



Minutes of Meeting of Assessor's Management Team
Wednesday 8 March 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

PAO.

2.0 MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 8 February 2017 were approved subject to minor amendments.

3.0 MATTERS ARISING

3.1 General (Item 4.1)

The External and Internal Committees and Groups document was updated and has been placed on SharePoint.

3.2 Training (Item 4.4)

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

DA's/
Sups/
SAO

3.3 Revaluation 2017 (Item 5.1)

The Divisional Assessors, for the 2017 Revaluation, will review standard letters.

DA'S

3.4 Council Tax – VAC Hearing Update (Item 5.2)

An invalid appeal has been moved from the April 2017 VAC Hearing to the September 2017 Hearing.

The Divisional Assessors will allocate the Council Tax court for September 2017.

DA's

The Head of Valuation Services confirmed that he has made contact with Counsel's clerk who confirmed that they would contact the Head of Valuation Services regarding future bookings.

3.5 SharePoint (Item 6.4)

The Business Support and Development Officer, Personal Assistant & Office Manager and Personal Assistant will arrange to implement the retention schedule within SharePoint.

BS&DO

A guidance document on secure copier printing has been placed on SharePoint under Operational Instructions and Processes/IT as a result of a recent suggestion.

3.6 SharePoint (Item 6.4)

The Business Support and Development Officer (BS&DO) has reviewed the SharePoint Management document and retention within it.

3.7 Suggestion No. 341 – Household Enquiry Form

The Principal Admin. Officer will give feedback on this suggestion to the Electoral Commission.

PAO

3.8 AOCB (Item 11.0)

Arc Mapping training will be rolled out to all staff.

**DA
(AN&A)**

4.0 PERSONNEL

4.1 General

It was reported that currently the Senior Admin Officer is carrying out a number of tasks which should be carried out by administrative staff.

With this in mind case law will now be undertaken by the Personal Assistant and Return of Information will be undertaken by the TSU.

The VAC lists etc will be produced by the TSU. The Principal Admin. Officer will consult with the TSU when producing VAC Lists. If at busy times these become an issue then help will be given from admin staff.

The Head of Valuation Services will arrange a meeting with the Divisional Assessors, Principal Admin. Officer, Senior Admin Officer and Admin. Officer (TSU) to investigate citations being undertaken by TSU to ensure an efficient hand over from the Senior Admin Officer to TSU.

The Assessor stated that no member of staff should be keeping a daily diary, detailing or listing the tasks which they undertake on a daily basis unless done in their own time.

It was reported that the flexi reports are giving no cause for concern. It was however noted that several members of staff have lost time at the end of accounting periods.

The technical sections will commence within their new teams with effect from 1 April 2017. Ward allocation will be passed out as soon as possible.

The Assessor requested that staff work together regarding best use of resources.

Technical staff overtime ceased week ending 3 March 2017.

4.2 Absence Statistics

The short terms absence statistic for February was 0.73% and long terms 0.98%. The March short term statistic is 0.11% and long 0.74%. The annual total for year 2016-17 up to 6 March 2016 is short 1.04% and long 2.28%.

4.3 Training

The Core Training document will be reviewed for the next Management Meeting.

**Man
Team**

The Principal Valuers attended an Introduction to Management Course and further training will be ongoing.

It was noted that pre-election clerical training will take place on 14 March 2017.

A Toolbox Talk on RICS Internal Property Measurement Standard will be undertaken on 12 April 2017.

4.4 Personal Development Reviews

The senior management PDRs will take place this month. H. McPhee confirmed that she had also reviewed the Divisional Assessors PDRs.

5.0 REPORTS

5.1 Valuation

Non Domestic

VAC Hearings Update

It was noted that 78 cases have been cited for 25 May 2017 court and citations have been issued. 119 are now outstanding. 101 will be cleared by end December 2017.

Revaluation 2017

It was reported that the Revaluation target was met.

Fishings remain outstanding and these will be completed by the end of week commencing 13 March 2017.

Shootings are on-going.

It was noted that a Senior Valuer (AN&A) has met with an Agent regarding pre-agreements for certain Caravan Parks. Discussions are also taking place with Tayside Valuation Joint Board and the Senior Valuer (AN&A) regarding other caravan park agreements.

It is hoped that the Hydro PN will be agreed in March 2017. The practice note is near completion. The Divisional Assessor (AN&N) will contact the PN Author to ascertain how Tayside are progressing.

License Restaurants are being looked at further.

After the Revaluation, consideration will be given to premises, ground entries and unfinished properties. The Head of Valuation Services confirmed that he has a list of premises and premises under reconstruction.

The council will maintain a register on vacant land which the Head of Valuation Services will check.

5.2 Council Tax

General Issues

It was reported that the Property Assistants have dealt with the first PI8 allocation. Once the Assessors system is up and running again any outstanding will be put through the system. Good progress is being made on the second allocation.

VAC Hearings Update

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

The next Council Tax court will take place on 22 June 2017. The courts have been allocated on SharePoint. The VAC for September 2017 will now be allocated by the Divisional Assessor's.

DA's

5.3 Scottish Assessors' Association

The next Assessors' Committee Meeting will take place on 16 March 2017.

The Scottish Assessors' Association AGM will take place in 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 robust disposal KPI's will be introduced. Sold house disposal KPI's may be reviewed.

5.4.2 NDR VAC – Proposed Appeal Disposal

Nothing to report.

5.4.3 CT List – New Entries – KPI's

The Council Tax statistics may be reduced subject to Board approval.

5.4.4 CT VAC – Proposed Proposal/Appeal Disposal

The year-end KPI figures are currently not available.

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

Nothing to report.

5.4.6 Domestic Alterations

Currently there is insufficient resources to action domestic alterations as and when they happen.

5.4.7 TSU Update – outstanding workload

It was reported that the TSU are up to date.

The Divisional Assessor's, Head Of Valuation Services, Principal Admin Officer, Senior Admin Officer and Admin Officer (TSU) will meet to discuss TSU tasks as previously reported.

**DA/
HOVS/
SAO/
AO**

6.0 ICT

6.1 Electoral Management System

Nothing to report.

6.2 Core System Review

The Principal Admin Officer has picked up on dialogue from a company called [REDACTED] who supply a core system to Lanarkshire VJB. In due course a meeting will be arranged to view their system in an operational situation. The Principal Admin Officer is arranging a meeting with Fife to view their core system.

6.3 AVJB Website

The Assessor, Head of Valuation Services and Principal Admin. Officer met with the communications team regarding the AVJB website. The website will be maintained by the SAC Web Manager which he feels could be improved upon. SAC will report back to AVJB with suggestions they may have for the site. It was mentioned by the communications team that the website should be geared towards what service users actually search for.

The Assessor circulated the non-domestic rating revaluation 2017 web site content document, which will be reviewed by the management team. The management team to report back to the Principal Admin Officer on the document as soon as possible. Once feedback received the Principal Admin Officer will place on the website.

MT

The Assessor reported that survey monkey will be used for our customer questionnaire. Analysis can be undertaken via survey monkey.

The Scottish Government changes within council tax on bands E-H together with the Ayrshire Councils agreed 3% increase should be reported within AVJB website. The Assessor will prepare wording for the website.

Ass

The HOVS and the DA's will look at their website responsibilities as soon as possible for any update.

DA's

It was noted that Twitter is also being considered for use by AVJB.

6.4 SharePoint

The Assessor stated that the Senior Admin Officer will no longer be adding cases to SharePoint. The Personal Assistant will now have responsibility for this task.

PA

The Personal Assistant & Office Manager will update the SharePoint content document.

PA&OM

7.0 ER Update

7.1 General

Nothing to report.

7.2 Elections

The Scottish Local Government election will take place in May 2017.

8.0 GOVERNANCE

8.1 Suggestions Box

No new suggestions were received.

The award for best suggestion goes to [REDACTED] who will receive a half day flexi each. The Suggestions Box table within SharePoint has been updated.

8.2 Mail Logging

There were no outstanding mail log items.

8.3 Board Meetings/Reports

It was reported that the next Board Meeting will take place on 21 March 2017. The Assessor will produce reports on Maximising Registration and the 2017 Revaluation. The Principal Admin Officer will produce a report on Electoral Registration and the Head of Valuation Services will produce a report on Staffing, Complaints and Valuation & Performance.

It was agreed that the Personal Assistant & Office Manager would email SAC regarding the setting up of provisional dates for the 2017/2018 Board Meetings.

PA&OM

8.4 Budget

It was noted that the Treasurer to the Board will put forward a report on the 2017/18 budget to the next board meeting in March 2017.

The Assessor reported that the current 2016/17 budget is on target for this financial year.

It was further reported that there will be budget difficulties with the 2018/19 and 2019/20 budgets. If staff have any suggestions to save money these should be forwarded to senior management.

Consideration should be given to reducing mileage, staff should do as much from their desk as practicable. Printing and postage costs will also require to be reduced. Consideration to reducing gas and electricity costs should be made by switching off lights and turning down heating.

It was stated that centralised bin points will be considered.

8.5 Audit – Internal/External

A draft Internal Audit report has been produced and the senior management team have given their comments on the report.

External Audit will submit a report in due course. A draft copy has been sent to the Treasurer of the Board.

8.6 Records Management

8.6.1 Record Management Plans

The Head of Valuation Services attended a seminar on Introduction to Annual Reviews of Records Management Plans on 27 February 2017. There will now be no need to resubmit, an update can now be made on an annual basis.

The Assessor will look at the Business Classification Scheme document.

Ass

8.6.2 Retention Schedule

The Business Support & Development Officer will action retention timescales within SharePoint in conjunction with the Personal Assistant & Office Manager and the Personal Assistant.

BS&DO

The Retention and Disposal Schedule is currently being reviewed by the Head of Valuation Services.

HOVS

8.7 Corporate Plan

The Corporate Plan is on SharePoint for the Management Team to review for the next management meeting.

MT

8.8 Service Plan

The Service Plan is on SharePoint for the Management Team to review. The Service Plan will be presented to the Board after the May election.

MT

8.9 Policies and Procedures – New/Review/Updates

Various policies are currently with the HOVS to be finalised.

HOVS

The management team should review the documents within the “Documents Under Review” folder within SharePoint.

MT

8.10 Model Complaints Procedure – Update and Complaints Received

It was reported that one complaint and 1 letter of appreciation has been received since last reported.

8.11 Freedom of Information & Data Protection – Update and Requests

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

It was noted that the Assessor is considering a Data Protection Agreement with the Financial Services Departments of the three Ayrshire Councils

A Data Protection review will take place in 2018. This issue will be raised at the next Governance Meeting on 24 March 2017 due to a change in the regulations.

8.12 Equalities

Discussion took place on Gender Pay Gap. The Head of Valuation Services will investigate.

HOVS

The Head of Valuation Services, Personal Assistant and Admin Officer (ER) met to discuss the 4 shared equality outcomes.

8.13 Health & Safety

The Head of Valuation Services reported that a Health and Safety Meeting will take place on 10 March 2017.

It was also noted that a fire drill will be held in due course.

Emergency Lighting is currently being tested and upgraded within the office.

An air quality test was carried out in the ceiling voids within the back building. A team was also in the office looking at the structural columns above the voids in connection with the asbestos and a report will be received from them in connection with removal or encapsulation.

8.14 Customer Questionnaire

The issue and return of the customer questionnaire is under review and the introduction of a survey monkey being considered for the future.

8.15 Elected Member Enquiries etc.

Seven elected member enquiries have been received since last reported – 4 councillor enquiries, 2 MSP and 1 MP enquiry.

It was agreed that any emails regarding the revaluation should be directed to the Divisional Assessors.

8.16 Property Matters

The boiler within the back building gents toilet will be replaced on 12 March 2017 due to persistent breakdown problems.

The front building attic and first floor stairs have been repaired.

9.0 BUSINESS CONTINUITY

The Business Continuity Plan will be passed to the Management Team in due course.

HOVS

10.0 RISK REGISTER

The management team should consider their risks within the Risk Register prior to the next management meeting.

MT

11.0 A.O.C.B.

Thanks were given to all staff for their hard work during the revaluation and running roll cut-off.

Once the notices have been issued a standard response for telephone calls will be compiled.

12.0 DATE OF NEXT MEETING

The next meeting will take place on 19 April 2017.