

Land & Property Services

Summary of the Management Board meeting held in Lincoln Buildings on 27 May 2010 at 9.30am

Present:

John Wilkinson	Chair and Chief Executive
Stephen Boyd	Director of Corporate Services
Alan Brontë	Director of Valuation
Anne Flanagan	Change Management Advisor
Iain Greenway	Director of Operations
Wilfie Hamilton	Independent Board member
Dennis Licence	External Advisor
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 Director of Transformation.

1. Conflict of Interests

The Independent Board Member advised that, while it was not a conflict of interests, he wished to make the Board aware that he would be involved in work with the Ulster-Scots Agency.

2. Minutes of the meeting held on 29 April 2010.

The minutes were agreed.

3. Monthly update – LPS Revenues and Benefits

The Director of Operations updated the Board on the good progress that had been made in a number of areas including improvements in the collection of public sector rates. He also raised concerns about a number of vacancies within Revenues and Benefits, and the Chief Executive advised that he would raise this issue with the Permanent Secretary at his meeting on the following week.

The Director of CBI would meet with the Director of Operations to discuss staffing needs in connection with customer services in Revenues and Benefits.

The Board reviewed the information provided and was pleased to note that this had been a good start to the year.

4. Public Sector Rate Collection

This paper highlighted the improvements made in collection of public sector rates. The Board was pleased with the progress that had been made and agreed that the proposals made in the paper for further work should go ahead.

5. Monthly update – LPS Valuation, Revaluation, and current work

The Board reviewed the information provided regarding rating casework and an update on Revaluation 2011. The Director of Valuation advised that he would bring a paper to the Board the following month setting out proposals regarding the impact of the postponement of the Revaluation to 2013.

The Board also agreed the need to look at carrying out the altered domestic casework in a different way.

6. LPS Finance Report

The Management Board considered this report and approved the LPS management accounts for April 2010. The Board also discussed the submission to the June Monitoring Round and the capital bid from Corporate Services.

In discussion, the Board agreed the following points:

- In future, monitoring round bids would be considered at the Directors' Weekly Meeting before being submitted to the Department.
- A Directors' Weekly Meeting would be arranged specifically to discuss CSR budget issues and priorities.

7. Service Delivery Model Update

The Board considered a report on, and received a presentation about, the Service Delivery Model. The Chief Executive advised the Board that the report was the culmination of a great deal of work and the Board's agreement was now being sought to the high-level recommendations.

The Board discussed the recommendations in detail and Members agreed that they were in favour of the proposals, and that this work should now progress to the next stage, with particular thought being given to a number of key issues regarding:

- Sequencing (what could be done in short, medium and long term) was important and needed further consideration.
- Decisions on governance issues, as it would be very important that these were right.
- Further information on the cost implications of the proposals.

It was also agreed that the Working Group and the Service Delivery Model team should help refine these issues, and the Transformation Sub-Committee would then take on board the input from the Service Delivery Model Team.

Further work would be done to refine the 'Quick Win Projects'.

8. IRRV paper on Review of Recovery

The Board considered this preliminary update paper on the recent IRRV review of recovery and noted that there would be a presentation from IRRV at the following month's meeting.

9. Transformation Sub-Committee Report

The Board considered and noted the report on the first meeting of the Transformation Sub-Committee.

10. Learning and Development Plan 2010-2011

Management Board considered the 2010-2011 Learning and Development Plan, in particular, the proposed nine priority training activities. These were agreed, subject to a number of recommendations.

11. Options to replace the Northern Ireland Mapping Agreement (NIMA)

Management Board considered three options with regard to replacing NIMA and agreed option 2, which was to make amendments to the existing agreement to include new products and services.

12. 1. Managing Attendance Report

Management Board reviewed the latest attendance figures and noted that the absence rate for LPS after 12 months was projected at 10.3 days against the target of 8.4 days.

12.2. Staffing Report

The Board noted the 2010-2011 staff baseline position in line with the ongoing work to recruit or internally redeploy staff to fill agreed vacancies.

12.3 Corporate Balanced Score-card Monitor

The Management Board reviewed the monitor. It was agreed that the Directorate Scorecards could be disseminated.

12.4 CCCU Statistics

The latest statistics on dealing with complaints, correspondence and Assembly Questions were noted.

13.0 Matters arising and progress against action points

Progress against actions points was reviewed and the attached schedule updated as shown.

14.0 Key issues for the next team brief.

The Board decided that key issues for the next team brief would be the Service Development Model, the Training Plan, NIMA and public bodies rating. The Board emphasised the need to stabilise the dates for the release of team briefs.

15. Any other business

- The External Advisor said that following the recent leadership day, he would provide a summary of the outputs and next steps, which would include a further follow-up session.
- It was agreed that the template for Board papers would be revised and reissued and that Directors would show links to the Corporate Score-card and risk register in their papers. Agendas would be kept as strategic as possible.
- The Board re-emphasised their thanks to the Service Delivery Model team for their work.

16. Date of next meeting

The next meeting would be held on 24 June 2010