

Land & Property Services (LPS)

**Management Board (MB)**

Queen's Court, Friday 26 September 2008 at 9:30am

**Minutes**

Version 1.0

<b>Attendees:</b>	John Wilkinson	(JW)(Chair)
	Alan Bronte	(AB)
	Patricia Montgomery	(PM)
	Iain Greenway	(IG)
	Trevor Steenson	(TS)
	Arthur Scott	(AS)
<b>Invitees:</b>	Deirdre Teague	(DT)(CBI Customer Experience)(Item 3.1 only)
	Paul Kennedy	(PK)(Corporate Finance Manager)(Item 3.10 only)
	John Milburn	(Minute Taker)
<b>1.0 Conflict of Interests</b>	MB members confirmed that they had no Conflicts of Interest.	
<b>2.0 Minutes of Last Meeting</b>	MB approved the minutes of Thursday 28 August 2008.	
<b>2.1 Matters Arising</b>	Matters Arising are dealt with under Progress Against Action Points and / or Agenda Items.	
<b>2.2 Progress Against Action Points</b>	Completed Action Points, Ongoing Actions and those arising from this meeting are included at the end of this minute.	
<b>3.0 MB Agenda Items</b>		
<b>3.1 LPS Management Committee</b>	DT reported to MB that the newly-formed LPS Management Committee (MC) had met for the first time on 11 September 2008. MB congratulated MC on their successful formation and looked forward to MC taking a greater lead in operational matters. It was agreed that the existing Terms of Reference for the Committee should serve as a "working document".	
	However, there were some outstanding questions from Management Committee and DT undertook to bring an "Enquiries Paper" back to MB.	<b>Action 068: Deirdre Teague</b>

<b>3.2 Managing Attendance</b>	<p>MB noted the Absenteeism report and statistics provided. At the end of August, LPS absenteeism had improved to 4.4% (0.1% above the DFP monthly absence rate).</p> <p>Directors to advise TS / Stephen Boyd of any additional 'managing attendance' information needs, such as 'early warning on retirement'.</p>	<p><b>Action 069:</b> <b>All Directors</b></p>
<b>3.3 Staffing Issues</b>	<p>MB noted the Vacancy and Recruitment report provided.</p> <p>MB agreed not to implement the recommendation that: Graduate Trainee Valuers who leave within 12 months of obtaining their qualification will have to reimburse part of the cost of obtaining their qualification.</p> <p>TS / Stephen Boyd to update Management Board on the NICS Equal Pay issue.</p> <p>TS advised MB that advice on the completion of staff Annual Report box markings is available from DFP. TS also advised that monitoring of Report box markings is a function of DFP Central Personnel.</p> <p>JW advised MB that PSG (Permanent Secretary's Group) was looking at the staff Annual Report format and he would report back on any developments.</p>	<p><b>Action 070:</b> <b>Trevor Steenson / Stephen Boyd</b></p>
<b>3.4 Accommodation Update</b>	<p>MB noted the update provided. It was agreed, that while the strategic approach remained with MB, JW will consider if it is appropriate to move accommodation issues to BIMC to identify business improvement opportunities.</p> <p>MB agreed that Management Committee should lead on / monitor non-strategic accommodation issues.</p> <p>MB agreed that a Business Case should be prepared on the proposal "to significantly increase the floor space requirement in Ballymena and incorporate LandWeb terminals".</p>	<p><b>Action 071:</b> <b>Patricia Montgomery</b></p>
<b>3.5 Corporate Balanced Scorecard Monitor</b>	<p>Directors provided an update on performance against Ministerial Targets. AS advised MB on a slowdown in the Revenue and Benefits Recovery Plan due to staffing levels.</p> <p>JW, AS and Stephen Boyd to discuss staffing levels needed to progress the Revenue and Benefits Recovery Plan.</p>	<p><b>Action 072:</b> <b>John Wilkinson, Arthur Scott and Stephen Boyd</b></p>
<b>3.6 Corporate Risk Register</b>	<p>Management Board approved the Corporate Risk Register subject to the following adjustments:</p>	

- Inclusion, at risks 1 and 2, of water reform as a potential root cause and additional action;
- Extension of risk description at 2 and 3 to include “impact...on the credibility of LPS and DFP”; and
- Updates to risk ratings.

Corporate Information and Support to update Corporate Risk Register.

**Action 073:  
Corporate Information  
and Support**

MB recommendations to be carried forward to the LPS Audit Risk Committee, which is scheduled to meet on the afternoon of 26 September 2008.

**3.7 LPS Audit  
Recommend-  
ations Monitor**

MB noted the Audit Recommendations Monitor provided. MB requested that Priority information be added to the Monitor.

Directors to advise Corporate Information and Support of any outstanding Audit Reports.

**Action 074:  
All Directors**

**3.8 LPS Staff Survey  
Action Plan**

MB noted that competing priorities may delay the progress on Action Point 10(3).

**3.9 LPS Events  
Planner**

MB noted the latest LPS Events Planner. PM to liaise with Board Members on the itinerary of an upcoming speaking engagement in the antipodes.

**3.10 Finance Report**

MB welcomed PK in his new role as Corporate Finance Manager. PK presented a series of financial reports and accompanying narrative for the period ending 31 August.

MB members expressed strong concerns to the Chair that bids declined in June Monitoring and failure to get a firm commitment from DFP on monies for vacancy inspection, revenue and benefits and valuation projects, represented a ‘serious risk’ in delivering rating reform.

JW, PK and Stephen Boyd to confirm DFP’s intentions re the £1.5m shortfall and, if necessary, elevate the associated risk (Risk 1. Managing Costs) to ‘serious’ for sight by DARC (Departmental Audit Risk Committee).

**Action 075:  
John Wilkinson, Paul  
Kennedy and Stephen  
Boyd**

**4.0 Requested  
Papers**

**4.1 LPS Efficiency  
Plan**

MB noted the update provided by TS. JW to progress the Efficiency Plan with Directors as part of the business planning cycle.

**4.2 Customer  
Service Baseline**

PM presented a Customer Service Baseline - Recommendations Paper to MB.

Subject to confirmation that associated costs would be under £10k, MB gave the go-ahead and approved the recommendations as set out in Appendix 1.

<b>4.3 BIMC - Data Sharing</b>	<p>MB noted the paper presented by PM expressing the concerns of the Business Improvement and Modernisation Committee that:</p> <ul style="list-style-type: none"> <li>• Legislation may be required to enable all parts of LPS to share data.</li> </ul> <p>MB agreed that CBI and DIS should co-ordinate efforts to:</p> <ul style="list-style-type: none"> <li>• identify all relevant data;</li> <li>• discuss data sharing protocols; and</li> <li>• agree on areas of concern.</li> </ul> <p>Before formally engaging with the Information Commissioner.</p>	<b>Action 076: Patricia Montgomery and Iain Greenway</b>
<b>5.0 Any Other Business</b>		
<b>5.1 IPR Papers</b>	<p>The IPR papers, which had been circulated, were approved by Management Board, on the understanding that existing Client Service charging arrangements were not included in the proposed discounting regime.</p>	
<b>5.2 AQs, PQs and Other Correspondence</b>	<p>JW to liaise with Ruth Thompson on refining the processes for dealing with AQs, PQs and other correspondence.</p>	<b>Action 077: John Wilkinson and Ruth Thompson</b>
<b>5.3 Next Meeting</b>	<p>The next Management Board will take place at 9:30am on Thursday 23 October in Queen's Court.</p>	
<b>5.4 Progress Against Action Points</b>	<p>Completed Action Points, Ongoing Actions and those arising from this meeting are included at the end of this minute.</p>	

## Progress Against Action Points – Ongoing / New

Ref	Action	Owner	Originated	Due Date	Outcome
068	However, there were some outstanding questions from Management Committee and DT undertook to bring an “Enquiries Paper” back to MB.	DT	26 Sept 08	23 Oct 08	<b>CLOSED.</b> Matters addressed at 23 October Management Board.
069	Directors to advise TS / Stephen Boyd of any additional ‘managing attendance’ information needs, such as ‘early warning on retirement’.	All Directors	26 Sept 08	23 Oct 08	<b>CLOSED.</b>
070	TS / Stephen Boyd to update Management Board on the NICS Equal Pay issue.	TS and Stephen Boyd	26 Sept 08	23 Oct 08	<b>CLOSED.</b> Update provided on 9 October 2008.
071	MB agreed that a Business Case should be prepared on the proposal “to significantly increase the floor space requirement in Ballymena and incorporate LandWeb terminals”.	PM	26 Sept 08	23 Oct 08	<b>CLOSED.</b> Superseded by Accommodation Paper presented by Deirdre Teague to 23 October Management Board.
072	JW, AS and Stephen Boyd to discuss staffing levels needed to progress the Revenue and Benefits Recovery Plan.	JW, AS and Stephen Boyd	26 Sept 08	23 Oct 08	<b>CLOSED.</b> Meeting arranged following 23 October MB.
073	Corporate Information and Support to update Corporate Risk Register.	Corporate Information and Support	26 Sept 08	23 Oct 08	<b>CLOSED.</b> Corporate Risk Register updated.
074	Directors to advise Corporate Information and Support of any outstanding Audit Reports.	All Directors	26 Sept 08	23 Oct 08	<b>CLOSED.</b> Update provided on 9 October 2008.
075	JW, PK and Stephen Boyd to confirm DFP’s intentions re the £1.5m shortfall and, if necessary, elevate the associated risk (Risk 1. Managing Costs) to ‘serious’ for sight by DARC (Departmental Audit Risk Committee).	JW, PK and Stephen Boyd	26 Sept 08	23 Oct 08	<b>CLOSED.</b>
076	MB agreed that CBI and DIS should co-ordinate efforts to: <ul style="list-style-type: none"> <li>• identify all relevant data;</li> <li>• discuss data sharing protocols; and</li> <li>• agree on areas of concern.</li> </ul> Before formally engaging with the Information Commissioner.	PM and IG	26 Sept 08	23 Oct 08	<b>CLOSED.</b>
077	JW to liaise with Ruth Thompson on refining the processes for dealing with AQs, PQs and other correspondence.	JW and RT	26 Sept 08	23 Oct 08	<b>CLOSED.</b> Process improvements agreed.