



Minutes of Meeting of Assessor's Management Team
Wednesday 1st April, 2015 at 09.00 a.m.

	Action Req'd by:
1.0 <u>PRESENT</u>	
H. McPhee, J. McConville, H. McCormick, A. Cumming, M. Voy, and E. Stewart (Minutes).	
2.0 <u>APOLOGIES</u>	
A. Andreucci	
3.0 <u>MINUTES OF PREVIOUS MEETING</u>	
The minutes of the meeting held on Friday 13 th February, 2015 were approved subject to minor amendment.	ES
4.0 <u>MATTERS ARISING</u>	
4.1 <u>TSU Duties (item 4.7)</u> Carried forward to next meeting.	MV/AC
4.2 <u>IT Strategy (item 4.8)</u> Work in progress.	HMCC
4.3 <u>Modern Apprentices (item 6.1)</u> It was confirmed A. Andreucci had contacted [REDACTED] who confirmed AVJB are on the list.	
4.4 <u>Training Group Member (item 6.3)</u> M. Voy and H. McCormick will meet to discuss and the new member will be confirmed at the next meeting.	MV/ HMCC

- 4.5 Large Clerical Room Printer (item 7.11)
Carried forward to next meeting. **HMCC**
- 4.6 Customer Questionnaire (item 7.4)
A. Cumming reported the group had met and the form was being revamped and the new form will be brought to the next MTM. **AC**
- 4.7 Painter's Ladders (item 7.5)
J. McConville reported he had moved these ladders to the outbuilding. It was noted the painter will be working in the corridors shortly.
- 4.8 IT (Item 9.2)
H. McCormick confirmed that progress is being made on the IT Strategy. **HMCC**
- 4.9 Sharepoint Process (item 7.7)
It was noted the documents are now available on Sharepoint.
- 4.10 HNL Funding Bid (item 9.3)
H. McPhee reported the bid was successful and £31,500 has been allocated.

5.0 BOARD MEETINGS

- 5.1 Board Meeting Update
The Board meeting took place on 31st March 2015 in Ayr and H. McPhee stated all reports had been approved and the DA's are to ensure all staff are thanked for the turnaround in KPI's. Improvement in absence statistics were noted by the Board and it was noted the next meeting will be a busy meeting with reports on structure, policies and procedures, Equality Duty, 2017 Revaluation and the Treasurer's end of year report. There followed a discussion and it was noted the underspend will be used to purchase an ER Management System. The next Board Meeting will be held on 19th May, 2015 in Kilmarnock.
- 5.2 Report Writers
H. McPhee, J. McConville and H. McCormick will produce the reports for the next meeting.

6.0 PERSONNEL

6.1 Personnel

J. McConville reported the following:-

██████████ had been dismissed due to capability issues. It was agreed Line Managers would inform staff at their Team Meetings.

**DA's
HMCC**

██████████ leaves AVJB today to take up a temporary position with SAC at Burns House.

██████████ has applied to change her work pattern due to health reasons. This is currently under consideration.

JMcC

██████████ has applied to change her work pattern (same hours) to full days Monday/Tuesday and half day Wednesday. This was approved after careful consideration and workloads. It was also felt that the change would be beneficial to the office.

JMcC

It was noted A. Andreucci will complete the Joint Staffing Watch due on 29/04/15 and a request for Youth Collection Head Count has also been requested this time.

AA

██████████ has applied to progress through the Bar to Valuer Level 3. Following discussion on the current system this was approved.

JMcC

6.2 Absence Statistics

It was noted the absence statistics are good compared to 18 months ago

6.3 Training

M. Voy reported 5 technical staff attended the IRRV Rental/Cost Analysis with all saying it had helped with CPD. Following discussion, it was agreed the Training Group should arrange for all valuers to be trained on how the Rental Form and analysis system works.

MV

APC Mock Interviews have been arranged for 6 candidates from Lanark, Glasgow and Lothian. There followed a discussion and it was noted M. Voy will be on the Panel for the Interviews in Stirling on 06/05/15.

H. McPhee reported she had completed Management and Leadership courses on Coast.

A new admin. member is required for the Training Group and it was agreed M. Voy and H. McCormick will meet to discuss.

**MV/
HMCC**

6.4 Structure

H. McPhee reported she has submitted a restructuring proposal for costings to the Treasurer to the Board and following consultations with Unions, the restructure will be put forward for Board approval at the May Board meeting with adverts/interviews taking place in July/August. It was noted all parts of reduced hour posts will go.

7.0 GOVERNANCE

7.1 Suggestions Box

7.1.1 Suggestion No. 375 – Smoke Breaks

Following discussion, it was agreed J. McConville will email all staff regarding smoke breaks etc.

JMcC

7.1.2 Suggestion No. 376 - Chairs

H. McCormick reported this suggestion has been implemented and chairs have been moved to the basement.

7.2 Mail Logging

One outstanding mail log item was noted.

7.3 KPI Performance

H. McPhee asked DA's to ensure staff are thanked for the brilliant turnaround with really good KPI's, showing best NDR since 2010/11 and best CT since before 2007/08. However, there are still some issues to be resolved.

It was noted J. McConville will do some follow up training.

JMcC

7.4 Customer Questionnaire Group

A. Cumming reported the group had met and the form was being revamped and the new form will be brought to the next MTM. [REDACTED] has joined the group and will give some ER input.

AC

7.5 Health and Safety

A. Cumming reported PPE equipment has been ordered and delivered including jackets, 24 hard hats, glasses, waterproof trousers, ear plugs, safety shoes and torches. It was agreed personal alarms should be purchased and A. Cumming to liaise with A. Andreucci.

**AC/
AA**

It was noted that internal snagging of the Smoke detection system had been carried out.

J. McConville reported on an issue with Toasters and it was agreed J. McConville will email all staff to remind them not to leave the room when toasters are in use and staff working overtime should ensure someone is available to reset the Fire Alarm before using toasters during overtime working.

JMcC

It was noted staff continue to do the daily check on lighting etc.

It was noted the front building boiler is not working properly due to a faulty frost sensor and a new part has been ordered.

JMcC

It was agreed once the painter is finished, a fire drill will be carried out and quotes for new blinds obtained by J. McConville.

7.6 Freedom Of Information – Requests Received

J. McConville reported on request/replies for the following:-

Dealt with

[REDACTED]

Outstanding

[REDACTED]

Following discussion, H. McPhee intimated any decision on the value of [REDACTED] had to be discussed with J. McConville/H. McPhee. M. Voy to ensure [REDACTED] knows this one has to be treated with caution. It was noted [REDACTED] will be engaged for the VAC Hearing on 21/5/15.

MV

7.7 Update

J. McConville reported all staff were issued with an Equalities Questionnaire. It was noted 2 were not returned and 2 members of staff were off sick. J. McConville will update the report and statistics by 27/04/15.

JMcC

Various policies and procedures will be presented at the next Board Meeting in May and J. McConville will circulate the updated Summary to the MT for information.

JMcC

It was noted H. McPhee felt Sharepoint is not being used enough and J. McConville intends emailing all staff with an update on Sharepoint. The Training Room Diary is now available on Sharepoint and D.A's can contact [REDACTED] to have buttons added.

JMcC

J. McConville reported concerns with Health and Safety of Lone Workers and raised issues of how our policy works when staff are out of the office. Following discussion, it was agreed the clerical assistants/canvasser should have a similar a procedure in place showing which staff are out and each member of staff should update their calendar to show their visits for the day with access available to their Line Managers and continue to complete the signing out/in book. It was agreed staff should only do visits within normal working hours due to Health and Safety risks. It was noted there may be implications for temporary canvassers and J. McConville will look into this. It was also agreed three of the nine technical section mobile phones would be passed to the clerical sections.

JMcC

H. McPhee reported on a new device to monitor the whereabouts of staff at a cost of £16 per car/month. Dunbartonshire currently have a tracking system using mobile phones at a cost of around £6.50 per phone/month. It was noted these systems help to ensure the safety of staff and may have to be considered in the future under health and safety.

J. McConville gave some background to the amended Maternity and Parental Leave Policy and following discussion it was approved and should be uploaded to Sharepoint. The Communication Strategy was discussed and it was agreed the MT should look over the document with any comments to J. McConville. It can then be added to Sharepoint.

JMcC

MT

8.0 BUDGET MONITORING

8.1 Capital
Nothing to report.

8.2 Revenue
Likely to be an underspend.

9.0 REPORTS

9.1 Valuation

H. McPhee requested A. Cumming deal personally with any enquiries from [REDACTED] agent.

9.1.1 Non Domestic
General Issues
M. Voy reported the following:-

The end of year cut off went well and it was noted that all staff worked hard to ensure all changes to the Valuation Roll were processed on time.

A further meeting was held with [REDACTED] and [REDACTED] to discuss the [REDACTED] appeal and further progress was made. It was confirmed that the appeal has not be listed for a particular date by the Land Tribunal. A substantial addition was made to the NAV of [REDACTED] to reflect a new [REDACTED].

VAC Update

VAC 09/03/15 – hearing went ahead with one dismissal and one case for [REDACTED]. This appeal was upheld, although the appellant has now contacted A. Urquhart with a view to appealing. Written representations continue for The [REDACTED] and the appellant has submitted a new 51 page document in response to our initial submission..

VAC 23/04/15 (CT) – 5 proposals at [REDACTED] are expected to be heard and a few other appellants have intimated at this stage that they wish to proceed. There is also an invalid proposal cited for a property at [REDACTED].

VAC 21/05/15 – 47 appeals have been cited, including the [REDACTED] public House, [REDACTED] where [REDACTED] is representing the appellant. JMcC will contact [REDACTED] with a view to retaining him for this hearing.

JMcC

There followed a discussion on the most appropriate way to value industrial subjects.

H. McPhee enquired if we had standard formats for our Narratives and has requested all Narratives are in the same format throughout the office. It was agreed H. McPhee will look into this.

HMCP

9.1.2 Council Tax

General Issues

A. Cumming reported no major issues.

The TSU will start on the November point of sale rebanding and it was noted they will have some catching up to do due to sick leave and the cut off. It was noted the TSU is working at maximum and more staff would be required if filing, downloading electronic plans, house input or any other tasks were added to their workload.

Proposal/Appeal Disposal

A Cumming reported that currently there are 114 valid appeals and 151 invalid appeals outstanding. The next Valuation Appeal Panel Hearing will take place on the 23rd of April 2015. Five cases from [REDACTED] have been continued to this hearing. At least two other cases have indicated they wish to attend.

Following discussion H. McPhee suggested all valids and invalids be listed together in UA and street code order, remove the ones already cited and the ones remaining should be allocated to staff and cleared by end of May.

Point of "Sale Re-Banding"

The TSU are currently working on the November sales and will then deal with December, January and February.

9.2 IT

Clarification was sought by J. McConville on how Sharepoint should work and following discussion it was agreed H. McPhee would work on a structure of folders for the 2017 Revaluation following the SAA Committees. E. Stewart to forward the current list of SAA Working Groups and Committees to H. McPhee.

HMCP

ES

It was agreed only the MT would be allowed to create the folders with all staff being able to access/save to the folders.

H. McCormick reported the GSX accounts are now only accessible from the PSN complaint PC. Anyone wishing to receive emails through the GSX system will require to use J. McConville's GSX account.

H. McPhee handed out a document re. 35 day cut off to DA's for consideration and it was noted this must be agreed by the VAC. It was noted Agents had raised the issue of all Assessors not using the same system.

DA's

9.3 ER Update

H. McPhee reported she is hopeful the new ER Management System will be in place by Nov/Dec 2015.

It was noted is it hoped the backlog will be cleared for the General Election, Poll Cards go to Royal Mail today for issue on Friday. We are expecting a lot of emails and voicemails next week and H. McCormick to ask Supervisors to let H. McPhee know the situation with IER on Tuesday.

HMcC

There followed a discussion of electorate falling and it was noted the current ER systems is causing some issues.

10.0 A.O.C.B.

10.1 Title Deeds

J. McConville reported, as a result of an enquiry from a neighbouring property to 9 Wellington Square, the Title Deeds are now held [REDACTED], they previously held at [REDACTED]. The neighbour has requested access into the car park to allow house painting and this has been agreed. She will inform us when access is required.

10.2 Councillor/MP Enquiries

J. McConville reported a member of staff had dealt with a telephone enquiry from a Councillor. It was agreed all staff should be reminded to pass details of any enquiries from Councillor/MPs etc. they have dealt with to J McConville/E. Stewart for logging purposes.

11.0 DATE OF NEXT MEETING

The next meeting will take place on 6th May, 2015