



**Minutes of Meeting of Assessor's Management Team**  
**Wednesday 3rd June, 2015 at 09.00 a.m.**

**1.0 PRESENT**

H. McPhee, J. McConville, H. McCormick, M. Voy and A. Andreucci (Minutes).

**2.0 APOLOGIES**

A. Cumming

**3.0 MINUTES OF PREVIOUS MEETING**

The minutes of the meeting held on 6<sup>th</sup> May, 2015 were approved subject to minor amendments.

**AA**

**4.0 MATTERS ARISING**

**4.1 TSU Duties (Item 4.1)**

It was noted that the TSU did not receive help with the filing back log due to the admin sections having to deal with their own filing backlog.

H. McPhee, J. McConville and H. McCormick will consider TSU staffing requirements.

**HMCP/  
JMcC/  
HMcC**

**4.2 Training Group Member (Item 4.4)**

M. Voy reported that [REDACTED] is the new member of the Training Group.

**4.3 Health & Safety – Fire Detection System (Item 7.5)**

A. Andreucci confirmed that the new process and pin number for the Fire Detection System was passed to the main Key Holders.

**4.4 Update (Item 7.7)**

The Risk Register is currently being reviewed by J. McConville.

The Public Performance Report was presented to the Board in May.

A. Andreucci confirmed that the Policy and Procedure Index had been placed on SharePoint.

All staff will require to have alerts/announcements activated on the PC's.

4.5 Valuation (Item 9.1.1)

A. Cumming will liaise with J. McConville regarding [REDACTED] and recent discussions from the SAA AGM.

AC/  
JMcC

4.6 Council Tax (Item 9.1.2)

H. McPhee reported that she gave a presentation on 12<sup>th</sup> May 2015 to the Commission on Local Tax Reform.

**5.0 BOARD MEETINGS**

5.1 Board Meeting Update

All Board Reported were approved at the Board meeting on 19<sup>th</sup> May 2015.

Concerns had been raised by [REDACTED] of the requirement for the AVJB website to be updated.

The next Board Meeting will take place on 1st September 2015 in Irvine.

5.2 Report Writers

Staffing, Valuation & Performance, Risk Register and Business Continuity Reports will be produced by J. McConville and H. McCormick will produce the Electoral Registration Report for the next Board Meeting.

**6.0 PERSONNEL**

6.1 Personnel

J. McConville reported the following:-

[REDACTED] has now left AVJB.

[REDACTED] is investigating the requirement for the ID Badges to be updated. The Assessor reiterated that all staff should wear their badges.

The yearly driving licence and insurance check has been carried out. A couple of staff still require to have their documentation checked.

H. McPhee stated that any member of staff attending SAA meetings which finish early should return to the office afterwards.

The six monthly check of RICS and student members has been carried out.

6.2 Absence Statistics

It was noted the absence statistics continue to show improvement. It was noted that there may be a couple of members of staff that will require to be off work on long term sickness absence in the future.

### 6.3 Training

It was noted that the next meeting of the Training Group will take place on 11<sup>th</sup> June 2015.

The Core Training proposal will be passed to the group for consideration.

It was noted that the group will also consider the best way to identify training requirements, including consultation with staff.

M. Voy reported that [REDACTED] has now completed her APC application and will sit in the autumn.

Consideration will be given to Snr. Valuers undertaking Toolbox Talks to Trainee Valuers.

The log in procedures for COAST has recently changed. Staff should be aware of the training courses available within this facility which all have access to and should utilise.

M. Voy will consider the requirements for analysis training.

**MV**

The Training Group will also consider relevant training requirements for supervisors.

All staff should ensure that they update the training spreadsheets after they have completed training.

J. McConville attended a Records Management Conference where an issue regarding online training was reported. It was noted at this conference that face to face training still has stronger benefits than online training.

Four places have been booked for the IRRV June 2015 Valuation Seminar. J. McConville and M. Voy should consider attendees.

**JMcC/  
MV**

### 6.4 Structure

H. McPhee confirmed that she has emailed all staff after the recent conversation event regarding the restructure. Costs have not yet been received.

A. Andreucci to contact [REDACTED] (SAC) regarding Modern Apprentices.

## 7.0 GOVERNANCE

### 7.1 Suggestions Box

New suggestions were reported as follows:-

#### 7.1.1 Suggestion No. 378 - Water Cooler

It was felt that this was a good suggestion. A. Andreucci to investigate.

**AA**

#### 7.1.2 Suggestion No. 379 - Overtime

It was reported that the Assessor has sympathy with regard to travel time and working overtime but this suggestion is not practical.

### 7.1.3 Suggestion No. 380 – Telephone System

A new telephone system is currently under investigation.

### 7.2 Mail Logging

Outstanding mail log items were noted.

### 7.3 KPI Performance

KPI statistics are good. M. Voy reported on a couple of statistics which can be removed. Thanks were given for the hard work of staff.

### 7.4 Customer Questionnaire Group

The Customer Questionnaire Group have not met since last reported.

### 7.5 Health and Safety

J. McConville reported the following:-

The Health and Safety Group will consider Manual Handling, with the possibility of a toolbox talk. Training may be accessed via South Ayrshire Council.

**HMCP**

H. McPhee will issue and email to all Assessors regarding the canvasser issue relating to the Lone Worker Policy which is currently under review.

A Fire Drill will take place in due course.

**JMcC**

J. McConville will investigate the repair/replacement of blinds per the DSE assessments.

██████████ and ██████████ attended the last meeting of the Health and Safety Group as part of their APC Training and together with ██████████ are involved with producing evacuation plans.

██████████ is investigating a 3 in 1 device via the OCD and Health and Safety Group which incorporates a phone, camera and tracker.

No action will be taken to replace the glass on the front reception door meantime.

A rolling programme for PPE has now been set up.

The three monthly inspection of the office was carried out by the group and issues are being dealt with. One member of staff was asked to tidy their room and this has now been done.

### 7.6 Freedom Of Information/Complaints/MP/MSP/Cllr – Requests Received

One data protection issue has been dealt with by H. McCormick in relation to an entry within the Register of Electors.

#### 7.6.1 FOI

J. McConville reported that one FOI request had been received since last reported.

#### 7.6.2 Complaints

Two complaints have been received since last reported.

### 7.6.3 MP/MSP/Cllr

Two MP/MSP enquiries have been received since last reported.

### 7.7 Update

J. McConville reported that he will be meeting with [REDACTED] on 10<sup>th</sup> June 2015 regarding Business Continuity. A. Andreucci will also attend the meeting.

The Equalities 2015 Report was approved at the last Board Meeting and has been uploaded to the AVJB website.

H. McCormick and J. McConville are currently working on a Risk Register Report to the Board.

The Public Performance Report was approved at the Board Meeting in May. The report will be uploaded to the website and distributed to libraries and Councillors.

The Policies and Procedures continue to be updated. The Index has been uploaded to SharePoint. The Code of Conduct is currently being updated together with related policies.

The Risk Register is being reviewed by H. McPhee.

The Terms and Conditions of Service are currently being reviewed together with associated policies.

### 7.8 Property Matters

H. McPhee reported that she had been approached by SAC regarding alternative premises. H. McPhee confirmed that she had reported at the last Board Meeting SAC's approach to AVJB on moving to more modern premises. SAC have various sites in mind and will inform AVJB in due course what site has been chosen. Prior to any agreement between SAC and AVJB a full report will go to the Board.

## 8.0 BUDGET MONITORING

### 8.1 Capital

Nothing to report.

### 8.2 Revenue

Unaudited accounts were approved by the Board and uploaded to the AVJB website. A meeting will take place with the Treasurer to approve the 2017-18 Budget.

## 9.0 REPORTS

### 9.1 Valuation

#### 9.1.1 Non Domestic

##### General Issues

There were no general issues.

The Paper Mill has now been referred to the LTS during 26th-30th October 2015. [REDACTED] (Counsel) has been booked. Consultation will take place as soon as possible. J. McConville and M. Voy to meet to discuss the Paper Mill prior to the meeting with [REDACTED].

**JMcC/  
MV**

A date will be set to meet with [REDACTED] to discuss [REDACTED]

Discussions are required with [REDACTED] regarding [REDACTED]

Discussion took place on Telecoms. It was agreed that everything with a disposal date of 31<sup>st</sup> December 2015 must be cited in June to allow 6 months for referral.

H. McCormick will look to insert a new formula within the spreadsheet to reflect the date the citation must be cited by, taking into account the referral period.

**HMCC**

J. McConville will ensure the new costs form is issued.

**JMcC**

J. McConville, M. Voy and A. Cumming will meet to discuss premises entries.

**JMcC/  
MV/AC**

Discussion took place on the Grant Chart which was approved.

The staff and public toilet task has commenced. A review will take place in 2 weeks' time and it was noted that overtime is not unlimited and may not be available in the foreseeable future. M. Voy and A. Cumming to meet with valuers and inform them of the agreement in dealing with the task.

**DA's**

Divisional Assessor's to consider the best approach to ensure RQ's are not issue to companies who complete National Returns.

**DA's**

J. McConville to contact the three Ayrshire Authorities to meet with himself, A. Cumming and M. Voy regarding the issue of Return of Information Forms for the 2017 Revaluation and RQ's.

**JMcC**

The Divisional Assessors are to meet with [REDACTED] regarding the process for the 2017 forms on the portal.

**DA's**

### 9.1.2 Council Tax

#### General Issues

There were no general issues.

#### Proposal/Appeal Disposal

M. Voy reported on 118 outstanding appeals.

#### Point of "Sale Re-Banding"

It was noted that the Point of Sale Rebanding is a slow process.

The TSU are working on January – April sasines.

It was agreed that all outstanding valid proposals/appeals would be cited for October court.

J. McConville reported that per the AGM, we will require to get CT data up to date.

J. McConville also recirculated the e-mail regarding the Commission of Local Taxation survey to all valuation staff to complete if they have not already done so.

H. McCormick to speak to J. McConville and A. Andreucci regarding photocopiers.

J. McConville to look at Written Representations [REDACTED]

## 9.2 TSU

The TSU workload is under review. Rotation of staff will take place.

## 9.3 IT

### 9.3.1 SharePoint

SharePoint continues to be updated although it still requires some development by [REDACTED]

A sub-group of the OCD Group will look at the best use of SharePoint.

### 9.3.2 WLM – Core Systems – Electoral Management System

The primary review of IT will be the EMS. H. McCormick and others will visit D & G to see their system which is built on an Oasis platform.

## 9.4 ER Update - General

### 9.4.1 IER

Issues with the Electoral Management Information reports were discussed.

Revised statistical reports will be run once an update has been received from [REDACTED]

Postal vote rejections are being reviewed and electors will receive a letter.

#### 9.4.2 Elections

The UKPG election went fine. Initially no complaints were reported to the Board but AVJB subsequently received two complaints regarding disenfranchisement.

There is the likelihood of a By-Election in SAC Ward 4 - Ayr East.

The next Scottish parliamentary Election will take place in May 2016.

The next Local Government Election will take place in 2017.

A meeting took place with Modern Democracy on 2<sup>nd</sup> June 2015. The ER App will be continued for a further 12 month period.

AVJB has also signed up to 2 trial tablets for canvassers.

### 10.0 A.O.C.B.

#### 10.1 Netcall

H. McCormick reported that Netcall should be rolled out to staff at the end of June.

#### 10.2 AVJB Website

The AVJB website is currently under review. It was agreed that the ER content would be updated first.

#### 10.3 2015 Biomass Practice Note

AVJB are writing the 2015 Biomass Practice Note. M. Voy will liaise with [REDACTED] to progress.

### 11.0 DATE OF NEXT MEETING

The next meeting will take place on 1st July, 2015