



Minutes of Meeting of Assessor's Management Team **Tuesday 16 May 2017 at 9.30 a.m.**

Action
Req'd
by:

PRESENT

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

1.0 APOLOGIES

There were no apologies.

2.0 MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 8 March 2017 were approved subject to minor alterations.

3.0 MATTERS ARISING

3.1 Training (Item 3.2)

It was agreed that dates would be arranged with staff for their next PDR's.

3.2 Revaluation 2017 (Item 3.3)

The 2017 Revaluation review of standard letters is progressing. A meeting has been arranged to review the remainder of the standard letters on 12th and 13th June 2017.

3.3 Council Tax – VAC Hearing Update (Item 3.4)

The Divisional Assessor (ASE) confirmed that the Council Tax court for September 2017 had been allocated.

3.4 SharePoint (Item 3.5)

The Business Support and Development Officer, Personal Assistant & Office Manager and Personal Assistant have commenced the implementation of the retention schedule within SharePoint.

DA's/
Sups

- 3.5 Suggestion No. 341 – Household Enquiry Form (Item 3.7)
The Principal Admin. Officer confirmed that he has given feedback on this suggestion to the Electoral Commission.
- 3.6 AOCB (Item 3.8)
Arc Map training continues to be rolled out to all staff.
- 3.7 TSU Update – Outstanding Workload (Item 5.4.7)
The Divisional Assessor (ASE) will speak to the Admin. Officer (TSU) to obtain a list of TSU duties. **DA (ASE)**
- 3.8 Board Meeting (Item 8.3)
Future Board Meeting dates were agreed in principle at the last Board Meeting. The dates will be finalised at the June Board Meeting.

4.0 PERSONNEL

- 4.1 General
Thanks were given to [REDACTED] for undertaking election work on the May public holiday in relation to the recent local election.

Since the last Board Meeting two of the Temporary Property Assistants have been made permanent as agreed by the Board.

The Personal Assistant & Office Manager will email the temporary Property Assistants in connection with applying for the further permanent Property Assistant post agreed within the budget. **PA&OM**

The Principal Admin. Officer raised the issue of the Temporary Canvassers requirement to opt in to the pension fund. It was agreed that the Personal Assistant and Office Manager would investigate. **PA&OM**

- 4.2 Absence Statistics
It was noted that the annual absence statistics for 2016-2017 were very favourable with short term recorded at 1.03% and long term absence at 2.56%.

- 4.3 Training
Four members of technical staff will be attending an IRRV Seminar on 15th June 2017 and 3 members will attend a further seminar on Non-Domestic Rates: Challenges for 2017 and Beyond on 30th June 2017.

One member of technical staff has volunteered to attend the RICS Conference in Edinburgh on 1st June 2017. It was agreed that this member of staff would give a presentation to valuation staff after the event and attend the workshop on rating.

The Assessor has undertaken two RICS training sessions on 2nd and 3rd May 2017 in Edinburgh and Glasgow.

It was reiterated that all staff should have their SharePoint alerts activated within the Training button in order that they are aware of any future events or seminars.

**Ass/
DA's**

Thanks were given to the Principal Valuer (ASE) who undertook an in-house talk on "International Property Measurement Standards".

The Training Forum will consider future toolbox talks and holding CPD events.

Consideration will also be given to the evaluation of training using an evaluation form.

The Core Training document was discussed and this continues to be developed and reviewed. A meeting will be arranged with the Divisional Assessors and the Assessor to discuss further.

4.4 Personal Development Reviews

The Assessor has now completed the Head of Valuation Services and the Principal Admin. Officers Personal Development Reviews. The Assessor will make contact with the SAC Head of Employee and Customer Services regarding her own Development Review.

Ass

5.0 REPORTS

5.1 Valuation

Non Domestic

VAC Hearings Update

Discussion took place on appeals with withdrawals and verbal agreements to a proposed Rateable Value. It was agreed that cases will be dismissed in absence at court if agents/rate payers have not responded in writing by the day of the Valuation Appeal Committee. These can then be processed timeously.

Four cases remain outstanding for the 25th May 2017 court. 71 cases were cited for the May court. 126 at Lands Tribunal and 219 awaiting citation. The earliest, must be cited by June. It is hoped that all will be cited by the end of the year.

The Head of Valuation Services reported that the Scottish Tribunals and Court fees account has now been set up. The account holder is the Head of Valuation Services with the Divisional Assessor (ANA) as back up.

The Assessor reported that if an agent wants referral to the tribunal, Ayrshire Valuation Joint Board must make it clear that Ayrshire Valuation Joint Board will not be responsible for the fee. This must be expressed in writing e.g. email.

5.2 Council Tax

VAC Hearings Update

The VAC hearing will take place on 22nd June 2017. 49 cases have been cited.

PI8's continue to be processed. Further allocations require to be dealt with before the end of May 2017. The Divisional Assessor (ASE) will run a further list of PI8's and allocate to the Property Assistants.

DA

229 invalid appeals have been received of which 151 have been received since January 2017. (78 from previous year).

14 invalid appeals have been referred to the Secretary of the Valuation Appeal Committee. 4 will be removed with 10 remaining.

The last Valuation Appeal Committee Hearing took place on 2nd March 2017. It was noted that both the invalid appeals were dismissed by the Committee.

The next Council Tax court will take place on 22nd June 2017. The courts have been allocated on SharePoint. The Valuation Appeal Committee Hearing for September 2017 has been allocated by the Divisional Assessor's.

The Assessor reported that she has a proposal to put to the Board to reduce KPI's for council tax and the sold house time limit. The proposed new entries will be 85%, 10% and 5%. Point of Sale KPI's proposed will be < = 6 months – 40%, < = 9 months – 80%, < 12 months - 95% and > 12 months - 5%.

The proposed target for valuation roll KPI's is 70%, 20% and 10%. The Assessor requires Board approval to reduce these and a report will be placed before the Board on the 15th June 2017.

5.3 Scottish Assessors' Association

The Assessor will be attending a meeting on the direction of the Scottish Assessors' Association on 19th May 2017.

The Scottish Assessors' Association AGM will take place on 24-26th May 2017 and will be attended by the Assessor and the Head of Valuation Services.

5.4 Performance

5.4.1 NDR VR Alterations

It was reported that there were 49 changes in April 2017.

5.4.2 NDR VAC – Proposed Appeal Disposal

The appeal disposal document was updated within SharePoint by the Divisional Assessors.

5.4.3 CT List – New Entries – KPI's

It was noted that there were 82 changes to the Council Tax List.

The Assessor reiterated that any council tax statistic over the 12 month time frame must be brought to her attention.

It was agreed that the Divisional Assessors will review the Point of Sale standard letter.

DA's

5.4.4 CT VAC – Proposed Proposal/Appeal Disposal

Nothing to report.

5.4.5 CT – Point of Sale Band Alterations – Internal KPI's

Nothing to report.

5.4.6 Domestic Alterations

Currently there are insufficient resources to action domestic alterations as and when they happen. These will continue to be picked up at point of sale.

5.4.7 TSU Update – outstanding workload

The TSU have issued 770 name change notices over the last month and have received 1,000 “gone aways” resulting from the Revaluation Notice issue. The TSU were thanked for their hard work during this time.

The TSU are currently working on February Building Warrants and March Planning Applications. December and February Land Register Sales are currently being worked on and April sales have been received. The Admin Officer (TSU) has been in contact with South Ayrshire Council regarding missing planning and building warrant lists.

6.0 ICT

6.1 Electoral Management System

The change to the new Electoral Management System has been postponed due to the elections. Migration to the new supplier will take place at the end of June 2017.

6.2 Core System Review

In due course a meeting will be arranged with Lanarkshire and Fife Assessors to view their systems in an operational situation.

6.3 AVJB Website

The AVJB Website Management document was approved subject to minor alterations.

6.4 SharePoint

SharePoint continues to be updated and developed. The Control document will be updated by the Personal Assistant & Office Manager.

PA&OM

7.0 ER Update

7.1 General

Nothing to report.

7.2 Elections

The Principal Admin. Officer reported that the May election went smoothly. There were 8 clerical errors, probably one of the lowest. Electoral Registration staff are thanked for their hard work.

A large number of postal votes have been received for the UKPGE. The first upload of absent vote data for UKPGE has been carried out. New postal votes have been received totalling 338 since 12th May 2017. New applications to register continue to be received, as at 15th May 2017 these totalled 1180.

Postal Vote rejections resulting from the Local Government Election were issued requiring in some cases a refreshed postal vote.

8.0 GOVERNANCE

8.1 Suggestions Box

A suggestion was received regarding installing LED lighting as part of a cost saving exercise. It was agreed that the Head of Valuation Services would investigate.

HOVS

8.2 Mail Logging

There were no outstanding mail log items.

8.3 Board Meetings/Reports

The next Board Meeting will take place on the 15th June 2017.

The Assessor intends to undertake a presentation on the Assessor & ERO and AVJB. Reports will be put forward on Modernisation and Transformation, Proposed Performance Targets 2017-18, Delivering Good Governance, Electoral Registration Report, Valuation and Performance, Staffing and the Public Performance Report.

8.4 Budget

The Assessor has completed the Management Commentary for the budget and sent it to the Treasurer.

The 2016-17 budget is almost complete. The Treasurer to the Boards Representative is currently working on the 2017-18 budget. The Budget Monitoring Reports for Period 1 have also been received and there are currently no issues.

8.5 Audit – Internal/External

The Assessor will review any action points within the Internal/External Audit document located within SharePoint.

Ass

8.6 Records Management

8.6.1 Record Management Plans

Responsibility for Records Management has been split between the Assessor and the Head of Valuation Services.

The file removal form was approved subject to minor amendments. The Head of Valuation Services will produce a process document on file removal.

HOVS

8.6.2 Retention Schedule

The Assessor is reviewing the retention schedule in conjunction with the Personal Assistant and the Office Manager.

8.7 Corporate Plan

The Assessor is currently reviewing the Corporate Plan.

Ass

8.8 Service Plan

The Service Plan is currently under review.

8.9 Policies and Procedures – New/Review/Updates

The Authorised Signature document will be amended and the Head of Valuation Services and Principal Admin. Officer will consider any further changes to the document before it is issued to staff for signatures.

**HOVS/
PAO**

The Guidance Report Template was approved and will be placed on SharePoint. All staff are reminded that this should be utilised when compiling any guidance note etc.

The Divisional Assessors will consider the wording of the Guidance for Treatment of Properties under Reconstruction or in a Shell State and finalise it at the next Valuation Forum.

DA

The 2017 Revaluation – Valuation of Land document requires rates to be added and it will then be referred to the Valuation Forum.

The ████████ Guidance document was also referred to the Valuation Forum.

The Immigration and Illegal Working Guidance was approved and will be placed on SharePoint.

PA&OM

The Public Performance Report was approved.

The Non Domestic Rating Timetable has been updated and changes tracked by the Assessor. The Head of Valuation Services will confirm changes and roll out to staff.

Ass

The Guide to Banding Report Referencing document was approved.

Work is progressing on the Workforce Plan document.

The Head of Valuation Services will finalise the Issue of the ROI Questionnaire Process Document.

HOVS

8.10 Model Complaints Procedure – Update and Complaints Received

It was reported that one complaint has been received since last reported.

Six intimations of appreciation have been received since last reported, 5 by the Principal Admin. Officer and 1 by the Admin Officer (ER).

8.11 Freedom of Information & Data Protection – Update and Requests

The Head of Valuation Services stated two FOI's have been received since last reported.

8.12 Equalities

The Head of Valuation Services confirmed that the Public Sector Equality Duty 2017-2021 had been submitted.

It was noted that there are 4 shared equality outcomes and a further 3 are specific to the Board.

8.13 Health & Safety

The next meeting of the Health and Safety Forum will take place on 9th June 2017.

It was noted that the encapsulation of the asbestos is now complete.

The damaged ceiling tiles will now be replaced when sourced.

8.14 Customer Questionnaire

The Customer Questionnaire Group met on 27th April 2017. 115 questionnaires were issued during the week beginning 8th May 2017. The introduction of a survey monkey is being considered for the future.

8.15 Elected Member Enquiries etc.

Two elected member enquiries have been received since last reported – 1 councillor enquiry, 1 agent and 1 enquiry regarding the [REDACTED].

8.16 Property Matters

Ayrshire Valuation Joint Board plan to replace the back building kitchen and first floor boilers. This is scheduled to take place after the June 2017 election.

Three new chairs have been purchased for reception.

Signage, a table and appropriate seating will be purchased for the link corridor in order to improve facilities for the disabled.

A special uplift will be arranged to remove the old furniture.

An area of suspected dampness has been located within the attic. The Head of Valuation Services will investigate.

It was reported that one of the doubled glazing units is showing signs of condensation within the technical section and this has been reported to South Ayrshire Council Property Maintenance.

The Personal Assistant & Office Manager will investigate window cleaning and weeding services for the offices at Ayrshire Valuation Joint Board.

PA&OM

9.0 BUSINESS CONTINUITY

The Business Continuity Plan is currently being reviewed by the Head of Valuation Services. The SAC Risk and Safety Officer (Resilience) has been in touch regarding incorporating a risk on loss of ICT due to a virus into the Business Continuity Plan.

10.0 RISK REGISTER

The Assessor is currently finalising the Risk Register. This will be reported to the September Board Meeting.

11.0 A.O.C.B.

11.1 Meetings and Forums

Valuation and Council Tax issues will be dealt with by the Valuation Forum chaired by the Divisional Assessors and agreed/approved at these meetings to alleviate some of the discussions on these issues at the Management Team Meetings.

It was further agreed that the Valuation Forum would be held monthly, the Management Team meetings will be held bi-monthly, the OCD Group meetings will be held bi-monthly and the Electoral Registration Forum will be held monthly.

11.2 Shredding Service

The Personal Assistant & Office Manager will arrange for a service contract to be set up with a shredding service via SAC IProcurement.

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OM**

11.3 2017 Revaluation Tidy Up Exercise

It was agreed that for the 2017 Revaluation a tidy up exercise would take place on narratives etc. The Head of Valuation Services will consult with the Divisional Assessors regarding deadlines for this task.

HOVS

12.0 DATE OF NEXT MEETING

The next meeting will take place on 20th June 2017.