

Land & Property Services (LPS)

**Management Board (MB)**

Queen's Court, Thursday 24 April 2008 at 9:30am

**Minutes**

Version 2.0

**Attendees:**

John Wilkinson (JW)(Chair)  
Arthur Scott (AS)  
Alan Bronte (AB)  
Patricia Montgomery (PM)  
Iain Greenway (IG)  
Trevor Steenson (TS)

**Invitees:**

Joe Mullan (JM)(LPS Operations)(Item 3.2 only)  
David McCurry (DMcC)(LPS - NI Direct Co-ordinator)(Item 3.3 only)  
Tom Kennedy (TK)(NI Direct)(Item 3.3 only)  
Alasdair Kilpatrick (AK)(NI Direct)(Item 3.3 only)  
  
John Milburn (Minute Taker)

- 1.0 Conflict of Interests** MB members present confirmed that they had no Conflict of Interests.
- 2.0 Minutes of Last Meeting** With some minor amendments MB approved the minutes of Thursday 10 April 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 DFP Committee** MB reviewed recent appearances before the DFP Committee. MB considered the interaction extremely useful in terms of explaining: LPS Strategy; Take-up of Reliefs; Collection and Recovery of Arrears; Comparison with other UK Collection Agencies; ongoing discussions with Local Authorities; interaction with Citizen Advice Bureau; and ongoing work with DFP, Rating Policy Division.

JW to circulate Hansard to MB when it becomes available.

**Action 020**  
**John Wilkinson**

**3.2 Operations  
(Revenue and  
Benefits)  
Recovery Plan**

Joe Mullan joined the meeting and presented the draft Recovery Plan, setting out:

- The resource need; and
- A list of priority projects.

MB agreed the Recovery Plan.

Directors also undertook to provide assistance across a range of associated activities, including:

- Updating Supervisory Report information;
- Developing data sets with external partners;
- Assisting with Vacancy Inspections;
- Preparing an Action Plan on Take-up of Reliefs;
- Providing a DP to assist with Rating Reform;
- Assistance from CBI on Projects; and
- Support with associated Training.

Directors agreed to co-ordinate related staff movements with Corporate Services, HR.

MB recorded their appreciation of the considerable effort of Operations staff during this difficult period and Joe Mullan's work in bringing together the Recovery Plan.

3.2.1

CBI to examine existing processes and the targeting of AQs and PQs to reduce the time burden on Operations staff dealing with Recovery issues.

**Action 021  
Patricia Montgomery**

**3.3 NI Direct**

David McCurry introduced Tom Kennedy and Alasdair Kilpatrick from NI Direct who:

- Provided an update on progress; and
- Sought MB approval to proceed with Phase 1 Service development.

MB agreed to:

- Year 1 Services as set out by NI Direct;
- The development of a Benefits Realisation Plan / Project Evaluation; and
- A resource commitment (D McC), to assist in re-engineering LPS processes.

NI Direct and BIMC to progress these matters in a Memorandum of Understanding for MB approval.

**Action 022  
Patricia Montgomery**

MB also agreed that:

- LPS web development should mirror DFP / NI Direct standards to facilitate the future migration of phone to online services;
- AS and PM would populate the year 2 and 3 matrix with Mapping and Registration services and advise David McCurry accordingly.

**Action 023  
Arthur Scott and  
Patricia Montgomery**

<b>3.4 Progression and Promotion Arrangements for GTAVs</b>	<p>MB requested some minor amendments to the paper on “maximum tenure” and removal of a “comparison with OSNI grades”.</p> <p>MB approved the paper, subject to confirmation of the following:</p> <ul style="list-style-type: none"> <li>• That LPS does not create a precedent that is inconsistent with ongoing work on “grading issues in LPS”;</li> <li>• That proposals are within budgetary / headcount constraints; and</li> <li>• That LPS is complying with Equality guidance.</li> </ul> <p>TS to advise MB.</p>	<p><b>Action 024</b> <b>Trevor Steenson</b></p>
<b>3.5 BIMC Priority Projects</b>	<p>PM updated MB on developments, including:</p> <ul style="list-style-type: none"> <li>• 21 Projects submitted;</li> <li>• Top 5 Projects driven by Minister;</li> </ul> <p>PM advised MB that current proposals represented a spend of £7m against a BIMC allocation of £1.6m.</p> <p>MB agreed:</p> <ul style="list-style-type: none"> <li>• That Projects will drop-off the Priority List unless accompanied by a Business Case; and</li> <li>• That Business Cases should be in place for June Monitoring round.</li> </ul> <p>PM undertook to provide an update on progress at Friday 9 May 2008 MB Working Lunch.</p> <p>PM requested an external advisor to assist BIMC. TS and PM to consider options.</p> <p>MB agreed that Gerry O’Boyle should liaise directly with Michael Camplisson in relation to a shortfall in projected IT costs. MB to be kept informed.</p>	<p><b>Action 025</b> <b>Patricia Montgomery</b></p> <p><b>Action 026</b> <b>Trevor Steenson and Patricia Montgomery</b></p>
<b>3.6 LPS Business Plan 2008-09</b>	<p>JW presented a draft for comment. With some minor amendments, MB approved the outline framework of the draft Business Plan.</p>	
<b>3.7 LPS Directorate Targets 2008-09</b>	<p>Directors agreed to provide a final set of Directorate Targets to JW by Friday 2 May 2008.</p>	<p><b>Action 027</b> <b>All Directors</b></p>
<b>3.8 DFP Staff Attitude Survey</b>	<p>Subject to the removal of a reference to the OSNI Staff Survey, MB agreed the recommendations and associated Actions contained in the paper presented.</p> <p>MB to consider the Staff Survey Action Plan at the end of June 2008.</p>	<p><b>Action 028</b> <b>Trevor Steenson</b></p>
3.8.1	<p>TS undertook to provide a copy of recent Whitley minutes to Directors.</p>	<p><b>Action 029</b> <b>Trevor Steenson</b></p>

#### 4.0 AOB

- 4.1 Performance Markings** MB requested an overview of LPS Box Markings at the June 2008 Management Board. **Action 030 Trevor Steenson**
- 4.2 LPS (Stage 1) Bonus Payments** TS to advise MB on 2007-08 spend to date. **Action 031 Trevor Steenson**
- 4.3 Staff Brief** Directors undertook to brief staff on:
- Completing PPAs and PDPs on time;
  - Registering with HR Connect; and
  - The removal of water dispensers and individual waste bins.
- 4.4 Temporary Promotions** MB agreed to continue to monitor temporary promotion throughout LPS. Where promotions were to continue, rotation should be actively considered.
- 4.5 Next Meeting** The next Management Board will take place on Thursday 29 May in Clare House at 9:30am.
- 4.6 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
001	A summary of the CE's Office Visits - Q&As is being prepared for publication.	TS	10 Apr 08	29 May 08	<b>CLOSED.</b> A summary is being prepared for issue in June 2008.
004	TS agreed to circulate Terms of Reference for the new BPAC, including delegated limits for MB, BPAC and BIMC resource bids / re-allocations.	TS	10 Apr 08	26 June 08	Ongoing. It is planned to bring final proposals to June MB (BPAC renamed Management Committee).
007	<ul style="list-style-type: none"> <li>• IG to determine if the e-PIMS £60k consultancy will be borne by LPS (or SIB) and subject to this, re-submit the bid for same to next MB.</li> </ul>	IG	10 Apr 08	29 May 08	<b>CLOSED.</b> Discussions complete.
009	JW undertook to appoint a person who would be responsible for developing (for MB approval) the strategic approach that would deliver the efficiencies required in 2009-11.	JW	10 Apr 08	29 May 08	<b>CLOSED.</b> JW to issue a note to MB.
010	MB approved the appointment of Consultants to progress the Segmental Analysis work required by LPS. TS and MC to progress procurement and report back to MB.	TS and MC	10 Apr 08	29 May 08	<b>CLOSED.</b> Consultants appointed. Presentation made to May MB on "Model and Assumptions".
011 (and Action 137)	MB noted the LPS Absence Statistics provided and agreed: <ul style="list-style-type: none"> <li>• That "Stress Related" advice should issue to LPS line-managers;</li> <li>• That HR should advise line-managers of the support available to staff;</li> <li>• That updated statistics were needed to confirm that those on long-term sick were attending the Occupational Health Service; and</li> <li>• That, if feasible, statistics should be provided for each of the former Agencies.</li> </ul>	TS	10 Apr 08	29 May 08	<b>CLOSED.</b> Action 011 combined with Action 137 (from 2007-08).

## Progress Against Action Points - Ongoing / New

Ref	Action	Owner	Originated	Due Date	Outcome
013	<b>Risk 2a</b> - Impact (4), Likelihood (3). Risk Owner to review Additional Action dates.	AS	10 Apr 08	29 May 08	Ongoing.
014	<b>Risk 2b</b> - Impact (3), Likelihood (4). Risk Owner to review Risk and Additional Action dates.	AS	10 Apr 08	29 May 08	Ongoing.
020	JW to circulate Hansard to MB when it becomes available.	JW	24 Apr 08	29 May 08	<b>CLOSED.</b> Ruth Thompson to issue Hansard link to MB.
021	CBI to examine existing processes and the targeting of Aqs and PQs to reduce the time burden on Operations staff dealing with Recovery issues.	PM	24 Apr 08	29 May 08	<b>CLOSED.</b> Processes being reviewed by CBI.
022	NI Direct and BIMC to progress these matters in a Memorandum of Understanding for MB approval.	PM	24 Apr 08	29 May 08	<b>CLOSED.</b> PM taking this forward with Tom Kennedy. Memorandum will be presented to MB for approval.
023	<ul style="list-style-type: none"> <li>AS and PM would populate the NI Direct year 2 and 3 matrix with Mapping and Registration services and advise David McCurry.</li> </ul>	AS and PM	24 Apr 08	29 May 08	Ongoing.
024	<p>MB approved the paper, subject to confirmation of the following:</p> <ul style="list-style-type: none"> <li>That LPS does not create a precedent that is inconsistent with ongoing work on "grading issues in LPS";</li> <li>That proposals are within budgetary / headcount constraints; and</li> <li>That LPS is complying with Equality guidance.</li> </ul> <p>TS to advise MB.</p>	TS	24 Apr 08	29 May 08	Ongoing. Issues being dealt with in correspondence with TUS. MB to be kept informed.
025	PM undertook to provide an update on progress at Friday 9 May 2008 MB Working Lunch.	PM	24 Apr 08	9 May 08	<b>CLOSED.</b> Update provided.
026	PM requested an external advisor to assist BIMC. TS and PM to consider options.	TS and PM	24 Apr 08	29 May 08	Discussions ongoing.
027	Directors agreed to provide a final set of Directorate Targets to JW by Friday 2 May 2008.	All Directors	24 Apr 08	2 May 08	<b>CLOSED.</b> Directorate Targets provided. Ruth Thompson taking forward format and layout.
028	TS to advise MB on 2007-08 spend to date.	TS	24 Apr 08	29 May 08	<b>CLOSED.</b> TS to issue note to MB.
029	MB requested an overview of LPS Box Markings at the June 2008 Management Board.	TS	24 Apr 08	26 Jun 08	
030	MB to consider the Staff Survey Action Plan at the end of June 2008.	TS	24 Apr 08	26 Jun 08	
031	TS undertook to provide a copy of recent Whitley minutes to Directors.	TS	24 Apr 08	29 May 08	<b>CLOSED.</b> 19 March LPS Whitley minutes circulated on 28 Apr 08.