

Land & Property Services (LPS)

Management Board (MB)

Queen's Court, Thursday 28 August 2008 at 9:30am

Minutes

Version 1.0

Attendees:	John Wilkinson	(JW)(Chair)
	Alan Bronte	(AB)
	Patricia Montgomery	(PM)
	Iain Greenway	(IG)
	Trevor Steenson	(TS)
	Joe Mullan	(JM)(for Arthur Scott)
Apologies:	Arthur Scott	(AS)
	Ruth Thompson	(RT)(PA to Chief Executive)
Invitees:	Michael Camplisson	(MC)(Finance Manager)(Items 3.10 and 3.11 only)
	Andy Thompson	(AT)(Business Improvement Unit)(Item 4.1 and 4.2 only)
	Deirdre Teague	(DT)(Customer Experience)(Item 4.3 only)
	John Milburn	(Minute Taker)
1.0 Conflict of Interests	JW welcomed Joe Mullan who was standing in for Arthur Scott and representing Operations Directorate. MB members confirmed that they had no Conflicts of Interest.	
2.0 Minutes of Last Meeting	With some minor amendments, MB approved the minutes of Friday 1 August 2008.	
2.1 Matters Arising	Matters Arising are dealt with under Progress Against Action Points and / or Agenda Items.	
2.2 Progress Against Action Points	Completed Action Points, Ongoing Actions and those arising from this meeting are included at the end of this minute.	

3.0	MB Agenda Items		
3.1	LPS Management Committee	<p>MB agreed that the newly-formed Management Committee, scheduled to meet for the first time in September 2008, should consider the existing draft Terms of Reference (TOR) and advise MB accordingly.</p> <p>Corporate Information and Support (CIS) to include a draft TOR in Management Committee Agenda.</p>	
3.2	Managing Attendance	<p>MB noted the Absenteeism report provided and agreed that:</p> <ul style="list-style-type: none"> • Confirmation is required that managers have attended the mandatory Managing Attendance training course; • LPS Training Branch will offer Interview Skills training to all managers; and • An LPS business area will be included in a Stress Audit to be conducted by DFP Managing Attendance Section. <p>MB agreed that, in terms of improving overall business performance, the effective management of short-term absence is as important as the management of long-term illness.</p>	Action 060 Trevor Steenson
3.3	Staffing Issues	<p>Staffing issues were considered alongside the Finance Report (see 3.10 below).</p>	
3.4	Accommodation Update	<p>MB noted the Accommodation update provided and agreed the following:</p> <ul style="list-style-type: none"> • LPS staff to move into the ground floor in Boaz House, Omagh; • Directors to encourage better integration of LPS staff when developing accommodation solutions; • IG, AB and AS to lead in resolving accommodation issues in Omagh, Ballymena and Craigavon respectively; and • The issue of Better integration of LPS when developing accommodation solutions to be highlighted in upcoming staff briefs. 	Action 061 Iain Greenway, Alan Bronte and Arthur Scott
3.5	Corporate Balanced Scorecard Monitor	<p>Directors provided an update on performance against Ministerial Targets. MB noted difficulties in Rate Collection and Recovery and in completing the Training Plan due to missing PDPs.</p> <p>JM updated MB on Revenue and Benefits Recovery Plan. AS / JM to brief JW on Recovery Plan prior to September's DFP Departmental Board.</p> <p>JW to issue a note to staff on the completion of PDPs to allow an LPS Training Plan to be finalised.</p>	Action 062 John Wilkinson

		Directors to ensure Balanced Scorecards contain SMART targets and that they are completed on time. John Carville (Corporate Information and Support) will assist where necessary.	
		AB advised Management Board that Non-Domestic Revaluation project, while currently on track for achievement, may be deflected if concerns around resourcing materialise.	
3.6	Corporate Risk Register	Management Board noted the Corporate Risk Register presented.	
		Directors and TS to further develop the LPS Corporate Risk Register following Risk Masterclass findings.	Action 063 Directors and Trevor Steenson
3.7	LPS Audit Recommendations Monitor	MB noted the Audit Recommendations Monitor. Directors to update Management Responses prior to September's Audit Risk Committee.	Action 064 All Directors
		Corporate Information and Support to request all Internal Audit Recommendations prior to September's Audit Risk Committee. DFP Internal Audit and NIAO Recommendations to be shown separately within the Monitor.	Action 065 Corporate Information and Support (CIS)
3.8	LPS Staff Survey Action Plan	Directors to ensure that Action Plan is updated. Action Plan to be published on intranet.	
3.9	LPS Events Planner	MB noted the latest Events Planner.	
3.10	Finance Report (including Staffing)	MC presented to MB a " <i>Staff Contingency Plan to deal with £3.5m DRC Over-Commitment, in the event of Resource Bids being rejected in September Monitoring</i> ".	
		The Paper summarised findings, following meetings with Directors, on where the filling of vacant posts or recruitment could be delayed, as well as identifying other possible DRC savings.	
		MB agreed Scenario 2, which would result in a saving of some £2.7m. In the event that further monies become available, MB will review this decision.	
		MB also agreed that the timing of recruitment and the releasing of casual staff would be managed in a way that would not undermine the Revenue and Benefits Recovery Plan.	
		MB thanked Michael Camplisson for the excellent support provided to LPS Management Board and wished him all the very best in his new post.	

3.11 Submission on Reducing Revenue Collection Losses	<p>MB also approved the reallocation of £400k contained in a Paper submitted by AS on “<i>Reducing Potential Losses on Revenue Collection</i>”, subject to the following:</p> <ul style="list-style-type: none"> • That this submission did not represent a change of policy; • That this was a short-term measure; • That timing and handling issues should be co-ordinated; and • That the provision of 20 staff to be confirmed. 	
4.0 Requested Papers		
4.1 Business Improvement Unit	<p>MB approved the strategy set out in AT’s submission and supported the proposed Action Plan, which included:</p> <ul style="list-style-type: none"> • Improving processes in areas where staff levels are highest; • Examination of an end-to-end Rating process; and • Amalgamation of LPS customer correspondence handling services. <p>MB approved the Terms of Reference for a Strategic Steering Group to manage collaborative working between LPS and Local Authorities.</p> <p>Related projects to be prioritised through BIMC.</p>	
4.2 NICS Reforms - Reform Delivery Unit Report	<p>MB requested that AT examine the Reform Delivery Unit Report and Recommendations to identify:</p> <ul style="list-style-type: none"> • Areas that focus on Change Management; and • Areas where benefits can be realised. <p>MB requested that AT brief TUS on proposed developments in both Business Improvement Unit and the Reform Delivery Unit Report.</p>	Action 066 Andy Thompson
4.3 RFM Report on OSNI and LPS Branding	<p>DT introduced representatives from RFM. MB noted the presentation provided. DT to submit a recommendations paper to MB.</p>	Action 067 Deirdre Teague
5.0 Any Other Business		
5.1 Next Meeting	<p>The next Management Board will take place at 9:30am on Friday 26 September in Queen’s Court.</p>	
5.2 Progress Against Action Points	<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
035	CBI to assist in the development of an internal Scoping Study for the Data Spine project.	PM	29 May 08	26 Sept 08	CLOSED. Discussions concluded.
051	Directors agreed to “chase-up” the 130 outstanding Annual Reports.	All Directors	1 Aug 08	26 Sept 08	CLOSED. JW has issued note to staff.
053	MB agreed that further work was needed, by Risk Owners and MB, to finalise the Corporate Risk Register. TS will issue a note to MB on “next steps”.	JW and TS	1 Aug 08	26 Sept 08	CLOSED. Note issued to Risk Owners and Management Board. New Risk Register developed prior to September ARC.
057	Owners agreed to confirm the wording of their Actions and advise Communications Unit of any amendments before 15 August 2008.	Action Plan Owners	1 Aug 08	26 Sept 08	CLOSED. Owners have confirmed the wording of their Actions to Communications Unit.
059	Directors agreed to provide feedback, on the forms provided, to John Carville (ext 43936) before close of play on Monday 11 August 2008.	All Directors	1 Aug 08	26 Sept 08	CLOSED. Further feedback provided at MB to be included in September’s Pack.
060	<p>MB noted the Absenteeism report provided and agreed that:</p> <ul style="list-style-type: none"> Confirmation is required that managers have attended the mandatory Managing Attendance training course; LPS Training Branch will offer Interview Skills training to all managers; and An LPS business area will be included in a Stress Audit to be conducted by DFP Managing Attendance Section. 	TS	28 Aug 08	26 Sept 08	CLOSED. TS reported that 180 staff had attended relevant training. ‘Health Watch’ courses to be offered to staff.
061	<p>MB noted the Accommodation update provided and agreed the following:</p> <ul style="list-style-type: none"> LPS staff to move into the ground floor in Boaz House, Omagh; Directors to encourage better integration of LPS staff when developing accommodation solutions; IG, AB and AS to lead in resolving accommodation issues in Omagh, Ballymena and Craigavon respectively; and The issue of Better integration of LPS when developing accommodation solutions to be highlighted in upcoming staff briefs. 	IG, AB and AS	28 Aug 08	26 Sept 08	CLOSED. LPS Management Board agreed that, with strategy in place, LPS Accommodation should pass to CBI as it was now a business improvement project.
062	JW to issue a note to staff on the completion of PDPs to allow an LPS Training Plan to be finalised.	JW	28 Aug 08	26 Sept 08	CLOSED.
063	Directors and TS to further develop the LPS Corporate Risk Register following Risk Masterclass findings.	All Directors and TS	28 Aug 08	26 Sept 08	CLOSED.

Progress Against Action Points – Ongoing / New

Ref	Action	Owner	Originated	Due Date	Outcome
064	MB noted the Audit Recommendations Monitor. Directors to update Management Responses prior to September's Audit Risk Committee.	All Directors	28 Aug 08	26 Sept 08	CLOSED. Update requested. Information awaited
065	Corporate Information and Support to request all Internal Audit Recommendations prior to September's Audit Risk Committee. DFP Internal Audit and NIAO Recommendations to be shown separately within the Monitor.	Corporate Information and Support (CIS)	28 Aug 08	26 Sept 08	CLOSED. Update requested. Adjustments made to Monitor.
066	MB requested that AT brief TUS on proposed developments in both Business Improvement Unit and the Reform Delivery Unit Report.	AT	28 Aug 08	26 Sept 08	CLOSED. Andy Thompson has made contact and will meet shortly with TUS.
067	DT introduced representatives from RFM. MB noted the presentation provided. DT to submit a recommendations paper to MB.	DT	28 Aug 08	23 Oct 08	CLOSED. DT to submit a recommendations paper to Management Board in October.