

Land & Property Services (LPS)

Management Board (MB)

Queen's Court, Friday 1 August 2008 at 9:30am

Minutes

Version 1.0

Attendees:	John Wilkinson	(JW)(Chair)
	Arthur Scott	(AS)
	Alan Bronte	(AB)
	Patricia Montgomery	(PM)
	Marty McVeigh	(MMcV)(for <i>Iain Greenway</i>)
	Trevor Steenson	(TS)
Apologies:	Iain Greenway	(IG)
	Ruth Thompson	(RT)(PA to Chief Executive)
Invitees:	Michael Camplisson	(MC)(LPS Finance Manager)(Items 3.2.6, 3.3 & 3.4 only)
	John Milburn	(Minute Taker)
1.0 Conflict of Interests	JW welcomed Marty McVeigh who was standing in for Iain Greenway and representing DIS. MB members confirmed that they had no Conflicts of Interest.	
2.0 Minutes of Last Meeting	With some minor amendments, MB approved the minutes of Thursday 26 June 2008.	
2.1 Matters Arising	Matters Arising are dealt with under Progress Against Action Points and / or Agenda Items.	
2.2 Progress Against Action Points	Completed Action Points, Ongoing Actions and those arising from this meeting are included at the end of this minute.	
3.0 MB Agenda Items		
3.1 Revenue and Benefits Recovery Plan	MB noted the update provided on progress against the Revenue and Benefits Recovery Plan. MB agreed that future reports on progress against the Recovery Plan should be given in the Corporate Balanced Scorecard, accompanied by a verbal update by AS.	

	JW and AS to hold further discussions on issues surrounding Correspondence and CRs (Change Requests).	Action 050 John Wilkinson and Arthur Scott
3.2 Corporate Service Reports	TS updated MB on the following subjects:	
3.2.1 Absenteeism	<p>MB noted the slight improvement in Absence Rates. However, concerns remain over April and May's figures which show 1,136 days lost at a cost of £100,502 and 995 days lost at a cost of £87,095 respectively.</p> <p>Directors undertook to reinforce the importance of Managing Attendance at their Team Briefings, including completing Return to Work interviews.</p>	
3.2.2 Annual Reports and Performance Box Markings	<p>Directors agreed to "chase-up" the 130 outstanding Annual Reports. MB noted the breakdown of Performance Box Markings across the Agency.</p>	Action 051 All Directors
3.2.3 Accommodation	<p>MB noted the update on LPS Accommodation. AS and AB to discuss "how best to utilise Academy House, Ballymena", following refurbishment.</p>	Action 052 Arthur Scott and Alan Bronte
3.2.4 Performance against Ministerial Targets	<p>MB noted the Performance against Ministerial Targets up to the end of June 2008.</p>	
3.2.5 Risk Masterclass Outputs and Corporate Risk Register	<p>MB reviewed the outputs from the Risk Masterclass and the resulting draft Corporate Risk Register.</p> <p>MB agreed that further work was needed, by Risk Owners and MB, to finalise the Corporate Risk Register. TS will issue a note to MB on "next steps".</p>	Action 053 Trevor Steenson
3.2.6 Finance Update	<p>MB noted the Finance Update provided by MC and approved the following recommendations:</p> <ol style="list-style-type: none"> 1. A Full-Time Equivalent (FTE) reduction of 46 posts in the former LRNI complement; and 2. HR to provide Directorate and Branch-Level breakdown of FTE approved complement, FTE current Staff in Post (SiP) and vacancies. Each Directorate to provide assurance on currency and accuracy of figures. 	Action 054 Trevor Steenson

The recommendation to halt the filling of all vacant posts, except for routine replacement for staff leaving, was declined by Management Board.

The recommendation had been made following June Monitoring round in which bids of £3m to reduce backlogs in Valuation and Operations, agreed at Departmental Board, had been declined.

JW was concerned at this position given that work plans had been made in some areas and that Revenue and Benefits recruitment plans were well-advanced.

JW suggested that we proceed with existing plans and he will raise this matter at Departmental Board in September.

During August, Operations will not greatly add to the financial over-commitment and therefore progress on Recovery Plans and dealing with backlogs will continue in the hope that the current position will be resolved in September Monitoring.

As Accounting Officer, JW accepted the inherent risk in this sequence of events.

As an additional precaution, MB agreed that pending September Monitoring, when capital bids will be re-submitted, BIMC will be asked to freeze £0.5m of funding for projects currently at planning stage.

Action 055
Patricia Montgomery

3.3 Segmental Analysis

MB noted the update provided and requested that Deloitte's issue:

- The Final Report and Final Outturn Figures to all those involved; and
- The Final Spreadsheet Model, containing the Cost Apportionments, to Finance Section.

3.4 Managing Public Money

MB noted MC's summary of the Managing Public Money Reports. The Report (and its Annexes) are available at:

<http://www.aasdni.gov.uk/frab>

3.5 Update on AQs, Complaints etc.

PM advised MB on progress to date, including:

- A review of existing correspondence;
- Improved handling of Fol enquiries; and
- Training on the handling of PQs.

MB agreed that relevant statistics should be provided on a quarterly basis to Management Board and / or Management Committee.

PM, AS and AB to discuss how to improve the handling and monitoring of correspondence.

Action 056
Patricia Montgomery,
Arthur Scott and Alan
Bronte

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| 3.6 | LPS Staff Survey
Action Plan | Owners agreed to confirm the wording of their Actions and advise Communications Unit of any amendments before 15 August 2008.

JW confirmed his intention to be closely involved in Action Plan items 4 and 13. | Action 057
Action Plan Owners |
| 3.7 | Events Planner | Directors agreed to ensure that Communications Unit is advised of all relevant activities. | |
| 3.8 | Customer
Services
Baseline Report | MB received detailed papers on the outcome of Customer Surveys. MB recorded their appreciation of the excellent work and useful information provided.

JW and PM to liaise on the finalisation of a short "Recommendations Report" to Management Board. | Action 058
John Wilkinson and
Patricia Montgomery |
| 3.9 | Management
Board
Information Pack | Directors agreed to provide feedback, on the forms provided, to John Carville (ext 43936) before close of play on Monday 11 August 2008. | Action 059
All Directors |
| 4.0 | Any Other
Business | | |
| 4.1 | Next Meeting | The next Management Board will take place at 9:30am on Thursday 28 August in Queen's Court. | |
| 4.2 | Progress
Against Action
Points | Completed Action Points, Ongoing Actions and those arising from this meeting are included at the end of this minute. | |

Progress Against Action Points – Ongoing / New

Ref	Action	Owner	Originated	Due Date	Outcome
035	CBI to assist in the development of an internal Scoping Study for the Data Spine project.	PM	29 May 08	28 Aug 08	Ongoing. PM and IG to discuss.
041	IOD to liaise with BIMC on Data Model - Process Improvement and Business Plans for the approval of Management Board.	IOD and BIMC	26 Jun 08	1 Aug 08	CLOSED. IOD in discussions with BIMC.
048	AM to update MB before issuing Project Initiation Document (PID) via Trevor Steenson to TUS.	AM and TS	26 Jun 08	28 Aug 08	CLOSED. PID to issue to TUS via Trevor Steenson.
050	JW and AS to hold further discussions on issues surrounding Correspondence and CRs (Change Requests).	JW and AS	1 Aug 08	28 Aug 08	CLOSED.
051	Directors agreed to “chase-up” the 130 outstanding Annual Reports.	All Directors	1 Aug 08	28 Aug 08	Ongoing. TS to provide details. JW to issue note to staff. IH to issue guidance on completion of LMAs.
052	AS and AB to discuss “how best to utilise Academy House, Ballymena”, following refurbishment.	AS and AB	1 Aug 08	28 Aug 08	CLOSED. Superseded by Management Board initiative to better integrate LPS staff in regional offices.
053	MB agreed that further work was needed, by Risk Owners and MB, to finalise the Corporate Risk Register. TS will issue a note to MB on “next steps”.	JW and TS	1 Aug 08	28 Aug 08	Ongoing. Note issued to Risk Owners and Management Board. JW and TS to develop Risk Register further prior to September ARC.
054	1. HR to provide Directorate and Branch-Level breakdown of FTE approved complement, FTE current Staff in Post (SiP) and vacancies. Each Directorate to provide assurance on currency and accuracy of figures.	TS	1 Aug 08	28 Aug 08	CLOSED.
055	As an additional precaution, MB agreed that pending September Monitoring, when capital bids will be re-submitted, BIMC will be asked to freeze £0.5m of funding for projects currently at planning stage.	PM	1 Aug 08	28 Aug 08	CLOSED.
056	PM, AS and AB to discuss how to improve the handling and monitoring of correspondence.	PM, AS and AB	1 Aug 08	28 Aug 08	CLOSED. Action started to bring together areas where correspondence is handled.
057	Owners agreed to confirm the wording of their Actions and advise Communications Unit of any amendments before 15 August 2008.	Action Plan Owners	1 Aug 08	28 Aug 08	Ongoing. Owners to confirm the wording and other details to CBI Communications Unit.
058	JW and PM to liaise on the finalisation of a short “Recommendations Report” to Management Board”.	JW and PM	1 Aug 08	Sept 08	CLOSED. Baselining of Customer Services moved to September Management Board.
059	Directors agreed to provide feedback, on the forms provided, to John Carville (ext 43936) before close of play on Monday 11 August 2008.	All Directors	1 Aug 08	28 Aug 08	Ongoing. Further feedback provided at MB to be included in September’s Pack.