

Land & Property Services

Summary of Management Board meeting held in Colby House on 2 April 2009 at 9:30am

Present:

John Wilkinson (Chair and Chief Executive)
Stephen Boyd (Director of Corporate Services)
Alan Brontë (Director of Valuation)
Iain Greenway (Director of Operations)
Wilfie Hamilton (Independent Board member)
Trevor Steenson (Director of Data Information and Systems)
Deirdre Teague (For Patricia Montgomery, Director of Customers and Business Improvement)
Ruth Thompson (Secretary)
Trevor McConnell (Item 3.1 only)
Howard Church (Item 3.1 only)

Apologies

Patricia Montgomery (Director of Customers and Business Improvement)

1.0 Conflict of interests

Management Board Members confirmed that they had no potential conflicts of interest.

2.0 Minutes of the meeting held on 26 February 2009

The minutes of the previous meeting were agreed.

2.1. Matters arising.

Matters arising from the previous meeting were dealt with under progress against action points and/or the agenda items. Members of the Management Board took the opportunity to record their thanks to John Milburn for his sterling work in supporting the Board over the past two years.

3. Requested papers

3.1.Presentation on Starlink

The Management Board received a presentation from Trevor McConnell and Howard Church on the Starlink system, which was in the final stages of evaluation. Members were impressed with the work that was being done on this, particularly because it reflected the joined-

up working that was an essential part of driving forward Land & Property Services' vision, but also because of the potential for driving efficiency and improving quality. It was agreed that consideration should be given to taking the presentation to the Permanent Secretary's Sub-group.

3.2. Staff Survey Action Plan

In reviewing the Staff Survey Action Plan, the Board agreed that the remaining actions, with particular emphasis on the training strategy, the valuation profile and team brief training, should be part of Land & Property Services' ongoing improvement activity. Further actions as a result of the just-published 2008 DFP Staff Survey should also be co-ordinated as part of the ongoing action plans through which Land & Property Services was demonstrating its commitment to making improvements

3.3. Single-billing; progress report

Iain Greenway provided the Board with an update on proposals regarding water billing.

3.4. Land & Property Services' Budget

The Board considered a paper and recommendations regarding budget issues. It was agreed that Directors would give urgent consideration to the effects of budget stresses on their areas of work, focusing on key front-line activities so that the full impact on all areas of the organisation would be clearly understood. The recommendations contained in the paper would be accepted as a working model for the time being.

3.5. Vacancy Strategy

The Management Board discussed information regarding proposals for the new vacancy strategy, which was in the process of being drafted.

3.6. Customer Service Implementation Plan

The Management Board agreed the Customer Service Implementation Plan in principle, subject to further work being done regarding the steps (taking into account availability of resources) that now needed to be put in place to roll implementation out across Land & Property Services.

3.7. Revenues and Benefits 2009-2010 consolidation plan

The Board considered and discussed the draft Revenues and Benefits 2009-2010 consolidation plan. It was agreed that further work would be done to make sure the plan would work for Land & Property Services as a whole, in terms of consistency, stressing joined-up working throughout the organisation, and making best use of all available

resources. It was noted that the plan's success would depend on the whole organisation, and therefore it needed to engage and mesh with all areas in terms of support and working together. Once this was done, it could also serve as a starting point for gathering similar information from throughout the organisation to build the picture of the future Land & Property Services.

4.0. Submission from LPS Audit Risk Committee

The Board noted this submission.

5.0. Matters arising from Management Committee

The Management Board received a report on work that the Management Committee was doing in relation to reviewing the Balanced Score-Card and qualifying whether or not targets had been achieved. A report would be provided for Management Board when this work was complete, and a paper would be brought to Management Board reviewing the work of the new Management Committee to date.

6.0. Management Information Pack

6.1. Managing attendance

Concern was expressed at the lack of fundamental information in connection with attendance, and it was agreed that the Chief Executive would raise this issue at the Departmental Board.

6.2. Staffing issues

It was agreed that the covering paper in relation to staffing issues should, in future, pick up on the import for the Management Board of the staffing data.

6.3. LPS Accommodation update

It was noted that the Chief Executive had a meeting the following week regarding evaluating accommodation issues in the light of the closure of Workplace 2010 and the changing property market. Following this, the Management Board would consider the options for developing the overall accommodation strategy for Land & Property Services.

6.4. Corporate Balanced Scorecard Monitor

The Board reviewed the Corporate Balanced Scorecard Monitor.

6.5. Audit Recommendations Monitor

The Board reviewed the Audit Recommendations Monitor.

6.6. PAC Action Plan Monitor

The Board reviewed the PAC Action Plan Monitor. It was noted that the first quarterly report would need to go to the Finance and Personnel Committee later this month (April).

6.7. LPS Staff Survey Action Plan Monitor

See the discussion at agenda item 3.2.

6.8. LPS Events calendar

The Board noted the calendar of events.

6.9. Finance Reports

The Board noted the finance reports.

7.0 Matters arising/progress against action points

Completed action points, ongoing actions and actions points arising from this meeting were agreed.

8.0 Any other business

The following issues were discussed -

- Meeting with the Irish Department of Communication, Energy and Natural Resources
- Assistance for NI Electoral Office
- The Queen's University place-names project – funding
- The LPS Corporate Plan

8.1. The next meeting

It was noted that the next meeting would be held on 30 April and that this would be an all-day event, Management Board followed by a workshop.

Ruth Thompson
April 2009

