



Renfrewshire Valuation Joint Board

Report to: Renfrewshire Valuation Joint Board
Meeting on: 29th May 2020
Subject: Strategic Service Plan 2018-21 – Annual Update
Author: Assistant Assessor & Electoral Registration Officer

1.0 Introduction

The attached report is the 2019/20 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
13th May 2020

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RENFREWSHIRE VALUATION JOINT BOARD



STRATEGIC SERVICE PLAN APRIL 2018 TO APRIL 2021

Annual Update – April 2020

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
2	Annual Review of Service Plan	April 2020

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 2019/20, 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 19/20 and 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 2020, the staffing complement stands at 42. The increase from 40, which was the staff complement as at 31st March 2019 to 42, despite losing a number of existing personnel during this financial year, is due to personnel being recruited to enable the Assessor to meet the challenges the Non-Domestic Rates (Scotland) Act 2020 will bring to non-domestic rating.

1.1 VALUATION ROLL

The total rateable value as at 31st March 2020 was approximately £387m and the total number of subjects in the Valuation Rolls for the Joint Board area was 14,150.

1.2 VALUATION LIST

As at the 31st March 2020 there were 166,972 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 in 19/20 was carried out during September – November. As at the 1st March 2020 the number of electors for UK Parliamentary Elections was 269,826.

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 focus of the Non-Domestic Team since it was formed in December 2018.

2.1.2 As at the 31st March 2020, we have disposed of 89.41% 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 2020 6 appeals from the 2005 Revaluation in relation to 5 subjects and 24 appeals from the 2010 Revaluation in relation to 12 subjects 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 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 2020, the number of electors for Scottish or Local Government Elections is 273,683 over the three constituent authorities.

2.3.2 The Electoral Registration Officer procured, on behalf of the Joint Board and in conjunction with Renfrewshire Council's Procurement Department, an Electoral Management System (EMS) with the contract being awarded to Democracy Counts in February 2019. The Joint Board migrated to the new EMS on 20th August 2019 and it has streamlined delivery of electoral services and has mitigated the risks of resourcing and delivering unplanned electoral events as the snap UK Parliamentary General Election on 12th December 2019 was delivered on the new system. In addition, the 2019 canvass was undertaken on the new system but unfortunately was unable to be completed due to the unplanned UK Parliamentary General Election being called during the canvass period.

2.3.3 The Electoral Registration Officer has been preparing for changes to the registration franchise the Scottish Elections (Franchise and Representation) Act 2020 will bring with effect from 1st April 2020.

2.3.4 The Electoral Registration Officer has also been preparing for the planned reforms to improve the annual canvass of electors which will be brought in by canvass reform legislation in 2020.

2.3.5 The procurement of the EMS has mitigated substantially the risks involved with the changes to the Electoral Registration landscape the extension to the franchise and canvass reform will bring in 2020.

2.4 CORPORATE GOVERNANCE

2.4.1 A Corporate Risk Register is maintained and reviewed every 6 months and reported to the Board on a biannual basis. The revised Corporate Risk Register was presented to the Board Meetings held on the 16th August 2019 and 28th February 2020.

- 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 January 2020 in relation to the RMP. The PUR process is entirely voluntary and RVJB responded to the Keeper's Assessment Team to confirm RVJB would submit a PUR. The PUR was submitted on 7th April 2020 and a draft, interim report has been received on 5th May 2020 from the Keeper's Assessment Team.

2.5 EQUAL OPPORTUNITIES

- 2.5.1 RVJB monitors equal opportunities continuously in line with our Public Sector Equalities Duty and the Progress Report for 2019-2021, which was carried out in April 2019, is published on our website in accordance with legislation.

2.6 STAFFING AND PERSONNEL MATTERS

- 2.6.1 The number of staff employed by RVJB has risen in 2019/20 from 40 to 42. The number of staff has increased despite members of staff leaving throughout the year due to personnel being recruited to enable the Assessor to meet the challenges the changes the Non-Domestic Rates (Scotland) Act 2020 brings to non-domestic rating. As previously reported to the Board, two very experienced members of the valuation team left the organisation last year and the filling of these two core vacancies has proved unsuccessful despite two attempts, in July 2019 and again in January 2020. This highlights an underlying issue with recruiting qualified valuation staff which had been present for a period and is now being exacerbated due to the changes to Non-Domestic Rates as a result of the Barclay Review.

2.7 FINANCE AND BUDGETING

- 2.7.1 Efficiency savings are continuously being achieved through streamlining our services in conjunction with sacrificing posts within RVJB's structure.
- 2.7.2 The procurement process for a Disaster Recovery Solution was completed in October 2019 and Renfrewshire Council's Procurement Department was again heavily involved in the process with the contract being awarded to Pulsant.

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 As previously mentioned under 2.7.2, a Disaster Recovery Solution which was proportionate to the Board's business requirements was procured in October 2019. As of December 2019, RVJB's entire Virtual Infrastructure has been backed up by our Disaster Recovery Supplier to their offsite cloud-based storage facility. In addition, RVJB's critical servers are also being replicated, via a dedicated fibre link, to Pulsant which will safeguard RVJB in the event of an IT disaster. A formal Disaster Recovery Plan has yet to be finalised and tested, however this should be completed later in 2020.

2.9 INFORMATION MANAGEMENT

- 2.9.1 In line with data protection legislation the Privacy Notices for both Joint Board staff and stakeholders were reviewed by RVJB's DPO and with regard to the Privacy Notice for stakeholders, published on our website.

- 2.9.2 Information Security Training tailored to the three functions of the Joint Board was delivered by RVJB's DPO throughout 2019/20.
- 2.9.3 To ensure continued compliance with data protection legislation, any new or amended data sharing agreements are reviewed by RVJB's Data Protection Officer prior to being signed by RVJB.

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 – As per 2018 - 21 Service Plan

3.1.2 Revaluation 2017 - Settlement of Appeals – As per 2018 - 21 Service Plan

3.1.3 Running Roll Appeals – As per 2018 - 21 Service Plan

3.1.4 Revaluation 2022 (to include Telecoms as designated assessor) – As per 2018 - 21 Service Plan

3.1.6 Telecoms Valuations - As per 2018 – 21 Service Plan

3.1.7 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 - As per 2018 – 21 Service Plan

3.2.2 Amendments to Bands following Alteration and Subsequent Sale - As per 2018 – 21 Service Plan

3.2.3 Proposals and Appeals - As per 2018 – 21 Service Plan

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, As Required
(c)	Invite tenders for printing and issuing canvass forms	3,9,10,11,12,13,14	PAO	As Required - on expiration of current contract
(d)	Award contract for above	3,9,10,11,12,13,14	Assessor/PAO	As Required- on expiration of current contract
(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	Clerical Manager	Annually, July – November
(l)	Receive returns electronically from telephone, internet and SMS direct into EMS	3,7,9,10,11,13	Clerical Manager	Annually, July - November
(m)	Process changes on EMS	3,9,10,11,13	Clerical Team	Annually, July - November
(n)	Provide Management Team with canvass progress reports, including telephone and internet service returns	3,9,11	PAO	Weekly during canvass
(o)	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
(p)	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
(q)	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
(r)	Maintain a record of sale and supply of registers	7,10,12	PAO/Clerical Manager	Continuous

(s)	Production of Electoral statistics to GROS and Electoral Commission in line with statutory requirement	7,11	PAO	Annually, December – January
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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. Issue renewal notices to special category electors (overseas/service voters etc)	6, 7,10,11,12,13,14	Clerical Manager	As required
(c)	Forms received in the post are scanned into EMS	3,9,10,11,13	Clerical Manager	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- quality of Signature and Date of Birth data checked	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 – Files automatically loaded into EMS	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 including reminders	6,7,9,10,12,13,14	PAO/	ASAP following electoral event
(j)	Receive returns from (i) above and process as per normal procedures. If no response – Absent Vote cancellation letter issued	6,7,9,10,12,13,14	Clerical 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

3.3.7 Boundary Changes - As per 2018 – 21 Service Plan

3.3.8 ER Data Standards

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Import CAG data from constituent councils to be used within EMS.	7,8,9,10,11,13	PAO / IT Manager	Ongoing basis
(b)	Cleanse name and address data and attach UPRNs	7,8,9,10,11,13	PAO / IT Manager	Ongoing basis/as required

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

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review Risk Management Strategy	1-6,9,11,12,13	Assessor /Assistant Assessors	3-yearly
(b)	Implement and review Corporate Risk Register in accordance with the methodology contained in Policy	1-6,9,11,12,13	Management Team	Bi-Annually
(c)	Implement/Amend Risk Action Plan	1-6,9,11,12,13	Management Team	Annually in April
(d)	Monitor progress against Action Plan	11,13	Management Team	Monthly
(e)	Review Business Continuity/Disaster Recovery Plan	1-6,12,13	Assessor /Assistant Assessors	Annually
(f)	Liaise with RC Legal advisors to review all insurances	1-6,8,11,13	Assessor	Annually

3.5 ACCOUNTABILITY

3.5.1 Annual Accounts - As per 2018 – 21 Service Plan

3.5.2 External Audit - The timetabling of, and resource allocation to, External Audits are out with the direct control of the Assessor and are subject to annual agreement.

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 - As per 2018 – 21 Service Plan

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 - As per 2018 – 21 Service Plan

3.12.2 Freedom of Information functionality - As per 2018 – 21 Service Plan

3.12.3 Publication Scheme and Guide to Information - As per 2018 – 21 Service Plan

3.12.4 Freedom of Information Procedures - As per 2018 – 21 Service Plan

3.12.5 Codes of Practice - As per 2018 – 21 Service Plan

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

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Liaison with canvass form printing and mailing contractor	3,7,9,10,11,13,14	PAO,	As required
(b)	Invite Tender Bids for printing of canvass stationery, printing and mailing	3,10,11,12,13	PAO	As per agreed contract
(c)	Meetings/Liaison with I Mail Services	3,6,7,10,11,13	PAO,	As required
(d)	Meetings/Liaison with suppliers of fixtures and fittings, including photocopier, water supplies etc	7,11,13	PAO	As required
(e)	Liaise with Laserfiche Account Manager	3,6,7,8,9,10,11,13	Assistant Assessors/ IT Team	Ongoing/As Required
(f)	Liaise with Democracy Counts Account Manager	3,7,9,10,11,12,13,14	PAO	Ongoing/As Required

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

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Attend and participate in Corporate Address Gazetteer Team Meetings	7,8,9,11,13	Assessor	As timetabled
(b)	Continue to maintain data, cleanse and match data, to receive and utilise outputs from Corporate Address Gazetteers/One Scotland Gazetteer	7,8,9,11,13	IT Manager	Weekly
(c)	Amend System to provide BS7666 compliant outputs to billing systems of constituent Councils	7,8,9,11,13	Assessor	See Project Plans of constituent Councils
(d)	Continually review Business Processes to facilitate use of CAG data and contribute to the maintenance procedures of CAGs	8,9,11,13	Management Team	To align with CAG implementation

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 - As per 2018 – 21 Service Plan

1.2 THE (COUNCIL TAX) VALUATION LIST As per 2018 – 21 Service Plan

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