

RESTRICTED - MANAGEMENT

Land & Property Services

Summary of the Management Board meeting held in Queen's Court on Thursday 23 June 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

1. Conflict of Interests

There were no conflicts of interest.

2. Minutes of the meeting held on 26 May 2011

The minutes of the meeting held on 26 May 2011 were agreed, as was the summary for publication on the website.

3. LPS Finance Report, May 2011

Management Board reviewed the current position including:

- That the audit of the 2010-2011 financial accounts was complete and LPS had received an unqualified audit report.
- The Annual Report and Accounts would be signed and laid by 1 July 2011.
- The current position with regard to the May management accounts.
- That a resource bid had been submitted in the June Monitoring Round to meet forecast pressures in Operations Directorate.

The Finance Report was agreed subject to a number of amendments. The Board approved updates to the budget, the allocation of the June Monitoring Round bid to Revenues and Benefits, and reductions in directorate salary budgets.

4. LPS 2011-2012 Corporate Risk Register

Management Board considered the draft 2011-2012 Corporate Risk Register. It was noted that, at 16 June 2011, seven risks had been raised to Corporate level, two of which, in relation to Rating of Empty Homes and Universal Credit, had a 'serious' rating. In addition, Directors had identified a further two potential risks around positional improvement in Registration and the Abbacus replacement, which the Board discussed.

The Board reviewed the risks in detail and agreed that the Corporate Risk Register should, at this stage, comprise of risks 1 to 7 plus a further risk to be added in relation to positional improvement. It was agreed that the issue around the Abbacus replacement would not be placed on the Corporate Risk Register at this stage, but would be kept under review.

- The Board asked that these changes be made to the Register, and that the actions for controlling and managing risks should be expanded upon accordingly. Directors would consider these issues further at a Directors' Weekly Meeting and report back to Management Board.
- The Board asked that the agreed risks would be kept under close review, with any 'red' risks being brought to the Board's attention on a monthly basis to agree a corporate approach to any required action.
- With regard to the risks highlighted in relation to Rating of Empty Homes and Universal Credit, the Board would consider papers on these issues at its July meeting.
- It was also agreed that at the next Directors' Weekly Meeting, Directors would look at the Business Continuity Plan to ensure that this reflected any current issues

5. Revenues and Benefits Report on performance – May 2011

The Director of Operations had provided this report on performance against the 2011-2012 profiled targets for in-year collection, debt reduction, receipts and Penny Product. Management Board reviewed progress and noted that:

- Collection was 'on track'. Overall, performance was on or ahead of profile at the end of May 2011.
- Structural changes, including the implementation of the Historical Team, were in place.
- Work was being closely monitored to ensure that good progress would be made.

The Board made a number of suggestions regarding the information it would wish to monitor, focusing on:

- Difficult areas, including debt that was not in payment arrangements, and

- what was being done to tackle these.
- Ensuring that rate bills were paid as early in the year as possible.
 - Areas where action needed to be taken.
 - Collection profiles, debt, and payment plans.

In addition, it was agreed that an approach would be made to the Department regarding some minor rewording of the 2011-2012 debt target.

6. Landweb break option

Management Board noted the extent of the work that had been completed to review a wide range of issues connected with the Landweb service, including the establishment of a Central Review Group, consideration of the Public Accounts Committee's recommendations, system developments, value for money, positional improvement of baseline mapping, costs for options and risks and benefits. This open approach had followed a consensual process involving all key interests, and key stakeholders external to LPS had been consulted. It was agreed to proceed with option 1, not to exercise the break option. This outcome had been consistently supported by each aspect of the comparison of options, and held open the prospect of BT re-writes which would /could reflect current LPS business needs.

7. Positional Improvement and Registration

Following the discussion of this issue at the May 2011 meeting, Management Board reviewed the additional information now provided, including the refinement of the positional improvement costs and the activities and fees in neighbouring jurisdictions. Consideration was given to a recommendation that detailed work on a business case for positional improvement in Registration should begin, along with the preparation of a 2012 Fees Order along the lines of Option 1 in the paper provided to the May 2011 Management Board meeting. The Board agreed this direction of travel subject to Ministerial approval.

8. LPS Learning and Development Plan 2011-2012

Management Board considered the proposed learning and development priorities for LPS for 2011-2012 and the draft Learning and Development Plan. These had been developed through discussions with managers in all business areas and reflected the key training required in 2011-2012. The Board emphasised its support for this important work, and agreed the proposed priorities, subject to some suggested amendments. The Chief Executive would discuss this further with the Director for Corporate Services, and the Plan would be published as soon as possible.

9. Strategic Plan 2011-2015 and Business Plan 2011-2012

Management Board reviewed the draft Strategic and Business Plans and noted that some further editorial work would be done to finalise these reports. The final version would be referred to Management Board and the Permanent Secretary, and it was planned to publish in early August.

10. DARD/LPIS update

Management Board reviewed progress and discussed the latest position including:

- Joint training of DARD and LPIS staff
- The first live results being returned to DARD on 16 June 2011.
- Budget approvals for 2011-2012.
- The formal sign off of the positional improvement contract.

The Board also reviewed the significant risks and issues that had been brought to the Board's attention, and how these were being managed.

11. Review of OSNI branded paper mapping

Management Board approved the recommendations contained in this paper around the continued production of a core group of paper maps to maintain and promote the OSNI brand, and noted that there would be a review of the sustainability of paper mapping in 18 months time. It was agreed that the Director of DIS would look at issues around Treasury fees.

11. Management Information Pack

11.1 Managing Attendance Report

The Board reviewed the latest information on managing attendance. It was agreed that the Director of Corporate Services would liaise with the Department around a suitable LPS specific target on sickness absences.

11.2 Corporate Balanced Score-card Monitor

It was noted that the Score-card was still in draft format as some targets had still to be finalised. Meetings would be arranged to enable this to be done.

11.3 CCCU Statistics

The latest CCCU statistics were noted. The Board asked the Director of CBI to ensure that Freedom of Information issues would be included in this information in future.

11.4 LPS Audit Risk Committee Meeting on 6 May 2011.

The Chair of the Committee had provided a verbal report on this meeting at the May 2011 Board meeting. He reminded Directors of the offer from Internal Audit to provide input to the development of any projects at an early stage.

12. Review of matters arising and action points

Action points were reviewed and the attached schedule was updated accordingly.

13. Key issues for the next Team Brief

It was agreed that the key issues for the Management Board update for the next team brief would be:

- Landweb (taking timing into consideration)
- The Learning and Development Plan
- Positional improvement
- The Strategic Plan

14. Any other business

The following items were discussed:

The Director of DIS provided an update regarding direct award contracts. Information from Directors would be required.

The Director of Operations provided an update regarding publicity for Rating of Empty Homes. He would bring a paper to the July 2011 Management Board meeting.

The Director of Transformation provided an update on the moves to College Street and an ongoing issue in relation to air-conditioning, which she had raised formally with Properties Division. She would provide further information about the second phase at the next Directors' Weekly Meeting.

The Director of DIS updated the Board with regard to Departmental issues in connection with the implementation of INSPIRE. He would keep the Chief Executive informed regarding this issue.

The Director of CBI provided information in connection with the official opening of the Customer Information Centre on 6 June 2011.

15. Date of the next meeting

It was noted that the next meeting would take place on Thursday 28 July 2011.