



Management Team Minutes **Tuesday 21 August 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 subject to minor amendments.

3.0 MATTERS ARISING

3.1 Records Management & Retention (Item 3.1)

A meeting will be arranged with the HOVS, BSDO and technical staff in order that staff can give input to the content of the new directories.

**HOVS/
BSDO**

3.2 Reports – Non Domestic (Item 3.4)

The guidance regarding the 10 (2) (A) has been updated on SharePoint by the DA (AN&A).

3.3 Council Tax (Item 3.5)

It was noted that there is now an electronic TSU Calendar and all TSU staff have access.

It was also confirmed that the process document on the VAC Scotland website was placed on SharePoint within the Court & Committees button.

3.4 General (Item 4.1)

Contact had been made with DYW regarding an AVJB Blog. Questions have been received from DYW and the Trainee Valuers are currently working on responses to the questions and will return these with photographs etc.

3.5 Reports – Non Domestic (Item 5.1)

An updated copy of the Licensed Premises Practice Note has been placed on the portal.

3.6 SAA (Item 6.0)

The DA (AS&E) confirmed they had looked into the matter on the Practice Note for Licensed Premises.

The Bullet and Actions Points of the SAA ERC Meeting which took place on 14 June 2018 have been placed on SharePoint.

3.7 AVJB Website (Item 7.3)

The Management Team confirmed that they had looked at their areas of responsibility within the website to ensure the wording and links were correct.

The NDR wording within the AVJB website which made reference to Council Tax has been updated.

3.8 Service Plan (Item 9.7)

The DA's will double check the Service Plan to ensure that their areas of responsibility are up to date.

DA's

3.9 Records Management & Retention (Item 9.11)

Work is progressing on the process document for return of information forms.

**DA
(AS&E)**

3.10 Policies and Procedures (Item 9.16)

The Communication Strategy has now been reviewed.

3.11 Customer Questionnaire (Item 9.17)

It was noted that a meeting has been arranged for the 29 August 2018 and the process will be discussed. The DA (AS&E) will report back to the next Management Team Meeting.

**DA
(AS&E)**

3.12 AOCB - Rental Questionnaires and other forms returned (Item 10.1)

The Assessor reported that she had produced a process document in regard to the above and the input of these by the Trainee Valuers. After a practical test of the document it was felt that it was not appropriate for the Trainee Valuers to take on this task at this time.

4.0 PERSONNEL

4.1 General

A SAC HR/AVJB meeting will take place on 22 August 2018. It was also agreed that the DA (AN&A) would attend part of the meeting to discuss a personnel matter.

One of the Temporary Clerical Assistant/Canvassers has resigned with effect from 20 August 2018 to pursue further education.

Staff are reminded that one of the criteria for eligibility to work overtime is the requirement to be in flexi credit.

It was noted that the Modern Apprentice had gained employment within South Ayrshire Council.

The young person on the Employability Programme left AVJB after a short period.

Both of the Trainee Valuers will commence the BSc (Hon) Real Estate course at Glasgow Caledonian University in September 2018.

Driving Licence and Insurance checks are now complete.

At a meeting with the Treasurer to the Board staffing costs were discussed. In order to meet last year's budget the vacant valuers post was reassessed to a trainee valuers post.

The recruitment process will commence for two Temporary Property Assistants and a Temporary Clerical Assistant/Canvasser.

The Hospitality Register has been updated with a complimentary service provided to one of the Valuers.

A Valuer Level 3 recently reported an injury sustained whilst out on survey and this has been recorded within the relevant control document.

4.2 Mileage and Expenses

The Assessor reported that another Assessors Office is undertaking a pilot exercise in connection with Council Tax where as much work as possible is carried out from the staff's desks. The Assessor concerned will report in December on the success or not of the exercise.

The Assessor requested that the DA's, in consultation with technical staff, ascertain if more work can be undertaken within the office.

DA's

4.3 Absence Statistics

Current absence statistics are excellent.

4.4 PDRs and Training

The BSDO and the OM are due to commence the AEA Certificate Qualification on 27 September 2018.

The Trainee Valuers will commence their BSc (Hons) in Real Estate course at Glasgow Caledonian University in September 2018.

A Valuer Level 3 and Valuer Level 1 have been given approval to commence the RICS Rating Diploma. It was noted that the work required by the members of staff should not be carried out during office hours.

It was reported that, given the level of training that AVJB are providing as detailed above, there are not sufficient funds within the training budget to cover the costs. However there will be a transfer from another budget header into training.

If the DA (AN&A) identifies appropriate training it will be placed within the Training Button on SharePoint for staff to view.

It was noted that all technical staff have completed the training on Time Management.

It was noted that a Mock Interview was carried out for another Assessors member of staff on 15 August 2018.

5.0 REPORTS

5.1 Non Domestic

Discussion took place on various issues including Rent Questionnaires, Return of Information Forms and NDR Sales.

Consideration was given to the allocation of work within the teams. It was agreed that the DA's would consider further.

DA's

A further meeting will take place with the Assessor, HOVS and the DA's to discuss the work allocation and the DA (AN&A) will arrange a meeting to take place week commencing 26 August 2018.

**DA
(AN&A)**

5.2 Council Tax

Discussion took place on Council Tax as part of the Non Domestic item due to the overlap in resources.

It is clear given the complaints we are receiving that we require to manage council tax payer's expectations on the time we may well take to deal with their proposals/appeals. Standard letters will be amended and state that Valid's will take 12-18 months and Invalid's 18-24 months to deal with.

It was noted that 60 valid's and 47 Pl8's have been allocated to the Council Tax team.

6.0 SAA

The SAA Assessors' Committee Meeting took place on 16 August 2018 and various documents including the Bullet and Actions Points from the meeting have been placed on SharePoint.

The Assessor is attending a meeting of the Barclay Recommendations Roundtable on the RICS response to the Barclay Review on the second consultation.

A number of requests have been received from the Association and all have been provided.

It was noted that Deer Forests will be cited by Highland in December.

7.0 ICT

7.1 Electoral Management System (EMS)

Some issues are still being experienced with the Electoral Management System and the Assessor will speak to Democracy Counts regarding the system.

7.2 Core System Review

Currently the [REDACTED] is in communication with [REDACTED] who are acting for the [REDACTED]. The outcome is awaited.

A Project Initiation document has been produced by the Ayrshire Assessor and forwarded to [REDACTED]. A meeting will take place with all involved.

The Assessor and PAO will be meeting with SAC ICT and IT requirements are expected to be received from [REDACTED].

7.3 AVJB Website

The next update of the AVJB website will take place after the Board meeting on 4 September 2018.

7.4 Other

It was noted that there was an upgrade of the switches within the Comms room. This will allow data to be passed at a higher speed.

It was noted that the internet was running slowly and this could be due to ICT Security and site monitoring.

8.0 ER UPDATE

8.1 General

The canvass is progressing and there is currently a 55% return.

Reminders for North and East Ayrshire have been issued and South will be issued on 27 August 2018.

The Electoral Commission will be visiting the office on 30 August 2018 to review our canvass plan, canvass progress and performance standards.

It was noted that we have been in discussion with the South Ayrshire Communications Team to liaise with East and North Ayrshire and promote the Canvass through the Council social media channels.

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 Return of Rental Information forms. The HOVS will investigate the suggestion.

HOVS

9.2 Mail Logging

There were no outstanding mail log items.

9.3 Board Meetings/Reports

The next Board Meeting will take place on 4 September 2018. Reports will include Risk Register, Electoral Registration, Valuation and Performance, Staffing and Records Management. The Auditor also intends to submit an Audit Report.

9.4 Budget Update

The budget is currently on target with no real issues. It is our intention to employ additional temporary staff.

It was noted that AVJB have been requested to make savings for the 2019/2020 budget.

9.5 Audit Internal/External

The Audit Actions Plan will be updated within SharePoint to reflect any action points.

The Senior Management Team had an introductory meeting on 8 August 2018 with the new Chief Internal Auditor.

9.6 Corporate Plan

The reviewed Corporate Plan was placed on SharePoint. Currently there are no planned changes.

9.7 Service Plan

The Service Plan is located on SharePoint. The Management Team should familiarise themselves with their responsibilities. There are no changes to the Services Plan at this time.

**Man
Team**

9.8 Risk Register

The Assessor has now reviewed the Risk Register which will be presented to the Board Meeting in September 2018 with a six month report.

9.9 Business Continuity

The Business Continuity Plan was updated on 23 July 2018 with minor alterations.

9.10 Complaints & Letters of Appreciation

Two complaints regarding the length of time taken to deal with Council Tax proposals and four letters of appreciation were received since last reported.

Staff are reminded to forward to the PA any letters of appreciation.

9.11 Records Management & Retention

Records Management Training for staff took place on 9 August 2018. Feedback from the training was good and the presentation slides have been placed on SharePoint.

The three records retention documents will be merged into one document named Information Asset Register.

The Keeper has emailed in connection with a consultation on the Model Records Management Plan which requires to be reviewed every 5 years.

9.12 FOI & DP

It was noted that three FOI requests remain outstanding.

One DPA enquiry was received since last reported.

9.13 Equalities

SAC Equalities Champion Meeting will take place on 23 August 2018 and will be attended by the HOVS.

The Ayrshire Equalities Partnership Meeting will take place on 11 September 2018.

The HOVS will arrange Equality Training for staff in due course.

9.14 Health & Safety

The action points from the recent Fire Risk Assessment and Health and Safety Audit have been placed within the control document on SharePoint.

The Health and Safety Group will meet on 30 August 2018 where there will be a reallocation of tasks.

Fire Warden Training will take place on 28 August 2018.

A Fire Drill will take place in due course.

9.15 Elected Members Enquiries

Eight elected member enquiries were received since last reported.

9.16 Policies & Procedures

The Data Protection Policy, Data Protection Breach Procedure, Data Protection Breach Reporting Form and the Data Protection and Information Security Staff Guidelines were approved and will be placed in the Data Protection Policy Section within SharePoint.

OM

The Communication Strategy has been reviewed and will be moved to the relevant location within SharePoint and staff informed.

OM

9.17 Customer Questionnaire

The Customer Questionnaire Group will meet on 29 August 2018.

9.18 Property Matters

As previously discussed the changes to IT including was an upgrade of the switches within the Comms room was mainly within the back office as was largely related to the scanning project.

The OM confirmed that the office windows received another internal/external clean.

Weeds around the back building car park and basement outside areas have been reported to SAC.

A repair within the car park wall has also been reported.

10.0 AOCB

There was no other competent business.

11.0 DATE OF NEXT MEETING

The next meeting will take place on 23 October 2018.