



## **Management Team Minutes** **Tuesday 24 October 2017 at 9.30am**

**Present:-** Assessor, Head of Valuation Services, Principal Admin. Officer, Divisional Assessor (AN&A) and Divisional Assessor (AS&E)

**Action  
Req'd  
by:**

### **1.0 APOLOGIES**

Personal Assistant & Office Manager

### **2.0 PREVIOUS MINUTES**

Agreed subject to minor alterations.

### **3.0 MATTERS ARISING**

Bulk Mail Opening: it was felt the current processing rates with the new EMS provided value for money.

River Ayr Salmon Fisheries Board: appeal status will be checked.

**DAs**

There may be a requirement to have joint referrals on Wind Turbines/Farms. The new procedure will be followed with the LTS.

### **4.0 PERSONNEL**

#### **4.1 General**

Two members of staff have been referred to Occupational Health.

One member of staff is off on long term sickness absence with current medical certificate ending on 15 November 2017.

One [REDACTED] finishes employment on the 27 October 2017.

One member of staff left the organisation and completed the exit processes.

RICS checks have been completed.

The third quarter return has been made by the Office Manager.

Notes of Interest will be sought internally regarding candidates for 2 trainee valuer posts.

A 6<sup>th</sup> year pupil joined AVJB for the day and feedback was very positive.

SAC offered a retirement course.

The Business Register and Employment Survey has been completed and returned to the ONS.

A number of staff have requested enhanced leave – all of which have been granted.

#### 4.2 Mileage and Expenses

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

#### 4.3 Absence Statistics

These continue to be favourable and the Maximising Attendance Policy continues to be followed.

#### 4.4 PDRs and Training

The importance of PDRs was stressed to identify training and other needs; to highlight areas of improvement and areas where improvement has occurred.

Four half day delegates attended the IRRV event in September and will deliver toolbox talks in due course.

PDRs are currently being arranged.

A toolbox talk on the 2017 Revaluation Appeal was carried out by the Assessor on the 20 October 2017.

Healthy Working Lives had a Stress Awareness training day on the 30 August 2017.

The DAs will attend Advocacy Training on the 20 November 2017.

The IRRV are running a training day on GDPR on the 10 November 2017.

## 5.0 REPORTS

### 5.1 NDR

The Valuation Forum will resume meeting with a reduced membership of Assessor/HOVS/DAs. The meetings will be as and when required and Bullet/Action Points will be provided to staff. The HOVS will inform the OM to arrange meetings.

**HOVS/  
OM**

The agent for Kilmarnock College will be provided with the estimate they requested.

Progress is being made with the 2 November 2017 VAC. The VAC will be requested to dismiss a number of cases for non-compliance.

Regulation 13(2) will be sought on a number of cases with a particular agent.

There remain 33 running roll appeals outstanding from the 2010 Revaluation.

Performance: This remains above target but as the months are progressing the figures are falling. The DAs will monitor the situation. Due to sickness there requires to be a redistribution of workloads and staff are thanked for their co-operation.

A review of the survey cards is being carried out by the PVs.

## 5.2 Council Tax

There was a VAC held on the 21 September 2017, 4 Invalid appeals were listed: 3 were heard and 1 DIA; and 3 valid cases were listed, 2 were heard and 1 DIA.

The next VAC is on the 23 November 2017 where 7 cases have been cited.

The outstanding cases, invalid & valid, stands at 243. 40 invalids have been allocated to the Property Assistants with a completion date of 30 November 2017. There has been an issue with the 3% levy and the Scottish Governments levy on Band E properties and above and we have seen an increase in proposals since March 2017.

Performance: The new entries to the List remain at levels above target, however point of sales has fallen below target. This has been due in part to the additional work required on 'Shootings' entering the Valuation Roll and the TSU having to direct resources to meet deadlines.

All staff are thanked for their hard work and dedication.

## 6.0 SAA

Bullet/Action Points have been circulated from various meetings attended. The SAA have put together an action plan to support the Barclay Reports recommendations.

## 7.0 ICT

The SAA are currently looking at developing the SAA Portal and will move in the direction of a transaction hub. Funding will be sought from the Scottish Government.

### 7.1 Electoral Management System (EMS)

The canvass is on-going and door knock visits have started using tablet technology which fully integrates with AVJBs current EMS.

The addressing issues are an on-going matter with approx. 2,700 with no UPRNs. There are a further approx. 4,000 where we have concerns over the address. Both matters will be progressed by the BS&DO/SAO.

There is an issue with possible 6,000 absent vote images which the EMS supplier is working on an automated solution, otherwise it will require a manual fix.

The CAG change only updates have not yet been implemented – BS&DO will carry this out shortly.

The BS&DO will implement the boundary map layers onto the EMS.

#### 7.2 Core System Review

The visit to Fife has taken place. Further demonstrations of systems will be arranged at Central Assessors; [REDACTED] – Glasgow; [REDACTED] possibly in AVJB offices.

**PAO/  
Ass &  
ERO**

The Assessor & ERO will speak to the Assessor for Central prior to arrange a meeting.

#### 7.3 AVJB Website

There was a discussion on the future of the website – this will remain currently with general update taking place.

#### 7.4 SharePoint

Continues to be developed and updated.

### **8.0 ER UPDATE**

Canvass response is very poor in relation to previous years at a similar stage, currently 65%. The visiting of houses is on-going and will continue after the publication of the Register in December, and we will require to door knock a greater number of properties than previous years.

The Boundary Review of the UK Parliamentary Boundaries is in its second stage consultation. For AVJB boundaries this will mainly affect North Ayrshire wards 6, 7 & 8.

#### Elections

There are none currently planned.

### **9.0 GOVERNANCE**

#### 9.1 Suggestions Box

One suggestion has been received and relates to a proposed change to the CT Proposal Proforma – This has been approved and the PAO will instruct the SAO.

**PAO/  
SAO**

#### 9.2 Mail Logging

No issues.

#### 9.3 Board Meetings/Reports

The next Board meeting will take place on the 9 January 2018 – various reports will be placed before the Board.

A number of reports are in SP for review by the HOVS & PAO.

**HOVS  
/PAO**

- 9.4 Budget Update  
The Period 6 Budget Monitoring Report has been received.
- The Assessor & ERO has completed the Briefing Paper for the CEO's of the Ayrshire Councils on behalf of the Board.
- 9.5 Audit Internal/External  
Actions points continue to be updated as and when required.
- PAO has had contact with internal audit in regard to Council Tax processes and reconciliation and has supplied the required information.
- The Publication Scheme will refer to Audit Reports and the fact that these are published in the Board Report.
- 9.6 Corporate Plan  
This is under review by the Assessor & ERO and has been placed on SP for review by the management team.
- 9.7 Service Plan  
This was updated and presented to the Board in September 2017 by the Assessor & ERO.
- It will be placed on the website although it does appear in the Board papers that are published.
- In light of the Barclay Review this may require a further update to take account of the areas that the Scottish Government will be implementing. Scottish Government due to take an announcement in December 2017.
- 9.8 Risk Register  
This was presented to the Board in September 2017 with the next update due March 2018.
- The OM will check reporting timescales to the Board.
- 9.9 Records Management & Retention  
This is being worked on by the HOVS/Assessors & ERO and will be completed in time for any deadline.
- 9.10 Business Continuity  
This was updated and circulated in June. The next review is due in December 2017.
- 9.11 Complaints & Letters of Appreciation  
One compliant received on the time delay to deal with a CT proposal.
- Four letters of appreciation have been received.

**Ass &  
ERO**

**Ass &  
ERO/  
OM**

**Ass &  
ERO/  
OM**

9.12 FOI & DP

The revised Model Publication Scheme was approved by the MT.

There have been a number of FOI requests and replies are being co-ordinated.

The GDPR will come into force on the 25 May 2018 – the Assessor & ERO is working on compliance with the new Regulations. Various documents have been placed within SP for review.

There is an on-going investigation into a possible data breach.

9.13 Equalities

The HOVS attended a meeting of the Ayrshire Equalities Partnership on the 14 September 2017.

The HOVS also attended a meeting of the Strategic Overview Group at Cunningham House.

October is Black History Month.

9.14 Health & Safety

There will be a fire drill before the Christmas break.

The alarms on the front and back building have been serviced.

The Lone Working Policy was approved by the MT.

9.15 Elected Members Enquiries

5 elected member enquiries have been received and have been dealt with.

9.16 Policies & Procedures

2017 AVJB ND Timetable

Move to Valuation Forum on SP for final approval.

**OM**

Appeal Negotiations

Assessor to check and report to the Valuation Forum.

**Ass&  
ERO**

Draft Letter to Agents re appeals

Assessor to check and report to the Valuation Forum

**Ass&  
ERO**

2017 Continuation Policy

To be moved to Valuation Forum in SP for discussion and final approval.

**OM**

2017 Proposed AVJB Appeal Disposal

Assessor to check and move to Valuation Forum for final approval.

**Ass&  
ERO**

2017 Valuation of Land

Not yet approved and to be moved to Valuation Forum in SP.

**OM**

File Management Procedure

To be placed in Valuation Forum for review.

HOVS

Duty Holder Guidance

Approved subject to Assessor checking some minor points.

Ass&  
ERO

Guide to Banding Report Referencing

Approved OM to place on SP.

OM

Lone Working Policy & Lone Working Guidance

Approved to be placed on SP.

OM

Properties Under Reconstruction

Not approved - to be placed in Valuation Forum documents until SAAs Basic Principle Committee report to the SAA.

OM

Valuation Regulations 2017 – Legislation

To be placed in SP under Courts and Committees.

OM

9.17 Customer Questionnaire

A number have been issued and analysis will follow. A further issue will take place.

DA (AC)

9.18 **PROPERTY MATTERS**

The bins have been replaced - there is an issue with the new bins – OM to see Assessor & ERO.

OM

The 3 interview rooms now have a booking facility within the SP Calendars in readiness for the 2017 Revaluation Appeals.

OM

Window cleaning progress report.

10.0 **AOCB**

The Agenda may need revised and the correct version placed on SP.

OM

A proposal was made to alter the NDR appeal logging sheet to include the Scottish Government Category Codes – this will be carried out for future appeals received.

PAO  
/SAO

11.0 **DATE OF NEXT MEETING**

The next meeting will take place on 20 December 2017.