

Land & Property Services
Summary of the Management Board meeting
held in Queen's Court on Thursday 23 September 2010 at
9.30am

Present:

John Wilkinson	Chair and Chief Executive
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)
Chris Smart	For the Director of Corporate Services
Trevor Steenson	Director of Data Information and Systems (DIS)
Ruth Thompson	Secretary

Apologies: An apology for non-attendance was received from the Director of Corporate Services.

1. Conflicts of Interests

No conflicts of interest were recorded.

2. Minutes of the meeting held on 26 August 2010

The minutes of the meeting held on 26 August 2010 were agreed.

3. Monthly update – LPS Revenues and Benefits

Management Board reviewed the monthly update, in particular that, overall, good general progress was being made. The Board focused on debt and collection issues, and noted that an update on rate collection and ratepayer debt was being prepared for the Minister.

The ongoing challenges were reviewed and discussed, including focusing on this year's outstanding rates. The Director of Operations confirmed that research was being carried out to look for clusters and patterns, and he would see if further details could be provided for the next meeting.

The Director of Operations had asked in the update for the Board's advice on appropriate contingency plans for turn of year 2011. The Board decided to discuss this issue at item 13 on the agenda.

4. Monthly update – LPS Valuation

The Board reviewed this update and noted that satisfactory progress was being made against rating valuation targets, but that there were two challenging milestone targets due to be met at the end of September. Work was continuing with regard to agreeing a resource plan and processes to clear the backlog of domestic alterations over two years. Other significant progress included the 'going live' of the interface between AO and Pointer.

Management Board was pleased that Internal Audit had provided a satisfactory assurance over the maintenance of the Valuation List for both domestic and non-domestic properties. This level of assurance confirmed that the process of transformation of rating valuation casework was well on track, and this was the result of the good work of staff in Data, Information and Systems and Valuation.

5. LPS Finance Report

On behalf of the Director of Corporate Services, the Head of Human Resources updated the Board on the latest finance report.

The Acting Director of Transformation referred to the capital budget and asked that if Directors had projects and/or bids, these would come through the Transformation Committee so that they could be prioritised. She would be able to report more fully at the following meeting.

Management Board approved the August management accounts and the proposed budget changes.

6. LPS Corporate Risk Register

The Corporate Risk Register was reviewed and it was agreed that:

- Risk 1 should be split into two – rate collection and debt recovery. When this was done the risk ratings would be reviewed.
- Risk 5 should be reviewed in terms of concerns with regard to Registration income, NIMA and NIDirect funding.

7. Service Delivery Model Implementation Plan

The Board considered a paper setting out the financial implications of implementing the Service Delivery Model (SDM), the draft implementation plan for the SDM, and the proposed governance arrangements. Following discussion, Management Board agreed that this work on the Service Delivery Model should proceed.

8. Belfast Accommodation Outline Business Case

At its meeting in July 2010, the Management Board had approved the Outline Business Case for LPS future Belfast accommodation. However, DFP Properties Division had subsequently introduced a fundamental change which had resulted in the need to incorporate a further three options into the analysis. Management Board considered the three options and agreed that the preferred option would be option 10, closely followed by option 9.

It was agreed that the business case would now be sent to the Department on this basis. Staff would be advised that this had been done, and provided with fuller information once the Department's decision was known.

9. LPS Integrated Communications Strategy

Management Board considered and agreed an LPS Integrated Communications Strategy on the basis that associated implementation plans would be provided to Management Board to support the Strategy.

10. LPS Customer Channel Strategy and Customer Service Model

This paper set out a proposed strategic approach to customer service improvement in LPS. In discussion, Management Board thought that:

- While they agreed with the direction of travel outlined in the paper there were concerns about the number of customer interfaces.
- It would be important for the Service Delivery Model to be a key driver.
- More clarity was needed about what would be good customer service, and the building blocks that could be put in place to achieve this.

The Board concluded that, while the high level principles set out in the paper, and its broad thrust, could be agreed, this proposal would benefit from further discussion at Directors' Weekly Meeting.

11. Business Continuity Plan

Management Board considered the draft LPS Business Continuity Plan and agreed the eight implementation recommendations contained in Appendix 1 of the paper, with the proviso that discussions regarding individual areas would be held with Directors.

Management Board also thanked the team in Corporate Services involved in drafting the Business Continuity Plan for their hard work on this task.

12. LPS ICT Strategy Update – September 2010

This paper provided Management Board with an update on progress against the objectives of the LPS ICT Strategy 2007-2010, including:

- The increasingly complex business change environment in which the

- strategy operated.
- The importance of the Service Delivery Model in determining strategic ICT requirements.
 - The importance of the Customer Service Strategy in determining interface requirements for customers and citizens to interact with LPS data and information.

The Board discussed these issues, and noted the information provided. It was considered that work would be needed to be done on the 'end vision' for the customer service strategy, and to map out how best to get there.

13. Review of LPS Anchor Tenant Service provided by NIDirect.

Management Board considered this paper, which set out a review of the services provided to LPS by NIDirect, including the costing model and implications for turn of year in 2011. It was agreed that support for NIDirect would continue, ensuring value for money and 'fit' into the customer service channel strategy. It was also agreed that work needed to be done with regard to the business model for turn of year, and that this should include looking at issues such as whether bills could be sent out on a phased basis, and the best way of tackling the four week 'spike' in work, either in-house or through outsourcing.

The Chief Executive asked the Director of CBI to lead this work in conjunction with the Director of Operations, and to bring options to a Directors' Weekly Meeting in October.

14.1 Managing Attendance Report

The Board reviewed the managing attendance report and agreed that the Chief Executive would write to the Permanent Secretary regarding the possibility of the LPS setting its own target in the absence, to date, of an NICS target.

14.2 Staffing Report

Management Board reviewed the staffing report. The Director of Operations thanked the Head of Human Resources for the assistance of Corporate Services regarding recent resource issues.

14.3 Corporate Balanced Scorecard

Progress with regard to the Corporate Balanced Scorecard was reviewed and discussed, and Management Board was pleased to note that all actions currently were likely to be achieved at year end, although some required further action or monitoring. The Chief Executive asked Directors to provide more detail and clarity when commenting on the current status of targets.

14.4 CCCU Statistics April 2010 to August 2010

The Director of CBI advised that more information would be provided on month

by month profiles in the September report.

15. Review of matters arising and action points

Progress with regard to action points from the previous meetings was reviewed and updated.

16. Key issues for Team Brief

Management Board agreed that key issues for Team Brief would be:

- The Service Delivery Model.
- Accommodation.
- Good progress with regard to the Corporate Score-card.

17. Any other business

Governance issues

- Under any other business the Board had an informal discussion regarding the content of Management Board meetings in terms of agendas. It was agreed that the previous paper on governance issues would be reviewed and brought back to the Directors' Weekly Meeting for further discussion and consideration.

18. Date of the next meeting

The next meeting would be held on Thursday 28 October 2010.

19. Below the line papers

- Transformation Sub-Committee Report
- Registration Issues

These papers were noted.

Ruth Thompson
4 October 2010