

Land & Property Services

Summary of Management Board meeting held in Queen's Court on 7 May 2009 at 9.30am

Present:

John Wilkinson	Chair and Chief Executive
Stephen Boyd	Director of Corporate Services
Alan Hazlett	In place of Alan Brontë, Director of Valuation
Joe Mullan	In place of Iain Greenway, Director of Operations
Wilfie Hamilton	Independent Board Member
Trevor Steenson	Director of Data Information and Systems
Patricia Montgomery	Director of Customers and Business Improvement)
Deirdre Teague	Chair of Management Committee, Item 4 only
Ruth Thompson	Secretary

Apologies

Alan Brontë
Iain Greenway

Budget issues

The meeting began with a discussion on managing urgent budget pressures. It was noted that the situation would be clearer after the following week's Departmental Board meeting, and the agreed actions would be implemented at that stage. In the meantime, it was agreed that with regard to planning, urgent consideration would be given to -

- Freezing recruitment (except where positions had already been offered)
- Reducing travel and subsistence by 25%
- Stopping overtime with the exception of that carried out in critical areas of operations.

1. Conflict of interests

Members confirmed that they had no potential conflicts of interest.

2. Minutes of the Management Board meeting held on 2 April 2009.

The minutes were agreed, subject to a number of changes. It was noted that at item 3.4 The focus of the Management Board workshop held on 30 April 2009 (and referred to in 3.4 of the

minutes) had subsequently changed to focus on the current PEDU Review. Therefore, the budget issues referred to in the paragraph had not been discussed on that occasion as originally proposed.

3. Requested papers

3.1 Financial Review Update

The Management Board considered the first quarterly update on the Financial Review Project. The Board acknowledged the importance of this project and that the very clear risks were being carefully managed by the Project Board. The Board asked for a further update to be provided at its June meeting.

3.2. Monthly update – LPS Revenues and Benefit

The Management Board considered this paper, which was prepared on a monthly basis for the Departmental Board. It was agreed that the paper should be reviewed to make sure that the important information contained in this paper was being presented to the Management Board and the Departmental Board in the most constructive and appropriate way.

It was also agreed that the Board should consider an update paper on current proposals for new and revised collection options.

It was noted that, in paragraph 20 of the paper, it was recorded that the rate collection plan had been completed, endorsed by the Management Board, and issued to staff. It was agreed to record in these minutes that the Management Board's endorsement was in the context of the plan meshing and co-ordinating within the wider Land & Property Services framework.

3.3 Proposals for the next Land & Property Services Customer Satisfaction Survey

The Board considered and agreed, subject to some additional work being done, proposals for the next Land & Property Services customer survey.

3.4. Data Protection Compliance in Land & Property Services

The Management Board considered this paper on data protection matters within Land & Property Services and agreed the recommendations and the need to develop a culture of awareness throughout Land & Property Services with regard to these issues. A review would be carried out of the levels of staff compliance in undertaking the recent on-line training package on data protection and each Director would nominate someone within their area to take responsibility for data protection systems.

Land & Property Services' Project Portfolio 2009 – 2010

This paper sought the Management Board's approval of the Business Improvement Management Committee's (BIMC) proposals on the content, prioritisation and resourcing of Land & Property Services' portfolio for 2009-2010.

The Board agreed the five 'must-do' business priority projects for 2009-2010. These were Non-domestic Revaluation, Rating Reform Phase 2, the Financial Review, Legislation, and the E-PIMS Rollout (subject to funding arrangements).

The Board also discussed the impact of the current financial restrictions on other important projects, both ongoing and proposed. It was noted that there was no budget flexibility at this stage and that Directors should therefore consider how best resources for these projects within their areas could be managed.

It was agreed that it would be useful to make use of information about the key projects in team briefs, to provide practical examples and increase staff awareness of how the different parts of Land & Property Services were working together.

Matters Arising from the Management Committee

The Chair of the Management Committee joined the meeting at this point to provide the Board with an update on matters arising from the Committee's latest meeting.

It was noted that -

- The Management Committee was reviewing the work done on the balanced score-card and would do a short 'lessons learned' report. The Board acknowledged the work done by the Management Committee in connection with the Balanced Score-card.
- The Management Committee had had some discussion regarding the segmental analysis, and it was agreed that there was a need to take stock of this process.

The Terms of Reference for Management Board and Management Committee would be re-visited for review and refinement as necessary.

5.0 Management Information Pack

The Management Board reviewed Land & Property Services'

performance in terms of managing attendance, staffing issues, accommodation, the corporate balanced scorecard and finance.

5.1 Managing attendance.

It was noted that improved management information on attendance issues should be available from June 2009.

5.2. Staffing issues

It was noted that there would be new budgets for next year.

5.3. Accommodation update

The Board considered an update on accommodation issues, and reviewed progress made with regard to Ballymena.

5.4 Corporate Balanced Score-card

The Corporate Balanced Score-card was reviewed. It was noted that six of the eight targets had been achieved. Those not achieved were in relation to rate collection and the number of residential properties on Pointer. It was agreed that it was important to have a commentary explaining the actions taken with regard to these targets in order to set these in context.

5.5 Finance Reports

It was noted that the end of year accounts, in terms of provisional outturn, were on track and had been provided to the Audit Office the previous day. The Board acknowledged the work of the Finance Branch with regard to this.

6.0 Matters arising/progress against action points

Matters arising and progress against action points were dealt with.

7.0 Any Other Business

The Chief Executive referred to the work carried out at the workshop on the previous week, and stressed the need to now build-on and develop this work further, particularly with regard to driving change and getting plans in place for the next quarter.

Ruth Thompson
May 2009