



## **Management Team Minutes** **Thursday 3rd June 2021 at 9.30am**

**Present:-** Assessor & ERO, Head of Valuation Services, Divisional Assessor (Revaluation Team), Divisional Assessor (Survey Team), 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 ICT (Item 7.4)**

The PAO will update the IT Strategy after the new core system is in place.

**PAO**

#### **3.2 Policies and Procedures – new/reviews/updates (Item 9.16)**

The Complaints Handling Procedures was uploaded to the website.

#### **3.3 Property Matters (Item 9.18)**

The OM confirmed SAC Janitorial Services has been contacted in order to resume normal cleaning services.

### **4.0 PERSONNEL**

#### **4.1 General**

Discussion took place on mobile telephones for the DA's and the RIDO. It was agreed that the PAO will speak to the BSDO to arrange.

**PAO/  
BSDO**

It was noted that one of the Clerical Assistant/Canvassers has resigned.

One of the Valuers is currently on sickness absence.

The DA(ST) raised a request from a member of staff who has requested to take every Wednesday morning of work on flexi leave for training purposes. The request was agreed on a trial basis, subject to contingencies of service. It was agreed that the request should be put in writing to the Assessor.

It was also agreed that the Divisional Valuer would become the new Welfare Officer for AVJB.

A member of technical staff has returned to work after a period of absence and a member of clerical staff is currently on a period of absence following a bereavement.

A Paternity/Support leave request has been made by a member of technical staff. This request was granted.

Fleeces have been purchased from [REDACTED] for all staff and these will be received over the coming weeks from the supplier.

One member of staff who was offered therapy via Occupational Health is currently undertaking the therapy. Another member of staff has opted for the NHS counselling route.

We have been notified that we are eligible for the Apprentice Employer Grant for two of the Trainee Valuers. The grant will be received in due course.

#### 4.2 Mileage and Expenses

External site surveys can be undertaken by technical staff. Risk Assessments are in place (located on SharePoint). The Scottish Government also have external assessments.

Technical staff will be offered overtime.

#### 4.3 Absence Statistics

The absence statistics remain low.

#### 4.4 Training and PDR's

The new PDRs should now be rolled out and recorded within the PDR recording document located within the training button on SharePoint.

The Assessors PDR will be undertaken by SAC.

The Training Group sent an email to the Management Team for comment.

A Training Group Meeting was held on 7 April 2021.

A training meeting was held with the Trainee Valuers regarding proposals on 15 April 2021. The meeting was recorded and was well received by the trainees.

Presentation on how to value a shop, industrial, office may be undertaken and proposals should be sent to the HOVS after agreement has been sought from members.

The DV chaired an APC Panel on 5 May 2021. Two Assessors staff were successful. Mock APCs will be held for some of the Trainees. A Guidance Note has been produced on "When is a Sale not a Sale – Council Tax".

The SAA are currently undertaking training for those attending university/college and those embarking on their APC.

The Core Training document will be reviewed and made more generic.

## **5.0 REPORTS**

### **5.1 Non Domestic**

It was agreed that external inspections and site visits to confirm completed works and demolitions can be undertaken.

Non Domestic input recommenced on 11 May 2021.

The next VAC will take place on 24 June 2021. A number of cases may proceed, mainly shootings. As the arguments are on points of law Counsel will be appointed.

It was noted that there is an increase in Non Domestic enquiries.

The citations for the September 2021 court will be issued on 10 June 2021.

There were no issues with the VAC's being held at the Horizon Hotel, Ayr.

The HOVS reported on further communication received from [REDACTED] and the ongoing investigation.

The DA (RT) reported on continuations and dismissals from the court.

### **Performance**

There are some concerns over the KPIs. However, with survey work about to commence these may see improvement.

### **5.2 Council Tax**

A member of the survey team took unwell close to the court date but existing members of the team undertook the court work and all went well.

There are approximately 10 continuations and 12 dismissals at present. The Secretary to the Appeal Panel has cited 10 for 22 October 2021 court Hearings. Invalids have been cited for another date. Counsel will be engaged for the 22 October 2021 hearing date, again as a point of law is to be argued.

## Performance

Performance was reported as follows:

### New Entries

Target	70%	20%	10%
Actual	76%	20%	5%

### Domestic Alterations

Target	45%	75%	95%	5%
Actual	6%	45%	10%	39%

The Assessor reported that correspondence will be issued shortly regarding plans, inspections etc that we have been unable to undertake at present.

## **6.0 SCOTTISH ASSESSORS' ASSOCIATION**

The Assessor reported that she will be attending the Industrial Properties Committee on 22 June 2021 and the SAA Assessors' Committee of 26 June 2021.

The HOVS reported that the SAA KPI Return was made.

## **7.0 ICT**

### 7.1 Electoral Management System

Nothing to report.

### 7.2 Core System

Client Sprint testing has commenced. The first test took place on valuations. The next Client Sprint test will be undertaken on survey cards with effect from 7 June 2021 then appeals on 14 June 2021 followed by document management and reporting on 21 June 2021.

TSU may also become involved with training and testing. The BSDO will also be involved.

The NDR will "go live" on 1 September 2021 at the latest.

The Assessor will seek to get clarification on data interfacing with the Councils due to the absence of the main team member from Democracy Counts.

### 7.3 AVJB website

The website continues to be updated and will be updated on 7 June 2021 with the latest Board documents.

The Management Team will check their areas of responsibility are up to date.

The Website Procedural document was previously updated with personnel changes.

Notification of the canvass will be added to the website.

#### 7.4 Other

The Covid email response requires to be amended. All staff now require to remove this message from their replies unless they are on leave.

New members of staff will be allocated laptops. As desk tops require to be renewed these will be replaced with laptops and docking stations.

### 8.0 ER UPDATE

#### 8.1 General

Data matching will take place on 29 June 2021 and this will follow the usual format. After the scheduled data match, canvass forms will be issued and then followed up with ITR's as required.

Once all the returns are processed, the properties requiring door knocking will be considered. Tablets from the EMS supplier will be utilised.

A decision will be made on the use of the Telephone Reply Service.

#### 8.2 Elections

The Assessor reported that the SPE went well. Thanks were given to all staff during the run up to the election.

A local by-election will be held on 12 August 2021 for Ward 6 – North Ayrshire – Dalry and West Kilbride.

The PAO and the RIDO are engaging with the North Ayrshire Council Communication Team regarding the election and attending Pan Ayrshire meetings.

#### 8.3 Overtime

Technical staff were not required to work overtime for the election.

### 9.0 GOVERNANCE

#### 9.1 Suggestions Box

There were no new suggestions.

The "Best Suggestion" award of a flexi day was awarded for SAA Private Area suggestion.

#### 9.2 Correspondence

There was no correspondence to report.

9.3 Board Meetings/Reports

The last Board Meeting took place on 1 June 2021.

All reports were approved and the minutes etc will be placed on the website as soon as practicable.

Approved updated policies, plans, registers etc will be placed on SharePoint.

The next meeting is scheduled to take place on 21 September 2021.

9.4 Budget Update

The Unaudited Accounts were approved by the Board.

The 2021/22 Budget was agreed.

It was noted that there was a significant underspend in respect of the SPE Grant. This has been ringfenced for future elections.

9.5 Audit – Internal/External

An Internal Audit Report was presented to the Board with no issues raised.

9.6 Corporate Plan

The Assessor stated that the Corporate Plan was approved at the 1 June Board Meeting and has been placed on SharePoint.

9.7 Service Plan

The next Service Plan review will take place in January 2022 if required.

9.8 Risk Register

The Strategic Risk Register was approved at the June 2021 Board Meeting. The next update will be due January 2022.

9.9 Business Continuity

The Business Continuity Plan was recently reviewed at the end of May 2021.

9.10 Complaints and Letters of Appreciation

There was 7 complaints received since last reported.

Five notes of appreciation have been received since last reported.

9.11 Records Management and Retention

The Information Asset Register and the Business Classification Scheme require to be checked by the HOVS. **HOVS**

A Records Management Beginners Course is available.

The Assessor has commenced the PUR. The HOVS will respond to the Keeper of the Records. **HOVS**

9.12 FOI

Two FOI requests have been received since last reported.

One data protection enquiry has been received since last reported.

9.13 Equalities  
The Equalities Report was approved by the Board and the website will be updated in due course.

9.14 Health and Safety  
It was agreed that technical staff can inspect properties externally. Risk Assessments are in place.

The last meeting of the Health and Safety Group took place on 1 April 2021. The fire alarm is being tested on the last Thursday of every month.

The office will shortly be moving to a blended model of working from Home/Office. Risk Assessments are in place.

9.15 Elected Member Enquires  
Eleven elected member enquiries have been received since last reported.

9.16 Policies and Procedures – new/reviews/updates  
The following documents have been reviewed:-

Delivering Good Governance  
Communication Strategy  
Corporate Plan  
Complaints Procedure  
Workforce Plan  
Training and Development Policy

The OM reported that she had recently updated the following policies and procedures since last reported:-

Health and Safety  
Hazardous Substances Guidance  
Fire Safety Guidance  
Asbestos Guidance  
Managing Contractors Guidance  
Electricity at Work Guidance  
Noise at Work Guidance  
Personnel  
Adverse Weather  
Breaks at work  
Equal Pay Statement  
Family leave Policy  
Flexi Scheme  
Incident Reporting and Investigation

The Financial Regulations, Public Procurement Regulations, Information Security, ICT Acceptable Use Policy and IT Strategy will be reviewed by the PAO.

**PAO**

The HOVS will look at the Civil Penalty Notice v4.0.

**HOVS**

9.17 Customer Questionnaire  
The RIDO is undertaking to modernise and transform how we interact with service users.

9.18 Property Matters

The OM reported that work on the roof, down pipes and gutters has been undertaken. The HOVS will inspect the works before any payment is made to the contractor.

Asbestos within the back door canopy has been removed.

**10.0 AOCB**

10.1 Section Allocation

Discussions took place on section allocation.

**11.0 DATE OF NEXT MEETING**

The next Management Team Meeting will take place on 13 July 2021.