

Summary of the Management Board meeting held in Queen's Court on Thursday 26 August 2010 at 9.30am

Present:

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

1. Conflict of Interests

No conflicts of interest were recorded.

2. Minutes of the meeting held on 27 July 2010

The minutes of the July meeting were agreed. It was also agreed that:

- The Change Manager would take ownership of the development of the Corporate Governance Framework.
- The Director of CBI would provide an update on complaint issues, including how these are counted in the statistics.

3. Monthly update – Revenues and Benefits

Management Board reviewed performance and progress with regard to collection, debt recovery, the Financial Review and penny product, and rating reforms. It was welcomed that there was a key focus on building a stronger culture of personal ownership among staff and teams to improve customer service.

The Board noted the good progress made with regard to overall collection performance, and discussed the reasons for slow progress in securing debt in July 2010. This had highlighted the need for further improvements to turn of year procedures for 2011, and the Board agreed that was an important action. The Director of CBI would work with the Director of Operations on this issue.

The Board also asked the Director of Operations to provide more information in

future reports on debt projections.

4. Monthly Update – Valuation

The Director of Valuation tabled a paper providing an update on valuation issues. This included reports on –

- Satisfactory progress against rating targets, with two challenging targets at the end of September 2010.
- Progress in agreeing a resource plan and process to clear the backlog of domestic alterations over two years.
- Progress in clearing the backlog of domestic and non domestic rating challenge applications and appeals.
- Some early shortfall in client services receipts.
- A restructuring and change in management responsibilities and personnel in the Valuation Directorate.

The Directors of Valuation and DIS also updated the Board on the increasing numbers of houses not ready to value. This would 'free up' some resources for tackling backlogs such as the domestic alterations. The Board welcomed the proposed restructuring and the Director asked that Board members would encourage and support staff in the reorganisation.

5. LPS Finance Report

The Director of Corporate Services asked the Management Board to approve the July Management accounts and proposed budget changes. He also provided information on –

- The risk to Registration income for the remainder of the year.
- Changes in hospitality budgets.
- Communication and professional subscription budgets to be allocated.
- Resource issues with regard to the debt recovery plan.
- Spending Review work.
- Ongoing discussions with DARD regarding the provision of staff to update their geodetic database.

The Management Board discussed these issues and further strategic work to be done around the bid in connection with the debt recovery plan, in terms of documenting what the organisation was already putting into this work, and also demonstrating results.

Management Board also focused on Registration income and the possible necessity for the Fees Order. Further work would be done before a decision would be made.

The Board agreed the suggested re-allocations proposed in the paper. It was also agreed that there needed to be a longer-term look at the organisation's

financial needs.

6. Managing policy and legislation issues in LPS

This paper asked Management Board to consider a way forward with regard to implementing agreed policy and legislative changes to assist business areas and support transformation activities. Proposals included –

- A joint LPS/DFP Policy and Legislation Board.
- Provision of support to the Board by a central policy and legislative team within the Transformation Directorate.
- An audit of potential policy/legislation.
- That support would be identified to take the Land Law Reform legislation through the legislative process.

Management Board agreed the proposals in principle, urging caution regarding clarity, prioritisation and, in particular, that as it would be important that structure did not slow down process, the Policy and Legislation Board chairperson needed to be responsible for driving the work and delivering results.

7. Embedding Cultural Change – Meeting with the Change Forum

Management Board agreed proposals to meet with the Change Forum to discuss embedding cultural change in LPS and defining the future benefits of the LPS merger. Directors would give further thought to the practical arrangements for the meeting at the Directors' Weekly Meeting on 30 September, and the Independent Members would also be involved in this.

8. Staff Officer Conference – evaluation

Management Board reviewed the evaluation report on the Staff Officer Conference held in the Hilton Hotel on 16 June 2010. Overall, the feedback from the Conference was very positive and this was welcomed by the Board. It was noted that the work undertaken at the Conference had been evaluated, incorporated in the action plan and best practice guidance and provided to Directors to be taken forward.

9.1. Managing Attendance Report

The latest Managing Attendance Report was reviewed, and the Board was pleased with the progress that had been made in with regard to sick absence management. It was noted that new information on long term and short term absences would be available from the following month, including breakdown by functions.

9.2 Staffing Report

The Director of Corporate Services updated Management Board with regard to the staffing report, in particular, work ongoing with Departmental HR around

resourcing 12 additional posts to be filled. The update included information on the schedule and arrangements for the additional DARD resources coming to LPS in September for two years. Work was in hand for induction processes.

9.3 Corporate Balanced Scorecard

Management Board reviewed progress made towards meeting the targets contained in the Corporate Balanced Scorecard. It was agreed that the Director of Corporate Services would review target R2 (Increase in the amount of direct income against the 2009-2010 position).

9.4 CCCU Statistics April – July 2010

Management Board considered the latest statistics and noted that while there had been a slight increase around missed discount letters, the statistics were good. A review of complaint processes was ongoing. It was agreed that, in future, the statistics would provide data on each month as well as the year to date.

9.5. PAC Landweb Report Monitor

Management Board agreed that the next steps with regard to the PAC Landweb Report would be to allocate and agree ownership of the follow-up actions.

10. Review of matters arising and action points.

Management Board reviewed progress with regard to the action points from previous meetings.

11. Key Issues for the next Team Brief

It was agreed that the key issues for the next Team Brief would be –

- Progress in collection and valuation.
- Meeting with the Change Forum.
- Feedback from the Staff Officer Conference.

12. Any Other Business

No other business was discussed.

13. Date of the next meeting

The next meeting would be held on Thursday 23 September 2010.

Ruth Thompson
8 September 2010