

Land & Property Services

Summary of the Management Board meeting held in Queen's Court on Thursday 21 April 2011 at 9.30am

Present:

John Wilkinson	Chair and Chief Executive
Alan Brontë	Director of Valuation
Stephen Boyd	Director of Corporate Services
Anne Flanagan	Change Manager
Wilfie Hamilton	Independent Board Member
Dennis Licence	External Advisor
Patricia McAuley	Director of Transformation
Patricia Montgomery	Director of Customers and Business Improvement (CBI)
Trevor Steenson	Director of Data Information and Systems (DIS)
Ruth Thompson	Secretary
Brian Galloway	Agenda Item 7 only

Apologies: Apologies for non-attendance were received from the Director of Operations.

1. Conflicts of Interest

There were no conflicts of interest.

2. Minutes of the meeting held on 31 March 2011

The minutes of the meeting held on 31 March 2011 were agreed.

3. Monthly Update – LPS Revenues and Benefits

In the absence of the Director of Operations, the Chief Executive provided an update including:

- A record collection performance of £1.16 billion.
- In-year collection performance ahead of target.
- The debt secured ahead of target.
- Court processes were down due to a more focused approach and a decrease in the number of outstanding cases.
- The successful start of year.
- Agreement of targets for the year ahead.

With regard to challenges ahead, he advised of the Universal Credit issue in connection with Housing Benefit and IT. The Chief Executive also recorded his thanks to senior management and staff in Revenues and Benefits, Transformation and CBI for their work at the start of year. The contribution of NIDirect was also acknowledged, and the Director of CBI would prepare a note to the DFP Director of

Corporate Services in connection with this, and also consider internal communications.

Management Board also discussed the need to sustain progress into the current financial year, including tackling non-payment early, preventing cases getting into backlog situations, and the importance of the Service Delivery Model in improving processes. Management Board also noted the challenges ahead, such as the Rating of Empty Homes, and Universal Credit, and agreed that it would be important to ensure that people understood the issues in connection with these.

4. LPS Finance Report

The Director of Corporate Services reported to Management Board on the forecasted final outturn for 2010-2011, including that there was a possibility of late adjustments to the figures. The Board noted that the Agency year-end resource position would be within the Departmental thresholds, and that the capital expenditure budgets had been fully utilised within the 1.5% tolerance.

5. Service Delivery Model progress

The Director of Transformation provided an update on progress to date with regard to the Service Delivery Model (SDM), which included:

- Introduction of new process for AO Caseworkers.
- Draft guidance for valuers on the name and date requirements to fully meet the needs of both billing and recovery.
- Development of information gathering forms and covering letter for all non domestic cases seeking both valuation and billing relevant information.
- Clarification of the role and responsibilities of the Central Investigations Team.
- Clarification of the role of the local office and the functions that would remain with the centre.
- Increasing the percentage of “one and done” actions in the One Stop Shops.
Increasing local office functionality such as ratepayer changes, correspondence and Continuous Reviews.
- Amalgamation of administration teams to provide support across the office being discussed at steering group level.
- Initial work on setting baselines and evaluation criteria.

It was also noted that work was ongoing to be done with regard to cash-handling and an LPS payment policy. Management Board was pleased with the progress that was being made, and confirmed commitment to, and support for, this important work.

6. Update on Land Parcel Information System (LPIS) Project

The Director of DIS provided an update on progress with regard to the DLP/DARD EU Audit Compliance programme. Management Board noted the risks involved in this project, and that these were being monitored by the LPS Programme Board and Steering Group.

7. Presentation on Positional Improvement

At this point Brian Galloway joined the meeting and provided Management Board with an informative presentation on the background to positional improvement, and its impact on both internal and external customers.

8.1. Managing Attendance Report

Management Board reviewed the latest information on managing attendance, and noted that the current absence rate for LPS after 11 months was projected at 8.4 days lost per WTE compared to the LPS target of 9.7 days. In considering the statistics provided, it was agreed that the Director of Corporate Services would look at intermittent sick absences in Operations and DIS Directorates.

Management Board stressed the need to maintain this positive trend in absence management, and the Chief Executive thanked the Corporate Services Team for their work on this throughout the year.

8.2 Staffing Report

Management Board reviewed the position with regard to staff in post. It was agreed that this information could now be provided to the Directors' Weekly Meeting instead of the Management Board.

8.3 Accommodation Report

Management Board considered the accommodation report, and the Director of Transformation provided an update with regard to College Street. The Chief Executive asked the Director of Corporate Services to prepare a note of thanks to Properties Division for their work on College Street and Craigavon. With regard to the opening of the one stop shop in Craigavon, he asked the Director of CBI to note that the Chief Executive of Craigavon Borough Council had expressed an interest in attending.

8.4 Corporate Balanced Score-card

Management Board reviewed the 'year-end' status of the Corporate Balanced Scorecard and noted that all but one objective had been achieved or substantially achieved. The Chief Executive thanked Directors and staff for their work on this throughout the year.

8.5 CCCU Statistics

The Board also noted the good performance with regard to the management of Assembly questions, MLA correspondence, and complaints.

9. Review of matters arising and action points

Action points were reviewed and the attached schedule was updated.

10. Key issues for next Team Brief

It was agreed that the Management Board update for the next Team Brief would include:

- Progress with regard to the implementation Service Delivery Model
- Progress on the LPS – DARD EU Audit Compliance programme
- Positional Improvement of LPS Large-scale Mapping
- The 2010-2011 Corporate Balanced Score-card

11. Any Other Business

The Director of Transformation provided an update on the Strategic Oversight Group meeting held to discuss the final PEDU Checkpoint Review, and it was noted that:

- A paper on this would be provided to Management Board at the May meeting.
- There would need to be a closure paper regarding the recommendations.

The Chief Executive and the Director of Transformation would consider communications issues around the PEDU Report.

12. Date of Next Meeting

It was noted that the next meeting would be held on Thursday 26 May 2011.

Meeting with the Change Forum

Immediately following the Management Board meeting, the Board met with the Change Forum. A note of this meeting is provided separately.