Land & Property Services

Summary of the Management Board meeting held in Queen's Court on Thursday 28 October 2010 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
Dennis Licence	External Advisor
Deirdre Ward	In place of 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 Director of CBI.

1. CONFLICTS OF INTERESTS

No conflicts of interest were recorded.

2. MINUTES OF THE MEETING HELD ON 30TH SEPTEMBER 2010

The minutes were agreed subject to an action point being recorded at agenda item 11, Business Continuity Plan, to the effect that there would be an individual discussion with the Director of Valuation.

3. MONTHLY UPDATE – LPS REVENUES AND BENEFITS

The Director of Operations provided a full report on progress made. The Board welcomed the substantial headway that had been made with regard to the overall collection performance. The Board also examined and discussed the actions that were being taken with regard to a number of problematic areas, and Management Board asked for additional information regarding these.

In addition, it was agreed that an update paper would be provided to the Departmental Board in December.

Management Board also discussed the problems that had been highlighted by the Director of Operations in connection with the ABBACUS calculation engine, which were hindering processing of Certificates of Revision. The Director of Operations assured Management Board that this issue, which was extremely complex, was being managed in a controlled way by means of workarounds, and that, since the paper had been written, further progress had been made. He would keep the Board advised.

4. FINANCE REPORT

The Director of Corporate Services presented this report to the Board. He gave an update on meetings that had taken place with Directors regarding the in-year position for the December Monitoring Round, the outcome of which would be discussed further with the Chief Executive. He also provided an update on interest payments and work ongoing in relation to this.

The Director of Transformation referred to capital expenditure and that this issue would be discussed in detail at the next Directors' Weekly Meeting. In the interim, there would be a meeting with the Chief Executive and the Director of Corporate Services.

The Director of Corporate Services also updated the Board on the DARD work; that a meeting would take place and he would report back to the Chief Executive following the meeting.

He also confirmed that steps were being taken to change the finance management in LPS, with regard to having one centre of finance with contingency held centrally.

Finally, the Director advised that the budget position was unlikely to be clear until the end of January 2011 following the Executive's decisions. Thought would be given as to how best to keep staff informed and updated.

The Board noted the report and agreed the steps being taken to address potential problems. The September Management Accounts were approved.

5. BUILDING CONTROL ROLL-OUT (BUSINESS CASE II)

The Director of DIS presented a paper to Management Board outlining a proposed revised Building Control Business Case, which took account of changed circumstances since the original Business Case, and made proposals for carrying out this work in the future. Following discussion Management Board agreed:

- To note the proposed Business Case and the issues that it raised.
- That changed circumstances meant that the original arrangements needed to be reviewed.
- That the current arrangements should be closed down.

6. PROPOSAL TO THE PERMANENT SECRETARIES' GROUP REGARDING

RENEWING THE NORTHERN IRELAND MAPPING AGREEMENT (NIMA)

Management Board considered this draft paper and agreed that it should go to the Permanent Secretaries' Group in December with some refinement and a more focused approach.

7. LPS LITERATURE REVIEW

The Management Board agreed the suggested approach to the implementation phase of the literature review project, in particular that this should begin with the review and rework of the valuation certificate and associated items. The Board also welcomed the new LPS Corporate Style Guide, and urged that this would be used by staff throughout the organisation.

8. REVIEW OF TEAM BRIEF

Management Board agreed proposed recommendations for improvements to the Team Brief content and process.

9. SIX-MONTH UPDATE ON LPS HR STRATEGY

Management Board reviewed progress to date on implementing the LPS HR Strategy Action Plan. This included progress with regard to the Training Plan, Sustainable Development Action Plan, and the Heath and Safety Strategy. In the course of this, the Board looked at staff development key activities, and also reviewed health and safety issues.

The Board noted the progress made in these areas and commended the work of the HR Team involved in this work.

The Director of Corporate Services provided an update on ongoing work with regard to the lone-working pilot study, and also dealing with unacceptable customer behaviour.

The Board asked the Director of Corporate Services to review server rooms throughout the organisation in the light of the incident at Colby House on 16 August 2010.

10.1 Managing Attendance Report

The Managing Attendance Report was reviewed and discussed, and improvements in this area were noted by the Management Board. It was agreed that these improvements should be highlighted in the Team Brief.

10. 2 Staffing Report

Management Board noted the current position with regard to staff in post. It was noted that, in future, dates would be provided on the staffing charts provided with this report.

10.3 Accommodation Report

Management Board noted the accommodation position in LPS offices. It was noted that the issue of accommodation in relation to the Business Case recently submitted to the Department would be discussed further by Management Board as soon as possible. Staff would be updated following this discussion.

10.4 LPS Corporate Balanced Score-card Monitor

Management Board reviewed progress to date with regard to the Corporate Balanced Scorecard, including the projections to year-end, and changes in the 'RAG' status of targets. It was noted that, overall, progress was good and targets were on schedule to be met at year-end.

10.5 CCCU Statistics April 2010 – September 2010

Management Board reviewed these statistics and agreed that some investigations should be carried out with regard to MP/MLA follow-up cases and stage 1 complaints in Valuation, as there was concern that these, particularly the latter, were not always being reported and tracked.

10. Review of Action Points and Matters Arising

Action points from the previous meeting were reviewed and the schedule updated accordingly.

11. Key issues for the next Team Brief

It was agreed that it would be important to keep communications on the Debt Action plan moving. In addition, potential key issues were:

- Half-year performance.
- NIMA
- The Review of the Team brief
- The Corporate Balanced Score-card.
- Absence Management.
- Service Delivery Model.
- Budget issues.
- Accommodation.

It was agreed that this would be discussed further at the next Directors' Weekly Meeting.

12. Any other business

The following items of any other business were discussed:

- The Independent Board Member raised concerns about available internal audit time for 2011-2012 and suggested that the Chief Executive should flag this issue with the permanent Secretary at the meeting in the afternoon.

- The Chief Executive advised that the new Director of Transformation, Patricia McAuley, would be attending the next Directors' Weekly Meeting.

- The issue of NIDirect would be discussed further at the next Directors' Weekly Meeting.

- Examples of achievements and successes were being sought for the NICSLive event.

13. Date of the next meeting

It was agreed that the November and December Management Board meetings would be combined and a suitable date for this would be sought.

Ruth Thompson
1 November 2010