



Renfrewshire Valuation Joint Board

Report to: Renfrewshire Valuation Joint Board

Meeting on: 30th June 2017

Subject: Service Review

Author: Divisional Assessor & Assistant Electoral Registration Officer

1.0 Introduction

This report is to provide members with an update on the Service Review which was agreed to be undertaken by the Assessor on behalf of the Board to review the operation of the statutory functions to ensure the efficient delivery of these services.

2.0 Service Review

The aim of the review will be to highlight areas of best practice and, potentially, opportunities for improved working processes which may require investment from the Board's three constituent authorities to realise savings in the longer term.

Meetings have taken place with Renfrewshire Council's Workforce Planning Team and a report on the progress of this will be brought to a future Board meeting for consideration, once all interested parties have been consulted.

2.1 First Stage - Document Management System

As a result of the initial investigations for the Service Review, the Assessor has identified the requirement for a Document Management System (DMS). This would allow the Assessor to electronically create, index, track, manage, store and retrieve existing mail, files and documents.

A cost benefit analysis was undertaken and the savings from bringing in a DMS will immediately save the Board in the short term, by reduced printing costs, stationery savings and in the longer term, e.g. streamlining workflows. Also staff would be operating one system to carry out most work processes, allowing the Board to phase out a number of current operational practices which would result in further cost savings.

In addition operating a DMS would ensure compliance with our Data Retention Schedule as well as minimising the risk to the Board carrying out statutory functions in the event of a disaster. It also feeds into our Disaster Recovery Plan. In terms of RVJB's Records Management Plan, which was agreed with the Keeper of the Records of Scotland in 2016 on an improvement model basis, the implementation of a DMS would allow one of the agreed future developments to be completed.

Renfrewshire Council was responsible for the Procurement Process on behalf of the Board and the contract to deliver the DMS has been awarded to Capital Document Solutions Ltd. The contract will commence on the 1st July 2017 and will expire on 30th June 2018. There is an option to extend the Support and Maintenance element of the contract for one year.

2.2 Planned Future Changes

The Assessor, in her role as Electoral Registration Officer and as part of the Service Review, has also highlighted the possible purchase of an Electoral Management System (EMS). An EMS would ensure the Board is resilient against changes in the political landscape e.g. a snap election and would minimise the complexity that Individual Electoral Registration brings to the Registration process. It would also facilitate a streamlined process for information sharing with the three Returning Officers of the Board's constituent authorities.

The IT department of Renfrewshire Valuation Joint Board is also exploring changes to the business software currently being used in line with the modernisation programme currently being carried out by Renfrewshire Council.

3.0 Recommendations

- i. The Board notes the contents of this report.

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