Land & Property Services

Summary of the Management Board meeting held in Queen's Court on Thursday 31 March 2011 at 9.30am

Present:

John Wilkinson	Chair and Chief Executive
Stephen Peover	Permanent Secretary
Alan Brontë	Director of Valuation
Leanne McCullough	In place of the Director of Corporate Services
Anne Flanagan	Change Manager
Iain Greenway	Director of Operations
Wilfie Hamilton	Independent Board Member
Dennis Licence	External Advisor
Patricia McAuley	Director of Transformation
Deirdre Ward	In place of the Director of Customers and Business Improvement (CBI)
Trevor Steenson	Director of Data Information and Systems (DIS)
Ruth Thompson	Secretary

Apologies: Apologies for non-attendance were received from the Director of Corporate Services and the Director of CBI.

1. Conflicts of Interests

There were no conflicts of interest.

2. Minutes of the meeting held on 24 February 2011

The minutes of the meeting held on 24 February 2011 were agreed. The summary for publication on the website was also agreed.

3. Monthly update – Revenues and Benefits

The Director of Operations updated the Board on the latest progress with regard to progress made in Revenues and Benefits, with particular emphasis on cash collected and the Debt Action Plan. Among other points of progress, Management Board noted:

- That work was still ongoing to reduce the debt.
- The record collection level.
- The efforts of staff right across the organisation in achieving the outcomes.

The Chief Executive advised that a meeting with the Permanent Secretary and the Senior Information Officer had taken place to put together ideas and a plan

for both internal and external communications. In the discussion that followed, the following points were made:

- The Permanent Secretary commented that LPS had achieved a great deal in terms of stabilising debt, achieving a record collection rate, and exceeding targets during the year, and therefore it would be important to get this message out in the public arena.
- The Minister and the Committee for Finance and Personnel would need to be briefed in the first instance.
- It was not just about rates, and therefore it would be important to include success stories across the Agency.

The Chief Executive commented on the hard work carried out by the Senior Management Team in Revenues and Benefits to achieve the progress that had been made.

4. LPS Finance Report for February 2011

Management Board noted that the results of the February Monitoring Round had been received, and the LPS final budget position was now confirmed. A review of the February management accounts with budget co-ordinators had identified some easements in resource expenditure, which it was thought would meet any emerging pressures. Management Board approved the February management accounts.

5. LPS 2011-2012 budget allocation

Management Board considered information regarding the resource and capital budget allocations to Directorates for 2011-2012. It was noted that a paper would be provided later in the year regarding the final three years of spending review period, in line with the LPS Strategic Plan. In the discussion that followed, the following points were made:

- It would be important to take an early approach to any areas not covered; to plan well ahead to meet pressures by way of self-help and reallocations across Directorates.
- It would be important to manage the budget effectively, prioritise and generate resources to do the things that needed to be done in a planned way, and with a corporate approach.
- Challenges ahead included the impact of Universal Credit. This was an issue that could be considered by the Policy and Legislation Committee, and then brought forward to Management Board for further discussion. Other issues were positional improvement and rating of empty homes.

The Board approved the resource budget allocations for 2011-2012, subject to the caveat that there would a need for a further detailed discussion.

6. Progress against the LPS Action Plan

The Board considered a paper from the Director of Transformation providing an update on the current progress made against the LPS Action Plan, as well as those areas where further work was ongoing. The Board noted that the PEDU team would present a report on progress to the Strategic Oversight Group on 19 April 2011. With regard to areas of work still ongoing, it was noted that considerable progress had been made, even though these were not yet complete.

The Board decided that there needed to be thought given as to communications around the final PEDU Report, including within the Department. On foot of this discussion, it was decided that this would be tied in with the Senior Management Conference, if possible, and the Permanent Secretary advised that he would speak at the Conference.

7. LPS Customer Channel Movement

Management Board considered a paper from the Director of CBI outlining the considerable progress that had been made with regard to customer channel movement, including ongoing work and next-step projects. The Board discussed these improvements, and the importance of prioritising projects for the future, and it was agreed that the Chief Executive would meet with the Director of CBI to focus on what needed to be done, particularly with regard to driving Web resources.

The Director of Valuation commented that there was a lot of good work being done in connection with customers, and that it would be important to cascade this information to managers. It was agreed that there would be a discussion regarding this at the next Directors' Weekly Meeting.

8. Terms of Reference for Management Board and Directors' Weekly Meeting

The Board considered draft revised terms of reference for Management Board and for the Directors' Weekly Meeting, and agreed these further to a number of additional amendments.

9. Management Information pack

9.1 Absence Management Report

The absence management report for January 2011 was reviewed. Management Board noted the managing attendance position and the current absence rate projection of 8.5 days lost.

9.2 Staff in Post Report

Management Board reviewed the current position with regard to staff in post, in particular, that work was still ongoing regarding DIS ICT posts. The Chief

Executive asked to be updated on progress with regard to this.

9.3 Corporate Balanced Scorecard

Management Board reviewed the latest position with regard to the Corporate Balanced Score-card, including projections to year-end. It was agreed that:

- The current status projection for the targets under C1 and C2 would be re-examined to reflect the good progress made. In particular, it was thought that C1 needed to be shown as substantially complete.
- The Director of DIS would look again at the projections for targets under IP2a and IP2b.

9.4 CCCU Statistics April 2010 to February 2011

The statistics for handling complaints and AQs were reviewed and it was noted that good progress was being maintained. The Director of Operations raised emerging challenges around repeat correspondence and the need to look at processes with regard to this.

9.5 Progress update on LPS/DARD EU Audit Compliance programme

The Director of DIS presented a paper providing an update on this programme, and advised on further progress. The Chief Executive provided an update on the meeting with the DARD Permanent Secretary regarding this project.

10. Review of matters arising and action points

Action points from the previous meeting were reviewed and the attached schedule updated accordingly. There was a discussion to clarify the action point from the Management Board meeting on 27 January 2011 regarding the Building Control Scheme, and further actions were agreed.

11. Key issues for the Team Brief

It was agreed that the key Management Board issues for the next Team Brief would be:

- Progress in Revenues and Benefits
- Financial and resource planning for 2011-2012
- Progress regarding the Customer Channel Strategy
- The LPS Action Plan
- End of Year performance.

12. Any other business

Under any other business, the Chief Executive mentioned the public data Pink Paper. Finally, as this was last Management Board meeting of 2010-2011, the Chief Executive thanked all for their support, hard work and commitment during the year.