

**STUDENT AWARDS
AGENCY FOR SCOTLAND**

SAAS

Annual Report and Accounts 2005-2006

Student Awards Agency for Scotland

SAAS

**Annual report
and accounts**

2005-2006

Contents

Page

Chief Executive's Report

A handwritten signature in black ink, appearing to read "W. Supt.", located in the bottom right area of the page.

Our management board

Part 1

Who we are and what we do

Who we are

What we do

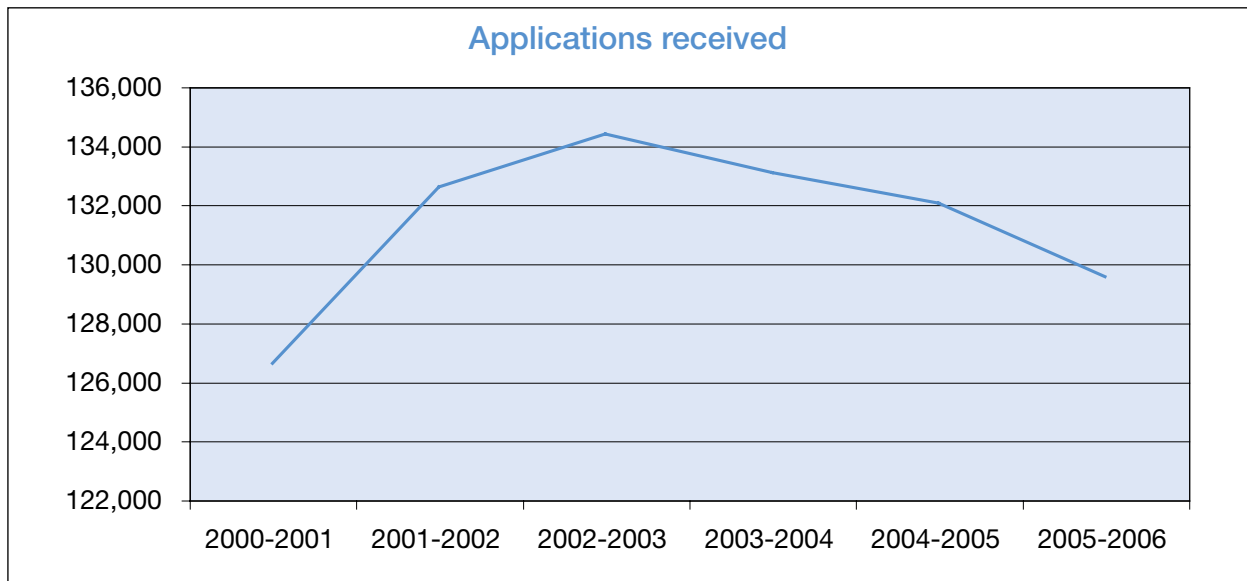
Part 2

Our aim, vision and values

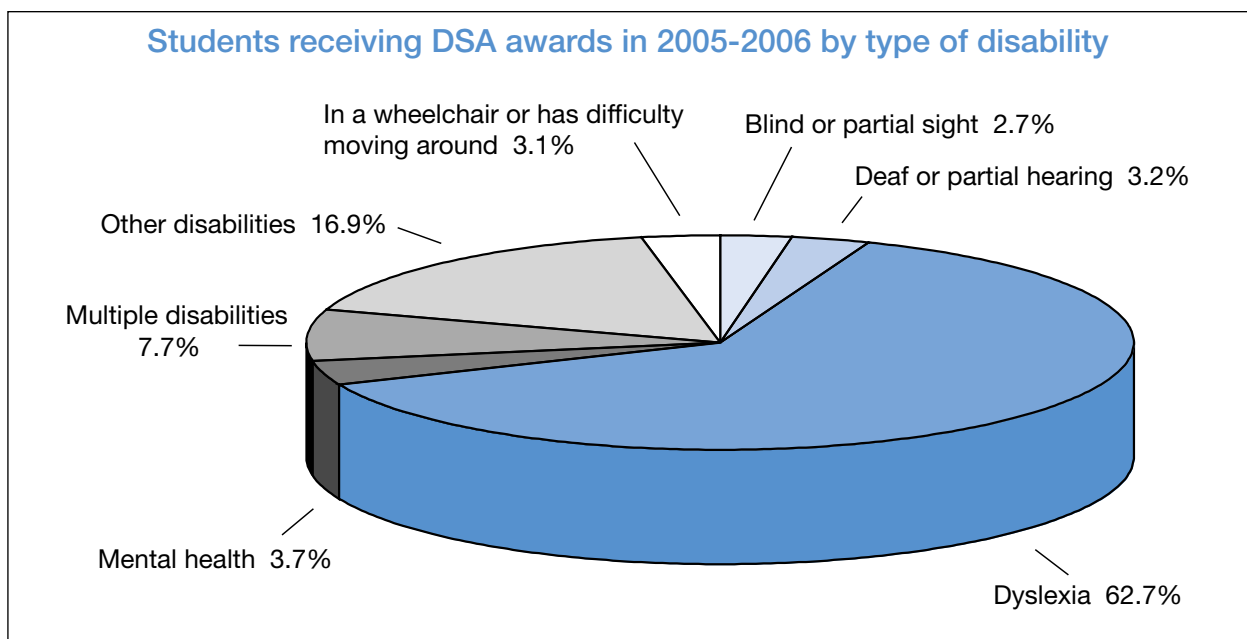
Part 3

Service Delivery

Applications for support



Disabled Student Allowance (DSA)



Replying to queries

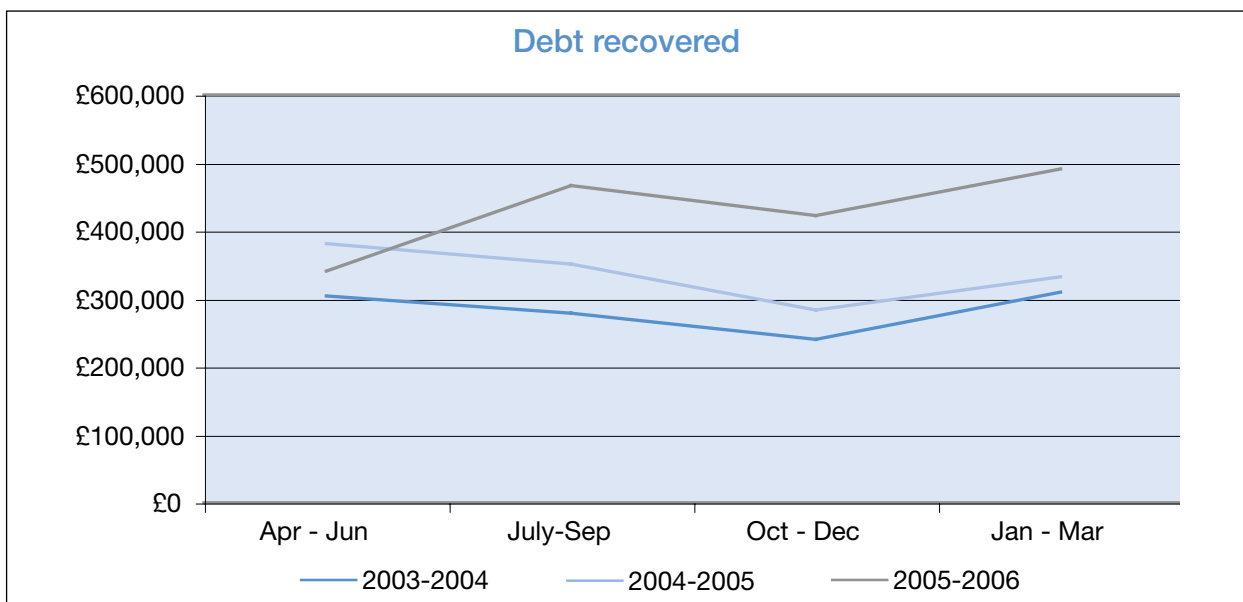
Internet services

Endowments

Individual Learning Accounts Scotland

Debt recovery

	April to June	July to September	October to December	January to March	Total
2003-2004	£304,218	£279,107	£240,597	£309,402	£1,133,324
2004-2005	£381,037	£350,906	£283,508	£332,709	£1,348,160
2005-2006	£340,643	£467,120	£422,074	£490,729	£1,720,566



Graduate Endowment

Customer surveys

Statement	Satisfaction rating					
	2000	2001	2002	2003	2004	2005
Knowledge and helpfulness of staff	81%	87%	91%	86%	84%	88%
How easy it was to understand our guidance documents	66%	72%	79%	74%	82%	85%
How easy it was to fill in our application forms	58%	65%	74%	67%	75%	80%
How easy it was to fill in our on-line application form (new question)	-	-	-	-	71%	77%
How easy it was to fill in our new shortened application form for continuing students (new question)	-	-	-	-	89%	91%
Availability of application forms	88%	89%	93%	90%	88%	88%
Time taken to issue an award notice	77%	83%	88%	75%	75%	86%
How quickly phone enquiries were dealt with	67%	80%	85%	78%	77%	82%
How quickly written correspondence was dealt with	69%	78%	85%	70%	72%	82%
How quickly supplementary grants were paid	82%	85%	89%	77%	82%	89%
How quickly e-mail enquiries were dealt with (see Note 1)	80%	84%	89%	67%	64%	79%
Our website	79%	84%	92%	87%	85%	91%
Where we are based	77%	89%	91%	89%	91%	92%

Personnel

Staff by pay band & gender at 31 March 2006

	Males		Females		Total	
	No	%	No	%	No	%
Senior Civil Service	1	1.4	0	0	1	0.6
Band C	1	1.4	0	0	1	0.6
Band B	16	21.6	18	23.4	34	22.6
Band A	56	75.6	59	76.6	115	76.2
Total	74	100	77	100	151	100

Health and Safety

Scotland's Health at Work

Environmental Issues

Part 4

Our performance against our targets

Targets for 2003-2004 and 2004-2005	Performance 2003-2004	Performance 2004-2005	Performance 2005-2006
To process 50% of applications within 12 days of receiving them, 75% within 14 days, and 100% within 21 days.	21% within 12 days 25% within 14 days 43% within 21 days	62% within 12 days 72% within 14 days 90% within 21 days	63% within 12 days 69% within 14 days 83% within 21 days
Average number of calendar days taken to process an application.	n/a	n/a	10 days
To issue replies to 90% of written enquiries within 14 days of receiving them, and 100% within 21 days.	92% within 14 days 97% within 21 days	95% within 14 days 98% within 21 days	78% within 14 days 91% within 21 days
Total number of complaints received.	94 (21 for policy issues)	82	81
To answer all complaints within 14 days of receiving them.	85%	94%	94%
To reach an average unit cost of £34 to process each application based on full costs. (This target was £32 until 2005).	£33.32 (see note 1 below)	£35.39 (see note 4 below)	£36 (see note 4 below)
To respond to enquiries sent by e-mail within five days of receiving them.	83%	92%	93%
To answer 85% of calls to our customer services unit within 25 seconds, and 100% within three minutes.	76% within 25 seconds 99% within three minutes	Not available – see note 3	Not available – see note 3
To make sure that the average delay for incoming calls to our Customer Services unit is no longer than 12 seconds in quarters one, two and four, and 20 seconds in quarter three (see note 2).	Over the year the average delay was 27 seconds.	Not available – see note 3	Not available – see note 3

Part 5

Annual Accounts 2005-06

Management board report 2005-06

Accounts Direction

History and statutory background

Principal activities

Management board composition 2005-2006

Equal opportunity

Consulting with employees

Paying of invoices

Charitable donations

Auditors

Disclosure of relevant audit information

Management Commentary

Review of the business

Financial review

	Operating Budget £000	Capital Budget £000
Fees, Grants and Bursaries	238,036	-
Repayment of Awards	(900)	-
Graduate Endowment Income	(2,162)	-
Widening Access Funds	13,232	-
Student Loans Company Administration	6,258	-
Student Loans Net New Lending	-	170,000
Student Loan Interest Subsidy to Banks	13,220	-

Post balance sheet events

Future business developments

Research and development

Risk and control

Key Performance indicators

Environmental matters and social and community issues

Audit Committee

Significant changes in fixed assets

A handwritten signature in black ink, appearing to read "W. Supt.", is located in the lower-left quadrant of the page.

Student Awards Agency for Scotland Remuneration Report

Salary and pension entitlements

Senior Management Salaries

Senior management	2005-06		2004-05	
	Salary £000	Benefits in kind (to nearest £100)	Salary £000	Benefits in kind (to nearest £100)

Chief Executive

*Head of Information
Systems and
Operational Policy*

*(from 1 April 2005 to
31 October 2005)
Head of Finance
and Personnel*

*Customer Services
Manager*

*Group Manager
Finance*

Salary

Benefits in kind

Pension entitlements

	Accrued pension (and lump sum) at age 60 as at 31/03/06 £'000	Real increase in pension (and lump sum) at age 60 £'000	CETV at 31/03/06 £'000	CETV at 31/3/05 £'000	Real increase in CETV £'000
--	--	--	---------------------------------------	--------------------------------------	--

Chief Executive

*Head of Information
Systems and
Operational Policy*

*(from 1 April 2005 to
31 October 2005) Head of
Finance and Personnel*

*Customer Services
Manager*

*Group Manager
Finance*

Pension

(a) Classic Scheme

(b) Premium Scheme

(c) Classic Plus Scheme

(d) Partnership Pension Account

The cash equivalent transfer value (CETV)

The real increase in the value of the CETV

A handwritten signature in black ink, appearing to read 'W. Supton', is written in a cursive style.

Statement Of Agency's and Chief Executive / Accountable Officer Responsibilities

A handwritten signature in black ink, appearing to read "W. Supt", is located in the lower-left quadrant of the page. The signature is fluid and cursive, with a large loop at the end.

Statement Of Internal Control

Scope of Responsibility

Purpose of the System of Internal Control

Risk and Control Framework

Review of Effectiveness

A handwritten signature in black ink, appearing to read "W. Supta". The signature is fluid and cursive, with a large loop at the end.

Independent auditor's report to the Student Awards Agency for Scotland, the Auditor General for Scotland and the Scottish Parliament

Respective responsibilities of the Agency, Chief Executive / Accountable Officer and auditor

Basis of audit opinion

Opinion

Financial statements

Regularity

Alstom S.p.A.

Student Awards Agency for Scotland

Operating Costs Statement for the year ended 31 March 2006

	Note	2005-06 £'000	2004-05 £'000
Administration Costs			
Net operating cost		_____	_____
		=====	=====

STATEMENT OF RECOGNISED GAINS AND LOSSES for the year ended 31 March 2006

	2005-06 £'000	2004-05 £'000
Gains and losses since last reported	_____	_____
	=====	=====

Student Awards Agency for Scotland

BALANCE SHEET As at 31 March 2006

	Note	31 March 2006		31 March 2005	
		£'000	£'000	£'000	£'000
Fixed assets		_____		_____	
Current assets					
Creditors: (due within one year)		_____		_____	
Net Current Assets					
Total Assets less Current Liabilities			_____		_____
			=====		=====
Provisions for liabilities and Charges					
Early departure costs			_____		_____
			=====		=====
Taxpayers' Equity					
			_____		_____
			=====		=====



D. Stephen

Student Awards Agency for Scotland

CASH FLOW STATEMENT

For the year ended 31 March 2006

	2005-06		2004-05	
	£'000	£'000	£'000	£'000
Net Cash outflow from Operating Activities (note i)				
Capital Expenditure and Financial Investment (note ii)				
Net Financing (note iii)				
Increase or (decrease) in cash				
Note i: RECONCILIATION OF OPERATING COST TO OPERATING CASH FLOWS				
Net Operating cost				
Adjustments for items not involving cash				
Adjustments for movement in working capital				
Net cash outflows from operating activities				

NOTES TO THE ACCOUNTS

For year ended 31 March 2006

1 Statement of accounting policies

1.1 Accounting convention

1.2 Fixed assets

1.3 Depreciation

2005-06	2004-05
£000	£000

_____	_____
_____	_____
_____	_____

3 Other administration costs

3.1 Non-cash costs

2005-06		2004-05	
£000	£000	£000	£000

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

3.2 Other spending

3.2.1 Accommodation

2005-06	2004-05
£000	£000

--	--

3.2.2 General administration expenses

2005-06	2004-05
£000	£000

--	--

2005-06	2004-05
£000	£000

3.2.3 Scheme Publicity

4a Tangible fixed assets

	Furniture and fittings £000	Information Technology £000	Computer Software £000	Plant and Machinery £000	Asset in the course of construction £000	Total £000
Cost or valuation						
	_____	_____	_____	_____	_____	_____
	_____	_____	_____	_____	_____	_____
Depreciation						
	_____	_____	_____	_____	_____	_____
	_____	_____	_____	_____	_____	_____
Net Book Value						

4b Intangible Fixed Assets

Cost or valuation	Purchased software licences £000

Depreciation	
As at 1 April 2005	-

5 Debtors

6 Creditors: amounts falling due within one year

7 Provisions for liabilities and charges

**Early Retirement
Costs (£000)**

8 Lease commitment

9 Movement in general fund

£000

10 Movement in revaluation reserve

£000

11 Contingent liabilities

12 Capital commitments

13 Related party transactions

14 Reconciliation to draft Departmental Account

15 Intra-government balances

Debtors: amounts falling due within one year	Debtors: amounts falling due within one year	Creditors: amounts falling due within one year	Creditors: amounts falling due within one year
---	---	---	---

Student Awards Agency For Scotland

**Corporate plan
2006 to 2009**

1 Introduction

2 Background

3 Environment

Tuition fees

A larger European Union

Policy changes

The Student Loans Company (SLC)

Efficient government

Running costs

Frequency of payment

Higher customer expectations

Changes in technology

4 Our aims and what we will do to achieve them

Develop and maintain high-quality customer service in all areas of our business

Pay students monthly/pay loans for fees

Strengthen systems for collecting the Graduate Endowment (GE)

Successfully deliver Individual Learning Accounts Scotland (ILAS)

Improve and simplify communication

Maintain effective energy and waste-management policies

Attract new business

Work with partners to deliver Ministerial aims

5 Achieving our aims from the 2005-2008 corporate plan

Progress and achievements

Develop and maintain high-quality customer service in all areas of our business.

Successfully take over from the SLC paying loans to Scottish students.

Progress and achievements

Put effective systems in place for collecting the Graduate Endowment (GE).

Successfully deliver Individual Learning Accounts Scotland (ILAS).

Progress and achievements

Improve and simplify communication.

Maintain effective energy and waste-management policies.

Progress and achievements

Attract new business.

Part 7

Our targets for 2006-2007 (under review)

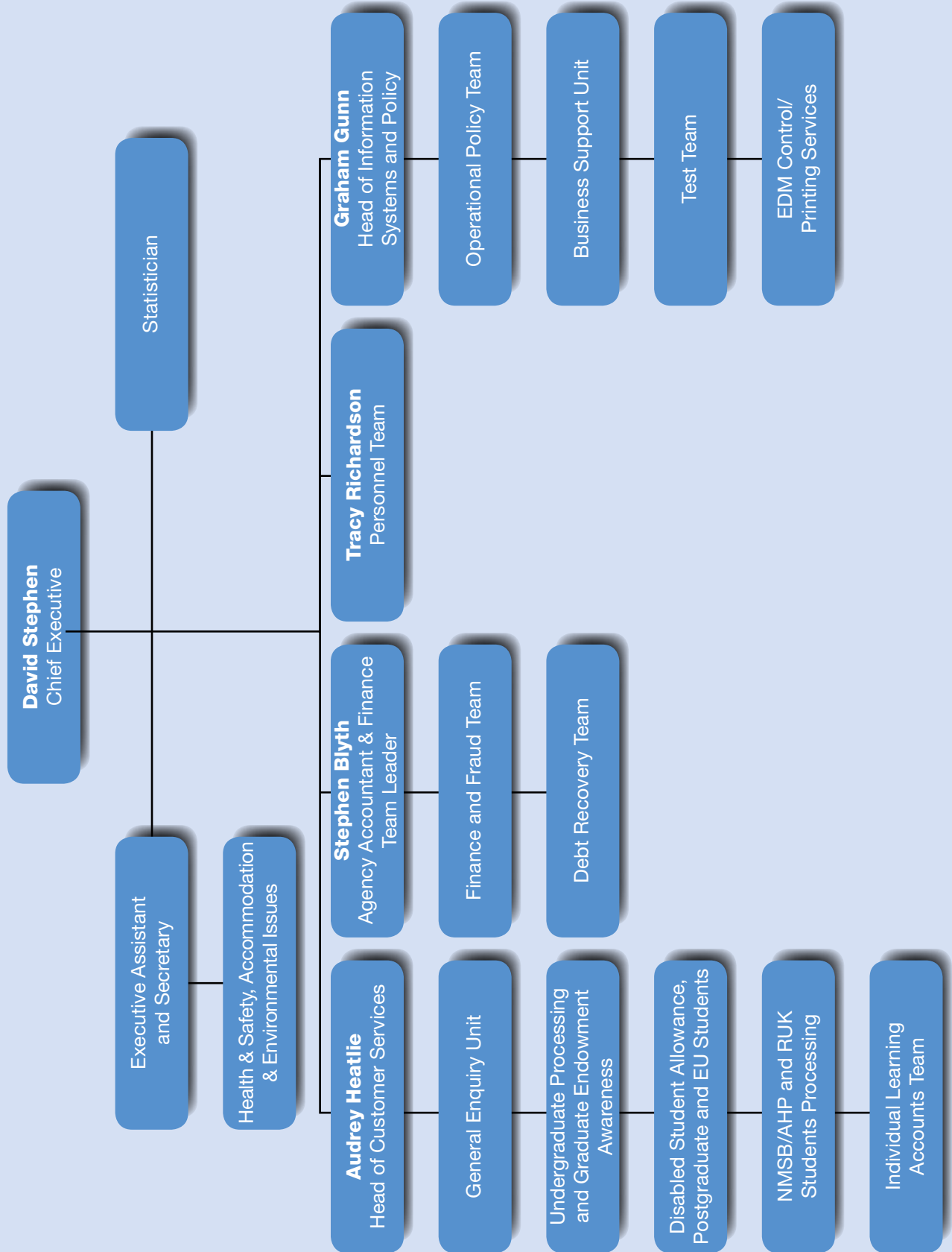
Service

Agency management

Part 8

Contact Information

SAAS Organisation Chart



Part 9

Glossary

SAAS

Published by TSO (The Stationery Office) and available from:

Online

www.tso.co.uk/bookshop

Mail, Telephone, Fax & E-mail

TSO

PO Box 29, Norwich NR3 1GN

Telephone orders / General enquiries 0870 600 5522

Fax orders 0870 600 5533

Order through the Parliamentary Hotline *Lo-call* 0845 7 023474

Email book.orders@tso.co.uk

Textphone 0870 240 3701

TSO Shops

123 Kingsway, London WC2B 6PQ

020 7242 6393 Fax 020 7242 6394

16 Arthur Street, Belfast BT1 4GD

028 9023 8451 Fax 028 9023 5401

71 Lothian Road, Edinburgh EH3 9AZ

0870 606 5566 Fax 0870 60655 88

The Parliamentary Bookshop

12 Bridge Street, Parliament Square

London SW1A 2JX

Telephone orders / General enquiries 020 7219 3890

Fax orders 020 7219 3866

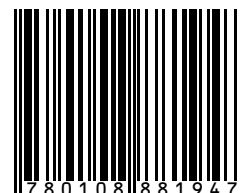
Email bookshop@parliament.uk

Internet bookshop.parliament.uk

TSO@Blackwell and other Accredited Agents

£13.50

ISBN 010888194-6



9 780108 881947