

**East Ayrshire Council  
Financial Services**

and

**Ayrshire Valuation Joint Board**

**Service  
Level  
Agreement**

***Financial Year 2002/03***

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## Introduction

This Service Level Agreement is between East Ayrshire Council Financial Services and the Ayrshire Valuation Joint Board. It is intended to enhance the close working relationship that already exists and demonstrate a joint commitment to improve the services provided, in the interests of Best Value.

The Agreement covers the statutory notification of changes required for the operation of Council Tax and Non-Domestic Rates and the provision of other related information. It details the information and the frequency with which it will be provided.

The timescales set out in the Agreement for both parties to provide information are intended as guides to inform discussion on regular reviews of the services.

Provision is made for the services provided under the Agreement to be monitored and discussed at an appropriate level to identify potential improvements in performance or recommend changes to the terms of the Agreement for approval by the signatories.

In the Agreement, EAC means East Ayrshire Council, Financial Services, AVJB means Ayrshire Valuation Joint Board and SLA means Service Level Agreement.

**Signatories**

This document is the Service Level Agreement between East Ayrshire Council, Financial Services & Ayrshire Valuation Joint Board for the period 1 April 2002 to 31 March 2003.

Signatories to this Agreement

Signed on behalf of East Ayrshire Council, Financial Services

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Head of Revenues, East Ayrshire Council

Date \_\_\_\_\_

Signed on behalf of Ayrshire Valuation Joint Board

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Assessor, Ayrshire Valuation Joint Board

Date \_\_\_\_\_

## Service and Performance Standards

The following table lists the services and information to be provided and the standards to form the basis of review.

### Council Tax

Assessor & Council Tax requirements	Action required by	Agreed standard
<p>Each April or as soon as possible thereafter the AVJB will in accordance with section 84 of the Local Government Finance Act 1992 provide EAC with a detailed valuation list of all live Council Tax valuation bands covering their local authority area.</p>	<p>AVJB</p>	<p>The valuation list will be split into each ward and consist of the following information:</p> <ul style="list-style-type: none"> <li>❖ An AVJB cross reference.</li> <li>❖ A postal number &amp; property identifier.</li> <li>❖ A valuation band and effective date.</li> <li>❖ An appeal marker for Valuation Appeal decisions &amp; Court of Session decisions.</li> <li>❖ A special indicator to denote a garage, carport or car parking space &amp; property used for storage of articles of domestic use.</li> </ul>

Assessor & Council Tax requirements	Action required by	Agreed standard
<p>The AVJB will send a file of amendments made to the Council Tax Valuation List to EAC.</p>	<p>AVJB</p>	<p>Four access database files will be passed weekly, as follows :</p> <ol style="list-style-type: none"> <li>1. Subject file.</li> <li>2. Valuation Band file.</li> <li>3. House name.</li> <li>4. Street Index.</li> </ol> <p>The files will contain the following information:</p> <ul style="list-style-type: none"> <li>❖ Ward number.</li> <li>❖ Finance property reference.</li> <li>❖ New property start date.</li> <li>❖ New property street code and house number.</li> <li>❖ Flat position &amp; alpha code.</li> <li>❖ House name.</li> <li>❖ Valuation band &amp; start date.</li> <li>❖ Valuation Band termination date.</li> <li>❖ Full Street index.</li> <li>❖ Post code where available.</li> </ul>

Assessor & Council Tax requirements	Action required by	Agreed standard
<p>At the start of each month a summary of the total number of live Council Tax Bands by ward will be passed to EAC for reconciliation purposes.</p>	<p>EAC &amp; AVJB</p>	<p>Full reconciliation can only be achieved at the year-end due to the ongoing system changes. The number of live Council Tax Banded dwellings must be completely reconciled before annual billing is undertaken by EAC.</p>
<p>Notify the AVJB of any enquiry received regarding the Valuation Band of a dwelling.</p>	<p>EAC</p>	<p>EAC will send a hard copy of any correspondence relating to Valuation Band issues within 5 days of receipt.</p>
<p>Notify EAC of any new occupier of a new dwelling recently inspected, if available.</p>	<p>AVJB</p>	<p>AVJB will send when available details of the occupier within 5 days of the inspection of a new property.</p>

**Business Rates**

<b>Non-Domestic Rates requirements</b>	<b>Action required by</b>	<b>Agreed standard</b>
<p>Each April or as soon as possible thereafter the AVJB will in accordance with section 1(2) of the Local Government (Scotland) Act 1975 provide, EAC with a detailed valuation list of all Non-Domestic properties covering their local authority area.</p>	<p>AVJB</p>	<p>The valuation list will be split into each ward and consist of the following information:</p> <ul style="list-style-type: none"> <li>❖ An AVJB street and valuation reference.</li> <li>❖ A property description and situation address.</li> <li>❖ The name of the proprietor.</li> <li>❖ The postal number / flat position.</li> <li>❖ The tenant or occupier of the property.</li> <li>❖ The Net Annual Value split between residential and non residential where appropriate and the Rateable Value of each property.</li> </ul>



Non-Domestic Rates requirements	Action required by	Agreed standard
<p>Each month the AVJB will notify EAC of any changes to the rateable value, net annual value, property description valuation reference, new properties &amp; property deletions.</p>	<p>AVJB</p>	<p>A monthly interface file will be sent to EAC containing the following information:</p> <ul style="list-style-type: none"> <li>❖ New subjects.</li> <li>❖ Rateable increases.</li> <li>❖ Rateable value decreases.</li> <li>❖ Deletions.</li> <li>❖ New / Old Rateable Value and Net Annual Value &amp; net change.</li> <li>❖ Start and end dates of change.</li> <li>❖ Finance reference</li> <li>❖ Old Valuation reference.</li> <li>❖ New Valuation reference.</li> <li>❖ Ward number.</li> <li>❖ Property description.</li> <li>❖ Property address.</li> <li>❖ Proprietor name(s).</li> <li>❖ Ratepayer name.</li> <li>❖ Split, Merged or Reorganised indicator.</li> </ul>

Non-Domestic Rates requirements	Action required by	Agreed standard
Amendments to the Valuation Roll that cannot be notified via the monthly interface to be notified to EAC by letter.	AVJB	A letter detailing the change to the Valuation Roll will be sent to EAC within 5 days of the case being concluded.
Reconciliation between both systems to be undertaken to ensure the integrity and accuracy of the Non-Domestic Rates data.	EAC & AVJB	Each month the total Rateable Value and number of subjects for each ward and the overall total for East Ayrshire will be reconciled. Once the last (year-end) Interface file is received the Rateable Value and number of subjects will be reconciled in total <b>before</b> annual billing is undertaken by EAC.
The Non-Domestic Rateable Value (RRV/ASS YYYY) figures supplied annually to the Scottish Executive to be copied to EAC.	AVJB	A copy of the annual return to be sent to EAC within 5 days of being sent to the Scottish Executive. The return provides details of the total Rateable value and number of subjects across each category of subject held on the Valuation Roll.

<b>Non-Domestic Rates requirements</b>	<b>Action required by</b>	<b>Agreed standard</b>
Change of Ratepayer details to be notified to the AVJB	EAC	A hard copy of all change of occupier correspondence will be sent to the AVJB within 5 days of receipt.

**Benefit Fraud Investigations**

<b>Benefit Fraud Investigation</b>	<b>Action required by</b>	<b>Agreed standard</b>
To assist in Benefit Fraud Investigations confirm from the Register of Electors the signatory of an "A Form." In accordance with Section 29(1) of the Data Protection Act 1998	AVJB	Written confirmation of the signatory to be provided to the EAC Benefit Fraud Investigator within 5 days of the request.

## **Reviews and Monitoring Arrangements**

### **Reviews**

The Service Level Agreement will be reviewed three months after its initial signing and thereafter on an annual basis.

### **Monitoring Arrangements**

- ❖ To promote improvements, monitoring arrangements will be put in place to review the standards achieved against those set out in the Agreement.
- ❖ The monitoring arrangements will include:
  - ❖ Annual meetings of nominated officers to discuss the performance under the SLA.
  - ❖ Reviews of sample data files and copy correspondence transferred between both parties.
  - ❖ Agreed improvement plans where levels of performance fall below acceptable standards. Senior Management will be informed of progress against the plan.
  - ❖ Signing an annual performance certificate by EAC & AVJB as a joint statement that the Service Level Agreement has been reviewed and that the monitoring arrangements have been complied with.

## Role of the Nominated Officer

East Ayrshire Council and the Ayrshire Valuation Joint Board will each appoint a nominated officer to oversee the operation of the Service Level Agreement. The nominated officers will:

- ❖ Attend an annual liaison meeting that may involve other interested parties (for example Information Technology) to make effective contributions towards closer working.
- ❖ Respond to and resolve any queries that cannot be dealt with through normal channels.
- ❖ Provide up to date lists of telephone numbers, facsimile numbers email addresses and contact addresses.
- ❖ Gather information to monitor SLA performance.
- ❖ Keep Senior Management informed of SLA performance and any issues arising.

### The nominated officers for 2002/03 financial year are:

Organisation	Nominated officer	Title	Contact number
East Ayrshire Council	[REDACTED]	[REDACTED]	01563-[REDACTED] [REDACTED]@east-ayrshire.gov.uk
Ayrshire Valuation Joint Board	[REDACTED]	[REDACTED]	01292-[REDACTED] [REDACTED]@south-ayrshire.gov.uk

## Change Control Management and Resolution of Matters Arising

Under normal circumstances the SLA will be reviewed annually but there may be occasions when in-year changes are appropriate.

The following process details the change control action to be taken:

- ❖ It is important that any matters arising regarding the service received or given are resolved at the lowest practicable level between EAC rating or council tax staff and AVJB technical or administrative staff. If issues cannot be resolved then they must be referred to the nominated officers.
- ❖ Proposed changes or unresolved issues arising from this code of practice should be raised with the respective nominated officers. Nominated officers will discuss the proposed change or the unresolved issue as soon as possible thereafter and keep a record of discussions and any decisions made. Any changes to the Agreement will be proposed to the Assessor and Head of Revenues for approval and formal amendment of the Agreement. Any unresolved issues will be notified at the earliest opportunity to the Assessor and Head of Revenues.
- ❖ The Agreement may only be amended with the approval of both the Assessor and Head of Revenues. Replacement pages will be inserted accordingly and the date of change recorded.

**Certificate of Performance 2002/2003**

The attached statement of performance details the standards reached during the 2002/2003 financial year. This statement is accepted as an accurate record of the SLA during the course of the year and is approved by East Ayrshire Council & Ayrshire Valuation Joint Board.

Signed on behalf of East Ayrshire Council, Financial Services

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Head of Revenues, East Ayrshire Council

Date \_\_\_\_\_

Signed on behalf of Ayrshire Valuation Joint Board

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Assessor, Ayrshire Valuation Joint Board

Date \_\_\_\_\_

**Statement of Performance 2002/2003**

<b>Section of SLA / Code of practice</b>	<b>Standards achieved or not achieved</b>	<b>Comments</b>
<b>Council Tax Performance</b>		
<b>Business Rates Performance</b>		
<b>Dealing with any disagreements</b>		
<b>Monitoring of Service Level Agreement</b>		