



Management Team Minutes **Tuesday 30 October 2018 at 9.30am**

Present:- Assessor, Head of Valuation Services, Divisional Assessor (AN&A),
Divisional Assessor (AS&E), Principal Admin. Officer and Office Manager.

**Action
Req'd
by:**

1.0 APOLOGIES

No apologies.

2.0 PREVIOUS MINUTES

The previous minute was approved.

3.0 MATTERS ARISING

3.1 Mileage and Expenses (Item 4.2)

The DA's confirmed that they had spoken to Technical Staff regarding undertaking more office based working.

3.2 Reports – Non Domestic (Item 5.1)

The Assessor, HOVS and the DA's met to discuss work allocation within the teams.

3.3 Suggestions Box (Item 9.1)

Suggestion No. 406 was implemented.

3.4 Policies and Procedures (Item 4.1)

The Data Protection Policies and Procedures were placed within the Data Protection Section of SharePoint.

The Communication Strategy has been placed within the relevant location on SharePoint.

4.0 PERSONNEL

4.1 General

It was noted that [REDACTED] is currently off on long term sickness absence.

Recruitment checks are currently being carried out for the successful Temporary Property Assistant candidates.

The post for the Clerical Assistant/Canvasser is being advertised with effect from 30 October 2018 with a closing date of 18 November 2018.

A member of clerical staff has confirmed her intention to retire with effect from 17 January 2019.

4.2 Mileage and Expenses

The mileage is being monitored and currently there are no issues.

4.3 Absence Statistics

Current absence statistics remain good.

4.4 PDRs and Training

Technical PDR's will commence this month.

Canvassers training took place on 10 and 11 October 2018 for the three week temporary canvassers.

Fire Extinguisher training took place on 26 October 2018.

The DA (AN&A) undertook a Mock Interview for an APC candidate from [REDACTED].

An IRRV Seminar on "Know Your Non Domestic Rates" has been placed on SharePoint.

The PAO and the Admin. Officer (ER) will be attending Elector8 training during January 2019 in Warrington.

5.0 REPORTS

5.1 Non Domestic

Discussion took place on various issues including Rent Questionnaires, Return of Information Forms and NDR Sales. RQ guidance was circulated. The DA (AS&E) will speak to the Admin Officer (TSU) regarding a clear out of the RQ's.

The Assessor requested that any RQ's older than 2008 are disposed of in confidential waste bags and labels put on any furniture which is required to go for uplift.

The Admin Officer (TSU) should be compiling a process document for updating the RQ's.

- 5.1 Rental Questionnaires require review dates to be input to the Assessor's System and it was noted that only half have been done. TSU will be inputting the dates to those requiring them.

The Return of Information forms are currently being updated in line with the data protection regulations. The DA's will inform the Admin Officer (TSU) of the location of the spreadsheet in order that this can be updated and once the ROI's are up to date these can then be issued using the up to date spreadsheet.

It was noted that performance is currently above target but statistics are dropping. It was agreed that the HOVS would highlight this issue and the reasons that the statistics may decline within the Board report.

- 5.2 Council Tax
Discussion took place on dwellings.

Council Tax performance statistics remain very good.

It was noted that currently there are 132 invalids and 197 valid proposals.

6.0 SAA

Bullet and Actions Points from meetings have been placed on SharePoint.

The Assessor has submitted costs to the SAA with regard to Barclay. A report will be presented to the Board meeting in January 2019 on Barclay as part of the Modernisation and Transformation report.

A Public Building Working Group Chairs meeting will take place on 5 November 2018. The HOVS will raise any Public Buildings issues AVJB have at this meeting.

The DA (AN&A) will attend the Miscellaneous Properties Committee Meeting on 1 November 2018.

The SAA Bullet and Action Points from the SAA Electoral Registration Committee Meeting have been placed on SharePoint.

It was reported that the former [REDACTED] has passed his Rating Diploma.

7.0 ICT

- 7.1 Electoral Management System (EMS)
The PAO reported that E8 updates have been received which have improved various functions within the system, and how it operates. A further update will be undertaken in November 2018 which will allow a mock election to be undertaken in due course. Statistical reporting is now correct.

7.2 Core System Review

Initial intimations from the external solicitors have indicated that there are no legal impediments with regard to the partnerships with [REDACTED] Assessors system. The full legal position will be known prior to mid November 2018.

The PAO is currently compiling data tables from the progress system and other systems in preparation for migration to the new system.

The North Ayrshire Council Tax file scanning should be complete within the next month. We will then commence on East Ayrshire files. Costs from SAC IT will be required before scanning can commence in order that the Assessor can report to the next Board Meeting.

7.3 AVJB Website

The AVJB website has been updated with the removal of the paragraph relating to Council Tax payments.

7.4 Other

Nothing to report.

8.0 ER UPDATE

8.1 General

The canvass is nearing completion and canvassers have one week remaining to complete their allocation. Currently there is an 84% response rate.

Telephone and internet responses equalled 76,000 which is up on last year.

Print and postage costs are being monitored and it is expected that we will overspend on postage this year. It was hoped that canvass reform would save on future print and post costs.

The HOVS received a prevention of crime enquiry and may require to attend court.

8.2 Elections

The next planned election is not until the Scottish Parliament Elections due on the 6 May 2021, followed by the Local Government Elections on 5 May 2022.

9.0 GOVERNANCE

9.1 Suggestions Box

A suggestion was received regarding leasing a company van (No. 407). It was reported that currently we have no resources for this but the HOVS is investigating options via SAC Hire on the Wire.

Suggestion No. 408 has previously been highlighted to the Portal Custodian but due to costs involved we are unable to make changes at this time.

- 9.2 Mail Logging
There were no outstanding mail log items.
- 9.3 Board Meetings/Reports
The next Board Meeting will take place on 8 January 2019. Reports will include Modernisation and Transformation, Electoral Registration, Valuation and Performance, Staffing, Complaints and Revaluation Progress.
- 9.4 Budget Update
Print and posts costs are being monitored.
- 9.5 Audit Internal/External
The Assessor and OM met and updated the audit action points.
- 9.6 Corporate Plan
Currently there are no planned changes.
- 9.7 Service Plan
The DA's added their comments to the Service Plan and the Assessor will review the comments. **Ass**
- 9.8 Risk Register
The Risk Register will be reported to the March Board Meeting.

It was noted that the Polling Station Review may change polling districts which would take place after we publish the register in December. This carry's additional risk if there was an unscheduled election. We would require to run a new register.
- 9.9 Business Continuity
The Business Continuity Plan will be updated towards the end of the year.
- 9.10 Complaints & Letters of Appreciation
No complaints were received since last reported.

Three notes of appreciation were received.
- 9.11 Records Management & Retention
The Assessor is currently working on the process document.

The three records retention documents will be merged into one document named Information Asset Register. **HOVS**
- 9.12 FOI & DP
It was noted that one FOI request has been received since last reported.

A Draft Data Sharing Agreement has been sent to South Ayrshire Council and a response is awaited.

The PAO reported on a Governance Meeting regarding CCTV. A draft document has been received from SAC in this connection.

It was noted that the Information Commissioner (ICO) no longer publish registration details for participating organisations.

9.13 Equalities
The HOVS reported that he attended an Equalities Translation and Interpretation Services Meeting on 2 November 2018 at East Ayrshire Council.

9.14 Health & Safety
Fire Extinguisher Training took place on 26 October 2018.

The HOVS is currently looking at Risk Assessments and the Lone Working Policy.

It was noted that the issue with the reception buzzer has now been resolved.

The lighting at reception is currently being investigated by the HOVS.

9.15 Elected Members Enquiries
Three elected member enquiries (all from Councillors) were received since last reported.

9.16 Policies & Procedures
The Special Leave and Lone Working Policies are currently being reviewed.

9.17 Customer Questionnaire
The Customer Questionnaire letter has now been adapted to point the customer to complete the questionnaire online. The DA will report back on this at the next meeting.

**DA
(AS&E)**

9.18 Property Matters
The Assessor reported that she has emailed Technical and TSU staff regarding tidying their rooms.

A rationalisation of cabinets will be required.

The time line and office plan have been updated and are available on SharePoint.

The rotating cabinets have been relocated to the first floor and the files have been moved to the new location.

The Technical Officer has completed the general development cabinet rationalisation and one cabinet has been removed.

The HOVS reported that Energy Efficient Scotland will visit the office on 31 October 2018 to discuss lighting etc.

10.0 AOCB

There was no other competent business.

11.0 DATE OF NEXT MEETING

The next meeting will take place on 18 December 2018.