

SIMPLIFICATION TASKFORCE
Mapping/Land Inspections Sub-Group Meeting
Monday 18th March 2019 – Saughton House

ATTENDEES

SG Members

Marcus Mackenzie (Chair)
Wayne Bowden
Alan Elder
Douglas Petrie
Veronica Reid
Heather Campbell
Yvonne Nova (Secretariat)

External Members

Jonnie Hall
Donald McKinnon – via VC from Stornaway
Jennifer Struthers – Via Tele-conference

1. Introductions

Marcus introduced the members in the room and their roles in the sub-group

2. Land Inspections - Hot House Pilot

Veronica Reid gave a short presentational update on the Land Inspection Hot House Pilot, in short:

- A continuous improvement method to 'accelerate improvements in response to key business problems, in a structured and efficient way'.
- ARE Improvement team working in partnership with Business Analysts/Service Provider.
- Consultation with Business representatives/subject matter experts.
- Combination of methodologies used based mostly on the SG Model for Improvement – set out in the Scottish Government's 3 Step Improvement Framework
- Visits to 7 RPID Area Offices.
- Met with subject matter experts, currently operating the system.
- To understand complexity of the processes and problems faced by staff.
- Analysis being undertaken
- Action plan being developed – tests to be agreed.

- Updated Report on Hothouse activities to be circulated to members when available

3. Simplification Taskforce

Internal

- Approx. 400 simplification suggestions have been gathered from ARE and Delivery Partners. These have been scored, categorised, sense checked, prioritised and considered within an IT impact context.
- The focus to date has been to look at the current time period up to the end of 2020, within current legislative constraint.
- Two of the main categories (Inspections and AECS) have been taken forward within the 'Hot House' environment.
- Most work has concentrated on Inspections internally

External

- It is important that the sub-groups form their views regarding the sub-group topic, in this case Mapping and Land Inspections.
- the new LPIS Mapping tool should provide improvements by late summer with more up-to-date aerial photography

General discussion

- Jonnie commented that we must manage expectations around key points.
- Douglas agreed and acknowledged that there were some 'quick wins' but future projects as mini pilot schemes may be the main output from the group.
- Marcus referred to the Simplification Taskforce Consultation Questions Paper that he circulated to the members on Friday and asked for the views of the external members
- How do Inspections mapping link in to the Hot House work? Need to work more closely with the Hot House Team to save duplication of effort/resources.
- Simplification ideas can be suggested, but may not be implemented due to knock on effects on other business areas
- Biggest changes would be change to regions and crop diversification, but these would need Ministerial 'buy-in'
- Inspection reports could be reformatted to make it easier for farmers/agents to understand i.e. Field Number differences on map from inspection and in numerical order.
- Alan noted that this has been looked at in the past, findings were linked to claimed area. Could be feasible and has been improved recently.
 - Link 'old parcel' to 'new parcel'
 - Consistency needed with decimal points used between in SAF (2) and Inspection Reports (3)
 - Fields and Inspection reports should be in numerical order for ease of searching
 - Alan noted that the new LPIS viewer will show Inspection layers which should provide some of these benefits
- Link Inspections Form with SAF online.
- The online version will be always be the most up-to-date version of maps.
- Stability required during SAF application window, and systems need to be fixed for this period of time.

- Set a 'last date' of LMF submissions to ease the stability of SAF application window/processing.
- Stability needed around simplification – constant change to make process simpler can lead to confusion and therefore no change is possibly the best form of simplification. Jonnie noted that when Greening was brought in it was complex and generated multiple calls. Now that everyone knows the rules there is almost no questions being fielded from customers.
- Customer Guidance (improved) required for soft/hard feature changes/updates for legible and illegible areas.

The Group discussed the need for better communication to customers around mapping and eligibility of land.

- Clear messages and examples required ie photos, short video tutorials of areas that customers struggle with i.e. scree/bracken. This would enable farmers etc. to better understand and clarify what are hard/soft features and temporary/permanent features.
- An acknowledgement that farmers don't realise what can/cannot be seen in aerial photography needs addressed.
- Better communication of processes and what they are being used for to customers ???
- Not just about making the processes simpler but also the information simpler

Marcus asked the group to consider what would be the best way to communicate this, and suggested a similar 'screen capture video' approach as planned for the LPIS launch. All agreed that this was a good approach however:

- Not everyone will be able to view it and therefore a blended approach is required i.e. online/post
- Downside is timing as this is busy farming time, and paperwork is classed as low priority. Any change to application windows would have a knock on effect on other farming areas, therefore no-go.
- Could it be incorporated in to the LPIS tutorials as a 'one stop shop' approach?
- Need to consider the small percentage of the farming community who don't engage electronically.

4. Further actions

External members

- Marcus encouraged the external group members to have discussions before the next meeting re what they think should be the priorities of the task force in relation to Inspections/mapping.
- Share thoughts on today's session and their own views at the next STF meeting.
- Steer required on Top 5 or 10 areas to prioritise.
- Simplification Taskforce (full group) will then ratify

- Email responses/comments to Marcus before next STF meeting on 24 April - ALL

Internal members

- Cost benefit analysis to be undertaken for 'quick win' improvements
- Impact analysis required for any taken forward
- More join up required between the Simplification taskforce and the Improvement team to sense check and focus thinking.
- Marcus to share the transition timeframe (2020-2024) scoring to be shared with group once completed, for consideration for future pilots
- Not discussed at the meeting but Marcus to share the NFU Scotland Consultation response to the specific questions relating to Inspections and Mapping with the group.