

## Land & Property Services

### Note of the Management Board meeting held in Queen's Court on Thursday 24 June 2010 at 09.30am

#### Present:

John Wilkinson	Chair and Chief Executive
Stephen Boyd	Director of Corporate Services
Iain Greenway	Director of Operations
Wilfie Hamilton	Independent Board Member
Dennis Licence	External Advisor
Patricia Montgomery	Director of Customers and Business Improvement (CBI)
Tommy O'Reilly	Director of Transformation
Henry Spence	Valuation Directorate
Trevor Steenson	Director of Data Information and Systems (DIS)
Stephen Peover	Permanent Secretary, Department of Finance and Personnel (DFP), Observer
Dave Magor	Institute of Revenues, Rating and Valuation (IRRV) for item 6 only
Pat Doherty	IRRV for item 6 only
Ian Gordon	Secretary

**Apologies** - Apologies were received from the Director of Valuation and the Change Management Advisor.

#### 1.0 Conflicts of Interest

No conflicts of interest were recorded.

#### 2.0 Minutes of the Meeting held on 27 May 2010

The minutes of the above meeting were agreed, subject to two minor amendments –

- Paragraph 5 should read 2015, rather than 2013,
- Paragraph 14 should read "Service Delivery Model", rather than Service Development.

#### 3.0 Monthly update - LPS Revenues and Benefits

The Director of Operations asked Management Board to note the content of a paper on the update of Revenues and Benefits including the challenges that continuing vacancies were creating.

The Director of Operations also updated the Board on the continuing good progress being made, for example, Revenues and Benefits were slightly ahead of target in terms of cash collected, in-year collection, and debt secured as at 14 June 2010.

#### **4.0 Monthly Update - LPS Valuation**

Henry Spence took Management Board through a paper from the Director of Valuation regarding the outcomes from the cancellation of the non-domestic Revaluation. This included that all updated work plans would be considered by a cross-directorate group, that the first two rating targets on new properties were likely to be achieved, and also the positive developments made in the Client Services Valuation business.

Management Board was advised that a plan to tackle the ADs over a two-year period was being put into place. The Director of DIS would advise the Board of the details and Management Board would be given a progress report in October.

The Director of Transformation asked for an update on Non-Domestic Revaluation. It was agreed that a below the line paper would be produced for July's Management Board meeting.

#### **5.0 Finance Report**

The Director of Corporate Services advised that LPS accounts had been unqualified for the first time in the Agency's history. Management Board approved and noted the May management accounts and changes requested to the LPS budget, and Directors agreed to ensure that they remain within the revised budgets for the remainder of the financial year and not commit to any further expenditure without existing budget cover.

#### **6.0 IRRV presentation and report**

David Magor and Pat Doherty of IRRV introduced the report and provided a presentation on their review of ratepayer debt in Northern Ireland. This had been commissioned by LPS as a result of growing concerns over rising levels of rate arrears in Northern Ireland. Following questions from the Board and the Permanent Secretary it was agreed that a Management Board workshop would be held as soon as possible to draw up a comprehensive programme of action.

The Permanent Secretary asked for a bid to be put together showing what reductions in ratepayer debt could be achieved.

#### **7.0 Update on Regional Accommodation Strategy**

The Board considered a report from the Director of Transformation on the above subject. The Chief Executive stated that he was broadly

content with the proposals put forward in this paper, and asked the Board to approve the recommendations. These were approved.

## **8.0 Belfast Accommodation**

A further paper was submitted to the Board by the Director of Transformation regarding an Outline Business Case (OBC) for LPS accommodation in Belfast. The OBC alluded to the potential savings for both DFP Properties Division and the Agency. The Director of Transformation talked members through the options, culminating with the recommendation that Option 6 would be the most beneficial to the Agency. Overall, Option 6 had a positive NPV, but additional capital and resource funding would be required in the early years to implement options.

The paper highlighted the way forward, including consultation with TUS and seeking the views of DFP Finance.

The Board approved the recommendations.

## **9.0 Risk Management**

The Director of Transformation produced a paper with proposals regarding consideration of identification and management of LPS strategic risks. The following recommendations were made –

- A Management Board risk workshop to focus on LPS strategic risks, facilitated by specialist expertise in risk management
- That key stakeholders would be actively engaged in the consideration of strategic risks.

The recommendations were approved

## **10.0 NI Direct Update**

The Director of CBI submitted a paper on the above topic with recommendations including –

- Developing the internal costing of telephony to ensure that there would be a clear comparison with the proposed NI Direct Charging Model.
- That the Agency would request costings for NI Direct for the provision of different transaction classifications to ensure that implications for LPS resources would be fully investigated.
- That LPS would develop a model of the in-house staff resources required to develop telephony and investigate the financial and

staffing resources needed.

The recommendations put forward were accepted by Management Board.

### **11.1 Management Attendance Report**

Management Board reviewed the latest attendance figures including numbers of long term absences and actions regarding 'Return to Work' interviews. It was agreed that all Directors would review return to work interviews in their own areas to make sure that these were done.

The Director of Corporate Services then on to state that the average days lost in May, per member of staff, was 0.7%. If this rate was maintained throughout 2010-2011 LPS could be projected to 8.4%, although at this stage the proposed DFP target was not known.

### **11.2 Staffing Report**

The Director of Corporate Services provided an update on current staffing issues.

### **11.3 Corporate Balanced Scorecard**

The Management Board reviewed the scorecard and noted that there were no 'red's' at the moment.

The Chief Executive said he wanted to consider the Valuation Target and would come back to the Board.

It was agreed that for future LPS Team Briefs, only a summary page of the Corporate Balanced Scorecard need be provided.

### **11.4 CCCU Statistics**

The latest statistics on dealing with complaints, correspondence and Assembly questions were considered and the good progress to date noted.

### **11.5. Audit Recommendations Monitor**

The Director of Corporate Services stated that a new presentational format was being devised, and that presently there were seven Priority 1s and 11 Priority 2s. He asked Directors to ensure that their managers made their updates on a regular basis.

### **11.6 Draft Minutes of Audit Risk Committee Meeting on 23 April 2010**

A review of the minutes was made and they were accepted.

### **12.0 Matters Arising/Progress Against Action Points**

The Board reviewed the progress made with regard to actions agreed at previous meetings, and the schedule was updated accordingly.

### **13.0. Key Issues for next Team Brief**

It was agreed that the focus should reflect upon good progress made in Revenues and Benefits in debt discharging and prompt payment. Mention could also be made of the Regional Accommodation Strategy and discussions with NI Direct.

### **14.0 Date of Next Meeting**

It was agreed that the July Management Board meeting would be brought forward two days to Tuesday, 27 July.

IAN GORDON

June 2010