

## **Land & Property Services**

### **Summary of the Management Board meeting held in Lincoln Building on 25 February 2010 at 9.00am**

#### **Present:**

John Wilkinson	Chair and Chief Executive
Stephen Boyd	Director of Corporate Services
Alan Brontë	Director of Valuation (to item 11)
Anne Flanagan	Change Management Advisor
Iain Greenway	Director of Operations (to item 11)
Wilfie Hamilton	Independent Board member
Dennis Licence	External Advisor
Patricia Montgomery	Director of Customers and Business Improvement (CBI)
Tommy O'Reilly	Director of Transformation
Trevor Steenson	Director of Data Information and Systems (DIS)
Ruth Thompson	Secretary

#### **1. Presentation on Geographic Information progress**

The Board received a presentation on progress with regard to Geographic Information, as a result of which it was agreed that further thought should be given as to how best to move GI forward, including whether a GI target should be included in the Corporate Score-card. It was agreed that –

- A scoping paper should be brought to the next Board meeting on rethinking the financial model and how to drive GI; followed by a full paper to the Board no later than May 2010.

#### **2. Conflict of interests**

There were no conflicts of interest recorded.

#### **3. Minutes of the meeting held on 28 January 2010.**

The minutes of the meeting held on 28 January 2010 were agreed.

#### **4. Monthly update – LPS Revenues and Benefits**

The Board received a detailed update on progress in Revenues and Benefits, including –

- The status of current collection targets.
- Funding challenges and the need for continuing prioritisation.

The update included current issues in connection with missed discounts, and the Board agreed that a paper would be brought back with options regarding this issue.

The Board examined current progress in relation to the recovery of ratepayer debt. It was also agreed that the Director of Operations would prepare an action plan to enable the Board to review debt recovery processes for next year.

## **5. Monthly update – valuation backlogs**

The Board received an update on rating valuation casework including the progress that had made on new house surveys and non-domestic clearances.

The report highlighted under-resourcing with regard to the altered dwellings backlog and, given that the Non Domestic Revaluation impacted on use of resources, the Board agreed to discuss this issue in conjunction with the following paper on the Non Domestic Revaluation.

## **6. Non Domestic Revaluation – implications**

Management Board considered this paper and noted the information provided on the background to the Revaluation issue: that further information on the resources required was being progressed; that the impact on current rating work would be kept to a minimum and the importance of the Revaluation work. It was agreed that, at this juncture, the Board did not have all the information it required and therefore the Director of Valuation would have further discussions about these issues with his senior managers and bring the information required back to the Board.

## **7. Finance Report**

The Board considered emerging budget easements and agreed a number of business options where these easements could be used. It was also agreed that all Directors should ensure that their budgets were expended within tolerances, and that no Director would commit expenditure without budget cover.

## **8. 2010 - 2011 Budgets**

It was noted that the Board's Executive Directors had already had detailed discussion of the information contained in this paper. The Board agreed the provisional resource budget allocations and provisional capital budget allocations to Directorates, and noted the information on budget pressures and easements that could arise in 2010-2011. It was agreed that Directors would not commit expenditure (capital or resource) without first seeking Board approval.

## **9. ICT Governance within LPS**

The Board considered recommendations in connection with ICT management arrangements and agreed to establish an LPS ICT Board, chaired by the Director of DIS, to ensure alignment of LPS ICT with the Service Delivery Model and the LPS and NICS ICT Strategies.

The ICT Board would provide the context under which the various Service Management Boards (SMBs) and Change Advisory Boards (CABs) would operate, and ensure that the ICT expenditure supported the Service Delivery Model. An annual ICT expenditure plan would be agreed by the ICT Board, and the SMB's and CAB's terms of reference would be reviewed to make sure that these supported the ICT strategy.

## **10. LPS Strategy For Tackling External Fraud**

The Board had considered a previous paper on this Strategy at its January meeting, and noted that the Strategy had been revised in accordance with the Board's recommendations. The Board -

- Endorsed the principles set out in the Strategy and agreed that it should be set within overall compliance processes with work proceeding on an incremental basis.
- Agreed that LPS should work closely with relevant GB and Northern Ireland organisations in developing appropriate implementation arrangements for the Strategy.
- Agreed that the LPS Audit and Risk Committee should be responsible for providing assurance on the management of fraud.
- Agreed that the LPS Audit and Risk Committee should consider the Strategy at its next meeting and any subsequent recommendations would be brought back to the Board for 'sign off'.

It was also agreed that the Corporate Services Directorate should take lead responsibility for co-ordinating the development of compliance policies and fraud response plans for various business streams.

## **11. Transformation Sub-Committee – Terms of Reference**

The Board agreed Terms of Reference for a new Transformation Sub-Committee, which would provide governance for the Transformation Programme. It was agreed that options for the remaining members of the Sub-Committee, which Members thought should include non-Directors, would be decided at a following Directors' Weekly Meeting.

### **12.1 Managing Attendance Report**

The Board considered and discussed the latest report on attendance management within LPS. The Chief Executive advised that he would write to Directors regarding responses not received from the note issued previously to managers. Current data indicated that this target could be missed and Directors were urged to do all they could including reinforcing the important messages about absence management.

## **12.2. Staffing Report**

The Board noted the information provided in the latest staffing report.

## **12.3 Corporate Balanced Score-card 2009 -2010**

The Board reviewed the latest Corporate Balanced Scorecard monitor and progress with regard to the targets. It was agreed that, with regard to C2(c), the Chief Executive and the Directors of DIS and Valuation would meet to discuss targeting resources between now and year-end.

## **12.4. CCCU Statistics**

The Board noted the latest statistics from CCCU on the management of AQs, MLA correspondence and complaints.

## **12.5. Audit Recommendations Monitor**

The Board noted the current status of the Audit Recommendations Monitor.

## **12.6 OSNI Audit Recommendations Monitor**

The Board noted the current status of the OSNI Audit Recommendations Monitor.

## **12.7 PAC Action Plan Monitor**

The Board noted the current status of the PAC Action Plan Monitor.

## **12.8 Audit Risk Committee update to Management Board following the LPS ARC meeting of 14 January 2010**

Management Board noted the advice contained in the draft minute of the LPS ARC of 14 January 2010.

## **12.9 Minute of Audit Risk Committee meeting held on 14 January 2010.**

See item 12.8 above.

## **12.10 LPS Corporate Risk Register**

The Board reviewed the Risk Register and noted that updates discussed at the previous meeting had been made.

## **13. Matters arising/progress made on action points.**

See the attached schedule of action points.

## **14. Any other business**

The Board agreed that the key issues for the Team brief would be –

- Debt recovery
- Revaluation 2011
- Backlog pressures in Valuation
- IT Governance
- The Transformation Sub-Committee.

#### **14. Date of next meeting**

The date of the next meeting would be 25 March 2010