

Land & Property Services

Summary of Management Board meeting held in Queen's Court on 29 April 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)
Tommy O'Reilly	Director of Transformation
Trevor Steenson	Director of Data Information and Systems (DIS)
Ruth Thompson	Secretary

1. Conflicts of Interest

No conflicts of interest were recorded.

2. Minutes of the meeting held on 25 March 2010

The minutes were agreed.

3. Monthly update – LPS Revenues and Benefits

The Management Board reviewed the latest update on progress with regard to Revenues and Benefits including collection levels, ratepayer debt and resource issues.

The Board discussed the challenges ahead, including the need to drive results and the challenges with regard to resources. It was agreed that the findings from the IRRV Report would be brought to the next meeting for the Board to agree a debt recovery action plan.

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

The Board considered the information provided in this update which reported on the progress made with regard to a range of 2009-2010 rating casework. With regard to Altered Domestic cases and the reallocation of resources to fund accelerated completion of these cases beyond 16,000 per year, the Board asked that this issue would be brought to a Directors' Weekly Meeting

for further discussion and decisions regarding the options for doing this work .

5. Non-domestic Revaluation

The above paper included an update with regard to ongoing progress in connection with the publication of the Revaluation in 2011. The Director of Valuation would keep the Board briefed regarding progress.

6. LPS Finance Report

The Management Board reviewed and approved the provisional March management accounts and noted that the Director of Corporate Services was preparing a 'lessons-learned' report. The Board also discussed risks for the year ahead and stressed that Directors should endeavour to remain within budgets and not commit to any further expenditure without existing budget cover.

7. LPS Service Delivery Model Update

The Director of Transformation provided an update for Management Board on the progress made by the Working Group with regard to the new Service Delivery Model. Further to this, a detailed paper would be brought to the May Management Board meeting seeking the Board's agreement to the new Service Delivery Model.

8. LPS Information Assurance Arrangements

This paper was in response to a previous request from the Management Board for a report on information management and information security arrangements and the various controls and checks in place to make sure that LPS was compliant with current guidance. The Board reviewed the information provided and stressed the need to stay very focused with regard to ensuring the security of LPS data and information.

9. Key Stakeholder Engagement Plan

Management Board considered the proposed corporate approach to key stakeholder management set out in this paper and approved the proposals as way forward subject to –

- Some small adjustments to the content of key messages.
- The development of actions to take the work forward.
- Reviews at regular intervals.

10. 1 Managing Attendance Report

Management Board reviewed the Managing Attendance Report including the long term absentee report and sickness absence statistics for February 2010. The current absence rate for LPS after 11 months was

10.15 days, which meant that, while the managing attendance target had not been achieved, the position had improved compared to the previous year. The Chief Executive and the Director of Corporate Services would meet with the Department to discuss actions and processes regarding absence management.

10.2 Staffing Report

Management Board considered the 2010-2011 staff baseline position in line with the ongoing work to recruit and internally redeploy staff to fill agreed vacancies. This included discussion with TUS regarding arrangements for redeployment of AOCs.

10.3 Accommodation Report

Management Board reviewed the current accommodation position in LPS offices.

10.4 Corporate Balanced Score-card Monitor Summaries 2009-2010

The Director of Corporate Services provided Management Board with a review of the likely outcome in connection with the targets contained in the 2009-2010 Scorecard. Although not all targets had been achieved (three out of a total of 13 were missed) there had been considerable progress made.

The Board agreed that the Independent Members would review the comments contained on the Score-card and then discuss these with the Chief Executive

10.5 CCCU Statistics

The Management Board reviewed the statistics on handling Assembly Questions, correspondence cases and complaints. The Chief Executive would also consider procedures for referring these through his office and come back to Directors with proposals for handling this aspect.

10.6 Audit Recommendations Monitor and outstanding audit recommendations

The Director of Corporate Services advised the Board that, of the total of 90 audit recommendations made in 2009-2010, 12 were currently outstanding. The Board reviewed the status of the outstanding recommendations in detail, and the proposed dates for completion of these. Additional information to be provided in the schedule was requested, including that it was important that the schedule provided a sense of the seriousness of key risks.

10.7 PAC Action Plan Monitor

The Director of Operations reported that everything contained in the PAC Action Plan that could be completed had been completed, and that this would, therefore, be the final report. A report would be provided to the Finance and Personnel Committee in May 2010 on the progress that had been made.

11. Matters arising and progress against action points.

Progress against the action points from previous meeting was reviewed and the schedule of actions was updated accordingly.

12. Issues for next Team Brief

The Board agreed the following issues should be mentioned in the Team Brief –

- End of year performance
- LPS leadership Conference
- Launch of the new purpose and Commitment Statement

With reference to the Leadership Conference, there was agreement that the momentum should be kept going and this would, therefore, be discussed at a Directors' Weekly Meeting.

There was also a discussion about the need for the Management Board to focus on key strategies – particularly, the four or five issues that would make a difference, while also fulfilling its operational role, and the need for further work to be done around this issue.

The External Advisor suggested a follow-up working group session around the theme of 'what do I need from colleagues to make my job easier...what can I provide to my colleagues to make their jobs easier...'

12. Any other business

- The Chief Executive thanked the Independent Board members and the Change Management Advisor for their input and help with regard to the Leadership Conference.
- The Director of Corporate Services advised that the Audit Committee meeting on the previous Friday had been very positive and good progress was being made with assurance raised to satisfactory.

The Director of CBI provided a brief report on training being provided. She would meet with the Director of Operations to discuss resource issues in connection with this and keep the Director of Corporate Services advised of the potential income implications.