

Land & Property Services

Summary of the Management Board meeting held in Queen's Court on Thursday 24 February 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
Iain Greenway	Director of Operations
Wilfie Hamilton	Independent Board Member
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

Apologies: An apology for non-attendance was received from the External Advisor.

1. Conflicts of Interest

No conflicts of interest were raised.

2. Minutes of the meeting held on 27 January 2011 and the summary for publication on the website.

The minutes and the summary were agreed.

3. Monthly update: Revenues and Benefits

Management Board reviewed the update on revenues and benefits, including key performance information, the remaining challenges and the submission to the Minister in connection with progress.

In particular, the following issues were discussed:

- All key actions with regard to debt, including public body accounts, were continuing with the aim of making sure that all debt had been actioned by the end of the year.
- The work on writing off prior year debt had had an impact on APPs and therefore there would be a focus on managing assessment and penny product figures.
- Cash collected was likely to be in excess of £1 billion.

Management Board agreed that:

- Further thought would be given to how best to publicise debt and collection figures, and the Chief Executive would consult with the Principal Information Officer with regard to this.
- Further consideration would be given to highlighting the actions taken with regard to debt.

Management Board recognised the efforts and work carried out by staff throughout the organisation in connection with this work.

4. Finance Report

The Director of Corporate Services provided the Board with an update on current budget issues including income, salaries, and administrative expenditure and contracts. It was noted that at this point in time expenditure was on track. The Board reviewed the current situation with regard to capital expenditure, and agreed that Directors would carefully monitor their areas to ensure adherence to the Departmental spending tolerance levels of no overspend, and no under-spends greater than 1.5%.

The Board approved the January management accounts and also an additional allocation of £34K to cover overtime in Operations.

5. Replacement of AOC role within LPS

The Director of DIS presented a paper for the Board's consideration on the scope for a 'property inspector' role to replace the current AOC role in LPS. Following discussion, the Board agreed the proposal, and that:

- A draft 'property inspector' job description would be developed from the current AOC and MCTG1 job descriptions, ensuring that this would meet with the organisation's future requirements.
- The agreed job descriptions would be assessed to determine the appropriate grade and discipline of the work.
- The LPS HR team would take the lead on progressing the draft job description, and consulting with the Department and central TUS.

The Board also noted the proposed timescale for this work, and that it was aimed to implement the 'property inspector' role by September 2011.

6.1 Managing Attendance Report

The Board reviewed the current position with regard to attendance, including the absence rate, which was projected at 8.5 days lost compared to the LPS target of 9.7 days. It was noted that the long term absence position had reduced. The Board was pleased with progress

made and recorded its appreciation of the work done by the head of Human Resources and his team in connection with this.

6.2 Staffing Report

The Board noted the current position with regard to staff in post, and discussed concerns around filling critical vacancies. It was agreed that the Chief Executive would discuss this issue with the Director of Corporate Services before approaching the Department.

6.3 Corporate Balanced Score-card

The Board reviewed the projection to year-end and discussed the changes in the status of targets C1, C2b, IP1 and OP1.

- With regard to C1(back-dating of rate bills) it was noted that the current projection for the percentage of supplementary demand notices backdated for a period of less than 12 months stood at 88.3% compared to the target of 90%. This target had been affected by the work on 'stop all bills', and the Board noted that the Rating Service Liaison Group was considering options in connection with this. The Chief Executive asked to be provided with further information.
- With regard to C2b (improvements in managing customer correspondence) it was recognised that improvements had been made to the management of customer correspondence, and the Board agreed that the explanation of the target required further definition and clarification.
- With regard to IP1(delivery of efficiencies and living within budget) it was noted that the situation had moved on, and that this tied in to earlier discussion around the budget at Agenda item 4.

6.4 CCCU Statistics April 2010 – January 2011

The Board noted the latest position and agreed that consideration would be given to including FOI statistics in this report in 2011-2012

6.4 Progress update on LPS/DARD EU Audit Compliance Programme

Management Board reviewed the latest update on the LPS/DARD work. Progress included:

- The completion of the risk assessment exercise data capture, which was now being analysed by DARD.
- The digital camera procurement was at award stage and on

target for delivery for this financial year, although it was subject to a possible challenge.

- The Positional Improvement procurement was underway and also on target for initial delivery before the end of the financial year.

The Director of DIS advised the Board that additional resource would be required to complete the main project, and secondment arrangements through DOE were complete. The Board agreed that the Chief Executive would follow up on issues with the Permanent Secretary of DARD, and also the Department's Permanent Secretary.

6.5 LPS Audit Risk Committee Meeting on 11 January 2011

Management Board noted the report on this meeting. The Director of Operations raised an issue regarding audit timescales, and the Director of Corporate Services undertook to provide information on audits planned and their status.

6.6 Audit Recommendations Monitor

Management Board reviewed the current status of the Audit Recommendations Monitor. The Chief Executive thanked the Independent Board Member and Chair of the Audit Risk Committee for the work he had done with regard to these issues.

7. Review of matters arising and action points

The Board reviewed the matters arising and action points, and the attached schedule was updated accordingly.

8. Key issues for the next Team Brief

The Board agreed the key issues for the next Team Brief.

9. Any other business

The following issues were raised under any other business:

- The Director of DIS referred to discussions regarding post handling and scanning, and the importance with regard to the DARD work of managing workflow of correspondence. This would be looked, including TRIM options. There would also be a need to prepare for IP in the new premises in College Street.
- The Director of Operations highlighted the work in connection with constituencies ongoing with the Boundary Commission.
- The Change Manager raised the publication of the Staff Survey results, including discussion with TUS. The Chief Executive said that he would discuss these issues with the Change Manager.
- The Director of Transformation provided an update on the final PEDU review, which would start shortly. In response to a request

from the Director of Operations, she undertook to look at how best to issue a consolidated updated LPS Action Plan to Directors.

Ruth Thompson
11 March 2011