



Renfrewshire Valuation Joint Board

Report to: Renfrewshire Valuation Joint Board
Meeting on: 31st May 2019
Subject: Strategic Service Plan 2018-21 – Annual Update
Author: Assistant Assessor & Electoral Registration Officer

1.0 Introduction

The attached report is the 2018/19 annual update of our three yearly Strategic Service Plan which covers the years 2018-2021.

It is being presented to the Board for information purposes.

2. Recommendation

The Board notes this report.

Lindsey Hendry
Assistant Assessor & ERO
22nd May 2019

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RENFREWSHIRE VALUATION JOINT BOARD



STRATEGIC SERVICE PLAN APRIL 2018 TO APRIL 2021

Annual Update – April 2019

Title	Service Plan – April 2018 to April 2021
Author	Kate Crawford, Assessor
Approved By	Management Team
Date of Approval	21 st May 2018
Reviewer	Assistant Assessor
Review Date	Annually

Review History

Review No.	Details	Release Date
1	Annual Review of Service Plan	April 2019

BACKGROUND

Renfrewshire Valuation Joint Board (RVJB) is committed to a three year Service Planning Schedule. The most recent Strategic Service Plan approved by the Joint Board covers the period 2018-2021.

As the environment in which the Board operates is constantly changing, there is a need to review the Service Plan annually. Rather than produce a fully revised Plan, however, this 'Update' includes such changes and new tasks as have occurred or been identified since approval of the main document. It should therefore be read along with the main 2018-21 Strategic Service Plan. All references and numberings contained within this document refer to the original Plan.

PART ONE – SERVICE FUNCTION

1.0 INTRODUCTION

The Assessor is responsible for the valuation of non-domestic properties (The Valuation Roll) and the valuation of domestic properties (The Valuation List) and also in their role as Electoral Registration Officer, the compilation of the Electoral Register.

Throughout 2018/19, the valuation team have been heavily involved with the disposal of the 2017 Revaluation appeals. Local Valuation Appeal Committee (VAC) hearings have been scheduled throughout 18/19 and indeed dates of VAC hearings have been scheduled through to December 2020. The 31st December 2020 is the last date for disposal of 2017 Revaluation appeals and this date is governed by statute.

The Assessor is normally required to complete a 5-yearly Revaluation of all non-domestic properties within the Valuation Roll. As a result of recommendations from the Barclay Review of Non-Domestic Rates, legislation has now been enacted by the Scottish Government to facilitate the move to 3 yearly revaluations from 1st April 2022.

As at the 31st March 2019, the staffing complement stands at 40 which is a reduction of approximately 23% in staff numbers since this point in time during the 2010 Revaluation cycle. Due to this reduction in staffing, the Assessor has reorganised staff into teams according to their function e.g. a Council Tax, a Non-Domestic and Electoral Team. This reorganisation was to streamline service delivery and to ensure the Board was able to deliver 3 yearly Revaluations and dispose of the resultant appeals in a shorter time frame while maintaining the Valuation Roll and Valuation List.

1.1 VALUATION ROLL

The total rateable value as at 31st March 2019 was approximately £400m and the total number of subjects was 14,155.

1.2 VALUATION LIST

As at the 31st March 2019 there were 165,639 properties in the Council Tax Valuation Lists for the Joint Board area.

1.3 REGISTER OF ELECTORS

The Revised Register is updated by a canvass of all households, which is carried out during July - November each year (The Canvass Period). As at the 31st March 2019 the number of electors was 266,229.

PART TWO - CORE OBJECTIVES

2.1 THE VALUATION ROLL

2.1.1 The maintenance of the Valuation Roll, dealing with non-domestic appeals and preparing for the 2022 Revaluation is now the main focus of the Non-Domestic Team since it was formed in December 2018.

2.1.2 As at the 31st March 2019, we have disposed of 65.61% of the number of subjects under appeal which relates to the bulk of shop, office and industrial premises within each of the three Local Authority areas.

As at the 31st March 2019, 6 appeals from the 2005 Revaluation and 34 appeals from the 2010 Revaluation remain outstanding at the Lands Tribunal.

2.2 THE VALUATION (COUNCIL TAX) LIST

2.2.1 The maintenance of the Valuation List and dealing with council tax proposals and appeals is now the main focus of the Council Tax Team since it was formed in December 2018.

2.3 THE REGISTER OF ELECTORS

2.3.1 As at the 1st April 2019, the number of electors for Scottish or Local Government Elections is 266,229 over the three constituent authorities.

2.3.2 The Assessor procured, on behalf of the Joint Board and in conjunction with Renfrewshire Council's Procurement Department, an Electoral Management System in February 2019 with the contract being awarded to Democracy Counts. This system will streamline the delivery of electoral services and will mitigate the risks of resourcing and delivering unplanned elections. The migration of the system in earnest will commence after the European Parliamentary Elections are held on the 23rd May 2019.

2.4 CORPORATE GOVERNANCE

2.4.1 A Risk Register is maintained and reviewed every 6 months and reported to the Board on an annual basis.

2.4.2 With regard to RVJB's Records Management Plan (RMP), which was agreed by the Keeper of the Records of Scotland in January 2016, RVJB was invited to submit a Progress Update Review (PUR) in June 2018 in relation to the RMP. A PUR was submitted to and approved by the Keeper's Assessment Team. The Assessment Team's Report was submitted to the Board Meeting held on 18th January 2019 for noting.

2.5 EQUAL OPPORTUNITIES

2.5.1 RVJB has carried out its' Public Sector Equalities Duty – Progress Report for 2019-2021 and this has been published on our website in accordance with the legislation.

2.6 STAFFING AND PERSONNEL MATTERS

- 2.6.1 The number of staff employed by RVJB has been reduced in 2018/19 from 42 to 40 through one member of staff retiring and a second employee leaving for development opportunities.

2.7 FINANCE AND BUDGETING

- 2.7.1 Efficiency savings have been achieved through relinquishing the lease of the upper floor of the Robertson Centre to the landlord, Renfrewshire Council. This then involved the reconfiguration the ground floor to accommodate all members of staff. This saving was facilitated by the purchase of a document management system which allowed the scanning of all council tax property files to be carried out and thereby the files to be moved to offsite storage.
- 2.7.2 The procurement process for a 'Print and Scan' contract was completed in March 2019. Renfrewshire Council's Procurement Department was again heavily involved in the procurement with the contract being awarded to Adare.

2.8 INFORMATION TECHNOLOGY

- 2.8.1 The Assessor's 'Progress' information technology system will require to be replaced during the life of this Service Plan and this is all the more urgent given the decision of the Scottish Government to move to 3 yearly Revaluations. Investigations into a suitable replacement are ongoing and the progress into this IT solution will be reported to a future Board meeting.
- 2.8.2 Investigations are still ongoing to secure a Disaster Recovery Solution which is proportionate to the Board's business requirements.

2.9 INFORMATION MANAGEMENT

- 2.9.1 The General Data Protection Regulation came into effect on the 25th May 2018. We have, in conjunction with the Scottish Assessors Association's Governance Committee, adopted Privacy Notices, Policies/Procedures and training to ensure the Assessor, the ERO and the Joint Board remain compliant in terms of the data protection legislation.
- 2.9.2 Under the GDPR it is mandatory for a public authority to appoint a Data Protection Officer (DPO) who is authorised to discharge this role, which includes autonomy in advising on all issues which involve the protection of personal data and monitoring compliance. RVJB secured the services of an Information Governance Senior Solicitor from Renfrewshire Council to carry out this role. The DPO and the Assistant Assessor for Governance have monthly meetings to discuss information governance issues with an emphasis on Data Protection.
- 2.9.3 Data Sharing Agreements have also been entered into between RVJB and each of the constituent authorities to ensure both parties are compliant to data protection legislation when sharing information.

PART THREE

KEY ACTIVITIES AND OUTCOMES

Key To Business Objectives

The codes in the table below relate each Activity and Outcome contained in Part Three of the Service Plan to the relevant Business Objective(s) within RVJB's **Mission, Vision and Commitments** Statements.

Number	Business Objective
1	Compile the Valuation Roll
2	Compile the Council Tax Valuation List
3	Compile the Electoral Register
4	Maintain the Valuation Roll
5	Maintain the Council Tax Valuation List
6	Maintain the Electoral Register
All of the above are underpinned by the aim of providing these services in a high quality, effective and responsive manner.	
7	Listening and responding to Stakeholders needs
8	Valuing staff and providing them with opportunities to develop and contribute
9	Reacting innovatively to change
10	Treating all stakeholders in a fair, consistent manner and in accordance with equal opportunities requirements
11	Striving for continuous improvement in all aspects of service delivery
12	Ensuring that we are accessible and accountable to stakeholders
13	Pro-actively planning workloads and deploying resources
14	Using 'plain English'

3.1 THE VALUATION ROLL

3.1.1 Maintenance of the 2017 Valuation Roll

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Record all known development activities, including planning permissions and building control warrants granted, in accordance with the RVJB Guidance Instructions and within the agreed timescales.	1,4,10,11	Principal Surveyors / Clerical Manager	On receipt in accordance with schedules
(b)	Survey of all new, amended or demolished non-domestic properties in accordance with RVJB Survey Guidance.	1,4,10,11	Principal Surveyors	Continual basis
(c)	Valuation of above in accordance with the SAA approved Practice Notes, in-house Practice Notes and with reference to relevant 'Narratives'.	1,4,10,11	Principal Surveyors	Continual basis
(d)	Amend the Valuation Roll by input to the Assessors 'Live' computer system.	1,4,10,11	Data Manager	Continual basis
(e)	Check and authorise all such amendments in accordance with RVJB procedures, making changes or referring back as appropriate.	1,4,10,11	Principal Surveyors/ Data Manager	Weekly
(f)	Transfer all changes to relevant billing authorities in accordance with annually agreed schedules.	1,4,10,11	Data Manager	Weekly
(g)	Issue Valuation Notices to all interested parties as required by statute.	1,4,10,11,12,14	Data Manager	Weekly
(h)	Update data at SAA Portal in accordance with agreed schedules.	7,9,11,12	Data Manager/IT Manager	Weekly
(i)	Complete the above in accordance within the annually reviewed targets relating to Key Performance Indicators.	11,13	All staff	Continual basis
(j)	Compile and present Running Roll statistics to Management Team.	4,11,13	Data Manager	Monthly
(k)	Issue questionnaires requesting information on ownership, tenancy and occupation of the property along with information relating to physical alterations and rental details. Electronic returns facility now available.	4,10,12,14	Principal Surveyors	Continual basis
(l)	Answer all ad-hoc enquiries from current, past and potential ratepayers in accordance with RVJB Working Practices.	4,7,10,12,14	All staff	Continual basis
(m)	Ingather information for Telecoms.	4, 10,13,14	Data Manager	Various schedules
(n)	Complete year-end procedures for creation of refreshed Valuation Roll in accordance with Year-End Timetable.	1,4,	Data Manager	Annually, March

3.1.2 Revaluation 2017 - Settlement of Appeals

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Maintain records of appeals including their status in relation to citation to appear at VAC, referral to Lands Tribunal etc.	1,4,10,13	Assistant Assessors	Continuous
(b)	Negotiate and settle appeals with ratepayers and their agents in accordance with statutory timetables and with recourse, where necessary, to the Local Valuation Appeal Committee, Lands Tribunal or Lands Valuation Appeal Court.	1,4,10,11,12	Assistant Assessors	Continuous
(c)	Cite all outstanding Revaluation Appeals, at least in accordance with the statutory timetable, and preferably for Hearing prior to the end of December 2015	1,4,10,11,12	Principal Surveyors / VAC Secretary	As scheduled
(d)	Prepare VAC cases including rental analysis, valuations, photographs, plans and other productions	1,4,10,11,12,14	Principal Surveyors	As required
(e)	Produce 'on-the-day' VAC Lists and administer VAC Hearings	1,4,10,12,14	Principal Surveyors	As scheduled
(f)	Provide SAA with information as required to support LT preparation & Hearings	1,4,10,12,14	Assessor, Assistant Assessors / Principal Surveyors	As required
(g)	Where appropriate, amend the Valuation Roll to reflect appeal settlements in accordance with procedures as above	1,4,10,11,12	Principal Surveyors/Data Manager	Continuous
(h)	Check and authorise all such amendments in accordance with RVJB procedures, making changes or referring back as appropriate.	1,4,10,11,12	Principal Surveyors/Data Manager	Weekly
(i)	Where appropriate, issue Valuation Notices to reflect appeal settlements.	1,4,10,11,12,14	Data Manager	Weekly
(j)	Compile and present Revaluation Appeal statistics to Management Team and Scottish Government.	11	Assistant Assessors & PAO	As required

3.1.3 Running Roll Appeals

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Record appeals received arising from amendments made to the 2017 Valuation Roll.	4,10,13	Principal Surveyors Data Manager	Continuous
(b)	Implement and maintain procedures to process appeals received via SAA Web Portal.	4,7,9,10,11,12,14	Principal Surveyors Data Manager	Continuous
(c)	Maintain records of appeals including their status in relation to citation to appear at VAC, referral to Lands Tribunal etc.	4,10,13	Principal Surveyors Data Manager	Continuous
(d)	Negotiate and settle appeals with ratepayers and their agents in accordance with statutory timetables and with recourse, where necessary, to the Local Valuation Appeal Committee, Lands Tribunal or Lands Valuation Appeal Court. In addition negotiate and settle any outstanding 2005 and 2010 appeals referred to the Lands Tribunal.	4,10,11,12	Principal Surveyors / Assistant Assessors	Continuous
(e)	Cite all outstanding Running Roll Appeals in accordance with the statutory timetable appropriate to each appeal.	4,10,11,12	Principal Surveyors / VAC Secretary	As scheduled
(f)	Prepare VAC cases including rental analysis, valuations, photographs, plans and other productions.	4,10,11,12	Principal Surveyors	As required
(g)	Produce 'on-the-day' VAC Lists and administer VAC Hearings.	4,10,11,12,14	Principal Surveyors	As scheduled
(h)	Where appropriate, amend the Valuation Roll to reflect appeal settlements in accordance with procedures as above.	4,10,11,12	Valuers Data Manager	Continuous
(i)	Check and authorise all such amendments in accordance with RVJB procedures, making changes or referring back as appropriate.	4,10,11,12	Principal Surveyors/Data Manager	Weekly
(j)	Where appropriate, issue Valuation Notices to reflect appeal settlements.	4,10,11,12,14	Data Manager	Weekly
(k)	Compile and present Running Roll Appeal statistics to Management Team.	11	Assistant Assessors	Monthly

3.1.4 Revaluation 2022 (to include Telecoms as designated assessor)

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Issue rental, and other, questionnaires.	1,4,7,10,11,12,13,14	Principal Surveyors & Data Manager	Spring 2020 and as required
(b)	Manage returns of above in accordance with the RVJB procedures/clerical Instructions.	1,4,7,10,11,12,13,14	Data Manager	On return
(c)	Analyse rentals of 'bulk class' subjects as agreed within established Working Groups and in accordance with SAA rental analysis guidance. Facilitate same, using Information Technology.	1,4,10,11,12,13	Principal Surveyors	As required
(d)	Analyse local land sale information for use in contractor's valuations.	1,4,10,11,12,13	Principal Surveyors	July 20 – Spring 21
(e)	Draft Narratives and rates to be applied in valuations, where appropriate.	1,4,10,11,12,13,14	Principal Surveyors	Sept 20 – Dec 21
(f)	Approve Narratives and rates to be applied in valuations, where appropriate.	1,4,10,11,12,13,14	Assessor / Assistant Assessors / Principal Surveyors	Sept 20 – Dec 20
(g)	Provide information as required to SAA Practice Note authors, working groups and Category Committees.	1,4,10,11,12,13	Assistant Assessors / Principal Surveyors	April 20 – May 21
(h)	Draft and present SAA Practice Notes for approval by Committees.	1,4,10,11,12,13	SAA members	As required
(i)	Make comment on and provide input to draft/proposed Practice Notes.	1,4,10,11,12,13,14	Assistant Assessors / Principal Surveyors	As required
(j)	Adopt and issue amended practice notes for use within RVJB (Make available through SAA on Web Portal).	1,4,7,10,11,12,13,14	Assistant Assessors / Principal Surveyors	As required
(k)	Value subjects for Revaluation purposes in accordance with local schemes of valuation, SAA Practice Notes and RVJB targets for completion.	1,10,11,12,13	Principal Surveyors	As required
(l)	Authorise proposed Rateable Values (RVs).	1,10,11,12,13	Assistant Assessors / Principal Surveyors	As required
(m)	Input proposed NAVs/ RVs to Assessor's 'Progress' Valuation system.	1,10,11,12,13	Data Manager	As required
(n)	Check and authorise all such amendments in accordance with RVJB procedures, making changes or referring back as appropriate.	1,4,10,11, 12, 13	Data Manager	Weekly
(o)	Export proposed NAVs/RVs (including summary valuation data where appropriate) to Assessors portal.	1,4,10,11	Data Manager / IT Manager	Weekly after September 2020

3.1.5 Telecoms Valuations – As per 2018-21 Service Plan

3.1.6 Review of Tribunals System – As per 2018-21 Service Plan

3.2 THE COUNCIL TAX VALUATION LIST

3.2.1 Maintenance of the Council Tax Lists

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Record all known development activities, including planning permissions and building control warrants granted, in accordance with RVJB Guidance/Instructions and within the agreed timescales.	2,5,10,11	Senior Surveyors/Data Manager	On receipt in accordance with schedules
(b)	Survey of all new or demolished domestic properties in accordance with RVJB Survey Guidance.	2,5,10,11	Senior Surveyors	Continuous
(c)	Valuation and banding of above in accordance with the statutory valuation assumptions and RVJB procedures.	2,5,10,11	Senior Surveyors,	Continuous
(d)	Amend the Valuation List by input to the Assessors 'Live' computer system.	2,5,10,11	Senior Surveyors/Data Manager	Continuous
(e)	Check and authorise all such amendments in accordance with RVJB procedures, making changes or referring back as appropriate.	2,5,10,11	Senior Surveyors/Data Manager	Weekly
(f)	Transfer all changes to relevant billing authorities in accordance with annually agreed schedules.	2,5,7,10,11	Data Manager	Weekly
(g)	Issue Banding Notices to all interested parties as required by statute.	2,5,10,11,12,14	Data Manager	Weekly
(h)	Complete the above in accordance within the annually reviewed targets relating to Key Performance Indicators.	11	All staff	Continuous
(i)	Compile and present Council Tax change statistics to Management Team in accordance with Reporting Framework.	11	Assistant Assessors	Monthly
(j)	Update data at SAA Portal in accordance with agreed schedules.	5,7,9,10,11,12,14	Data Manager & IT Manager	Weekly
(k)	Answer all ad-hoc enquiries from current, past and potential council taxpayers in accordance with the RVJB Working Practices.	5,7,10,12,14	All staff	Continuous
(l)	Complete year-end procedures for creation of refreshed Council Tax Lists and distribute in accordance with annually prepared Year-End Timetables.	5,7,10,11,	Data Manger	Annually, April

3.2.2 Amendments to Bands following Alteration and Subsequent Sale

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Receive and record all the sales of all domestic properties in Renfrewshire, East Renfrewshire and Inverclyde and check for matches with development records.	2,5,10,11,12	Senior Surveyors/Data Manager/IT Manager	On receipt of notification
(b)	Where appropriate, survey amended properties.	2,5,10,11,12	Senior Surveyors	Ongoing
(c)	Value and band the above in accordance with the statutory valuation assumptions and RVJB procedures.	2,5,10,11,12	Senior Surveyors	Ongoing
(d)	Amend the Valuation List by input to the Assessors 'Live' computer system.	2,5,10,11,12	Senior Surveyors/Data Manager	Ongoing
(e)	Check and authorise all such amendments in accordance with RVJB procedures, making changes or referring back as appropriate.	2,5,10,11,12	Senior Surveyors/Data Manager	Weekly
(f)	Transfer all changes to relevant billing authorities in accordance with annually agreed schedules.	2,5,7,10,11,12	Data Manager	Weekly
(g)	Issue Banding Notices and covering letters to all interested parties as required by statute.	2,5,10,11,12,14	Data Manager	Weekly
(h)	Complete the above in accordance within the annually reviewed targets relating to Performance Indicators.	11	All staff	Continuous

3.2.3 Proposals and Appeals

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Record proposals received in respect of entries in the Council Tax List , including those received via the SAA web portal and monitor their status through appeals to VAC or Court of Session.	5,10,11,12	Senior Surveyors/Data Manager	On receipt Ongoing
(b)	Negotiate and settle proposals/appeals with council taxpayers and their agents, including defence, where appropriate, to Valuation Appeal Committee or Court of Session.	5,10,11,12	Senior Surveyors	Ongoing
(c)	Facilitate the settlement of appeals by scheduling of VAC Hearings on an annually agreed basis.	5,10,11,12	Principal Surveyors VAC Secretary	Ongoing
(d)	Prepare VAC cases including sales analysis, valuations, photographs, plans and other productions.	5,10,11,12	Senior Surveyors	As required
(e)	Produce 'on-the-day' VAC Lists and administer VAC Hearings.	5,10,11,12	Senior Surveyors/Data Manager	As scheduled
(f)	Where appropriate, amend the Valuation List to reflect appeal settlements in accordance with procedures as above.	5,10,11,12	Senior Surveyors/Data Manager	Ongoing
(g)	Where appropriate, issue Banding Notices to reflect settlement of proposals and appeals.	5,10,11,12,14	Data Manager	Weekly
(h)	All of the above to be completed in accordance with the RVJB procedures.	5,11	Senior Surveyors/Data Manager	Continuous
(i)	Compile and present Council Tax Proposals and Appeal statistics to Management Team in accordance with Reporting Framework.	11,	Assistant Assessors	Monthly

3.2.4 Council Tax Revaluation – As per 2018-21 Service Plan

3.3 THE ELECTORAL REGISTER

3.3.1 Annual Register of Electors

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review canvass procedures, including telephone, Internet /SMS facility and door to door enquiries.	3,7,9,10,11,12,13	Assistant Assessors, Principal Admin Officer (PAO)	Annually, May
(b)	Prepare file of properties to be canvassed.	3,9	PAO	Annually, July
(c)	Invite tenders for printing and issuing canvass forms.	3,9,10,11,12,13,14	PAO	May 2014
(d)	Award contract for above.	3,9,10,11,12,13,14	Assessor/PAO	Sept 2014 /Sept 2018
(e)	Recruit door-to-door canvassers and order resources	3,8,9,10,13	PAO/Clerical Manager & Admin Support	Annually, March - June
(f)	Train door-to-door canvassers and provide resources.	3,8,10,11,13	PAO/Clerical Manager	Annually, October
(g)	Obtain potential 'attainer' information from education authorities as appropriate.		Clerical Manager	Annually- pre canvass start date
(h)	Issue of HEF's, ITR's and, where appropriate, reminders to all households in accordance with annually established timetables.	3,9,10,11,12,13,14	PAO	Annually, July – October
(i)	Complete such door-to-door canvass in accordance with annually established timetables.	3,7,9,10,11,13	PAO/Clerical Manager	Annually, July – October
(j)	Complete canvass of establishments.	3,9,10,11,13	PAO/ Clerical Manager	Annually, January – February
(k)	Load scanned images into EMS.	3,9,10,11,13	IT Support Officer	Annually, July – November
(l)	Receive returns electronically from telephone, internet and SMS service and load to Progress.	3,7,9,10,11,13	Renfrewshire Council Programmer	Annually, July - November
(m)	Process changes on EMS.	3,9,10,11,13	Clerical Team	Annually, July - November
(n)	Arrange auto audit changes to source images/documents.	3,9,10,11,13	Audit Team	Annually, July - November
(o)	Provide Management Team with canvass progress reports, including telephone and internet service returns.	3,9,11	PAO	Weekly during canvass
(p)	Produce and publish 'Full' and 'Open' Registers, in accordance with statutory timetables, for provision to Government Departments and sale to Credit Reference Agencies.	3,7,9,10,12,14	PAO/Clerical Manager	Annually, by 1 st December
(q)	Timeous provision of Registers to appropriate bodies and places, including places of public display, in accordance with statute and EC Performance requirements.	3,7,9,10,12,14	PAO/Clerical Manager	Annually, December – January
(r)	Answer all ad-hoc enquiries from current, past and potential electors in accordance with RVJB Working Practices.	3,7,10,12,14	All relevant staff	Continuous
(s)	Maintain a record of sale and supply of registers.	7,10,12	PAO/Clerical Manager	Continuous
(t)	Production of Electoral statistics to GROS and Electoral Commission in line with statutory requirement.	7,11	PAO	Annually, December – January

3.3.2 Maintenance of Register of Electors (Rolling Registration)

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Interrogate various data sources including Registers of Scotland, Council Tax systems, Housing records etc, to identify potential change.	6, 7,10,11,12,13,14	Clerical Manager	As required
(b)	Issue BAU - ITRs and HEFs, 'Application to Vote by Post' and 'Review' forms/letters timeously to all parties requesting such, and as required from checks of change information received from council and other sources.	6, 7,10,11,12,13,14	Clerical Manager	As required
(c)	Load scanned images into EMS.	3,9,10,11,13	IT Support Officer	December - June
(d)	Issue Reminders to non-responses from the above.	6, 7,10,11,12,13,14	Clerical Manager	As required
(e)	Arrange for door-to-door canvass for BAU non-responses to (d) above.	6, 7,10,11,12,13,14	Clerical Manager	As required
(f)	Record returns of these and receive applications via Government Digital Service	6, 7,10,11,12,13	Clerical Manager	As required
(g)	Maintain a list of Applications.	6, 10,12,13	Clerical Manager	As required
(h)	With reference to the Integrity Checking staff guidance notes, process 'determined' changes via EMS as above.	6,10,12	Clerical Manager	Monthly, Jan – Sept. As per timetable
(i)	Issue, receive returns and process all Absent Voter Forms.	6,7,10,12,14	Clerical Manager	As required
(j)	Check all changes to source document.	6,10,12,13	Clerical Manager	Monthly, Jan – Sept. As per timetable
(k)	Timeous production of monthly 'Lists of Alterations' and 'Notices of Alteration' to the Register of Electors and republish the new Open Register.	6,10,11,12,14	PAO/Clerical Manager	Monthly, Jan – Sept. As per timetable
(l)	Timeous supply of changes to appropriate persons and bodies in format of choice.	7,9,10,11,12,14	PAO/Clerical Manager	Monthly, Jan – Sept. As per timetable
(m)	Compile and present monthly update statistics to Management Team.	11,13	PAO	Monthly
(n)	Answer all ad-hoc enquiries for supply of Electoral Registers.	7,9,10,11,12,14	PAO/Clerical Manager	As requested
(o)	Answer all ad-hoc queries in line with RVJB working practices.	7,9,10,11,12,14	All relevant staff	Continuous
(p)	Review non-returns of forms against Council's Council Taxpayer records to assist with issuing of HEF's.	6,9,10,11,12,13	Clerical Manager	All year round
(q)	Triennial enquiry to proxy voters in line with statutory regulations.	6,10,11,12,13	Clerical Manager	Annually, April – Aug
(r)	Liaise with Establishments etc regarding new residents' applications to register and absent vote applications.	6,7,10,11,12,13	Clerical Manager	Regularly
(s)	Issue and process Absent Voter forms, including signature waiver requests, in accordance with staff guidance and above timetables. (See 3.3.5 below)	3,6,7,9,10,11,12	PAO/Clerical Manager	Ongoing
(t)	Review Participation Strategy/Activities as shown in EC Planning documentation.	3,6,7,9,10,11,12	PAO	At publication and then quarterly
(u)	Issue such forms, take part in such initiatives etc as are included in annual Participation Strategy.	3,6,7,9,10,11,12	All staff	As required
(v)	Receive and process applications for anonymous registrations in accordance with staff guidance notes.	3,6,7,9,10,11,12	Clerical Manager	Continuous

3.3.3 Elections/Electoral Events – For each Election, individual timetables will be agreed with ROs and other interested parties. Regard will be had to directions and advice from Elections Management Board and Electoral Commission.

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	In the event of an election, elections or referenda, produce an Election Register or 'Polling List' and special lists of electors such as Absent Voters (Postal and Proxy Voter) lists, to include Personal identifiers, and issue letters in accordance with statute and by agreement with Returning Officers.	3,7,9,10,11,12	ERO/PAO/Clerical Manager	As per election timetable
(b)	Liaise with Returning Officers regarding Polling Places/Schemes and apply changes to EMS where appropriate.	7,9,11,12,	PAO	As required
(c)	Provision of data to allow the printing of Poll Cards etc, including testing of procedures and data exports.	3,7,9,10,11,12	PAO	As per election timetable
(d)	Provide split registers suitably marked with Absent Voters to relevant Returning Officers.	3,7,9,10,11,12	PAO	As per election timetable
(e)	Supply of election register and absent voters' lists to candidates and election agents in line with the statutory regulations, and to maintain a record of same.	3,7,9,10,11,12	PAO/Clerical Manager	As per election timetable
(f)	Check quality of Signature and Date of Birth data for Absent Voters in advance of electoral event.	3,7,9,10,11,12	Clerical Manager	As per election timetable
(g)	Provide advice service to Returning Officers staff on day of poll.	7,10,12,13,14	PAO/Clerical Manager	Day of Poll
(h)	Receive report of Absent Votes which failed due to PI inconsistencies from ROs.	6,7,9,10,12,13,14	PAO/ IT Manager	ASAP following electoral event
(i)	Issue relevant letters and/or forms to 'failed' Absent Voters.	6,7,9,10,12,13,14	PAO	ASAP following electoral event
(j)	Receive returns from (i) above and process as per normal procedures.	6,7,9,10,12,13,14	IT Manager	ASAP following electoral event

3.3.4 Absent Voters – Collection/Refresh of Personal Identifiers – As per 2018-21 Service Plan

3.3.5 Anonymous registration – As per 2018-21 Service Plan

3.3.6 Changes in Legislation – As per 2018-21 Service Plan

3.3.8 Boundary Changes – As per 2018-21 Service Plan

3.3.9 ER Data Standards – As per 2018-21 Service Plan

3.4 CORPORATE GOVERNANCE

3.4.1 Joint Board Meetings - As per 2018-21 Service Plan

3.4.2 Probity and Propriety - As per 2018-21 Service Plan

3.4.3 Service Plans – As per 2018-21 Service Plan

3.4.4 Corporate Governance, Defalcation Procedures and Fraud Prevention – As per 2018-21 Service Plan

3.4.5 Strategic Management – As per 2018-21 Service Plan

3.4.6 Performance Management, Planning & Reporting – As per 2018-21 Service Plan

3.4.7 Internal Working Groups – As per 2018-21 Service Plan

3.4.8 Personnel, Policies and Procedures– As per 2018-21 Service Plan

3.4.9 Internal and External Audit – As per 2018-21 Service Plan

3.4.10 Risk Management – As per 2018-21 Service Plan

3.5 ACCOUNTABILITY

3.5.1 Annual Accounts – As per 2018-21 Service Plan

3.5.2 External Audit – As per 2018-21 Service Plan

3.5.3 Audit Plan – As per 2018-21 Service Plan

3.5.4 Performance Monitoring and Reporting – As per 2018-21 Service Plan

3.5.5 Management Team Meetings – As per 2018-21 Service Plan

3.6 BEST VALUE

3.6.1 Performance Monitoring and Measurement – As per 2018-21 Service Plan

3.6.2 Trends and Comparisons – As per 2018-21 Service Plan

3.6.3 Public Performance Reporting – As per 2018-21 Service Plan

3.6.4 Stakeholder Consultation – As per 2018-21 Service Plan

3.6.5 Customer Complaints – As per 2018-21 Service Plan

3.7 EQUAL OPPORTUNITIES

3.7.1 Encouraging Equal Opportunities and Ensuring Compliance – As per 2018-21 Service Plan

3.7.2. Policy Review Timetable – As per 2018-21 Service Plan

3.7.3 Equalities Reporting to be summarised – As per 2018-21 Service Plan

3.7.4 Promotion and Training – As per 2018-21 Service Plan

3.8 STAFFING AND PERSONNEL MATTERS

3.8.1 Development and Review of Personnel Policies – As per 2018-21 Service Plan

3.8.2 Training and Development Policy – As per 2018-21 Service Plan

3.8.3 Co-operation with Renfrewshire Council – As per 2018-21 Service Plan

3.8.4 Health and Safety Policy – As per 2018-21 Service Plan

3.9 FINANCE AND BUDGETING

3.9.1 Financial Regulations and Standing Orders – As per 2018-21 Service Plan

3.9.2 Budget Preparation – As per 2018-21 Service Plan

3.9.3 Financial Procedures – As per 2018-21 Service Plan

3.9.4 Training – As per 2018-21 Service Plan

3.9.5 Financial Monitoring Reports – As per 2018-21 Service Plan

3.9.6 Annual Accounts – As per 2018-21 Service Plan

3.9.7 Payroll Checks – As per 2018-21 Service Plan

3.10 INFORMATION TECHNOLOGY

3.10.1 Planning Forum – As per 2018-21 Service Plan

3.10.2 Business Systems Support – As per 2018-21 Service Plan

3.10.3 Public Services Network (PSN) – As per 2018-21 Service Plan

3.10.4 Asset Refresh – As per 2018-21 Service Plan

3.10.5 Assessors 'Progress' System – As per 2018-21 Service Plan

3.10.6 Satellite Systems – As per 2018-21 Service Plan

3.10.7 Assessors Portal Project

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Attend Project Management Committee meetings in accordance with requirements of Project Strategy Document.	7,8,9,11,12,13	Assessor	Monthly
(b)	Attend Project Team meetings in accordance with requirements of Project Strategy Document.	7,8,9,11,12,13	Assessor	Monthly
(d)	Attend Portal Information Management Working Group Meetings.	7,8,9,11,12,13	Assessor	Monthly
(e)	Prepare and implement data standards and conventions.	7,8,9,11,12	Assessor	As required
(f)	System Upgrades and links with local council gazetteers and relevant business systems.	7,8,9,11,12,13	Assessor	As required
(g)	Contribute to DNA-S Business Process Improvement Project.	7,8,9,11,12,13	Assessor	As required
(h)	Prepare and implement Business Process Improvements.	7,8,9,11,12,13	Assessor	As required
(i)	Provide regular data uploads to Portal.	11,12	Data Manager/IT Manager	Weekly
(j)	Refresh Portal Content.	7,8,9,11,12,13	Data Manager/IT Manager	Weekly

3.10.8 Web Site – As per 2018-21 Service Plan

3.11 DATA PROTECTION – As per 2018-21 Service Plan

3.12 FREEDOM OF INFORMATION

3.12.1 Freedom of Information Policy

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review Freedom of Information Policy.	7,9,10,11,12,13,14	Management Team	Annually
(b)	Review workloads created by FOI and procedures contained in Policy.	7,8,9,11,13	Management Team	Ongoing

3.12.2 Freedom of Information functionality

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review functionality of Freedom of Information logging system.	7,8,9,11,12,13	Assistant Assessor	Annually
(b)	Prepare reports on requests, refusals etc to Management Team.	7,9,11,12,13	Assistant Assessor	Monthly-as required

3.12.3 Publication Scheme and Guide to Information

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review Model Publication Scheme, including various costs, and Guide to Information and submit to Information Commissioner.	7,9,10,11,12,13,14	Assistant Assessor	As required
(c)	Review content of publications contained in Publication Schemes.	7,9,10,11,12,13,14	Assistant Assessor	At least annually

3.12.4 Freedom of Information Procedures

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review Information Audit.	7,9,10,11,12,13	Assistant Assessor	Annually
(b)	Review Guidance to Staff on exempt categories.	7,8,9,10,11,12,13,14	Assistant Assessors / PAO	Annually or in light of cases.
(c)	Receive and reply to requests with guidance from RC where required.	7,10,11,12,13,14	Assistant Assessor	Continually
(d)	Receive and reply to requests for Review of decisions.	7,10,11,12,13,14	Assessor	As required
(e)	Report FOI requests, refusals, referrals etc to Management Team.	7,9,11,13	Assistant Assessor	Monthly-as required
(f)	Review IT system used to log and report on FOI,	7,8,9,11,12,13	Assistant Assessor / IT Team	Annually

3.12.5 Codes of Practice

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review Codes of Practice issued in respect of FOI.	7,9,10,11,12,13,14	Assistant Assessor	On receipt
(b)	Implement requirements of Codes of Practice.	7,8,9,10,11,12,13	Assistant Assessor	As required
(c)	Consider IC decisions and reports for changes to policy and procedures.	7,8,9,10,11,12	Assessor / Assistant Assessors	As required

3.13 KEY PARTNERSHIPS

3.13.1 Support Services – Renfrewshire Council – As per 2018-21 Service Plan

3.13.2 Constituent Councils - Recipients of Operational Outputs – As per 2018-21 Service Plan

3.13.3 Scottish Assessors Association – As per 2018-21 Service Plan

3.13.4 Scottish Assessors Association Partners – As per 2018-21 Service Plan

3.13.5 Association of Electoral Administrators – As per 2018-21 Service Plan

3.13.6 The Electoral Commission – As per 2018-21 Service Plan

3.13.7 External Suppliers – As per 2018-21 Service Plan

3.14 RECORDS MANAGEMENT – As per 2018-21 Service Plan

3.15 MISCELLANEOUS

3.15.1 Consultations – As per 2018-21 Service Plan

3.15.2 Local Authority and Electoral Boundary Changes – As per 2018-21 Service Plan

3.15.3 Corporate Address Gazetteers – As per 2018-21 Service Plan

RENFREWSHIRE VALUATION JOINT BOARD

ASSESSOR AND ELECTORAL REGISTRATION OFFICER **SERVICE PLAN APRIL 2018 - APRIL 2021**

PART FOUR **PERFORMANCE MANAGEMENT**

The following section sets out the statutory framework governing the core duties, services and areas of activity of the Valuation Joint Board, along with the approach to performance planning, establishment of standard, target setting, performance monitoring and performance reporting related to these tasks.

1.1 THE VALUATION ROLL

CORE OBJECTIVE REFERENCE	CORE OBJECTIVE DESCRIPTION	PLANNING (Including statutory timetables etc)	STANDARDS AND TARGETS	MONITORING (Nos. in brackets refer to Reporting Framework)	REPORTING
1.1.1	Maintenance of the Valuation Roll	Section 2(2), Local Government (Scotland) Act 1975.	Changes generally must be effected in same financial year.	Principal Surveyors check and authorise. See KPIs below.	Monthly stats provided to staff.
		Valuation roll update schedule agreed at start of each year.	Weekly Updates	Principal Surveyors	KPIs reported to Scottish Executive and included in Board, Annual and Public Performance Reports
		KPI targets agreed by MT at start of each year.	Ratio of changes made within 3, 6 and 9 months each year.	Monthly reports of progress re surveys and changes to Val Roll provided to Management Team.	
1.1.2	Preparations for Revaluation	Section 1 Local Government (Scotland) Act 1975.	Statutory req't to provide values to local authorities on 15 th March 2022	Weekly progress reports to MT once Reval project has commenced	Updates on progress provided to SAA and Scottish Government as required. Increase or adjustment factors use as checks on values.
		Scottish Government requirement for 'final estimates'	Commitment to provide values to Scottish Government at a time to be agreed		
		SAA schedules for PN production	Provide context for the planning and application of resources for valuation Valuation Notices to be issued circa March 2022		
1.1.3	Running Roll Appeals	As 1.1.2 above	Appeals to be disposed of by 31 st December 2020 unless received after 1 st April 2020	As 1.1.2 above	As 1.1.2 above
1.1.4	Disposal of Telecoms Appeals	As 1.1.2 and 1.1.3 above			

1.2 THE (COUNCIL TAX) VALUATION LIST

CORE OBJECTIVE REFERENCE	CORE OBJECTIVE DESCRIPTION	PLANNING (Including statutory timetables etc)	STANDARDS AND TARGETS	MONITORING (Nos. in brackets refer to Reporting Framework)	REPORTING
1.2.1	Maintenance of the Valuation List	Section 84 of Local Government Finance Act.	No set timetable/ requirement		Monthly stats provided to staff. KPIs reported to Scottish Executive and included in Board, Annual and Public Performance Reports
		Valuation List update schedule agreed at start of each year.	Weekly Updates	Principal Surveyors	
		KPI targets agreed by MT at start of each year.	Ratio of additions made within 3, 6 and 9 months each year.	Monthly reports of progress re surveys and additions to Val List provided to Management Team.	
1.2.3	Disposal of Council Tax Proposals/Appeals	The Council Tax (Alterations of Lists and Appeals) (Scotland) Regulations 1993	No set timetable/ requirement for disposal. Establish various dates for dealing with cited appeals	Monthly reports on appeals progress provided to Management Team	Progress in relation to appeal settlements reported in Annual and Public Performance Reports
		Schedules of Valuation Appeal Committee Hearings agreed in advance with VAC Secretary	As required by workloads and by agreement with VAC Secretary		

1.3 REGISTER OF ELECTORS – As per 2018-21 Service Plan