



Management Team Minutes **Tuesday 24 April 2018 at 9.30am**

Present:- Assessor, Head of Valuation Services, Divisional Assessor (AN&A) and Office Manager

**Action
Req'd
by:**

1.0 APOLOGIES

Principal Admin. Officer and Divisional Assessor (AS&E)

2.0 PREVIOUS MINUTES

The previous minute was approved subject to minor amendments.

3.0 MATTERS ARISING

3.1 Service Plan (Item 3.6)

The HOVS confirmed that the Service Plan has been placed on the website.

3.2 ER Update - General (Item 8.1)

It was confirmed that the PAO liaised with the three unitary authorities regarding district boundary changes.

3.3 Corporate Plan (Item 9.6)

Work is progressing with the Corporate Plan which will be presented to the June 2018 Board Meeting.

3.4 Records Management & Retention (Item 9.11)

The HOVS will make comment on the Business Classification Scheme.

HOVS

3.5 Policies and Procedures (Item 9.16)

The reviewed policies and procedures were placed on SharePoint and staff informed.

3.6 Customer Questionnaire (Item 9.17)

A meeting of the Customer Questionnaire Group has been arranged for 27 April 2018 and the issue of the questionnaires will follow after the meeting.

DA (AC)

4.0 PERSONNEL

4.1 General

A young person has commenced with AVJB as part of the SAC Employability Fund Programme working 2 days per week for approximately 10 weeks.

With effect from 1 April 2018 there is now one cleaner for both AVJB buildings.

The HOVS, PAO and OM will meet to discuss the SAO post.

The yearly driving licence and insurance checks are now being undertaken.

The car parking changes took effect from 1 April 2018.

It was noted that SAC had experienced some issues with pension information when the payroll systems were integrated. Employee Services are currently working through these issues.

The Joint Staffing Watch return for the first quarter of 2018 has been made with an FTE of 38.99.

The interviews for the Temporary Property Assistants posts take place on Thursday 26 April 2018.

The current Property Assistants have applied to Caledonian University and await the outcome.

Thanks were given to all members of staff who worked overtime on the Domestic clear-out.

4.2 Mileage and Expenses

The DAs continue to monitor mileage and the best use of resources.

4.3 Absence Statistics

Current absence statistics show long term absence at 1.25% and short term at 1.17%.

The Assessor reported that patterns between annual leave and sickness absence are being investigated.

4.4 PDRs and Training

PDR's within clerical electoral staff are nearing completion. Dates will be put in diaries for Technical staff PDR's.

The DA's will attend GDPR training in Edinburgh on 23 May 2018.

All Technical Staff have been asked to undertake the Time Management Training on COAST. The DA (AN&A) will set a deadline for this to be complete.

**HOVS/
PAO/
OM**

**DA
(AN&A)**

The Property Assistants will attend IRRV Council Tax Update training in Grangemouth on 30 May 2018 and one of the Property Assistants will attend the Know Your Non Domestic Rates on 15 May 2018 in Grangemouth. A substitute delegate will be sent to fill the remaining place on 15 May 2018.

The [REDACTED] attended an [REDACTED] training course in February 2018 in Warrington.

The Training Group will meet during May 2018.

Two members of staff showed an interest in undertaking the AEA. They are the PA&OM and the BDSO.

The DA (AN&A) indicated that he is trying to arrange a Mock Interview for another Assessors Office.

5.0 REPORTS

5.1 Non Domestic

It was noted that there were 2 DIA's for the April Valuation Appeal Committee.

The Assessor reported a change to the 2.10b guidance. It was agreed that the DA(AS&E) update the guidance within SharePoint.

**DA
(AS&E)**

For the 17 May 2018 hearing – citations have been issued for the revaluation appeals. 315 shops have been cited of these 144 have been withdrawn or agreed i.e. South – 10, North – 56 and East – 78.

It was agreed that the Assessor, DA (AN&A) and the Principal Valuer [REDACTED] would meet to discuss the [REDACTED] Shopping Centre.

It was also agreed that the Assessor, DA (AN&A) and the Principal Valuer [REDACTED] would meet to discuss Ayr High Street.

A new approach has been introduced on how we deal with survey work. This approach is being monitored and outcomes investigated.

Performance

The Assessor reported that the statistics were excellent for Council Tax and Non Domestic Rating.

Details of the proposed performance targets in Council Tax and Non Domestic Rates for 2018/19 are as follows:-

Council Tax (Band Sales)	6 month target	9 month target	12 month target	Over 12 month target
Financial Year 2018/19	45%	75%	20%	5%

Council Tax (New entries)	3 month target	6 month target	Over 6 month target
Financial Year 2018/19	75%	20%	5%

NDR	3 month target	6 month target	Over 6 month target
Financial Year 2018/19	65%	20%	15%

5.2 Council Tax

Unfortunately the proposals becoming appeals in 6 months had not been run by the DA (AS&E). It was advised that dates for this activity be placed in their electronic diary as a reminder. It was also suggested that the Admin. Officer [REDACTED] places the reminder in her electronic diary also.

**DA
(AS&E)/
AO
(TSU)**

Outstanding valid proposals for 01/04/18 are 189 and invalids are 235. We currently have 133 invalid proposals and 180 valids. During the year 2017/18 - 231 valids and 323 invalids were dealt with.

These figures will be placed in the Annual Report to the Board.

Thanks were again given to the teams for their hard work. Hopefully with the rationalisation of the survey cards workloads will improve.

The Assessor reported on the VAC All Scotland Website which is now live. An email has been circulated with a process document attached. The DA's should familiarise themselves with the document prior to the next court.

DA's

6.0 SAA

The Assessor will be attending the Basic Principles Committee on 27 April 2018.

Bullet/Action Points from the SAA Assessors Committee held on 19 April 2018 together with the Assessors own Bullet/Action Points have been placed on SharePoint.

It was stated that it is important the bullet and action points are placed on SharePoint as soon as possible after a meeting has been attended.

The Practice Note for Licensed Premises will be presented to the SAA AGM.

7.0 ICT

7.1 Electoral Management System (EMS)

When the migration was undertaken in 2017 and before the 2017 canvass there were some addressing issues and clerical staff are working through these issues in order to resolve them. A number of these addressing issues were in Arran.

7.2 Core System Review

The Assessor is still communicating with the Assessor for [REDACTED] to work through the legalities and procurement issues of purchasing their core system. The Assessor has re-engaged with the [REDACTED] and [REDACTED] Assessors regarding using their systems.

7.3 AVJB Website

It was noted that there was an issue that required updating of the site. This has now been carried out.

7.4 Other

Nothing to report.

8.0 ER UPDATE

8.1 General

The bullet and action points from the SAA Electoral Registration Committee meeting held on 12 April 2018 have been placed on SharePoint.

8.2 Elections

There are no planned elections until 2021.

9.0 GOVERNANCE

9.1 Suggestions Box

There were no new suggestions. A decision on the best suggestion will be made at the next Management Team Meeting.

9.2 Mail Logging

Outstanding mail log items were discussed.

9.3 Board Meetings/Reports

The next Board Meeting will take place on the 7 June 2018.

The Assessor will present the Property Report recommending that we all move from to the back building and let the front building. The Assessor will also provide reports on Delivering Good Governance, the Corporate Plan 2018-21 and the Annual Report.

The HOVS will provide reports on Staffing, Employee Absence, Valuation & Performance and the Annual Public Performance Report.

The PAO will provide a report on Electoral Registration.

9.4 Budget Update

The Treasurer to the Boards Representative provided the Period 10 Monitoring Report which has been placed on SharePoint.

The Office Manager is currently undertaking the Payroll Accruals for the Treasurer to the Board.

It was noted that the biggest issues regarding budget for AVJB going forward will be the 3 yearly revaluations.

9.5 Audit Internal/External

There has been no contact from External Audit.

Internal Audit have now carried out their audit and provided a report. There is one action point within the report regarding the Service Level Agreement and the Assessor is currently working on this for renewal with effect from 2019.

The Internal Action Plan within the corporate control document will be updated to reflect this action point.

OM

9.6 Corporate Plan

The Corporate Plan will be presented to the June 2018 Board Meeting.

9.7 Service Plan

There are no current issues or requirement to revise the Service Plan. Everyone is aware of their obligations in connection with the Service Plan.

9.8 Risk Register

The Risk Register is monitored by the Assessor on a monthly basis. Issues are reported at the Management Team Meeting. The next comprehensive review of the register will take place in September and will be presented to the Board Meeting with a six month report.

All risk holders should look at their allocated risks on a monthly basis.

9.9 Business Continuity

The next update of the Business Continuity Plan will take place in June 2018.

9.10 Complaints & Letters of Appreciation

No complaints or letters of appreciation were received since last reported.

9.11 Records Management & Retention

The Business Classification Scheme has been reviewed and the Progress Update Review (PUR) has been submitted to the Keeper of the Records.

It was noted that there is now a substantial overlap on Records Management and Data Protection.

9.12 FOI & DP

There have been 17 FOI requests since last reported. Thirteen received from an agent, 1 MSP regarding procurement, 1 regarding NDR subjects appealed, one from an individual and 1 from the agent, [REDACTED]

Two DPA's have been received since last reported. One regarding a family history site and another regarding a potential fraud by members of the public.

9.13 Equalities

The HOVS attended an Equality Duties meeting regarding outcomes on the 13 April 2018. He also attended meetings of the Strategic Oversight Group, and attended the Equalities Partnership Group on 23 March 2018.

The [REDACTED] attended the Pan Ayrshire BSL Plan event.

One member of staff has expressed an interest in joining the Equalities Group.

9.14 Health & Safety

A Fire Risk Assessment and Health and Safety Audit were recently carried out and the Assessor as duty holder is required to carry out various Risk Assessments.

The OM has contacted the SAC Risk and Safety Officer in order that the three new boilers are added to the HSB Inspection Schedule.

Consideration will be given to marking the spaces around the office together with speed limit signage as suggested within the audit.

[REDACTED] Security are now responsible for the servicing and maintenance of the Fire and Intruder Alarms.

The HOVS and the OM will meet to discuss how to move forward with the Health & Safety Group.

**HOVS/
OM**

The OM also recently carried out the Annual First Aid Audit and this has been passed to the SAC Compliance Officer.

9.15 Elected Members Enquiries

Ten elected member enquiries have been received since last reported.

No press enquiries have been received since last reported.

- 9.16 Policies & Procedures
The reviewed Code of Practice for Temporary Workers was approved and the reviewed version will be placed on SharePoint. **OM**
- The HOVS will review the Communication Strategy and this will be updated on SharePoint. **HOVS**
- 9.17 Customer Questionnaire
The Customer Questionnaire Group will meet on 27 April 2018 to discuss the next issue. **DA (AC)**
- 9.18 Property Matters
The old filing cabinets were removed from the Domestic file room. Thanks were given to those involved with moving the cabinets.

10.0 AOCB

- 10.1 Hot Water Heater
Clerical staff raised an issue regarding the taste of the water from the heater. A service has been arranged.

11.0 DATE OF NEXT MEETING

The next meeting will take place on 19 June 2018.