



**Minutes of Meeting of Assessor's Management Team**  
**Tuesday 22<sup>nd</sup> August 2017 at 10.30 a.m.**

Action  
Req'd  
by:

**PRESENT**

Assessor & ERO, Head of Valuation Services (HOVS), Principal Admin. Officer (PAO), Divisional Assessor (AN&A), Divisional Assessor (AS&E) (DA) and Personal Assistant & Office Manager (PAOM) (Minutes).

**1.0 APOLOGIES**

There were no apologies.

**2.0 MINUTES OF PREVIOUS MEETING**

The minutes of the meeting held on 12<sup>th</sup> July 2017 were approved subject to minor alterations.

**3.0 MATTERS ARISING**

3.1 Suggestion Box

The HOVS confirmed that he is investigating a previous suggestion regarding LED lighting.

3.2 Salmon Fishery Board

Salmon Fishery Board have made an enquiry and have been directed in the first instance to the relevant Practice Note. It was agreed that a meeting will be arranged at the end of September and advice will be given to lodge appeals prior to the end of September 2017.

## 4.0 PERSONNEL

### 4.1 General

It was noted that we currently have vacancies for a Trainee Valuer and a Clerical Assistant/Canvasser.

The Assessor enquired as to the possibility of engaging a company to open bulk mail. It was agreed that the PAO would investigate further.

**PAO**

The [REDACTED] has had their temporary contract extended for a further 2 months until 27 October 2017.

The [REDACTED] have had their contracts extended until 28 August, 2018.

### 4.2 Mileage and Expenses

The Assessor confirmed that she is looking at resources in connection with mileage and expenses.

### 4.3 Absence Statistics

It was noted that the absence statistics for the current year remain acceptable with short term absence for July being 0.53% and long term at 1.80%.

One member of administrative staff has returned from long term sickness absence. One further member of administrative staff is now absent for approximately two weeks.

One member of technical staff on short term absence has returned and is currently on holiday.

Staff are reminded that during sickness absence they must adhere to the notification procedures and provide notification of absences from home exceeding 3 days e.g. visits to friends/relatives, holidays and where possible hospital stays as referred to within the Maximising Attendance Policy.

### 4.4 Training and PDR's

The IRRV conference will take place on 6<sup>th</sup> and 7<sup>th</sup> September 2017. The Assessor and the HOVS will be attending. Four half day delegates will also attend on 7<sup>th</sup> September 2017.

It was noted that year 2018/19 may see a reduction in training budget. It was agreed that consideration should be given to holding more Toolbox Talks.

**DA's**

Healthy Working Lives Stress Awareness Training is scheduled to take place on 30<sup>th</sup> August 2017 at 2.00pm within the Training Room.

PDR's continue to be undertaken. A paper will be presented to the Board on the Assessors Performance Review in January 2018.

Electoral administrative staff received refresher training on [REDACTED]. Canvass training has also been carried out.

## 5.0 REPORTS

### 5.1 Non Domestic

It was noted that three Lands Tribunal appeals were processed. The ten 2005 fixed line telecoms appeals are being deal with by Renfrewshire Valuation Joint Board. There are 104 appeals in total outstanding for Revaluation 2010.

The Principal Valuer (AS&E) is progressing with the LTS Telecoms.

The DA (AN&A) reported on four electricity subjects. It was agreed that the DA would contact LVJB regarding a joint referral.

**DA  
(AN&A)**

Discussion took place on a specific Agent enquiries and how we should proceed with these enquiries.

Outstanding survey cards were discussed. It was agreed that the HOVS and the DA's would meet to discuss further.

**HOVS/  
DA's**

It was noted that the KPI's were favourable.

Thanks were given to the Non-Domestic Team.

### 5.2 Council Tax

The next VAC hearing will take place on 21<sup>st</sup> September 2017. 50 cases have been cited including 4 invalids from the Secretary to the VAC.

Discussion took place on the 128 invalid appeals and the 185 valid appeals. However 69 of the invalids have not been allocated.

It was noted that the number of Council Tax complaints has risen, largely due to timescales regarding appeal resolution.

It was further agreed that internal groups and committee meetings would be postponed until after the Running Roll cut off.

Thanks were given to the Council Tax Team.

#### 5.2.1 Domestic Alterations

It was noted that the aim is to clear the August cards by the end of the month.

Sold Houses will then be cleared.

Discussion took place on sold house targets.

#### 5.2.2 TSU Update

It was reported that the TSU have a backlog. They are currently being helped out on input of the shootings. Member of the team are working on specific tasks until the back log has been cleared. A number of NDR appeals are being input and acknowledged.

## **6.0 SCOTTISH ASSESSORS' ASSOCIATION**

The Assessor attended the Assessors Committee meeting on 17<sup>th</sup> August 2017 in Stirling. Bullet and Action Points will be placed on SharePoint in due course.

Advocacy and Expert Witness Training for staff was been discussed at the above committee meeting. Half day seminars may take place in each Assessors Office commencing with Advocacy training during November/December within Lothian Valuation Joint Board. Costs are yet unknown. It was noted that RICS guidance will be built into these training days.

The Assessor and PAO will be attending the SAA Electoral Registration Committee Meeting on 24<sup>th</sup> August 2017.

The Assessor and the HOVS will be attending the SAA Governance Committee Meeting on 25<sup>th</sup> August 2017.

The SAA Public Buildings Meeting will take place on 13<sup>th</sup> September 2017.

It was noted that the Barclay Review will be published on 22<sup>nd</sup> August, 2017.

## **7.0 ICT**

### **7.1 Electoral Management System**

The Electoral Management System is now operational. There were initial issues but they are being resolved by the provider. In general terms the system is working well and feedback from staff is positive.

It was noted that electoral scanning is quicker and easier, the duplicate elector can now be switched on within the system, however the addressing and CAG integration remain unresolved at present.

The PAO reported a slight concern regarding the 33% canvass return rate. This percentage is hoped to increase after scanning which should be complete this week. Reminders will be run on 28<sup>th</sup> August 2017.

The PAO further reported that [REDACTED] have purchased [REDACTED].

### **7.2 Core System Review**

The PAO has arranged a visit to Fife Council ICT on 20<sup>th</sup> September 2017 with appropriate members of staff attending. The Lanarkshire and Central Assessors systems will also be viewed in due course.

### **7.3 AVJB Website**

The Management Team were reminded of their website obligations and responsibilities regarding AVJB Website updates.

Canvass information has now been placed on the website.

The SAA Executive is speaking to Valuation Appeal Committee Secretaries regarding placing Court Lists and Decisions on websites.

### **7.4 SharePoint**

SharePoint continues to be updated and developed.

## 8.0 ER Update

### 8.1 General

The Principal Admin. Officer reported that we currently have had 24,500 telephone returns and approximately 20,000 internet returns of which 1,400 new electors require to be added and 1,000 electors removed.

### 8.2 Elections

Nothing to report.

## 9.0 GOVERNANCE

### 9.1 Suggestions Box

There were no new suggestions.

### 9.2 Mail Logging

Two outstanding mail log items are being dealt with.

### 9.3 Board Meetings/Reports

The next Board Meeting will take place on the 5<sup>th</sup> September 2017.

For this meeting the Assessor & ERO will put forward reports on the Risk Register, Service Plan, and an Electoral Registration Report. The Head of Valuation Services will present reports on Valuation & Performance, Staffing including Equalities and Absence Management.

### 9.4 Budget

There will be a further meeting held with the Representative of the Treasurer to the Board to discuss the savings that require to be made to the 2018/19 and the subsequent year's budget.

It was noted that the Auditor had sent an email to the Assessor suggesting that the Corporate Plan requires to be updated.

### 9.5 Audit – Internal/External

The Assessor is awaiting contact from [REDACTED] regarding this year's audit.

The Audit Action Plan has been updated.

### 9.6 Corporate Plan

The Corporate Plan is due for review in 2018. In the meantime the Assessor may present an interim report on the plan to the Board.

### 9.7 Service Plan

The Board Report on the Service Plan for the 5<sup>th</sup> September 2017 Board Meeting has been placed on SharePoint within "Documents under Review" for comments.

### 9.8 Risk Register

The Risk Register has been updated and is available on SharePoint for comments. The Register will then be presented to the 5<sup>th</sup> September 2017 Board Meeting.

9.9 Record Management and Retention

The Assessor reported that directories have been created and all are in place. Technical staff are progressing with the tidy-up exercise.

9.10 Business Continuity

The Business Continuity Plan was updated on 25<sup>th</sup> June 2017. The plan will be reviewed again in December 2017.

9.11 Complaints and Letters of Appreciation

The HOVS reported that two complaints have been received since last reported both regarding Council Tax.

One letter of appreciation has been received thanking the [REDACTED] regarding a Council Tax enquiry.

9.12 Freedom of Information and Data Protection

Two FOI requests have been received since last reported regarding a banding and houses in multiple occupation.

The General Data Protection Regulations come into force in May 2018 and work has commenced on the requirements of these regulations.

The HOVS will be meeting with the three Unitary Authorities to discuss Data Sharing Agreements.

9.13 Equalities

The HOVS reported that he had been invited to a TEEJ Event on the evening of 7<sup>th</sup> August 2017 in connection with the Nepalese Community but was unable to attend.

It was noted that Hate Crime Awareness week will take place on 14-21 October 2017 and the Black History Month will also take place in October.

The next Ayrshire Equalities Partnership meeting will take place on 14<sup>th</sup> September 2017.

9.14 Health and Safety

The Health and Safety meeting due to be held on 8<sup>th</sup> September 2017 will be cancelled due to work commitments.

9.15 Elected Member Enquiries

The Head of Valuation Services reported that 3 MP, 1 MSP, 4 Councillor and 1 press enquiry have been received since the last meeting.

9.16 Policies and Procedures – new/review/updates

The Unacceptable Action Policy was approved by the Management Team and will be presented to the January Board Meeting.

The Supporting Employees Managing Addiction, Smoke Free Policy, Maximising Attendance Policy and the new Procedure for Dealing with Death In Service were all approved by the Management Team and changes will be highlighted within the front sheets and placed on SharePoint.

The Records Management File Tracking Procedure will be reviewed by Management Team and the tracked changes will be finalised by the HOVS.

The HOVS reported that the Lone Workers Policy and Guidance has been reviewed and will be presented to the next meeting.

A further guidance document on the Responsibilities of Nominated Duty Holders of Property will be presented to the next meeting.

9.17 Customer Questionnaire

The Customer Questionnaire Group has not met since last reported. It was agreed that questionnaires will not be issued in paper format unless a paper copy has been specifically requested.

9.18 Property Matters

The back building kitchen and first floor boilers were replaced on 15<sup>th</sup> July 2017.

The PA&OM reported that an external cleaning contractor has now cleaned internal/external office windows but a couple of issues remain outstanding.

The double glazing window within one of the technical rooms has now been replaced.

An external company has visited the office to inspect the loose vinyl on the front building stairs and quotes are awaited for repair or replacement.

The HOVS is investigated LED lighting and counter lighting.

**11.0 A.O.C.B.**

There was no other competent business.

**12.0 DATE OF NEXT MEETING**

The next meeting will take place on 24<sup>th</sup> October 2017.