



Management Team Minutes **Tuesday 19 June 2018 at 9.30am**

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

**Action
Req'd
by:**

1.0 APOLOGIES

Head of Valuation Services

2.0 PREVIOUS MINUTES

The previous minute was approved subject to a minor amendment.

3.0 MATTERS ARISING

3.1 Records Management & Retention (Item 3.4)

The HOVS will make comment on the Business Classification Scheme.

HOVS

3.2 Personnel - General (Item 4.1)

The HOVS, PAO and the OM met to discuss the SAO post. No firm decision has been taken as yet.

3.3 PDR's and Training (Item 4.4)

A deadline of 31 July 2018 has been set for Technical Staff to undertake the Time Management Training on COAST.

3.4 Reports – Non Domestic (Item 5.1)

The DA (AN&A) will update the 10(2)(b) guidance on SharePoint within the Operational Instructions and Processes button.

**DA
(AN&A)**

3.5 Council Tax (Item 5.2)

It was confirmed that the dates for proposals becoming appeals in 6 months had been placed in the DA and [REDACTED] electronic diaries. It was advised that the [REDACTED] should also place the dates in their electronic diaries.

**DA
(AS&E)**

The process document on the VAC All Scotland website will be placed on SharePoint within the Court & Committees button.

DA's

3.6 Audit – Internal/External (Item 9.5)

The Internal Audit Action Plan was updated with the action point regarding the Service Level Agreement.

3.7 Policies and Procedures (Item 9.16)

The approved Code of Practice for Temporary Workers has been placed on SharePoint and updated on the website.

The HOVS will review the Communication Strategy.

HOVS

4.0 PERSONNEL

4.1 General

The Assessor reported on a proposal for the Council Team. The DA's will consider the proposal and report back. Fuller detail is contained within the Barclay Timeline Control document on SharePoint within the Documents Under Review button.

DA's

It was noted that a Valuer [REDACTED] had now left AVJB with effect from 1 June 2018.

Two new Property Assistants commenced on 13 June 2018.

The Trainee Valuers also commenced within their new posts on 13 June 2018.

The Temporary Clerical Assistants/Canvassers will have their contracts extended for a further year.

A Modern Apprentice will commence within ER Admin Section with effect from 27 June 2018.

The Assessor and OM met with a the DYW Employer Engagement Officer from the Ayrshire Chamber of Commerce. Discussion had taken place at this meeting regarding an AVJB blog. An email has been received and will be forwarded to the DA (AN&A) to raise with the Trainee Valuers. The DA (AN&A) and the OM will liaise in this connection.

**DA
(AN&A)/
OM**

The HOVS made contact with the year out student but did not receive any reply or contact.

4.2 Mileage and Expenses

The DA's continue to look at ways to reduce the mileage costs.

4.3 Absence Statistics

Current absence statistics show long term absence at 0% and short term at 0.18%.

4.4 PDRs and Training

The Assessor has undertaken the HOVS and the PAO PDR's.

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

The Property Assistants attended IRRV Council Tax Update training in Grangemouth on 30 May 2018 and one of the Property Assistants and a PV attended the Know Your Non Domestic Rates on 15 May 2018 in Grangemouth.

The Training Group has not met since last reported.

Two valuers attended IRRV Non Domestic Rating – Another Year Another Challenge Seminar on 15 June 2018.

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

The DA (AN&A) indicated that he will arrange Mock Interviews for candidates.

5.0 REPORTS

5.1 Non Domestic

The Pub Practice Note has been reviewed and the DA (AS&E) will arrange for an updated copy to be provided.

**DA
(AS&E)**

It was agreed that the DA's would contact the Secretary to the Valuation Appeal Committee regarding the [REDACTED] appeal decision and the placing of the decision on the VAC decision website. It was noted that there is a Guidance Note on the process.

The DA (AN&A) and the Valuer [REDACTED] met to discuss the best approach in regard to ground entries.

The Salmon Fishery Board for the [REDACTED] have requested a meeting. The DA (AN&A) and the Valuer [REDACTED] will meet with the Fishery Board.

It was agreed that the DA (AS&E) would deal with Licenced Properties.

The Scottish Government will be visiting properties within Ayrshire including [REDACTED] with regard to the changes occurred subsequent to change in value prior to 2017.

Performance

The Board agreed to the reduction in the KPI's as follows:-

NDR	3 month target	6 month target	Over 6 month target
Financial Year 2018/19	65%	20%	15%
Actual	96%	2%	3%

5.2

Council Tax

Outstanding valid proposals for 01/04/18 are 189 and invalids are 139.

The revised performance for 2018-19 is 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%
Actual	50%	85%	100%	

Council Tax (New entries)	3 month target	6 month target	Over 6 month target
Financial Year 2018/19	75%	20%	5%
Actual	98%	2%	

6.0 SAA

The DA (AS&E) will make investigations into the Practice Note for Licenced Premises.

DA
(AS&E)

The Assessor will be attending the Assessors Committee Meeting on 21 June 2018.

The SAA have set up groups within Assessors to investigate Workstreams. The Assessor for Ayrshire will be looking into Information Technology.

The SAA ERC meeting took place on 14 June 2018. The Bullet and Action Points will be placed on SharePoint in due course.

PAO

7.0 ICT

7.1 Electoral Management System (EMS)

A Mock Election will be arranged to test the EMS system.

The “adding” anomalies within the EMS system were due to 100 UPRN issues, predominately within East Ayrshire as the CAG had not been updated since December 2017.

The PAO reported that the data base of the EMS was growing alarmingly fast at 1.4 gig per week. The EMS supplier will be visiting the PAO in July to discuss EMS issues.

It was noted that North Ayrshire Council have been inundated with FOI enquiries from political parties.

7.2 Core System Review

The Assessor is still communicating with the two Assessors in connection with a new in-house core system.

North Ayrshire Council who have shared in-house systems with other offices have offered to speak to the Assessors involved regarding any legal issues.

Two Assessors will be meeting prior to the next Assessors Committee meeting to discuss the matter of shared systems.

7.3 AVJB Website

Substantial changes have been made to the AVJB website in connection with GDPR. The Assessor requested that the team look at their areas of responsibility to ensure any wording and links are correct.

**Man
Team**

It was noted that the NDR wording within the AVJB website makes reference to Council Tax which could prove confusing to ratepayers. It was agreed that the DA (AS&E) would speak to the [REDACTED] in this connection.

**DA
(AS&E)**

7.4 Other

Scanning Project – Council Tax files for North and East Ayrshire are now complete. This work was carried out in extended hours.

Scanning options are still being considered and the PAO will communicate with procurement.

PAO

8.0 ER UPDATE

8.1 General

The canvass will commence in July with a staggered canvass over the 3 unitary authorities.

The Cabinet Office has confirmed funding of approximately £114,000. The funding is 13% less than last year.

8.2 Elections

There are no planned elections until 2021.

Contingencies of £25,000 have been ring-fenced for any unplanned elections.

Registers will be published on 1 December 2018.

9.0 GOVERNANCE

9.1 Suggestions Box

The "Award" for best suggestion during 2017/18 was awarded to the [REDACTED]

9.2 Mail Logging

There were no outstanding mail log items.

- 9.3 Board Meetings/Reports
The last Board Meeting took place on the 7 June 2018. All recommendations were agreed by the Board.
- The next Board Meeting will take place on 4 September 2018.
- 9.4 Budget Update
Budget Monitoring Reports are awaited from the Treasurer to the Board.
- The unaudited accounts have been placed on the website.
- 9.5 Audit Internal/External
Internal Audit reported at the last Board Meeting on 7 June 2018.
- The Audit Actions Plan has been updated to reflect any action points.
- 9.6 Corporate Plan
The Corporate Plan was approved at the Board Meeting on 7 June 2018. The plan will be replaced on SharePoint. **OM**
- 9.7 Service Plan
The Service Plan is located on SharePoint. The Management Team should familiarise themselves with their responsibilities. **Man Team**
- 9.8 Risk Register
The Assessor is currently working on the Risk Register.
- 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.
- 9.9 Business Continuity
The next update of the Business Continuity Plan will take place in June 2018. Currently there are no changes.
- 9.10 Complaints & Letters of Appreciation
No complaints or letters of appreciation were received since last reported.
- 9.11 Records Management & Retention
The PUR has been received from the Keeper. The main issue raised was file tracking.
- The PAO raised the issue of information coming into the ERO mailbox. It was noted that this information is put into the EMS system where possible and the email retained.
- It was felt that a process document is required for Return of Information Forms retention and the DA (AS&E) will produce a process document. **DA (AS&E)**

9.12 FOI & DP

It was noted that one FOI request remains outstanding.

The PAO informed the meeting that a number of ER FOI requests had been received by the councils.

Data Protection

A meeting was held with the SAC Service Lead – Democratic Governance regarding Data Protection. It was noted that only contracts that exchange personal information need to be considered.

9.13 Equalities

The HOVS attended the Ayrshire Equalities Partnership meeting on 13 June 2018. A Diversity Fun Day will be held on 23 June 2018 at St Josephs in Kilmarnock.

It was also noted that ideas for another event marking Black History Month in October are being explored.

9.14 Health & Safety

The office emergency key holders are now the [REDACTED] and [REDACTED].

The HOVS received a poor response from staff in connection with his email regarding the Health & Safety Group membership.

An incident regarding a member of the public at reception was reported to the police. This incident has been recorded by the police but no further action will be taken.

9.15 Elected Members Enquiries

One elected member enquiry was reported. A comprehensive reply has been issued.

9.16 Policies & Procedures

The HOVS will review the Communication Strategy and this will be updated on SharePoint.

HOVS

The [REDACTED] Weekly ITR Process document was approved.

The Assessor is currently working on the new Data Protection Policy.

The SAC Co-ordinator (Registration, Records & Information) will provide GDPR Training to all staff.

9.17 Customer Questionnaire

The Customer Questionnaires have been issued. A form of wording will be placed on standard letters making reference to the website for the completion of Customer Questionnaires.

It was agreed that the DA (AS&E) would consider the process.

**DA
(AS&E)**

9.18 Property Matters

The HOVS met with SAC Estates Officer regarding the car park at the rear of the building.

It was noted that the hot water heater within the back building kitchen had been serviced and no issues were found.

The OM has made contact with [REDACTED] regarding a further internal/external window clean.

10.0 AOCB

10.1 Rental Questionnaires and other forms returned

Concern was raised at the last Valuation Forum regarding training the new Trainee Valuers to input the above forms. The Assessor will produce a document on how to input the questionnaires into the system.

Ass

The DA's will then consider the process document and look at the Barclay Review Gant Chart.

DA's

11.0 DATE OF NEXT MEETING

The next meeting will take place on 21 August 2018.