

Land & Property Services

Summary of the Management Board meeting held in Queen's Court on 26 November 2009 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
Anne Johnston	In place of Director of Operations
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
Ignatius O'Doherty	Item 3.6 only
Rachel Hart	Item 3.6 only
Jonathan Sloan	Item 3.6 only

Apologies:

Iain Greenway	Director of Operations
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The Chief Executive welcomed Dennis Licence, the External Advisor to LPS, to the meeting.

1.0 Conflicts of interest

There were no conflicts of interest.

2.0 Minutes of the meeting held on Thursday 29 October 2009.

The minutes of the meeting held on the 29 October 2009 were agreed.

3.1 Monthly update – LPS Revenues and Benefits.

Management Board considered this paper and discussed progress made including the actions being taken in relation to cash collected, in-year collection, debt actioned, and court processes actioned. It was agreed that a paper would come to the Board at the end of the January 2010 on debt issues.

With regard to vacancy work, the Board noted that bills to the value of £5.2 million had been generated and that work was ongoing with most of the councils.

This reinforced the importance in the current economic situation of targeted resources, flexibility, having the right skills in pressure areas and focusing on priorities.

With regard to legislative issues, the Board agreed that it needed to understand the relative impacts of these issues, their priority, and also to engage the Department in respect of these. The first stage would be to look at the issues on an organisational basis.

In order to make progress on this the Chief Executive would include this on the agenda for his meeting with the Permanent Secretary on 17 December.

Ongoing and future arrangements with NI Direct were discussed and it was agreed the Chief Executive would meet with the Director of Transformation, the Director of Operations and the Director of CBI to discuss these issues further.

3.2 Transformation programme progress

The Director of Transformation presented a paper updating the Board on the contextual background and the objectives for the Transformation Programme. The Board agreed that the Programme's strategic objectives should be -

- To develop and implement a programme of change activities to help achieve the LPS Vision/Mission.
- To improve service efficiency and effectiveness through improved integration of LPS activities.
- To support the development of a strong leadership culture within the Agency from Board level to all levels of management.

3.3. Management Accounts and Finance Report, October 2009

The Board discussed the latest report on budget and funding issues, including continuing and emerging financial pressures. The Board considered the implications for 2010-2011 if the agreed transfers of resources and capital were not received from the Department. Discussions within LPS and with the Department regarding these issues would continue, with the risks being carefully assessed, reviewed and monitored. In the meantime, the current freeze on recruitment would continue and Directors would not commit to further discretionary expenditure.

3.4 Estimated Penny Product 2010 -2011

It was noted that this paper had been substituted for the paper on the agenda – the LPS Stakeholder Engagement Plan – which would come to the Board in December 2009. The Board considered the EPP figures for 2010-2011 and the draft letter releasing the figures to councils.

3.5 Report on the 36th Registrar of Titles Conference 2009

The Director of CBI provided a report on the 36th Registrar of Titles Conference 2009, including information from Land Registries in various Commonwealth countries on issues relevant to LPS, such as integration and merger, property markets, GI information, new initiatives and financing. It was agreed that appropriate liaison with such other bodies was valuable and should continue.

3.6 Data spine update – demonstration of work in progress

The Management Board received a demonstration of work in progress on the LPS data spine. This included a management information ‘dashboard’ which would provide up to date and accessible information on a range of critical management issues such as the balanced score-card, the risk register and the audit recommendations monitor. The scope for producing efficiencies was noted. The next steps were to test with information from another system and then a firm proposal and business plan would be brought back to the Management Board. Work needed to be done on the end to end process to see what would need to be developed through the data-spine.

3.7 Data security

The Director of DIS provided an update for the Board on recommended governance arrangements for the co-ordination of data protection matters, including awareness and training, and stressed the importance of these issues across the Civil Service. Management Board agreed the proposed governance structure and Directors would provide names for the role of Information Asset Owners.

4.0 Matters arising from Management Committee

The Board received a report from the Management Committee including the planning process and financial issues, and recommendations regarding the balanced score-card, which were considered at item 5.3 on the agenda.

5.1 Managing attendance

The Board received the latest report on managing attendance within LPS and discussed and agreed actions to be taken to ensure that the LPS target would be achieved.

5.2 Staffing issues

The Board reviewed the information provided in this paper, which set out the 2009-2010 position regarding staffing baselines for each of the Directorates. The baselines were agreed subject to some further discussion between the CBI Director and the Corporate services Director. Discussion would take place with the Trade Union side.

5.3 Corporate Balanced Score-card

The Board reviewed the Corporate Balanced Score-card, including the Management Committee's recommendations. It was agreed that there should be projection to year-end with regard to the targets. The Board discussed and agreed actions to be taken in connection with targets. In connection with these it was noted that –

- With regard to cash collection, discussions were ongoing between Valuations and Operations.
- On the Customer Satisfaction index target it was noted that LPS was dependent on NISRA and currently there were indications that the data might not be produced in the timescale.
- With regard to LPS delivering its scorecard objectives within its budget % tolerance of 1.5% at year end, once monitoring had been resolved, it was likely to revert to green.
- With regard to the build to bank framework target it had been agreed that the date should be moved to March 2010. The implications of this change of target date on the subsequent actions target were discussed, and it was agreed that the review of the end to end process would be carried out and would be brought back to the Board in March 2010.

5.4 Statistics for management of AQs etc.

The Board noted the up to date position regarding the management of AQs and correspondence cases, and commended the good progress that had been made to date.

5.5. Audit recommendations monitor

The Board reviewed the audit recommendations monitor and also noted that a further satisfactory audit report had been received. It was felt that very positive progress had been made.

5.6 PAC Action Plan Monitor

In reviewing the PAC Action Plan monitor the Board noted that most of the required actions had either been actioned, or were 'in hand' to be actioned. It was noted that the action at item 16 should now be green.

5.7. Matters arising/ progress against action points.

The Board reviewed the progress made with regard to actions agreed at previous meetings.

6. Any other business

- The Director of CBI referred to the issue of consolatory payments to customers and advised that she would circulate a draft paper.

- With regard to the proposed Minister's visit to the Ballymena office, it was agreed that this should be a straightforward visit rather than an official opening of the one-stop-shop.
- It was agreed that Christmas opening hours for offices and shops across LPS would be the same as the previous year.

7. Next meeting

It was noted that the next meeting would take place on Monday 21 December.

Ruth Thompson
December 2009