



Minutes of Meeting of Assessor's Management Team **Tuesday 15 March 2016 at 9.30 a.m.**

Action
Req'd
by:

1.0 PRESENT

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

2.0 APOLOGIES

None.

3.0 MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 7 January 2016 were approved subject to minor amendments.

4.0 MATTERS ARISING

4.1 Report Writers (Item 5.2)

██████████ is progressing with the AVJB website profiles.

4.2 Personnel – General – Job Descriptions (Item 5.1)

The AVJB Job Descriptions are currently being updated and transferred to the new job description template.

4.3 Training – Toolbox Talks (Item 5.3)

Toolbox Talks will take place on 24 March 2016 on the ██████████ case.

It was noted that H. McPhee is currently in the process of becoming FRICS.

M. Voy will arrange for the APC Training Documents to be placed on SharePoint.

MV

4.4 Reports – Council Tax – Proposal/Appeal Disposal (Item 6.1.2)

A programme of disposal of proposals was decided at the 2017 Revaluation Forum and Divisional Assessors will update the teams.

DA's

Reports – Council Tax - Point of “Sale Re-Banding” (Item 6.1.2)

Suggestions from the Council Tax Team on how best to carry out point of sale banding reviews was discussed at the 2017 Revaluation Forum. The Divisional Assessors will look at the proposals and make appropriate suggestions.

DA's

4.5 ICT – AVJB Website (Item 7.5)

H. McCormick met with [REDACTED] (SAC ICT) to progress the development work of the AVJB website.

ICT – SharePoint (Item 7.5)

The training spreadsheet which will be placed on SharePoint is currently being updated.

4.6 Suggestions Box – No. 390 Rewording of DOM-APP18 Letter

Progress is being made on the rewording of the DOM-APP18 Standard Letter.

The wording of three standard letters, require to be amended due to a recent complaint. J. McConville and the Divisional Assessors will finalise the wording and [REDACTED] will update the Standard letters on the system.

JMcC/
DA's

4.7 Budget

H. McPhee will email staff for budget saving ideas.

HMCP

5.0 PERSONNEL

5.1 General

J. McConville reported that a Trainee Valuer has resigned from Ayrshire Valuation Joint Board and an exit interview was carried out.

[REDACTED] was successful in gaining the award for going the “Extra Mile”.

5.2 Absence Statistics

Sickness absence statistics continue to be at acceptable levels.

5.3 Training

It was reported that [REDACTED] has now joined the Training Group.

Core Training will be linked to the Training and Development Policy of the Board.

It was noted that [REDACTED] felt that it would benefit staff to attend IT skills training courses e.g. Word and Excel.

S. Campbell has undertaken training on elections and canvassing.

It was noted that IER Training is required.

Training requirements will be raised with Technical staff after the cut off.

5.4 Personal Development Reviews

PDR's continue to be undertaken as scheduled within the timetable.

6.0 REPORTS

6.1 Valuation

6.1.1 Non Domestic

Substantial resources were put into February and March courts which resulted in DIA's.

Resources continue to be redeployed to meet the timetables for the 2017 Revaluation. We are currently on track with most bulk subjects – 31 March 2016 with completion of all other subjects by 30 September 2016. At this point a review of values will take place.

Non Domestic Appeals

The work is on-going with LT cases which have resulted in the resurvey of a large industrial subject and a visit to another.

6.1.2 Council Tax

General Issues

There are no general issues.

It was noted that Elected Member enquiries have increased.

Proposal/Appeal Disposal:-

A. Cumming reported that the next hearing will take place in May. Around 40 properties will be cited.

Point of "Sale Re-Banding":-

Point of Sale Re-Bandings continue to be dealt with.

Domestic Alterations

Domestic Alterations continue to be attached to sales and investigated as appropriate.

6.1.3 Scottish Assessors' Association

The next SAA Assessors' Committee meeting will take place on 17 March 2016 and the AGM will take place in May 2016.

6.1.4 Technical Support Unit Update

Progress continues to be made.

7.0 ICT

7.1 Electoral Management System

The EMS review is progressing and various EMS's are being looked at with a view to take one that represents best value to the Board.

7.2 Core System Review

The current Core System is a character based system which will require to be replaced. Work is on-going, looking at replacements and will coincide with our lead authorities ICT review.

7.3 Document Imaging

Document Imaging is being shelved at present until the Core system is replaced and budget constraints are considered.

7.4 AVJB Website

The AVJB website continues to be updated as and when required.

7.5 SharePoint

The Assessor is currently looking at SharePoint with regard to mapping the system and its aesthetics.

8.0 ER Update

8.1 General

AVJB have received confirmation on funding from the Scottish Government with regard to Young Voters.

It was noted that the caveats have been renewed.

8.2 Elections

The European Referendum will take place on 23 June 2016. The Senior Administrative Officer and ICT Officer will produce the election plan. This will then be reviewed by the PAO and ERO.

It is recognised in the Risk Register that the PAO is a single point of failure and it is hoped that with training and development this will no longer be the case once the ICT Officer and SAO have been trained to a level that will allow them to take over any immediate duties.

The Scottish Parliamentary election work is on-going. Poll Cards have been issued this week.

Depending on the election results of the Parliamentary elections there may be By-election(s) in the Board area.

9.0 GOVERNANCE

9.1 Suggestions Box

No. 396 – Telephone Answering

This is not a suggestion and any issues perceived by staff, such as this, should be raised with their manager who will take appropriate action.

No. 395 – Use of Mobile Telephones

This is not a suggestion and any issues perceived by staff, such as this, should be raised with their manager who will take appropriate action.

No. 394 – Smoke Breaks

This is not a suggestion and any issues perceived by staff, such as this, should be raised with their manager who will take appropriate action.

No. 393 – Notice Boards

The notice boards will be used as and when required.

It was noted that the flexi system is being monitored for any abuse and is under review by the Assessor. If any abuse is identified the member of staff concerned will be removed from the system per the policy.

9.2 Mail Logging

One outstanding mail log item was noted.

9.3 Board Meetings/Reports

The next Board Meeting will take place on 29 March 2016 in Irvine.

For the next Board Meeting, H. McPhee will produce reports on Maximising Registration and the Scheme of Delegation. J. McConville will produce reports on Staffing, Valuation and Performance, Risk Register and various policies. H. McCormick will produce a report on Electoral Registration.

9.4 Budget

AVJB have been asked to make a 3.5% saving on the 2016/17 budget. This will be met through the non-filling of vacancies, a draw from reserves and a reduction in a budget header.

The 2017/18 budget will be discussed by the Treasurer to the Board and the Assessor.

The ERO has submitted a funding bid to the Cabinet Office for additional funding due to the funding gap created by IER.

9.5 Audit – Internal/External

H. McCormick continues to liaise with Internal Audit.

9.6 Performance

It was noted that performance in Council Tax is above target. **Staff are to be congratulated.**

NDR performance is also above target and **staff are to be congratulated.**

9.7 Records Management

The Retention Schedule is linked to the Records Management Plan and will be reviewed.

9.7.1 Record Management Plans

J. McConville reported that a reply has been received from the Keeper of the Records Scotland on the AVJB Records Management Plan submission. Various suggestions have been made and AVJB will review the document and report back to the Keeper of the Records Scotland prior to 15 April 2016.

9.7.2 Business Continuity

All managers have been advised to take their Business Continuity Plan home and store it in a safe and secure place.

9.7.3 Retention Schedule

The Retention Schedule is linked to the Records Management Plan and will be reviewed.

9.7.4 Risk Register

The Risk Register was recently updated and will be reported to the Board at the next meeting.

9.8 Corporate Plan

Nothing to report.

9.9 Service Plan

The Service Plan will be updated in April.

9.10 Policies and Procedures – New/Review/Updates

The new Terms and Conditions of Service are being updated and will be presented to the March Board Meeting.

The new Capability Policy and the revised Employee Retirement Framework was approved.

9.11 Model Complaints Procedure – Update and Complaints Received

J. McConville reported that two complaints have been received since last reported.

One email of appreciation was noted. Any letters, emails etc of appreciation should be forwarded to [REDACTED] to be recorded.

It was also noted that if any service user brings in gifts of appreciation it is required to be referred to their line manager and recorded in the hospitality register.

9.12 Freedom of Information & Data Protection – Update and Requests

Five FOI requests have been received since last reported.

9.13 Equalities

J. McConville attended SAC Equality Impact Assessment training.

It was also noted that the Ayrshire Equalities Partnership Meeting was cancelled and the next meeting will take place in June.

9.14 Health & Safety

A Health and Safety Group Meeting will be arranged in due course.

A Fire Drill will take place in the near future.

9.15 Customer Questionnaire

The Customer Questionnaire will be issued in April.

The Guidance Note on the Issue of the questionnaires was approved and will be placed on SharePoint.

9.16 Elected Member Enquiries etc.

J. McConville reported that nine elected member enquiries have been received since last reported.

9.17 Property Matters

The essential maintenance within the front building (replacing windows, cleaning gutters and other essential maintenance) has now commenced and we will receive a reviewed timetable in due course.

10.0 A.O.C.B.

10.1 J. McConville will look at the tables within the Training Room and those that cannot be repaired will be removed via Special Uplift.

JMcC

11.0 DATE OF NEXT MEETING

The next meeting will take place on 6 April 2016.