising costs of food prices.
- Energy prices placing additional cost pressures on heating homes as we move into colder autumn/winter months.
- Continued government pressure on private landlords resulting in many properties being put up for sale, coupled with a low number of council housing stock this has added to the already extremely high homelessness figures and an increase in people living in tents across the UK.
- Strike action in the schools sector which affects both staff and students with school age children.
- Threat of continued strike action and Action Short of Strike Action (ASOS) within the FE sector of both EIS and UNISON.
- 1 in 8 people remain on the NHS waiting list for operations/medical treatment with many people choosing to pay for private treatment abroad.
- Cyber-attacks, particularly across the education sector remain extremely high.

- New procedure for reporting fires in place in line with Scottish Fire and Rescue Service; this is coupled with an increase in the number of electric vehicles/bicycles combusting.
- Lecturing staff are now marking the backlog of student work; the College Graduation Ceremony has been re-scheduled for 7 February 2024 and timings will be confirmed in due course.
- Funding remains a key concern for the College and cost saving opportunities are being continuously explored.

4. Risk Appetite

Audit & Risk members are also asked to review the Risk Appetite that was previously agreed as per below and advise if this is still appropriate or if any changes are required.

	Risk Appetite				
Risk Category	Averse	Minimalist	Cautious	Open	Hungry
1. Policy					
2. Reputation					
3. Financial					
4. Digital					
5. Workforce					
6. Student Experience					
7. Legal & Compliance (including Health & Safety risks)					
8. Environmental Sustainability					

5. Springburn Campus

Cladding

An engineering and construction firm has produced a report based on the invasive inspections undertaken.

This report has been sent to the College insurance company and legal advice has been taken. GCRB has also been advised of the situation and a letter has been sent to the Scottish Funding Council (SFC). The SFC have advised that there is no capital money at present available.

Further advice is currently being sought in relation to this situation.

6. Project Works

The third strand of the Campus Reinvestment Project relates to the College Environment. Significant works have progressed and new welcome and directional signage have been ordered. This strand of the project will complete during 2023/24.

7. Land at Springburn

As members are aware, there is a small parcel of amenity land which is within the perimeter fence at Springburn Campus, but which belongs to Hydepark Residents Association.

Legal letters have been sent in this regard with no response to date from Hydepark Residents Association.

There is no further update at present.

Audit & Risk Committee members will be kept apprised accordingly.

8. External Lets - Use of College Building by Community Groups

All external lets (who wish to continue to work with Glasgow Kelvin College) have now been relocated to Springburn Campus which is open as required. It is the early stages of this change, however, everyone seems to be content with how this is operating and the space(s) provided.

9. West End Campus

The curriculum from the West End Campus has been relocated to other campus buildings. Members of the SMT have corresponded in detail with the SFC in regard to disposal of this building.

The marketing for sale/lease commenced on 1 November 2023. The marketing brochure is attached at [Appendix 3](#).

Sundry furniture items considered to be superfluous will be sold at a staff/student auction which is being set up at present.

[Draft Auction Catalogue](#)

The College insurance company has been informed of the marketing of this building.

10. Manned Guarding

Options have been explored and costed in terms of significantly reducing the manned guarding at Easterhouse and East End Campuses. It is intended that this will result in a substantial financial saving to the College. A proposal has been prepared and this is being discussed with staff groups at present.

11. Risk Management Committee

At the recent Risk Management Committee meeting of 24 October 2023, due cognisance was taken of a key risk report; hyperlink provided below:

[NFI Matters: Autumn 2023 - Join us in our vision to better protect Public Bodies from Fraud](#)

Several newsletters were also reviewed and discussed. Pertinent articles from these will be extracted and incorporated into communication for staff/students.

The approved minute of the Risk Management Committee held on 15 August 2023 is provided for interest and perusal.

Risk Management Committee members also reviewed the various Team Risk Registers and the analysis which had been undertaken – this is shown via the link at [Appendix 4.](#) This highlights the progress made by the College in embedding Risk Management.

12. Resource Implications

There are some additional resource implications, i.e. overtime arising as a consequence of staffing shortages due to general illness and other absences.

Contractor costs and materials costs also escalate on an almost daily basis.

Energy costs continue to be closely monitored.

Insurance companies have started to ask for several thousand pounds per annum to insure electric vehicles. Increases in premiums are up by circa 72% in some cases largely due to the cost of parts, shortage of mechanics with specialist electric vehicle knowledge and parts to fix these cars; battery damage is also a worry with even a minor knock requiring a full battery replacement (which can cost thousands.) It should also be noted that these batteries cannot be disposed of in an environmentally friendly manner. There has also been reported a number of lithium battery fires and peripheral damage to other vehicles/[property. The insurance costs are being discussed with the Head of Finance accordingly as the College has two electric vehicles which may be costly to insure.

13. Impact on Students

There may be a negative impact on students as the College moves forward further into an arena of vastly reduced funding and increased cost pressures.

14. Risk & Assurance

There are no risks or perceived implications arising from this report that are not already recorded in the Risk Register, this paper, the College Operating Plan Risk Register, the Scottish Government Energy Efficient Grant or the West End Campus Risk Register.

Risk to the Scottish Government environmental projects is mitigated by the employment of a skilled Project Manager to assist with the oversight and reporting required of this £2.6m project; he is also assisted by QS and Engineering experts as a further check.

15. Equality

There are no adverse impacts on individuals with protected characteristics arising from the contents of this report.

16. Data Protection

There are no new data protection risks arising from the contents of this report. Data Protection continues to be a key consideration in College activities.

17. Environmental and Sustainability

There is an overall risk to the environment due to the negative arena being experienced at present, i.e. extremely tight financial arena.

The College's position as a community college is more important than ever to provide a positive destination for the communities served during these times of hardship.

The £2.6m award for energy efficiency capital works will allow significant progress with the environmental plans and strategy.

18. Recommendations

Members of the Audit & Risk Committee are recommended to:

- i) note the contents of this report, appendices and links; and
- ii) review the Risk Appetite table and advise if they are content with this or they wish any amendments.

19. Further Information

Members can obtain further information on the contents of this report from Jeanette Evans, Vice Principal Operations at jevans@glasgowkelvin.ac.uk or Lisa Clark, Director of Estates and Corporate Services at lisaclark@glasgowkelvin.ac.uk

JE/LC
Glasgow Kelvin College
November 2023

GLASGOW KELVIN COLLEGE

RISK MANAGEMENT COMMITTEE – 24 OCTOBER 2023

ANNUAL RISK MANAGEMENT - PROGRESS REPORT

DIRECTOR OF ESTATES AND CORPORATE SERVICES

1. Introduction

The preparation of an Annual Risk Management Progress Report is required in the Risk Management Committee (RMC) Terms of Reference. Following approval by the RMC, this document will be presented to the Senior Management Team and Audit and Risk Committee.

This report includes activities since August 2022 and covers the areas listed below:

- Risk Management Committee Meetings
- College Risk Register
- Risk Management Training & Development

2. Risk Management Activities

Since it was established, Glasgow Kelvin College's Risk Management Committee has met thirty times, up to and including the November 2022 meeting.

The Terms of Reference state that: The Risk Management Committee will be chaired by the Director of Estates and Corporate Services and membership will include representation from both Learning and Teaching and Support staff, and Student Association representation. In addition, at least one member of the Principalship should be a member of the Risk Management Committee and there should be representation from: Estates, HR, Health & Safety, Communications & Marketing, Digital Services, Student Support Services and a senior member of staff with Curriculum responsibility. There should be at least one additional SMT member and five staff representatives from across the organisation.

Risk Management Committee quarterly meeting attendance for AY 2022-23 is summarised in the table overleaf:

Member	Job Title	23/08/2022	08/11/2022	24/01/2023	25/04/2023	Total
Lisa Clark	Director of Estates & Corporate Services (Chair)	Y	Y	Y	Y	100%
Peter Brown	Director of Planning, Performance and Curriculum					
Elaine Campbell	Head of Funding	Y	Y	Y	Y	100%
Alan Carr	Head of Finance	Y	Y	Y	Y	100%
John Clarke	Senior Curriculum Manager – Faculty of BCI	Y	Y	Y	Y	100%
Andrea Daly	Finance Manager	Y				
Jeanette Evans	Vice Principal Operations		Y	Y		
John Gallagher	Quality Enhancement Development Manager	Y			Y	
Iain Gordon	Head of Facilities and Environmental Sustainability	Y	Y	Y	Y	100%
Lesley Lang	Communications and Marketing Manager	Y				
Geoff Lawson	Health and Safety Manager	Y	Y	Y	Y	100%
Roddy MacKenzie	Regulations and Compliance Manager	Y	Y	Y	Y	100%
George Maguire	Senior Curriculum Manager - Faculty of HCCLD	Y	Y	Y	Y	100%
Monica McKerlie	Head of Student Support Services	Y	Y		Y	
Elaine Mitchell	Human Resources Manager		Y	Y		
Jason Quinn	Director of Digital Services	Y		Y	Y	
Doreen Shiels	Director of Human Resources					
Derek Smeall	Principal					
Mae Smillie	Head of Student Information Services		Y		Y	
Morven Thomson	Cross College Support & Administration Manager	Y	Y	Y	Y	100%
Liz Breckenridge	Marketing and Commercial Manager	*	*	*	Y	
Total		14	13	12	13	

*Not a member of the committee at these dates

Meetings are scheduled in advance. In the future, a Forward Agenda will be developed which will include the proposed activities for the year, including any training requirements.

An annual self-evaluation exercise for the Risk Management Committee will be carried out after the October 2023 meeting with the results being shared with members in due course.

3. College Risk Register

The College Risk Register is reviewed in detail at each Risk Management Committee meeting, after which it is reviewed by the Senior Management Team (SMT) and then presented to the next Audit and Risk for noting. In addition, Risk is a standing agenda item on the fortnightly SMT meetings, and, where appropriate, changes have been made by the SMT or Audit and Risk committee members and communicated to the Risk Management Committee.

4. Risk Management Training & Development

The Director of Estates and Corporate Services has attended several conferences held by the College insurance company, UMAL over 2022/23 and has read key guidance sheets:

- UMAL Annual On-Line Conference (where emerging trends are discussed);
- Escape of Water – Detection, Management and Emergency Response;
- Pre-Renewal Guidance Webinar – Completing the Property Renewal Declaration Spreadsheet; and
- UMAL Guidance on the Presence of Reinforced Autoclaved Aerated Concrete (RAAC).

5. Planned Activities for 2023/2024

The following activities are planned for 2023/2024:

- Quarterly Risk Management Committee Meetings;
- Ongoing development of Team and Project Risk Registers;
- Attendance at Risk Management Workshops/Training as appropriate;
- Audit of Risk Management by Internal Auditors, Henderson Loggie with a report going to the Audit and Risk Committee in February 2024;
- Meeting with the new CEO of UMAL – James Roberts; and
- Continued programme of staff training and support in Risk Management.

6. Resource Implications

There are no additional resource implications arising from this report.

7. Impact on Students

There is no direct impact on students in relation to this report.

8. Risk and Assurance

There are no risks or perceived implications arising from this report.

9. Equality

There are no equality implications arising as a consequence of this report from a Glasgow Kelvin College viewpoint.

10. Data Protection

There are no direct data protection implications arising as a consequence of anything within this report.

11. Environmental and Sustainability

No environmental and sustainability issues are identified arising from this report.

12. Recommendation

Members of the Risk Management Committee are asked to:

- Review and discuss the report;
- Recommend any changes necessary; and
- Approve the Annual Risk Management Progress Report which will then be submitted to the SMT and Audit and Risk Committee for noting.

13. Further Information

Further information can be obtained from Lisa Clark, Director of Estates and Corporate Services - lisaclark@glasgowkelvin.ac.uk

Lisa Clark
Director of Estates and Corporate Services
Glasgow Kelvin College
October 2023

FOR SALE / MAY LET

REDEVELOPMENT
OPPORTUNITY
ON THE
INSTRUCTIONS OF
**GLASGOW KELVIN
COLLEGE**

75 Hotspur Street, Glasgow,
G20 8LG



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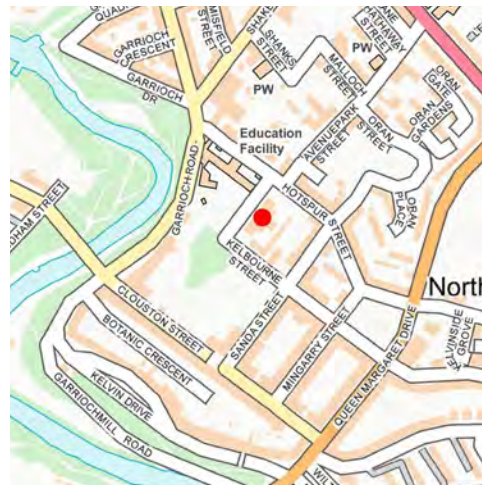
OVERVIEW



- Former school building constructed circa 1900
- Close proximity to Byres Road, Great Western Road and Queen Margaret Drive, Kelvingrove Park and Botanic Gardens
- Located within easy commuting distance of Glasgow city centre
- Potential for educational uses
- May suit owner occupier
- Redevelopment Opportunity within Glasgow's desirable West End
- Potential for redevelopment to residential or commercial uses subject to the necessary consents
- Main building extends to approximately 1,860.33 sq.m. (20,025 sq.ft.)
- Site area extends to approximately 0.48 hectares (1.19 acres)
- Offers invited



Glasgow is Scotland's largest city with a population in excess of 600,000 people. Over 60,000 students attend the five higher education institutions within Glasgow making it a young and vibrant city both to live and work in. Glasgow University, Strathclyde University and Glasgow School of Art are all institutions of world renown.



The subjects are located on the south side of Hotspur Street, at its junction with Northumberland Street in the North Kelvinside area of the city, in the heart of the West End. The location lies around 2.5 miles west of the city centre. Hotspur Street is located close to both Maryhill Road and Great Western Road, which are both main arterial routes, running northwest and west out of the city respectively. Great Western Road (A82) is a major trunk road that connects Glasgow with Inverness, Fort William and Oban. Hotspur Street is located just off Queen Margaret Drive, which links both Great Western Road and Maryhill Road.

The location is well served by access to the transport network. Access to the motorway network is available within 1.5 miles on Great Western Road, at Junction 17 of the M8. This provides onward access to the national network via the M77, M73 and M80. Public transport is also close by with both Maryhill Road and Great Western Road being busy bus routes. Hillhead Underground Station is approximately a 15-minute walk to the south on Byres Road, and this provides access to the suburban rail network at Partick Station and the mainline network at Queen Street Station.

DESCRIPTION



The subjects comprise a fairly level and regularly shaped site upon which sits several buildings, including a three-storey, red sandstone building which was formerly a school building (Garrioch school), a number of smaller red sandstone buildings which are partly single and partly two storey, several modular portacabin type units and a two storey modern residential dwelling. There is a large surfaced car park facility with approximately 30 car spaces.



The main former school building, constructed in circa 1900, is laid out internally to provide office/studio and classroom accommodation over three levels, surrounding a feature central atrium.



The property is Category B listed by Historic Environment Scotland and is located within the Glasgow West Conservation Area.

The property has been comprehensively refurbished to include; new heating system, replacement timber windows and roof refurbishment.

ACCOMMODATION



MAIN BUILDING	SQ.M.	SQ.FT.
Ground Floor	832.94	8,966
First Floor	498.63	5,367
Second Floor	528.79	5,692
TOTAL	1,860.33	20,025

	SQ.M	SQ.FT.
Single Storey Building	92.10	992
Two Storey Building	372	4,004

In accordance with the RICS Property Measurement Professional Statement (2nd Edition), we calculate the following approximate gross internal areas:



Based upon the Promap Digital Mapping System, we understand that the site extends to approximately 0.482 hectares/1.19 acres.

OPPORTUNITY



The building represents an opportunity for an occupier to utilise the buildings in the current layout, or investor / developer to redevelop a landmark building in Glasgow.

Potential uses include residential, educational, offices and other commercial uses.

INFORMATION

TERMS

The property is offered for sale, with preference for unconditional offers.

Alternatively, our clients may consider a new Full Repairing and Insuring lease of negotiable length. Full details are available from the agents.

RATING

The subjects are entered in the Valuation Roll with a rateable value of £103,000.

The rate poundage for 2023/2024 is £0.498 in the pound.

PLANNING

The property is suitable for a variety of uses. Interested parties should make their own enquiries to Glasgow City Council's Planning department with regards to proposals for redevelopment – 0141 287 8555.

VAT

Unless otherwise stated all prices, premiums and rents are quoted exclusive of VAT.

ENERGY PERFORMANCE CERTIFICATE

An EPC has been prepared for the property and can be provided upon request.

LEGAL COSTS

Each party will be responsible for their own legal costs incurred in this transaction. For the avoidance of doubt any ingoing tenant will be liable for LBTT, Extract Copies and VAT thereon.

CLOSING DATE

As a closing date is likely to be set all parties are asked to confirm their interest to the agents.

VIEWING & FURTHER INFORMATION

STRICTLY BY APPOINTMENT THROUGH:

Terry McFarlane
Director
07766 551663
terry.mcfarlane@g-s.co.uk

Ryan Farrelly
Surveyor
07900 390078
ryan.farrelly@g-s.co.uk

NFI MATTERS

Developing strategies to detect and prevent fraud



**Join us in our
vision to better
protect public
bodies from fraud**

***Inside
this issue:***

THE 2022 NFI SURVEY -
'YOU SAID, WE DID'

THE NFI 2024-28
STRATEGY

IMPORTANT DATES
FOR THE NEXT NFI
MORTALITY SCREENING

LATEST NEWS ON THE
NFI PILOT PIPELINE

Welcome to the 11th issue of NFI Matters

It's been a busy few months since the last issue of NFI Matters. There has been the release of the final matches for 2022/23, the commencement of the HMRC data share, a number of pilots launched, developing our strategy for 2024-28 and the re-procurement of the Data Matching and IT services contract commenced on 27 July, with the publication of the Prior Information Notice. This has all been happening alongside our continual engagement with you; training 128 Key Contacts, discussing outcomes recording and updates to the web application.

The outcomes you have recorded are already over £100 million for April to August 2023, so we can see you are really working hard to stop fraud and error. If you need specific investigations support, I would recommend you refer to the article, in this issue, that sets out what our IT partner, Synectics Solutions can offer via their Special Investigations Unit.

As the Public Sector Fraud Authority (PSFA) NFI Team has some new members, we have included a graphic so you can see who we are and where we are based.

The PSFA was given a target of saving £180m in its first year, of which the NFI contributed a significant proportion.

Later this year, the PSFA will publish its first annual report into the impact it has had on tackling fraud.

Our aim is to provide you with a user-friendly web application so if there is something that's been frustrating you for a while, please report it via our Helpdesk.

You will also find details of forthcoming training sessions and conferences where we will be represented.



Also included in this issue of NFI Matters:

2024-2028 NFI Strategy

2022 NFI Survey - Key messages

Important dates for the next NFI Mortality Screening

An update on Council Tax Single Person Discount data matching;

Our Pilot Pipeline

Our partnerships in action - Synectics Solutions Special Investigations Unit

And more...

We are always on hand to answer your queries or hear your views and opinions, so please get in touch either by email or call us. If you are new to the NFI, please get in touch so we can ensure you have all the information you need to have a successful experience.

Yvonne Addison

Head of Operational Delivery,
Cabinet Office

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Authority NFI Team

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Mortality Screening -
an additional service
helping you ensure
your benefits and
services remain
protected against
overpayments

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The NFI 2022 Survey -
'You said, we did'

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The NFI 2024 -
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The NFI Pilot Pipeline

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Focus on Partnerships
in action: Synectics
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(SIU)

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Council Tax Single
Person Discount
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FraudHub from
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How AppCheck can
benefit you

Update on HMRC
matches



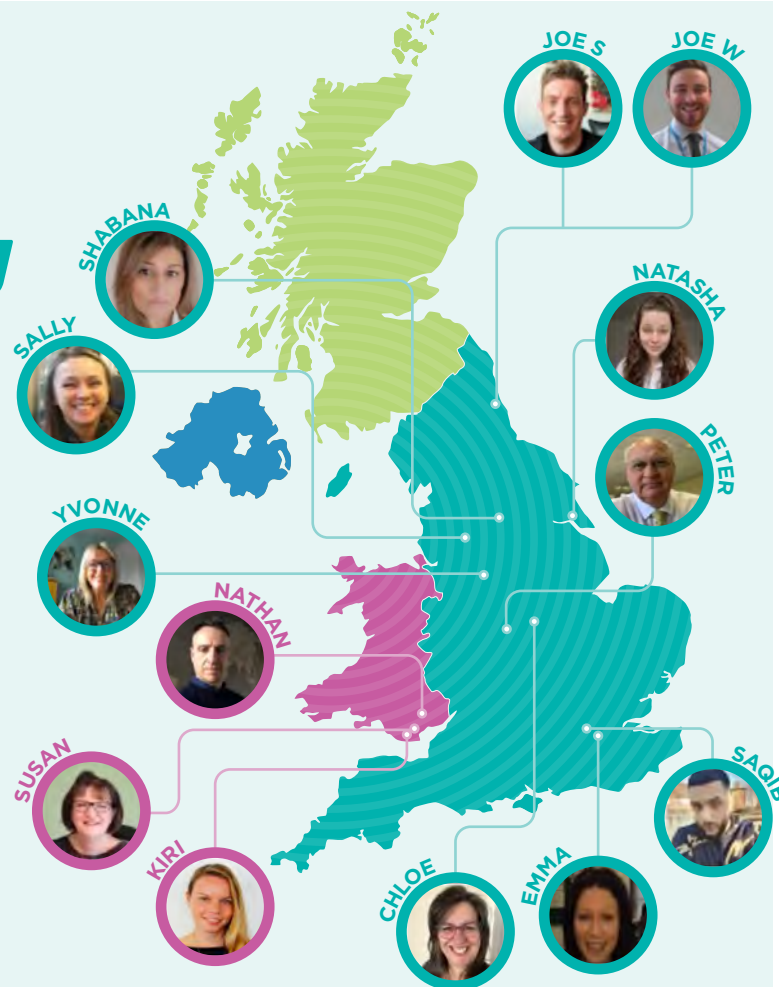
Meet the Public Sector Fraud Authority NFI Team

We are a tight-knit team made up of people with diverse backgrounds and experiences, who bring a whole range of different skills, technical knowledge and expertise. We strive to build up a reputation as a team with a strong track record of delivering savings and building trust with our stakeholders.

Our team has a rich background of experience which include counter-fraud investigators, accountants, auditors, analysts, project managers, policy and stakeholders experts.

Our team operates across the UK, take a look at where we are.

Go to www.nfi.gov.uk/Contact to find out about our roles and contact details.



Mortality Screening -

an additional service helping you ensure your benefits and services remain protected against overpayments

MORTALITY SCREENING - helping you ensure your benefits, services and housing stock remain protected against mortality fraud

The Office for National Statistics have confirmed that, in the first six months of 2023 alone, there were over 310,000 deaths registered in England and Wales, compared to 289,000 deaths during the same period in 2022.

There is a serious risk that criminals, determined to commit fraud, will take advantage in times of devastation and upheaval following the death of a family member. In some cases, it can be the surviving family members who may choose to take advantage of the situation by failing to report a death with the intention of securing additional benefits for themselves or misappropriating a pension. In other cases, dishonest individuals may try to obtain a social housing property that ordinarily should be passed back to the Local Authority or Housing Association to provide housing for other families in need.

Since January 2023, NFI deceased data matches have **helped NFI participants to detect and prevent over £50 million in fraud, error and overpayments.**

For as little as **£400**, you can access refreshed mortality screening data so you can continue to protect your services

DATA FOR THE NEXT MORTALITY SCREENING IS REQUIRED NO LATER THAN 24 NOVEMBER 2023

The NFI offers two mortality screening services:

1: Mortality Screening via the National Exercise - DWP screening every 6 months

Twice a year, we access the deceased persons file held by the DWP. This data also contains National Insurance numbers which can be used as a matching field alongside name, date of birth and address. The data also holds details of some British Citizens who have died abroad, and this has proven very successful particularly when administering pensions. Data is uploaded through the 2022/23 National Exercise - Data File Upload tool.

DATES TO REMEMBER: 24 NOVEMBER 2023 - DATA SUBMISSION DEADLINE FOR DWP SCREENING

2: Mortality Screening via ReCheck - On demand Disclosure of Death Registration Information (DDRI)

We are in the unique position to have access to the Disclosure of Death Registration Information from the General Registrar. You can screen against DDRI at any time and results are usually available on the web application the same day. Data is uploaded through the ReCheck, Data File Upload tool. Data is refreshed every two weeks and the latest refresh date can be found under ReCheck, Product Information, Available Matching Options.

Fees for the above services can be found on our GOV.UK page www.gov.uk/government/collections/national-fraud-initiative or search for 'National Fraud Initiative' in your web browser.

If you wish to submit data for the DWP screening, please email helpdesk@nfi.gov.uk or call **0845 345 8019** to register your interest.

User Engagement Update

KEY CONTACT TRAINING

We have delivered 12 sessions of Key Contact training to 128 participants between January and July 2023, using Microsoft Teams. The sessions combined slides and a live demonstration of the NFI secure web application, providing a guided walkthrough with the opportunity to ask questions.

Participants completed a post-event survey to help us identify improvements for future sessions. 92% of participants have rated the sessions as 'good - excellent'.

The training sessions provided an overview of several core elements of the NFI secure web application, including:

- Setting up new users and permissions
- Reviewing reports
- Reviewing matches
- Recording outcomes
- Navigating the NFI secure web application with some useful tips
- Using the guidance section for help and support.

PLANNED SESSIONS COMING SOON:

- Web Application User Training
- Management Information Training
- Key Contact Training

If you would like to register your interest in these, or suggest another area that you would like us to cover, please email shabana.younis@cabinetoffice.gov.uk.

Upcoming conferences

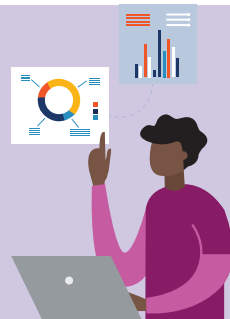
We attend a lot of conferences and often have a stand. It's always great to meet with our participants and answer queries or talk in general about all things NFI.

If you want to let us know you are attending so we can schedule a catch up, email susan.baker@cabinetoffice.gov.uk and we can put you in touch with the attending team member. Alternatively track us down when you are there!

The next conferences are:

- The Institute of Revenues Rating and Valuation (IRRV) Annual Conference and Exhibition:**
4-6 October 2023 -
The International Centre, Telford
- Annual Oxford Investigations Fraud Conference:**
21 November 2023 -
Oxford Town Hall, Oxford
- Counter Fraud Conference 2024:** 22 February 2024 -
QEII Centre, Westminster, London

'You Said, we did'



The NFI is committed to improving engagement with users to better understand and meet customer needs. The NFI's 2022 survey allowed our users to have their say on the current services and the future direction of the NFI.

Our team analysed the results of the survey and found **three thematic areas to target** our efforts for improvements across 2023.

Now, we want to take the opportunity to highlight some of the work we've done under each of these themes to address your feedback:

Customer Engagement

You said
Only 50% of respondents agreed that the NFI is customer focused, generally noting that two-way communication should be greater.

We Did
Enhancing the frequency of key contact training and demos (e.g. we have delivered 12 sessions for 128 attendees so far this year);
Offering more on-site visits to discuss our services; and
Producing our bi-annual 'NFI Matters' to highlight customer-focused developments.

Intended Outcomes
Increased confidence in the ability of the NFI to reach out and engage with its customers; and
Further collaboration opportunities with our customers.

Don't miss our next survey!

We want to continue to hear from you directly about how to improve our services. **We will be issuing the next NFI Survey by the end of 2023** to seek your views on what is currently working well and how we can work towards further improvements.
For more information on the NFI surveys please contact susan.baker@cabinetoffice.gov.uk.

Highlighting some of our successes from our 2022 survey:



Future Work Priorities

You said
A number of respondents noted that the NFI website was not user friendly and could be redesigned to improve accessibility

We Did
In May, the newly designed FraudHub was released, with improvements to the usability and design of web pages - e.g. Matches and Referrals, Data FraudHub Upload and Fraud Hub Admin pages.
Feedback from users has been positive thus far and we are keen for further feedback to support any future design improvements. We are working to extend this to AppCheck, ReCheck and eventually the National Exercise.

Intended Outcomes
Ensure that both our more recent and historic customers agree that the NFI's website is more user-friendly; and
Encourage as much utilisation of the NFI's website, and products, as possible.

Value for Money

You Said
Only 55% of the respondents agreed that the NFI fee represented good value for money, with 15% saying that the NFI did not represent good value for money, with the remainder unsure.

We Did
Ahead of the next National Exercise, we will undertake a review of the NFI work programme and fees, considering the feedback provided through previous user engagement. Participants will be able to comment on proposals for the 2024/25 National Exercise which will be shared in Spring 2024.
The NFI is also pursuing legislative options to resume adult social care data matching, a high-risk area of fraud and error loss, driving further outcomes and value for money.

Intended Outcomes
More awareness on the benefits of the NFI's services and how they help detect and prevent fraud and error.

The NFI 2024 - 2028 Strategy



As we move into 2024, the NFI is developing a four-year strategy to articulate our ambition to tackle fraud and error through improved access to data and analytics techniques and set out how we intend to work towards it. The rationale for developing our future strategy is threefold:

Providing a vision for our users

The NFI is committed to clearly setting out our agenda to all our stakeholders for the next four years. The strategy will be shaped by your views from the 2022 Survey, and will provide a clear vision for new participants.

A new organisation

Although the PSFA was only established last year, the NFI is an integral part of its ability to help modernise counter-fraud and error responses. Through our own strategy, we have an opportunity to clearly demonstrate how the NFI contributes to the PSFA agenda and continue to help further it.

Securing the right outcomes

The NFI is focused on delivering savings and protecting taxpayers' money. This strategy cements our continued commitment to delivering these outcomes and signals our accountability for doing so.

Based upon feedback from the NFI's 2022 Survey, we have developed the following high-level vision and strategy objectives, to help us achieve that vision.



The NFI PILOT pipeline

WANT TO GET INVOLVED IN THE NFI PILOTS?

If you would like to register your interest to take part in these pilots, please email nfiquiries@nfi.gov.uk with 'NFI Pilot' in the title.

Planning stage

This includes research of the fraud problem, feasibility including availability of data, IT resource secured, assessment of potential outcomes and identifying pilot participants. Not all proposed pilots get through this planning stage.

We have three pilots at planning stage:

Council Tax Exemptions and Disregards

Second homes and houses in multiple occupancy

Universal Credit data to Council Tax data

Governance stage

This includes approval of a Data Protection Impact Assessment (DPIA) and authority from the NFI governance board to proceed. Not all pilots make it through the governance stage.

We have two pilots at governance stage:

Disabled Facilities Grants - This is matching to find potential fraud in relation to non residency of applicant and/or, multiple applications.

No Recourse to Public Funds - This is where financial support is being provided to those with no recourse to public funds, there is potential fraud here where applicants are making multiple claims or aren't entitled.

Implementation stage

This is where we get going on the pilot, produce the matches, testing, provide access to participants, provide guidance and monitor results.

We have two pilots at implementation stage:

Landlord Incentive Scheme - The scheme is designed to help tackle housing issues and encourage private landlords to provide long-term rented accommodation for those on the housing waiting list through a non refundable grant. Pilot matching is underway and will seek to identify non-entitled, impersonated and fictitious claimants. It will also help to identify landlords claiming incorrectly.

Employment Agency to Local Authority Payroll - A new data matching initiative will soon be piloted by the 22 London Fraud Hub members to target a new and emerging fraud risk; permanent employees and agency staff who are working for more than one organisation at the same time and who have failed to declare this to their current employer and/or obtaining authorisation to allow them to do it. A special thanks to Chris Keesing (City of London) and Jamie Branch (Waltham Forest) for their hard work to move this forward. We now have agreement from several large agency providers to be involved and we are aiming for the data matching to start in October 2023, with results available before the end of 2023.

Focus on Partnerships in action:



SPECIAL INVESTIGATIONS UNIT

Our IT partner, Synectics Solutions, runs a Special Investigations Unit (SIU) founded on the principles of providing a cost effective, tailored intelligence service based on a detailed understanding of your requirements.



The SIU provides:



Ad-hoc standard reports



Complex fraud or organised crime group analysis



Large volume, outsourced investigations

A dedicated team of Intelligence Analysts bring together Synectics Solutions' unique data sources, award-winning analytic tools and years of investigative experience. The SIU can help provide clear, concise and National Intelligence Model compliant reports, giving unique insight into an individual or company based on our unique access to National SIRA and public sector data.

The SIU can compliment your in-house resources and expertise and can also:

- ✓ Reduce the workload on your in-house investigations team
- ✓ Expedite high priority cases
- ✓ Manage workload peaks
- ✓ Enrich on-going investigations

With a great track record of delivering robust fraud and financial crime prevention solutions to clients across a whole range of industries. The SIU has the skill set, knowledge and tools required to complete your most challenging investigations.

As a recent user of the SIU, here's what the London Borough of Hillingdon says:

"Collaborating with Synectics Solutions SIU has been an important step forward in combatting public sector fraud.

Following a successful pilot, our investigators can now unlock a quality and depth of intelligence not previously possible. Their success is thanks to Synectics SIU's exceptionally detailed National Intelligence Model compliant reports, which give valuable insight into each data source referenced. This ultimately provides us with actionable intelligence only available via this unique public/private sector partnership.

Pace and agility are paramount in counter fraud investigations and Synectics SIU respond quickly and diligently. I look forward to expanding our vital work combatting fraud in the London Borough of Hillingdon."

Mark O'Halloran

Counter Fraud Manager, London Borough of Hillingdon

If you are interested in using the services provided by the SIU unit, please contact Chris.Hallett@synectics-solutions.com

Council Tax Single Person Discount (CTSPD)



The 2023/24 Exercise will soon be underway and you will be invited to upload data from 30 November 2023.

A reminder about the NFI automated chargepayer letter tool

Once matches have been generated, do not forget that, within CTSPD reports, there is a time-saving mail merge tool that allows you to generate chargepayer follow up letters from the match data. The file of letters can be downloaded for local distribution to any individuals where you wish to check their eligibility for CTSPD. Section 11 of the guidance in the secure web app covers how to use this tool.

Once the communication has been sent:

After the period specified on the letter has elapsed or a response is received consider the following action:

If no response has been received by due date
Immediate withdrawal of SPD. Councils adopting this practice have found a significant number of claimants did not respond.

Non entitlement accepted and date notified
Where the applicant accepts their non-entitlement and provides a date when their circumstances changed, the discount is stopped immediately and entitlement backdated to the date stated by the applicant.

Efforts should be made to validate the date of change provided and any further adjustments made as a result of those enquiries. Validation methods include referring to data sources such as credit reference agencies or asking the applicant to provide further evidence to support the date provided.

Non entitlement accepted but no date notified
Where the applicant accepts their non-entitlement but has not indicated a date, the discount is stopped immediately. Further efforts should be made to establish the date when their circumstances changed.

Continued entitlement
Where the applicant confirms that they are still entitled to SPD, either through living on their own or having disregarded people in the residence, the precise justification for this should be recorded and supporting evidence secured. The Council Tax account should be updated as appropriate.

Save time and use the CTSPD Bulk Outcomes templates to upload outcomes

Don't forget you can use the 'bulk upload' template to report outcomes for a large number of matches all at once for 801, 803 and 814 reports. This is covered in our guidance in section 8 pages 16-24.

Recent CTSPD user engagement - Thank you from Chloe and Joe

Following recent engagement with a number of bodies we have seen a significant increase in outcome submissions for the 2022/23 exercise. Thank you to all those who set aside time to record the output from your hard work, that collectively will recover millions to feed back into essential services and prevent further losses.

If you need any advice or support with outcomes recording please contact **Chloe Truman** or **Joe Smith** via **nfiqueries@cabinetoffice.gov.uk**

Premium Council Tax Single Person Discount Checking Service

The NFI premium council tax single person checking service is available through the NFI ReCheck product. This premium service combines data matching and screening to give local authorities a comprehensive view of the household composition of individuals claiming this council tax discount.

For more information on this service contact **Rebekah.Peters@synectics-solutions.com** or **07936946577**

FraudHub from the NFI



FraudHub continues to grow, with more organisations signing up each month.

Want to find out more?...

The NFI FraudHub provides local authorities and other public sector organisations within a geographical area the opportunity to collaborate and share data securely and more frequently than the biennial main NFI exercise.

FraudHub now supports eight separate fraud hubs across the UK currently with

40 members.

The largest, **London FraudHub** has 17 members and a further three London boroughs have completed applications to join.

FraudHub members have been able to **identify and record more than**

£3.9m in outcomes between 1 April 2023 and 31 August 2023

FraudHub members screen a wide selection of their own datasets and bring in other organisations within their geographical area to share data to help identify more potential fraud and error. FraudHub enables members to submit data at any time and as new data is submitted, new matches and insight is released to all members of the hub. As new and innovative types of matching and datasets are identified, FraudHub members often have the opportunity to pilot these.

Because FraudHub falls under the matching mandate held by the NFI, there are no lengthy data sharing agreements to negotiate and maintain. Equally, there are no expensive IT costs as the product is accessed via the existing NFI Web application.

Best practice is shared every two-months in user group meetings where FraudHub members discuss their experiences and recommend development enhancements to ensure that FraudHub remains the most effective source of data to fraud investigators.

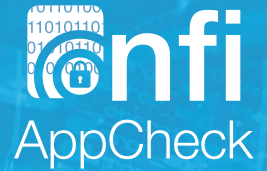
There are no tender requirements. One annual licence fee covers all usage:

- ☒ unlimited users;
- ☒ unlimited data uploads;
- ☒ all retrospective matching included;
- ☒ no charges for referrals/matches found;
- ☒ all training and support included; and
- ☒ free access to AppCheck for all subscriptions of 24 months.

If you have any FraudHub queries - please email **Rebekah.Peters@synectics-solutions.com** or **Peter.caddick@cabinetoffice.gov.uk**

How AppCheck can benefit you

Reduce your losses by stopping fraud at the point of application



Free trial

Why not trial AppCheck to allow you to identify potential fraudulent or erroneous applications before they can enter your system. Helping to protect your budgets and minimise the costs of fraud and error.

Every application you receive carries a risk that the person has failed to declare all of the relevant information and as a result they receive a benefit, service or employment they are not entitled to.

AppCheck provides instant checks against the datasets collected for the 2022/23 national exercise (with more frequent refreshes of data such as Housing Benefit and DDRI deceased data) providing your organisation with an effective fraud prevention tool. A response is returned within seconds of a search being made.

AppCheck is an online service delivered by a secure web application. There is a hierarchical user structure to control access and monitor searches that have been conducted within your organisation. This makes the product ideal for usage within counter fraud teams or by frontline operatives.

You can use AppCheck to:

- ✓ Reduce the risk of your organisation falling victim to fraud by stopping invalid or fraudulent claims at the point of application; and
- ✓ Reduce administration and future investigation costs.

AppCheck provides built-in risk flags and intelligent colour coding to make it easier to identify genuine applications or prioritise referrals for further investigation. If you require further intelligence from a credit reference agency you can request that within the tool for specific matches.

Contact Rebekah.Peters@synectics-solutions.com or [07936946577](tel:07936946577) to set up a free trial of AppCheck and discover how it could help to reduce your exposure to the risk of fraud.

Update on HMRC matches

matches should be released soon

During the 2018/19 NFI National Exercise, we shared data with HMRC for the first time under the Digital Economy Act (DEA) 2017 and the Local Audit and Accountability Act (LAAA) 2014.

Following that, we released HMRC matches between October and December 2021 as part of a follow-up pilot. The combined outcomes from all HMRC pilots totalled £14.9m. An evaluation was submitted to the DEA Review Board in December 2022 and they approved the recommendation to progress the project from pilot through to business as usual activity.



Undeclared property ownership



Undeclared earnings & capital



Undeclared persons in a household

Data has now been received from HMRC and we are in the process of matching and testing. The results should be released to you soon.

Contact us...

England:
nfiqueries@cabinetoffice.gov.uk

Mobile numbers are available here
www.nfi.gov.uk/Contact

Scotland:
Tim Bridle tbridle@audit-scotland.gov.uk

Wales:
Dave Rees david.rees@wao.gov.uk
Emma Woodcock emma.woodcock@audit.wales
Nicholas Raynor nicholas.raynor@audit.wales

Northern Ireland:
Catherine James
nficoordinator@niauditoffice.gov.uk

Synectics Solutions
for technical queries relating to the web app:
helpdesk@nfi.gov.uk or **0845 345 8019**

Glasgow Kelvin College
Risk Management Committee
Minute

Meeting held on Tuesday 15 August 2023 at 2pm online using Microsoft Teams

Item	Action Agreed	Member	Target Date
1.	Sederunt		
	L Clark, Director of Estates and Corporate Services (Chair); D Shiels, Director of People and Culture; J Quinn, Director of Digital Services; Liz Breckenridge, Marketing and Commercial Manager; M McKerlie, Head of Services to Support Learners; G McGuire, Senior Curriculum Manager, HCCLD; J Clarke, Senior Curriculum Manager, BCDI; M Thomson, Cross College Support and Administration Manager; and R MacKenzie, Regulations and Compliance Manager. In attendance: Sharjeel Afridi, Network and Security Engineer (Cyber Security Presentation).		
2.	Apologies		
	D Smeall, Principal; J Evans, Vice Principal; A Carr, Head of Finance; I Gordon, Head of Facilities and Environmental Sustainability; G Lawson, Health and Safety Manager; A Daly, Finance and Student Funding Manager; E Mitchell, Human Resources Manager; M Smillie, Head of Student Information Services; J Gallagher, Quality Enhancement and Development Manager; E Campbell, Funding Manager; and P Brown, Director of Planning, Performance and Curriculum.		
3.	Terms of Reference		
	Members noted the content of the Terms of Reference for information purposes.		
4.	Guest Speaker: Sharjeel Afridi - Cyber Security Presentation		

Item	Action Agreed	Member	Target Date
	Members received a presentation on Cyber Security from Sharjeel Afridi, Network and Security Engineer. S Afridi took members through the content of his presentation that included the following: • 45 HE/FE organisations were hit with a ransomware attack between 2020-2022; • University of Manchester and the University of the West of Scotland (UWS) were the latest UK HE organisations to be hit by major attacks; • At UWS, staff data such as bank account and National Insurance details were stolen, while the cyber criminals demanded a ransom of £450k from UWS; • The average cost of ransomware attacks globally amounted to £4.1million; • The average cost of data breaches in the UK amounted to some £3.37million; • GKC ICT assurances included: monitoring and policing threats from bodies such as HEFESTIS (local level), JISC (national level) and NCSC (International level); compiling of Risk Registers; staff training; Cyber Insurance; a robust ICT Security Policy and Acceptable Use Policy; • The College has retained its Cyber Essential Plus status which helps organisations to protect itself against common online threats, while Internal Audits play a crucial role in helping the College manage cyber threats by providing independent assessment of existing and needed controls. • Numerous elements had been established in the College infrastructure to assist with cybersecurity including – SOC/SIEM; 'zero trust' architecture; a Computer Security Incident Response Team (CSIRT); Disaster Recovery plans and Business Continuity plans; regular penetration testing. L Clark thanked S Afridi for his detailed presentation.		
5.	Draft Minute of Previous Meeting held on 25 April 2023		
	The minutes of the meeting held on 25 April 2023 were accepted as a true and accurate record of the business conducted at the previous meeting.		
6.	Matters Arising from the Minute of the Previous Meeting		

Item	Action Agreed	Member	Target Date
	Item 7 Finance – upgrading Sun System		
	J Quinn confirmed he would liaise with A Daly regarding the upgrading of the Sun System.	JQ/AD	
	Item 10b Estates – Security/Guarding		
	The matter was still being explored and options appraised.	LC/IG	
	Item 14 AOCB		
	<i>Vaping</i> L Clark that further discussion was required regarding the issue of Vaping on College grounds. I Gordon suggested that the Student Association be invited to discussions. D Shiels advised members that the College No smoking policy was being reviewed (as Vaping was not covered) and that smoking/vaping would become part of the staff induction review. <i>Martyn's Law – Tabletop Exercise</i> M Thomson confirmed that a Tabletop Exercise relating to Martyn's Law would be arranged for the end of September 2023.	LC/IG/G L/PH	Future Meeting
7.	Education Scotland: Progress Visit		
	Members noted that feedback from the visit from Education Scotland indicated that there was some concern about College Performance Indicators (PIs). Members agreed to return to this item at the next meeting when the final report from Education Scotland would be available.	LC	24.10.23
8.	Health and Safety		
a)	Health and Safety Committee Minute		
i)	29 March 2023		
	Members noted the content of the Health and Safety minute of 29 March 2023 for information purposes.		
ii)	26 April 2023		
	Members noted the content of the Health and Safety minute of 26 April 2023 for information purposes		
b)	Legal Current Issues Review (LCIR)		

Item	Action Agreed	Member	Target Date
	May - July 2023		
	Members noted the content of the May - July 2023 editions of LCIR for information purposes.		
c)	Fire Legislation Update		
i)	Reducing Unwanted Fire Alarms Signals (UFAS)		
	Members noted the content of the paper on UFAS for information purposes.		
ii)	Fire Industry Association (FIA): Guidance on Safe Investigation of Fire Alarm Signals in Scotland		
	Members noted the content of the FIA guidance for information purposes.		
iii)	Scottish Fire and Rescue Service: UFAS – What's Changing?		
	Members noted the content of the guidance for information purposes.		
	L Clark reminded members changes to Fire regulations came into effect on 1 July 2023. Changes meant that, should a fire alarm be triggered at the College, Fire Service crews would no longer automatically attend. Instead, the source of the alarm would have to be investigated by Estates staff, confirmed as an incident in progress, and then reported to the Fire Service. Reception staff had been informed about the changes and the appropriate reporting actions to implement following confirmation. L Clark had informed the College insurers of the changes.		
9.	Finance		
	The Head of Finance was unavailable for the Meeting. In his absence, L Clark reported that there were no urgent Finance matters to bring to the attention of the Committee.		
10.	GDPR/Cyber Security		
a)	CISO Shared Service correspondence: Scottish Security Incident – University of the West of Scotland (UWS)		
	Members noted the contents of the CISO correspondence regarding the recent cyberattack at UWS for information purposes.		

Item	Action Agreed	Member	Target Date
i)	UWS Correspondence from Professor James A Miller FRSE, Principal and Vice Chancellor: UWS Cyber Incident		
	Members noted the contents of the correspondence from the Principal of UWS to the College Principal regarding the containment of the cyberattack on UWS for information purposes.		
b)	Police Scotland: Cyber Security Resilience – Cyber Alert Actions to take when the threat is heightened		
	Members noted the contents of the Police Scotland guidance for information purposes. The guidance advised organisations of the need for heightened vigilance given the increased cyber threat because of the Russia-Ukraine conflict.		
c)	WorldPay Correspondence: College PCI DSS Compliant		
	Members noted correspondence from WorldPay confirming that the College was compliant with the PCI DSS for information purposes.		
11.	Insurance		
a)	UMAL: RAAC Risk Training Webinar		
	L Clark spoke to the RAAC Training presentation provided through UMAL. Reinforced Autoclaved Aerated Concrete (RAAC) was causing considerable concern across the UK as estates began to age. RAAC was introduced in the 1950s and was effectively the same material as unreinforced thermal blocks. This so called ‘bubbly concrete’ did not bond to reinforcement and had to have steel hooks or crossbars to lock RAAC planks in place. Production of RAAC stopped in the early 1980s. The RAAC panels had deficiencies making them less robust and at increased risk of structural failure, which could be gradual or sudden with no warning. The life of RAAC panels was predicted by the Building Research Establishment (BRE) to be approximately 30 years. I Gordon advised that, given three of the campuses were built in the 2010s and one was built in 1905, it was unlikely that RAAC was used in any element of the construction of College buildings. Notwithstanding, arrangement would be made to consult Building Engineers to provide their opinion on the matter and to assess if necessary.	LC/IG	
b)	UMAL Renewal 2023-24		

Item	Action Agreed	Member	Target Date
	Members noted College insurance had been renewed with UMAL for 2023-24.		
c)	UMAL Employers Liability, Public Indemnity, Hirers Liability		
	Members noted the contents of the UMAL documents for information purposes.		
d)	Cyber Insurance Renewal 2023-24		
	L Clark confirmed that Cyber Insurance had been renewed for 2023-24. Members agreed that this was a significant achievement for the College since cyber insurance was becoming increasingly difficult for businesses and organisations to secure due to the significant increase in the number and scale of cyber threats and attacks. Members noted the contents of the insurance certificate for information purposes.		
12.	Estates		
a)	Cladding Panels at Springburn		
	L Clark informed members that issues with the cladding on the Springburn campus building had been identified during a survey of a section of the cladding and a report by Starfish Construction had been produced. During the survey of circa 1% of the building, it became clear, via the report produced, that there were a number of issues. UMAL and Thorntons had been advised accordingly and discussions were ongoing. It was noted that a regular review of the tiles may be necessary. It was understood that the Statute of Limitations on the building/construction company would expire in less than one year. Consideration would be given to approaching the new parent company of Barr Construction in due course following further discussions. J Evans and L Clark would consider an action plan and discuss it further with SMT colleagues.	JE/LC	
b)	Hydepark Residents Association – Land at side of Springburn Campus		

Item	Action Agreed	Member	Target Date
	I Gordon reported that the issue regarding the ownership and use of the amenity land at the side of the Springburn building was ongoing. Lawyers representing HydePark Residents Association had issued a series of demands. Consultation with College Lawyers had confirmed that HydePark owned the land, but that they had passed the tranche of land to the College when the College grounds were being established. A further update would be provided at a future meeting.	LC/IG	Future Meeting
13.	Human Resources		
	D Shiels provided an update for members on Human Resource matters. The following points were noted: - it was envisaged that the new 'Pinpoint' software would streamline the process of recruitment and appointment, creating a singular online process; - the Induction Process was being reviewed; - a staff survey following the lines of 'You Said. We Did' would be relaunched in October 2023. L Breckenridge advised that there was evidence that AI was now being used in job applications. D Shiels responded that the recruitment and application process was being reviewed. As part of that process, she would consult J Quinn to address concerns about AI.	DSh/JQ	
14.	Risk Management		
a)	Risk Management Update by Director of Estates and Corporate Services		
	L Clark spoke to the Risk Management Update and College Risk Register Report. She informed members that the College Risk Register had been discussed at a recent SMT and at the Audit and Risk Committee and Board of Management. The College Risk Register had also been shared with the Glasgow Colleges Regional Board. L Clark reminded members that, in relation to the College Operating Plan, a separate Risk Register was held. A separate Risk Register for West End Campus was held relating to the transferring of the curriculum to other campus locations and dealing with vacating this building.	LC	

Item	Action Agreed	Member	Target Date
	In relation to the Scottish Government Energy Efficient Grant Scheme for the public sector decarbonisation scheme, a separate Risk Register had also been produced. The following matters were also covered, including: - Cladding at Springburn campus building; - Campus reinvestment project; - Fire Risk Assessment; - Amenity Land at Springburn; - Changes in Fire Legislation; - Resource implications of, e.g., overtime arising as a consequence of staffing shortages due to general illness and bereavement absences; - negative impact on students of the College moving into a backdrop of vastly reduced funding, potential strikes, action short of strike action, reduced staffing, increased cost pressures and a higher-than-normal student dropout rate. Members noted the content of the Update Report for information purposes.		
b)	College/Strategic Risk Register: August 2023		
	Members noted the content of the Strategic Risk Register. A full review of each risk was undertaken, and discussions were held. Some text was provided in relation to recent work undertaken or information available and updates were made. No scorings were changed. AI had been added as a Risk.		
c)	Audit Scotland: Annual Report and Accounts 2022/23		
	Members noted the Audit Scotland Annual Report and Accounts 2022-23 for information purposes.		
d)	Team Draft Risk Registers: Summary Team Risk Movement August 2023		
	Members noted the summary of movement within Team Risk Registers from August 2023 for information purposes.		
e)	Project Risk Register - West Relocation		
	Members noted the Project Risk Register, relating to the relocation of staff and services from West Campus and closure of the main building, for information purposes.		
f)	Project Risk Register – Scottish Government Energy Efficiency Grant		
	Members noted the Project Risk Register relating to the Scottish Government Energy Efficiency Grant Scheme for information purposes.		

Item	Action Agreed	Member	Target Date
g)	National Risk Register 2023		
	Members noted the National Risk Register 2023 for information purposes.		
15.	Items for Information		
a)	Fit for the Future: developing a post-school learning system to fuel economic transformation		
	i. Skills Delivery Landscape Review – Final Report ii Report of the Independent Review of Qualifications and Assessment iii Purpose and Principles for Post-School Education, Research and Skills Members noted the report for information purposes.		
b)	Ministerial Correspondence on Student Mental Health: Student Mental Health and Wellbeing Transition Fund		
	Members noted the Ministerial correspondence on Student Mental Health. The correspondence confirmed that funding would be extended for a further year, after which Colleges were expected to fund initiatives and posts through their own budgets. The amount allocated to the College had yet to be confirmed.		
c)	HEFESTIS Newsletters from 20 April 2023 – 28 July 2023		
	Members noted the content of the HEFESTIS Newsletters for information purposes.		
d)	‘Cyber battlefield’ map shows attacks being played out live across the globe. Live Cyber Threat Map		
	Members noted the Live Cyber Threat Map for information purposes.		
e)	Herald Article: Humza Yousaf urged to woo English workers to ‘drive up talent pool’		
	Members noted the Herald article for information purposes.		
f)	ICO Reprimand Issued to School		
	Members noted the content of ICO Reprimand for information purposes.		
16.	AOCB		

Item	Action Agreed	Member	Target Date
	<i>ChatGPT</i> J Quinn informed members that he had spoken to Steven McIntosh, CISO who advised that the College may have to produce a ChatGPT/AI Policy. The AI landscape was changing rapidly, and the Risks were increasing daily. AI was now considered a “chronic” risk. J Quinn would continue discussions with Steven McIntosh regarding development of a suitable policy.	JQ	Future Meeting
17.	Impact on Students - Key Issues to be considered as a consequence of the consideration of the above agenda		
	There were no new issues impacting on students as a consequence of the above agenda.		
18.	Risk Management – Risk issues to be considered as a consequence of the consideration of the above agenda		
	The Strategic/Risk Register would continue to be considered in line with the review schedule ensuring risk is managed appropriately and in accordance with the Risk Management Framework.		
19.	Equality Management – Equality issues to be considered as a consequence of the consideration of the above agenda		
	There were no new Equality Management issues considered as a consequence of the above agenda.		
20.	Data Protection – Data Protection issues to be considered as a consequence of the consideration of the above agenda		
	There were no new Data Protection issues considered as a consequence of the above agenda.		
21.	Environmental and Sustainability issues to be considered as a consequence of the consideration of the above agenda		
	There were no new Environmental and Sustainability issues to be considered as a consequence of the above agenda.		

Item	Action Agreed	Member	Target Date
22.	Closure		
	The meeting closed at 3.37pm.		
23.	Date of the next meeting		
	24 October 2023.		