



## **Renfrewshire Valuation Joint Board**

### **Notice of Meeting and Agenda Renfrewshire Valuation Joint Board**

<b>Date</b>	<b>Time</b>	<b>Venue</b>
Friday, 23 November 2018	14:00	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Clerk

### **Membership**

Councillors Angela Convery, Danny Devlin, Charlie Gilbert and Paul O’Kane (East Renfrewshire Council); Councillors Graeme Brooks, Colin Jackson, Tommy McVey and Innes Nelson (Inverclyde Council); and Councillors Tom Begg, Jacqueline Cameron, Audrey Doig, Kenny MacLaren, Mags MacLaren, John McIntyre, Jim Sharkey and Andy Steel (Renfrewshire Council).

Councillor Audrey Doig (Convener):

### **Further Information**

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at <http://renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx>

For further information, please either email [democratic-services@renfrewshire.gov.uk](mailto:democratic-services@renfrewshire.gov.uk) or telephone 0141 618 7112.

### **Members of the Press and Public**

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.



## Items of business

### Apologies

Apologies from members.

### Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

- |           |   |                |
|-----------|---|----------------|
| <b>1</b>  | <b>Minutes</b>  | <b>5 - 14</b>  |
|           | Minute of meeting held on 17 August 2018 and Minute of special meeting held on 18 September 2018. |                |
| <b>2</b>  | <b>Attendance at Joint Board Meetings and Appointment of Depute Convener</b>                      | <b>15 - 18</b> |
|           | Report by Clerk.  |                |
| <b>3</b>  | <b>Service Review (Part 2)</b>  | <b>19 - 24</b> |
|           | Report by Assessor and Electoral Registration Officer.  |                |
| <b>4</b>  | <b>Financial Outlook 2019/22</b>  | <b>25 - 30</b> |
|           | Report by Treasurer.  |                |
| <b>5</b>  | <b>Revenue Budget Monitoring</b>  | <b>31 - 34</b> |
|           | Report by Treasurer.  |                |
| <b>6</b>  | <b>Accommodation Update</b>   | <b>35 - 36</b> |
|           | Report by Assessor and Electoral Registration Officer.  |                |
| <b>7</b>  | <b>Performance Report</b>   | <b>37 - 40</b> |
|           | Report by Assistant Assessor and Electoral Registration Officer.                                  |                |
| <b>8</b>  | <b>Non-domestic Appeals</b>   | <b>41 - 48</b> |
|           | Report by Assistant Assessor and Electoral Registration Officer.                                  |                |
| <b>9</b>  | <b>Canvass and Electoral Update</b>   | <b>49 - 52</b> |
|           | Report by Assessor and Electoral Registration Officer.  |                |
| <b>10</b> | <b>Records Management Plan - Progress Update Review</b>   | <b>53 - 72</b> |
|           | <b>Final Report by the Public Records (Scotland) Act Assessment Team</b>                          |                |
|           | Report by Assistant Assessor and Electoral Registration Officer.                                  |                |

## **11 Date of Next Meeting**

Note that the next meeting of the Joint Board will be held at 2.00 pm on 18 January 2019 in the Council Chamber, Renfrewshire House, Cotton Street, Paisley.



## Renfrewshire Valuation Joint Board

### Minute of Meeting Renfrewshire Valuation Joint Board

Date	Time	Venue
Friday, 17 August 2018	14:00	Inverclyde Council, Municipal Buildings, Clyde Square, GREENOCK, PA15 1LZ

#### Present

Councillor Paul O’Kane (East Renfrewshire Council); Councillor Graeme Brooks, Councillor Tommy McVey and Councillor Innes Nelson (all Inverclyde Council); and Councillor Tom Begg, Councillor Audrey Doig, Councillor John McIntyre, Councillor Jim Sharkey, Councillor Andy Steel and Councillor Lisa-Marie Hughes (substitute for Councillor Kenny MacLaren) (all Renfrewshire Council).

#### Chair

Councillor Audrey Doig, Convener, presided.

#### In Attendance

K Crawford, Assessor and Electoral Registration Officer, J Murgatroyd, Assistant Assessor and Electoral Registration Officer, L Hendry, Assistant Assessor and Electoral Registration Officer and S Carlton, Principal Administrative Officer (all Renfrewshire Valuation Joint Board); M Ball, Principal Accountant (Management Accounting), L Souter, Principal Accountant (Management Accounting), T McGowan, Finance Assistant and E Currie, Senior Committee Services Officer (all Finance & Resources, Renfrewshire Council); and S Afzal, Audit Scotland.

#### Additional Items

The Convener intimated that there were two additional items of business in relation to an Accommodation Update and Barclay Consultation which had not been included in the notice calling the meeting. The Convener, being of the opinion that the items which are dealt with at items 13 and 14 below, were urgent in view of the need to advise members of the position, authorised their consideration.

## **Apologies**

Councillor Kenny MacLaren, Councillor Mags MacLaren and Councillor Jacqueline Cameron (all Renfrewshire Council).

## **Declarations of Interest**

Councillor Brooks declared an interest in item 7 of the agenda as he was a Director of Inverclyde Leisure but intimated that he would remain in the meeting.

### **1 Minute**

There was submitted the Minute of the meeting of the Joint Board held on 1 June 2018.

**DECIDED:** That the Minute be approved.

### **2 Attendance of Joint Board Members**

There was submitted a report by the Clerk relative to attendance at Joint Board meetings.

The report intimated that the Joint Board's procedural standing orders stated that if a member does not go to any meetings of the board for 12 months, the clerk must tell the board (unless the board has given the member permission not to attend). If the board is not satisfied about why the member has failed to attend, it will tell that member's constituent authority so that they can consider ending the appointment of that member and appointing a replacement member.

Councillor Angela Convery and Councillor Danny Devlin, both East Renfrewshire Council, last attended a meeting of the Joint Board on 30 June 2017 and both councillors had advised that this had been due to work commitments.

**DECIDED:** That this matter be referred to East Renfrewshire Council to clarify the position of both councillors and to consider their representation on the Joint Board.

### **3 Annual Audit Report 2017/18**

Under reference to item 2 of the Minute of the meeting of this Joint Board held on 1 June 2018 there was submitted a report by Audit Scotland relative to the Annual Audit Report 2017/18 for the Joint Board, a copy of which was appended to the report.

The report intimated that the audit certificate issued by Audit Scotland provided an unqualified opinion that the annual accounts present a true and fair view of the financial position of the Joint Board as at 31 March 2018, in accordance with the accounting policies detailed in the accounts.

**DECIDED:** That the report be noted.

### **4 Audited Annual Accounts 2017/18**

Under reference to item 2 of the Minute of the meeting of this Joint Board held on 1 June 2018 there was submitted a report by the Treasurer relative to the audited annual accounts for the Joint Board for 2017/18, a copy of which was appended to the report.

The report intimated that in accordance with the Local Authority Accounts (Scotland) Regulations 2014 the audited accounts must be approved for signature by the Joint Board no later than 30 September each year. Following approval, the audited accounts would be signed by the Assessor and Electoral Registration Officer, Convener and Treasurer.

**DECIDED:** That the audited accounts 2017/18 be approved for signature by the Assessor and Electoral Registration Officer, Convener and Treasurer.

## **5 Revenue Budget Monitoring**

There was submitted a revenue budget monitoring report by the Treasurer in respect of the Joint Board for the period 1 April to 20 July 2018.

The report intimated that gross expenditure was currently £4,000 under budget and income was currently £2,000 over recovered resulting in a net underspend of £6,000.

The projected year-end position was a deficit of £8,000 resulting in a draw on reserves of £74,700 compared to a budgeted draw on reserves of £66,700.

**DECIDED:** That the report be noted.

## **6 Annual Canvass/Electoral Registration Update**

There was submitted a report by the Assessor and Electoral Registration Officer providing information on the annual canvass 2018 and an update on the tendering for both an Electronic Management System and print and scan services.

The report intimated that Household Enquiry Forms (HEF) had been posted to all properties in the Joint Board area. These forms invited those at each property to complete and return the form either online, by telephone, text or post. Any changes notified resulted in the issue of an Invitation to Register (ITR) which could be completed online using the Governments Digital Service, by post or by telephone. The report detailed the number of HEFs issued and HEF first reminders, which were issued to those properties who had failed to return the main HEF, by constituent authority area.

New legislation allowed electors to indicate on their ITR that they were the only person living at the address. As a result, there was no requirement to issue HEFs to those properties and these were detailed in the report by constituent authority area. This had provided a saving of over £5,000 in printing, posting and follow up door-to-door canvass costs.

The next phase, the door-to-door canvass of properties where no response had been received, would be undertaken during September and November with canvassers visiting the properties in an attempt to obtain a completed HEF.

Under current legislation local data held by Councils and other bodies could not be used for this canvass and this continued to add to the costs and complexity of the canvass. Discussions were ongoing with the Government around making changes to the canvass procedures to make the process more efficient both in terms of cost and engagement with electors.

Returning Officers had been requested to submit any Polling District changes by early November 2018 to allow publication of the revised register on 1 December 2018. This would prevent the need to publish a further revised register.

On behalf of the Joint Board, Renfrewshire Council's procurement service would issue an invitation to tender for an Electronic Management System as soon as the tender document had been completed. The tender for the provision of all print and scan services would be issued later in the year.

**DECIDED:** That the report be noted.

## **Declaration of Interest**

Councillor Brooks having declared an interest in the following item of business remained in the meeting.

## **7 Non-domestic Appeals**

There was submitted a report by the Assistant Assessor and Electoral Registration Officer advising on the appeal process and progress on disposal of revaluation appeals and running roll appeals received since the 2017 revaluation.

The report intimated that a five-yearly revaluation process had been introduced by The Valuation and Rating (Scotland) Act 1956 and this required the Assessor and Electoral Registration Officer to value, or revalue, all the lands and heritages in the valuation area. These valuations were totally fresh and need bear no relation to the value applied in the preceding years.

The revaluation brought with it a fresh right of appeal and traditionally resulted in a large influx of appeals. The total number of revaluation appeals received for 2017 was 3,832 which related to 3,542 subjects with a cumulative value of £324,294,785. Following a revaluation, new values would generally remain unchanged until the next revaluation unless the property was altered or other changes had taken place. New properties would be added to the roll as they became capable of occupation and entries for demolished buildings would be deleted.

A running roll appeal could be lodged by a rate payer or their agent on the grounds that there had been a material change of circumstances which had affected the value of the property or on the basis of an error in the valuation. At present 470 running roll appeals had been received.

The appendix to the report detailed the 2017 revaluation appeals by all category type for constituent authority area and for the Joint Board area.

**DECIDED:** That the report be noted.

## **8 Performance Report**

There was submitted a report by the Assistant Assessor & Electoral Registration Officer providing an update on the current performance and workload issues facing the Joint Board.



The report detailed the performance in Council Tax and non-domestic valuation against set targets. In relation to Council Tax valuation for the period 1 April to 30 June 2018, it was noted that the addition of new houses to the Valuation List and the deletion of demolished houses remained a priority with the time taken to enter new houses into the Valuation (Council Tax) List exceeding the target of 95% within three months and 99.50% within six months.

The report also detailed the average number of days taken to add a house in each constituent authority area between 1 April and 30 June 2018 and also the number of deletions from the Valuation (Council Tax) List between 1 April and 31 March during 2017 and 2018 by constituent authority area.

The report set out the time taken to make statutory amendments to the Valuation Roll, excluding appeal settlements and amendments to the prescribed entries, between 1 April and 30 June 2018 by constituent authority area, with the target of 80% actioned within three months and 95% actioned within six months being exceeded.

**DECIDED:** That the report be noted.

## **9 Corporate Risk Register**

There was submitted a report by the Assistant Assessor and Electoral Registration Officer relative to the Joint Board's Corporate Risk Register, a copy of which was appended to the report.

The report intimated that the Corporate Risk Register had been reviewed in line with the Joint Board's agreed review cycle.

It was noted that the outcome of the Barclay Review would have a substantial impact on the service delivery of the Joint Board. The Joint Board's Corporate Risk Register would be updated accordingly and submitted to a future meeting of the Joint Board for approval.

**DECIDED:**

(a) That the contents of the report be noted; and

(b) That it be noted that the Joint Board's Corporate Risk Register would be updated following the outcome of the Barclay Review and submitted to a future meeting of the Joint Board for approval.

## **10 Risk Management Strategy**

There was submitted a report by the Assistant Assessor and Electoral Registration Officer relative to the Joint Board's Risk Management Strategy, a copy of which was appended to the report.

The report intimated that the Risk Management Strategy had been reviewed in line with the Joint Board's agreed review cycle.

It was proposed that, in future, amendments to documents be highlighted in the covering reports being submitted to the Joint Board. This was agreed.

**DECIDED:**

(a) That the contents of the report be noted; and

(b) That, in future, amendments to documents be highlighted in the covering reports being submitted to the Joint Board.

## **11 Flexible Retirement Policy**

There was submitted a report by the Assessor and Electoral Registration Officer relative to the Joint Board's Flexible Retirement Policy, a copy of which was appended to the report.

The report intimated that the Flexible Retirement Policy was a new policy for the Joint Board which had been adopted from Renfrewshire Council.

**DECIDED:** That the Flexible Retirement Policy for the Joint Board be approved.

## **12 Carers Leave Policy**

There was submitted a report by the Assessor and Electoral Registration Officer relative to the Joint Board's Carers Leave Policy, a copy of which was appended to the report.

The report intimated that the Carers Leave Policy was a new policy for the Joint Board which had been adopted from Renfrewshire Council.

**DECIDED:** That the Carers Leave Policy for the Joint Board be approved.

## **13 Accommodation Update**

There was submitted a report by the Assessor and Electoral Registration Officer providing an update on Joint Board staff moving out of the upper floor of the Robertson Centre in order that it could be sublet.

The report intimated that the Assessor and Electoral Registration Officer had been in discussions with Renfrewshire Council, as landlord, to come to a suitable agreement on the best way to take this matter forward. An alternative option to rescind the existing lease and create a new lease for the ground floor of the Robertson Centre and caretakers flat only had become available for the Joint Board. The remaining part of the upper floor would become the landlords' responsibility and thereby removed the risk and costs of finding a tenant from the Joint Board.

A new lease to this effect would require to be drafted and the final terms had yet to be negotiated. The report sought the Joint Board's approval to allow the Assessor and Electoral Registration Officer to rescind the existing lease and continue discussions with Renfrewshire Council on the terms of a new lease.

**DECIDED:** That the Assessor and Electoral Registration Officer be authorised to rescind the existing lease and continue discussions with Renfrewshire Council on the terms of a new lease.

## **14 Barclay Consultation**

There was submitted a report by the Assessor and Electoral Registration Officer relative to the Scottish Government consultation on legislative proposals arising from the recommendations of the Barclay Review.

The report intimated that the Scottish Assessors' Association would submit a response to this consultation by the closing date of 17 September 2018.

The report sought that authority be delegated to the Assessor and Electoral Registration Officer, in consultation with the Convener, to submit a response to the Scottish Government, on behalf of the Joint Board.

It was proposed that the Joint Board's response be forwarded to all members of the Joint Board for comments prior to submission to the Scottish Government. This was agreed.

### **DECIDED:**

(a) That authority be delegated to the Assessor and Electoral Registration Officer, in consultation with the Convener, to submit a response to the consultation to the Scottish Government, on behalf of the Joint Board, by the deadline of 17 September 2018; and

(b) That the proposed Joint Board's response be forwarded to all members of the Joint Board for comments prior to submission to the Scottish Government.

## **15 Date of Next Meeting**

**DECIDED:** That it be noted that the next meeting of the Joint Board would be held at 2.00 pm on 23 November 2018 within either The Robertson Centre, Glasgow Road, Paisley or Renfrewshire House, Cotton Street, Paisley.





## **Renfrewshire Valuation Joint Board**

### **Minute of Special Meeting Renfrewshire Valuation Joint Board**

<b>Date</b>	<b>Time</b>	<b>Venue</b>
Tuesday, 18 September 2018	14:30	Council Chambers (Renfrewshire), Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

#### **Present**

Councillor Charlie Gilbert (East Renfrewshire Council); and Councillor Audrey Doig, Councillor John McIntyre, Councillor Jim Sharkey, Councillor Andy Steel, Councillor Jacqueline Cameron and Councillor John McNaughtan (substitute for Councillor Mags MacLaren) (all Renfrewshire Council).

#### **Chair**

Councillor Audrey Doig, Convener, presided.

#### **In Attendance**

K Crawford, Assessor and Electoral Registration Officer and L Hendry, Assistant Assessor and Electoral Registration Officer (both Renfrewshire Valuation Joint Board); A MacArthur, Head of Finance and E Currie, Senior Committee Services Officer (both Finance & Resources, Renfrewshire Council); and M Ferris and S Afzal, (both Audit Scotland).

#### **Apologies**

Councillor Paul O'Kane (East Renfrewshire Council); Councillor Tommy McVey and Councillor Graeme Brooks (both Inverclyde Council); and Councillor Kenny MacLaren, Councillor Mags MacLaren and Councillor Tom Begg (all Renfrewshire Council).

#### **Declarations of Interest**

There were no declarations of interest intimated prior to commencement of the meeting.

## **1 Revised Audited Annual Accounts 2017/18**

Under reference to item 4 of the Minute of the meeting of this Joint Board held on 17 August 2018 there was submitted a report by the Treasurer relative to revised audited annual accounts for the Joint Board for 2017/18.

The report intimated that the audited accounts for the year ended 31 March 2018 had been approved for signature at the meeting of this Joint Board held on 17 August 2018. Subsequent to this meeting, an issue was raised with Audit Scotland with regards the methodology used by the appointed actuaries in their approach to the valuation of pension assets. This issue affected every public body who were members of the Strathclyde Pension Fund and some other pension funds across the UK.

Within the annual accounts the Joint Board detailed its share of the Strathclyde Pension Fund assets and liabilities in accordance with International Accounting Standard 19 Employee Benefits (IAS19). This relied on valuations of pension fund assets and liabilities by the actuary and the timing of the production of the actuarial reports meant that actuaries produced their IAS19 reports using estimated data for the final part of the year. Asset returns estimated by the actuary for the final part of the year were significantly lower than actual returns for 2017/18 which had resulted in the pension fund assets reported within the Joint Board accounts being understated by £275,000. The audited accounts had therefore been amended to include this updated valuation. This change had no impact on the revenue outturn position of the Joint Board or on useable reserves.

Appendix 1 to the report detailed the statements that had been amended due to the revised pension report, a revised set of audited accounts formed Appendix 2 to the report and the original audited accounts approved by the Joint Board at the meeting held on 17 August 2018 formed Appendix 3 to the report.

It was noted that the date of approval detailed in the revised audited accounts should read 18 September 2018. Audit Scotland advised that they had amended their Annual Audit Report 2017/18 and tabled revised pages which were noted.

### **DECIDED:**

(a) That the revised audited accounts 2017/18, as detailed in Appendix 2 to the report, be approved for signature by the Assessor and Electoral Registration Officer, Convener and Treasurer;

(b) That it be noted that the date of approval detailed in the revised audited accounts should read 18 September 2018; and

(c) That it be noted that Audit Scotland had amended their Annual Audit Report 2017/18, the revised pages of which were tabled and noted.



## Renfrewshire Valuation Joint Board

To: Renfrewshire Valuation Joint Board

On: 23 November 2018

Report  
by  
Clerk

### **Attendance at Joint Board Meetings and Appointment of Depute Convener**

#### **1. Summary**

- 1.1 At the meeting of the Joint Board held on 17 August 2018 members considered a report relative to the non-attendance of Councillor Angela Convery and Councillor Danny Devlin, both East Renfrewshire Council, at meetings of the Joint Board.
- 1.2 The Joint Board decided that this matter be referred to East Renfrewshire Council to clarify the position of both councillors and to consider representation on the Joint Board.
- 1.3 East Renfrewshire Council has advised that discussions have taken place with both members in relation to this matter and it has been impressed on both the importance of fulfilling their role on the Joint Board. Both members have recognised this and have given assurances that they will make every effort to attend meetings in future.
- 1.4 East Renfrewshire Council has also advised, in writing, that all other elected members of their Council can act as a substitute member for the four appointed members on the Joint Board. Councillors Convery and Devlin have been advised of the option of identifying someone to substitute for them at meetings if they are unable to attend.
- 1.5 East Renfrewshire Council has confirmed that Councillors Convery and Devlin will continue to represent the Council on the Joint Board. However, whilst continuing as a representative, Councillor Devlin feels he is unable to give the role of Depute Convener the amount of time it deserves and accordingly has tendered his resignation from the post.

#### **2. Recommendations**

- 2.1 That it be noted that Councillors Convery and Devlin will continue to represent East Renfrewshire Council on the Joint Board;

- 2.2 That it be noted that Councillor Devlin had tendered his resignation from the post of Depute Convener of the Joint Board;
- 2.3 That consideration be given to the appointment of a Depute Convener from amongst the members from East Renfrewshire and Inverclyde Councils; and
- 2.4 That it be noted that the remuneration costs for the position of the newly appointed Depute Convener, if required, shall be met by the local authority at which the position holder is an elected member.

### **3. Attendance at Joint Board Meetings**

- 3.1 The Joint Board's procedural standing orders state:
  - 10 If a member does not go to any meetings of the board for 12 months, the clerk must tell the board (unless the board has given the member permission not to attend). If the board is not satisfied about why the member has failed to attend, it will tell that member's constituent authority so that they can consider ending the appointment of that member and appointing a replacement member.
- 3.2 Councillor Angela Convery and Councillor Danny Devlin, both East Renfrewshire Council, last attended a meeting of the Renfrewshire Valuation Joint on 30 June 2017. Both councillors had advised that this had been due to work commitments. This matter was considered at the meeting of the Joint Board held on 17 August 2018.

### **4 Depute Convener**

- 4.1 The Valuation Joint Boards (Scotland) Order 1995 states:

Conveners and depute conveners

3.1 (1) Each board shall appoint from its membership a convener and depute convener, but the convener and depute convener shall not, at any time, be members of the same constituent authority.
- 4.2 Councillor Audrey Doig, Renfrewshire Council, is Convener of the Joint Board therefore only members from East Renfrewshire and Inverclyde Councils can be considered for the post of Depute Convener of the Joint Board.
- 4.3 At the meeting of the Joint Board held on 1 June 2018, the Joint Board considered a report by the Clerk and Treasurer relative to remuneration of elected members who are appointed Conveners and Vice-conveners of Joint Boards. The report advised that the Local Governance (Scotland) Act 2004 (Remuneration) Regulations 2007 introduced a system of remuneration for elected members, including the Convener and Vice-conveners of Joint Boards.



- 4.4 Since 2007, various amendment regulations had the effect of amending the yearly remuneration to be paid to elected members, including those elected members who were Conveners or Vice-Conveners of Joint Boards. The most recent amendment regulations had been laid before the Scottish Parliament on 8 February 2018 and came into effect on 1 April 2018. These amendment regulations, The Local Governance (Scotland) Act 2004 (Remuneration) Amendment Regulations 2018, stipulated changes to the remuneration rates payable to elected members. The change implemented by the 2018 amendment regulations was an increase of 0.4% in the yearly remuneration from 1 April 2018.
- 4.5 The 2018 amendment regulations also stipulated that the Vice-convener of a Joint Board shall be paid, from 1 April 2018, a total yearly amount of £20,183 inclusive of any amount payable to them as a local authority councillor under the 2007 Regulations. The Regulations state that “remuneration shall be paid by the local authority of which the Convener or Vice-convener (as the case may be) is a member to one Convener and one Vice-convener for each Joint Board”, and so the remuneration cost for the newly appointed Depute Convener of the Joint Board shall be met in full by the local authority at which the position holder was an elected member.
- 4.6 If the newly appointed Depute Convener is a senior councillor, any difference between the yearly remuneration as Depute Convener, £20,183 from 1 April 2018, and what the yearly remuneration would otherwise ordinarily be as a senior councillor shall be met by the local authority at which the position holder is an elected member.





# Renfrewshire Valuation Joint Board

**Report to:** Renfrewshire Valuation Joint Board

**Meeting on:** 23<sup>rd</sup> November 2018

**Subject:** Service Review (Part 2)

**Author:** Assessor & Electoral Registration Officer

## 1.0 Background

- 1.1 At the meeting in January 2017 the Board agreed to set aside funds to enable a Service Review to be undertaken. The first stage of the Service Review involved the installation of the Document Management System (DMS) and this was reported to the Board at the June 17 meeting. The second stage of the Service Review conducted in partnership with Renfrewshire Council's Workforce Planning team began in Sep '17 and was completed in Jan '18 and submitted to the board in Jun '18 with the second outcome scheduled to be reported at this November meeting.
- 1.2 This report provides the Board with the latest position regarding the Service Review and also shows the progress made with financial savings to date. However, it should be noted clarification on the effect of the Barclay Review (published Aug 2017) on the budget is not reflected in this report.

## 2.0 Financial Position

- 2.1 The financial position of the Board as at year end 18/19 is as follows;

The Board has already approved a drawdown from reserves of £66,700 at the end of 18/19. In discussions with our accountant the expected drawdown will now be in the region of £33,400, delivering savings of £33,300.

## 3.0 Looking Forward

- 3.1 Below are listed financial risks and /or costs which the Board is facing over the short to medium term.

- (i) **Electoral Management System (EMS)** – Replacement for in-house bespoke system required.

The requirement to replace the existing system has been brought about in part due to the current software on which the in-house system is based being out of support and it has passed its end of life usage. This means the present EMS is no longer fit for purpose and there is a risk in this dynamic political environment of running with a system which has inherent risks regarding delivery. This is no longer an acceptable situation

and discussions have been ongoing with various suppliers and other Electoral Registration Officers who have off the shelf packaged solutions. If the Board's approval is granted, a tender process can be started in late November/ early December to identify the most suitable supplier for RVJB.

**MITIGATION** – Purchasing a tried and tested off the shelf system which brings with it the support and technical back up and expertise of the supplier, will mitigate the risk in the electoral process. The new system will deliver efficiencies in staff time and also allows the removal of a post from the current staff compliment.

Due to savings made throughout this current financial year, such as non- filling of vacancies there is an expected saving of around £33,000. Having undertaken soft market testing to inform costs going forward, the cost of this new EMS for 18/19 is likely to be in the region of £30,000 which includes any one-off charges for migrating the system. Due to the savings made so far this year as previously mentioned, the 18/19 costs for this system can be funded by these savings. Going forward there will be the removal of a post to pay the equivalent in the annual charge of £25,000 per year thereafter.

**(ii) IT Non-Domestic & Council Tax Computer System** – new core system required.

As noted previously in the June report the present IT system utilised by the Board is no longer fit for purpose, this has come about due to a number of reasons. When the Board was formed it inherited the legacy IT system of Strathclyde Regional Council. Furthermore, the current system is no longer being supported from the software provider; this is a similar situation to the in-house EMS. There is also a risk if no action is taken of losing personnel who have the detailed knowledge of how these two in-house systems were built up over the years and how they operate. To minimise these risks and to improve service delivery overall, it is the time to investigate modernising these systems and ensuring the Board is future proofed going forward.

Given the substantial improvements and use of IT in everyday life it is essential that the Board keeps pace with these changes and expectations from users of the Board's services. A full overhaul of the current disparate systems used at present is long overdue, modernising the current IT systems is no longer optional but necessary to enable the Board to deliver services in an efficient manner and allow maximisation of staff time. It should be noted that the Board has never been asked to provide funds for a purpose built, fully functional IT system in its 22-year history.

Discussions have taken place with one of the major suppliers of an IT system which other Valuation Joint Boards and Councils have used. The true cost of this system would need to allow for purchasing development time from the supplier on top of initial costs to purchase as it stands. The indicative cost for this off the shelf system is sitting at around £50,000 per year with any development work to make the system reflect future requirements coming in at a cost of £1,200 per day. As a result of the recommendations in the Barclay report there will be considerable changes to current working practices. Therefore it would not be unreasonable to assume that this off the shelf system will require substantial development costs to allow it to cope with these new demands. Meaning that the annual costs would be in excess of £50,000 per annum plus substantial development costs of £1,200 per day for any changes to the system.

With this knowledge alternative options have been explored for a core system which can deliver a more suitable and affordable alternative going forward. Sharing of services is one of the principles of Best Value and it promotes the efficient use of resources. Investigations

have shown that there is already an IT Core system which has been developed by another Joint Board's IT department. This system is a far more sophisticated IT system than is currently on offer from the national supplier referred to earlier. This system has been built in-house by the Joint Board's own IT department in conjunction with their valuation staff and delivers the statutory functions of Non-Domestic and Council Tax services. This option is developed to a stage that it is instantly useable for staff, whereas the off the shelf system would require specific development to be useful in the first instance. Furthermore, this system can engage with the recently purchased document management/mail system (DMS) and would help increase efficiencies in staff time.

This system is being looked at by another neighbouring Joint Board, if approval was given today to explore the possibility of three Joint Boards sharing this system then the risks of running an in-house system are mitigated over the three Joint Boards and ongoing future development costs are built in to the annual cost of sharing this service. Therefore, there would be no daily development costs to be added onto this tried and tested in-house system. Further savings can also be made regarding the migration to this system as both partners have the same legacy IT Strathclyde system. By sharing this system, the migration costs would be split between the two new sharers and this provides further cost savings.

A word of caution is to be noted. As yet discussions with the other Joint Boards are still at an early stage and there are a few issues which still need to be finalised. However, if the Board gave approval to these investigations continuing and the Board approved these indicative costs further and more detailed discussions could take place and hopefully a successful outcome will be reported in due course.

**MITIGATION** - Sharing a tried and tested system developed by another Joint Board will deliver efficiencies in the short and long term. Benefits to be gained range from automation of input thereby minimising errors, streamlining processes resulting in a more effective use of resources. Mitigating risk by introducing modern and fully integrated systems will allow the staff to deliver services more efficiently and in time it may be possible to drive out further efficiencies in the future.

The cost of this new system (if the shared services solution can be brought to fruition) would be a one-off cost to migrate of £25,000 and an ongoing yearly cost of £50,000 which includes development time. To fund these costs a further two posts will be removed from the staff complement providing a saving of around £50,000 a year going forward. Therefore, the only cost the Board is being asked to fund is the one-off migration cost, estimated currently at £25,000 in the financial year of 19/20. Further by adopting this shared service will allow the Board to be future proofed and more resilient, to deal with the changes as a result of the Barclay Review. The Board's IT system needs to put the organisation on the front foot.

(iii) **Disaster Recovery (DR)** – This is at a critical stage with a requirement from Auditors to provide a suitable solution.

Investigations have been made to clarify the cost of the Board setting up a stand-alone DR solution. This option has proven to be very expensive and the costs were prohibitive to a small organisation such as the Board. Discussions have been ongoing for some months now for the Board to effectively join in with Renfrewshire Councils DR solution to help make the costs more manageable. It is also important to consider and weigh up the overall risk to the Board in the event of a disaster affecting services and to ensure the disaster recovery solution is proportionate to these risks.

**MITIGATION** – If it turns out to be possible to use Renfrewshire Councils DR solution then this solution offers economies of scale and will help keep overall costs down. At present a sum of between £10,000/£15,000 looks to be the annual cost going forward. The cost for this solution would need to be funded from next financial year 19/20.

- (iv) **Pay Award** – out with control of the Board and an unknown quantity at present as the 3% award has been rejected.

**MITIGATION** - There is no mitigation for these costs as pay awards are carried out as part of a National agreement.

- (v) **Rent Review** – out with control of the Board and due to take place in March 2020.

**MITIGATION** - having relinquished the upper floor and Caretaker's flat in the Robertson Centre the cost of any future rent review and its subsequent effect on the budget has been minimised as much as possible.

- (vi) **Level of Reserves** – As reported at the June Board meeting the level of reserves are a cause for concern as they are reaching the lower limit of what would be deemed an acceptable balance. As the designated Assessor for Fixed Line telecoms for Scotland, there are risks in letting these reserves fall any further. This is in part due to the risk of an appeal being taken against a telecoms valuation resulting in expensive legal costs for the Board in defending such an appeal. These legal costs can be very significant and could impact substantially on the remaining reserves.

**MITIGATION** - It will be in the hands of the constituent councils to decide on whether or not to enhance the current funds in reserves.

- (vii) **Individual Electoral Registration – (IER)** the Cabinet Office has announced that the current funding for this will cease in 20/21.

**MITIGATION** -The new EMS will be delivering savings via processing information more quickly thus delivering savings on staff time by 20/21. Postage and canvassers costs should also see significant drops once the proposed new legislation comes into force. This will allow more data matching, resulting in less costs for both of these elements of the canvass.

- (viii) **Telecoms** – As designated Assessor for Fixed Line Telecoms for Scotland a future financial risk is that the Revaluation process which in recent years has been synchronised between England and Scotland will now be split. The English Valuation Office (VO) have been instructed to carry out their next revaluation in 2021, whereas in Scotland our next revaluation is scheduled for 2022. This affects all entries in the Valuation Roll however, it is particularly significant for Telecoms valuations as at present these valuations are done in conjunction with the VO and this has been of a financial benefit for the Board in so far as employment of economic advisors and specialist accountants have been subsumed by the VO. Going forward this will not be the case and significant costs will now be associated with providing the valuations for these subjects.

**MITIGATION** - At the present time discussions are ongoing with the Scottish Government over Designated Assessor's funding going forward.

- (ix) **Barclay Review** - Following the Barclay review of Non-Domestic Rates (published in August 2017) which has been the subject of previous discussions with the Board the cost of delivering the Non-Domestic service is set to increase significantly. Full details of how the Barclay recommendations are to be implemented are not yet finalised by the Scottish Government.

**MITIGATION** - It is assumed that the Scottish Government will fully fund the extra costs associated with the Barclay recommendations. If this turns out not to be the case, then each constituent council would need to fund their share of these costs. Calculations based on what is known so far, and some assumptions in light of discussions with colleagues has allowed for estimates to be drawn up. For information only at this stage these appear to be in the region of;

Financial Yr 19/20	£ 130,000
Financial Yr 20/21	£ 340,000
Financial Yr 21/22	£ 370,000

#### 4.0 General Conclusions

The above report shows the risks and potential costs and savings going forward. However, the position of continually drawing down from reserves is unsustainable.

This is a very dynamic period for the Board and all Assessors in Scotland, it is appreciated that it is also a time when fiscal restraints on budgets continue and the funding environment is not an easy one to navigate or predict. It is hoped that the Board can see a clearly demonstrable course of action has been taken to reduce costs and release savings where possible and this has been done in an effort to show good governance and accountability to the Board members and the constituent authorities

#### 5.0 Recommendations

- i. The Board notes the information in the Report.
- ii. The Board agrees to the Assessor purchasing the Electoral Management System (EMS).
- iii. The Board also gives approval to the Assessor to further investigate, with a view to entering in to a shared IT system, with a further report to follow on progress.
- iv. The Assessor is given approval to continue investigations and source a suitable supplier/solution for the provision of a Disaster Recovery Solution (DR).

Kate A Crawford  
Assessor & Electoral Registration Officer

15<sup>th</sup> November 2018





**To:** Renfrewshire Valuation Joint Board

**On:** 23 November 2018

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**Report by:** The Treasurer

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**Heading:** Financial Outlook 2019 - 2022

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## **1. Overview & Key Messages**

- 1.1 This report provides Member Councils with an overview of the ongoing financial challenges and risks that the Board is facing linked to both the ongoing constrained financial environment within which the Board and local government operate, but also as a result of potential service changes linked to the implementation of the Barclay review recommendations. A separate report by the Assessor provides further operational detail with regards the financial challenges outlined in this report.
- 1.2 It is likely that pressure on public finances will continue for the foreseeable future. The Valuation Joint Board recognises the impact of this difficult financial climate on its Member Councils and as a result it continually seeks to generate efficiencies where possible. However, with a significant number of statutory duties to be met, the ability of the Board to meet its financial objectives is increasingly constrained.
- 1.3 The level of reserves has reduced in recent years as agreed by the Board, and will reduce further over the course of 2018/19 in line with the budget position agreed. In order to meet current and future obligations as well as their statutory duties, the Board requires to modernise through significant investment in ICT infrastructure. The level of reserves available may not be sufficient to meet the one-off costs of the required investment. This investment will deliver recurring savings, however these are likely to be offset by increased ICT operating costs.
- 1.4 The underlying financial position of the Board remains challenging, with further savings requirements and requisition increases being a feature of the medium term outlook.

## **2. Recommendations**

- 2.1 Note the update regarding the Valuation Joint Board's current financial position.
- 2.2 Note the financial challenges facing the Valuation Joint Board,
- 2.3 Note that this report will inform the 2019/20 revenue estimates which will be presented for the Board's consideration at the next meeting in January; and that the Treasurer will continue to work with the Assessor in the coming weeks to develop the budget for 2019/20 as cost pressures are further clarified.

## **3. Current Financial Position**

- 3.1 The current financial position of the Board is stable and it is anticipated that there will be a drawdown of £33,400 this financial year against a budgeted drawdown of £66,700. This underspend is primarily due to staff turnover and a reduction in property costs as a result of the revised lease arrangements for Robertson Centre which are further explained below.
- 3.2 National pay negotiations for 2018/19 are currently ongoing. The Board have budgeted for a 3% increase however there are risks around this position, with a 3% offer being rejected by trade unions. Future years pay awards have yet to be determined.
- 3.3 In addition to the budgeted pay award of 3%, the Board have also increased their superannuation contributions to 20.2% as result of the recent triennial actuarial valuation which highlighted a projected shortfall in the funded position of the Board's pension liabilities.

### **Robertson Centre**

- 3.4 Although the initial intention of the Board was to sub-let the top floor of Robertson Centre in order to generate additional income and ease budget pressures, the Board have opted for an alternative arrangement with Renfrewshire Council.
- 3.5 The existing lease has been rescinded and the Board are negotiating a new lease with the Council. They currently have a License to Occupy, effective from 1<sup>st</sup> October 2018. It is expected that the new lease will operate until 2024 which is in line with the previous lease term and is for rental of the ground floor only. The Council are assuming responsibility for the top floor of the building.
- 3.6 The annual rental charge to the Board will reduce from £55,000 to £32,500 with consequential reduction in non-domestic rates costs. All other property costs such as utilities are currently being negotiated between the Board and the

Council. It is anticipated that the Board's overall property costs will reduce by approximately £50,000.

- 3.7 Renfrewshire Council are absorbing all of the costs associated with converting the building into two separate entities. The Council have also agreed to provide free storage space at one of their facilities for the Board to store scanned files that cannot be destroyed until they have an appropriate Disaster Recovery plan in place. This is a temporary arrangement for a period of 1 year to allow the Board to scan all of their documents online.
- 3.8 The Board's previous lease came into effect in 2011 and the Council has not increased the annual rental charge during that period. However, the new lease is expected to stipulate a rent review in March 2020.
- 3.9 The Board will still be required to pay the £43k capital charge with respect to the refurbishment of the Robertson Centre. The Council extended the repayment period in 2017 by a further 3 years to reduce the annual payments that the Board incurs each year.
- 3.10 In addition, the Council has absorbed the cost of repairs to the Robertson Centre since 2011, despite the lease stipulating that this was the responsibility of the Board. The Council can no longer absorb these costs so the terms of the new lease stipulate that the Board will now be responsible for repairs and a budget will require to be allocated in this regard from 2019/20. The Board anticipate repairs costing approximately £8k per annum.

#### **4 Level of Requisitions & Reserves**

- 4.1 Requisitions payable to the Board have decreased or been "flat-cash" each year since 2011, with the exception of a 3% increase in 2018/19. During that period, the level of reserves has reduced substantially to £186k in 2017/18 with an anticipated drawdown on reserves this year of £33,400.
- 4.2 The projected reserves position of the Board at the end of this financial year is estimated to fall close to 5% of turnover. This is at the floor of the level deemed prudent in terms of ensuring financial sustainability and managing the financial risks discussed in this report; and will impact on the Board's ability to implement major change in either operations or staffing structures.
- 4.3 The budget agreed for 2018/19 also provided an indication of the level of requisitions payable for the next 2 financial years, which was proposed at 1% based on a range of savings and cost pressure assumptions. These indicative estimates did not include any potential costs resulting from implementation of the Barclay review recommendations – these are further explored below.

- 4.4 The indicative estimates included an assumed level of saving of £120,000 over two years from 2019/20. It is currently estimated that this level saving will still be possible, with an estimated £75,000 being deliverable in 2019/20 linked to efficiencies possible from revised working practices driven through improved use of technology. However, as work to develop the associated ICT requirements has developed over the course of 2018, it has become apparent that the operating costs of the new ICT systems are significantly above that anticipated, and will in effect offset the 19/20 savings anticipated.
- 4.5 There are also one-off costs associated with ICT systems developments, and in her separate report on this agenda the Assessor is seeking permission from the Board to utilise the anticipated underspend in 2018/19 to fund the implementation costs of an electoral management system; with further one off costs anticipated to be incurred in order to replace the currently unsupported NDR and council tax system in 2019/20.
- 4.5 Given that the 19/20 potential efficiency savings derived from investment in technology cannot now contribute to support the core financial position of the Board, a revision to the level of requisition indicated may be required in order to ensure the financial sustainability of the Board in light not just of existing pressures but future pressures associated with the potential loss of IER funding.

## **5 Individual Electoral Registration (IER)**

- 5.1 Funding for IER has been diminishing and the Board are anticipating a 10% reduction in their income from the Cabinet Office in 2019/20 and that funding will cease completely in 2020-21. Although the volume of work relating to IER is expected to reduce, the Joint Board will continue to incur administrative and staffing costs (Canvassers).

## **6 Barclay Review**

- 6.1 Additional costs will be incurred by the Board from the implementation of the Barclay recommendations. At this stage, it is anticipated that the Scottish Government will fund all of the costs associated with the implementation of Barclay's recommendations, however there remains a significant risk that funding provided will not match the costs which will be incurred in fully implementing the Review recommendations.
- 6.2 It is anticipated that changes to the revaluation cycle from 5 to 3 years is expected to increase the workload of the Board by approximately 60%. As part of the Scottish Government's consultation process, the Council and Joint Board both submitted their responses highlighting this 60% increase in workload.

- 6.3 Although the Barclay review recommendations are not expected to come into effect immediately, the Board need to start planning and preparing now in order to undertake the increased workload, especially the recruitment of suitable employees, as it takes time to train and develop personnel. The Board envisage difficulty in attracting and retaining staff as they are competing with other Joint Boards for staff who have the relevant knowledge and experience.
- 6.4 A particular pressure for the Board will be the move to a revaluation cycle every 3 years as opposed to every 5. This will require a substantial information gathering process to collect rental and cost information, processes which the investment in ICT systems will help make more efficient.
- 6.5 A further pressure for the Board will result from the fact that the Assessor for Renfrewshire is also the designated Assessor for fixed line telecommunications across Scotland. This work is currently supported by the VOA in England, however differing valuation cycles could result in a position whereby this support is no longer available.

## **7 Conclusion**

- 7.1 The above information outlines that there are increased risks and costs for the Board in 2019/20 which were not apparent at the start of 2018, and which were not anticipated or included within the indicative financial position outlined when the Board agreed the 2018/19 budget.
- 7.2 The Assessor and the Treasurer will continue to work together to develop a budget proposal for 2019/20 and future years which recognises these unfolding risks and costs and will continue to seek ways in which further efficiencies can be achieved.



## RENFREWSHIRE VALUATION JOINT BOARD

**To:** Renfrewshire Valuation Joint Board

**On:** 23 November 2018

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**Report by:** The Treasurer

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**Heading:** Revenue Budget Monitoring Report to 12<sup>th</sup> October 2018

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### 1. Summary

- 1.1 Gross expenditure is £21,000 under budget and income is currently £2,000 over recovered resulting in a net underspend of £19,000. This is summarised in point 4.

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### 2 Recommendations

- 2.1 It is recommended that members consider the report.

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### 3 Budget Adjustments Since Last Report

- 3.1 There have been no budget adjustments since the start of the financial year.
- 

### 4 Budget Performance

- |     |                            |                               |
|-----|----------------------------|-------------------------------|
| 4.1 | <b>Current Position</b>    | <b>Net Underspend £19,000</b> |
|     | <i>Previously Reported</i> | Net Underspend £6,000         |

The underspend is the result of vacancies not being filled this year and the pay award has yet to be agreed.

### **Projected Year End Position**

The projected year end position is a drawdown on reserves of £33,700 against an approved £66,700. This is the result of vacancies not being filled and a reduction in Property Costs due to the new lease, effective from 1<sup>st</sup> October 2018.

However, there is a risk that the budgeted pay award may be higher than anticipated, as it has yet to be agreed.

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RENFREWSHIRE COUNCIL  
REVENUE BUDGET MONITORING STATEMENT 2018/19  
1st April 2018 To 9th November 2018

JOINT BOARD : RENFREWSHIRE VALUATION JOINT BOARD									
Description (1)	Revised Annual Budget (2)	Revised Period Budget (3)	Actual (4)	Adjustments (5)	Revised Actual (6) = (4 + 5)	Budget Variance			
	£000's	£000's	£000's	£000's	£000's	£000's	%		
Employee Costs	1,762	833	764	57	821	12	1.4%	underspend	
Property Costs	238	144	129	7	136	8	5.6%	underspend	
Supplies & Services	91	38	86	(46)	40	(2)	-5.3%	overspend	
Contractors and Others	25	4	4	0	4	0	0.0%	breakeven	
Transport & Plant Costs	0	0	0	0	0	0	0.0%	breakeven	
Administration Costs	259	164	161	3	164	0	0.0%	breakeven	
Payments to Other Bodies	20	1	(2)	0	(2)	3	300.0%	underspend	
<b>GROSS EXPENDITURE</b>	<b>2,395</b>	<b>1,184</b>	<b>1,142</b>	<b>21</b>	<b>1,163</b>	<b>21</b>	<b>1.8%</b>	<b>underspend</b>	
Contributions from Local Authorities	(2,313)	(2,223)	0	(2,223)	(2,223)	0	0.0%	breakeven	
Other Income	(16)	(25)	(104)	81	(23)	(2)	-8.0%	under-recovery	
<b>INCOME</b>	<b>(2,329)</b>	<b>(2,248)</b>	<b>(104)</b>	<b>(2,142)</b>	<b>(2,246)</b>	<b>(2)</b>	<b>-0.1%</b>	<b>under-recovery</b>	
<b>TRANSFER (TO)/FROM RESERVES</b>	<b>66</b>	<b>(1,064)</b>	<b>1,038</b>	<b>(2,121)</b>	<b>(1,083)</b>	<b>19</b>	<b>1.8%</b>	<b>underspend</b>	
Bottom Line Position to 9th November 2018 is an underspend of					Opening Reserves		£000's		
Anticipated Year End Budget Position is an underspend of					Anticipated Closing Reserves		(187)		
							(154)		





# Renfrewshire Valuation Joint Board

**Report to :** Renfrewshire Valuation Joint Board

**Meeting on :** 23<sup>rd</sup> November 2018

**Subject :** Accommodation Update

**Author :** Assessor & Electoral Registration Officer

## 1.0 Introduction

This report is to inform the Board of the progress on the split of the Robertson Centre following the August 2018 report to the Board.

## 2.0 Progress

A Licence to Occupy was signed with effect from 1<sup>st</sup> October 2018, effectively meaning that the Board has surrendered the upper floor and is no longer financially responsible for the rent and rates etc attributable to this part of the building from that date.

The works to enable the split of the building into two have now essentially been completed and the first of the new occupiers for the first floor have moved in. The whole process should be finished, i.e. the last of the new occupiers moving in, should be by January 2019.

A new lease reflecting this situation will require to be drafted, the final terms of the lease have yet to be negotiated.

A further Licence to Occupy was also signed for premises in Clarke St which Renfrewshire Council have provided free of charge for one year to allow off site secure storage for scanned files.

## 3.0 Conclusion

I would like to note my thanks to all the staff in RVJB who have accepted and worked through some less than ideal working environments and have done so with no disruption to service delivery, it has been much appreciated.

I am seeking the Boards approval to allow me continue discussions with Renfrewshire Council on the terms of a new lease.

## Recommendations

- i. The Board is asked to consider the above and approve continued negotiations.

Kate A Crawford - 15<sup>th</sup> August 2018  
Assessor & Electoral Registration Officer

For further information please contact Kate Crawford on 0141-618-5903  
Or via e-mail at [kate.crawford@renfrewshire-vjb.gov.uk](mailto:kate.crawford@renfrewshire-vjb.gov.uk)



# Renfrewshire Valuation Joint Board

**Report to:** Renfrewshire Valuation Joint Board

**Meeting on:** 23<sup>rd</sup> November 2018

**Subject:** Performance Report

**Author:** Assistant Assessor & Electoral Registration Officer

## 1.0 Introduction

This performance report covering the first six months of the rating year provides an update to the ongoing reporting of performance to the members and is intended to keep members informed of current performance and workload issues facing the Board.

## 2.0 Council Tax

The main work involved in Council Tax at the moment remains the addition of new houses to the Valuation List and the deletion of demolished houses. I include a summary of new additions to the Council Tax List for information.

### 2.1 Time taken to enter new houses into the Valuation (Council Tax) List

#### Period 1st April 2018 to 30th September 2018

Council Area	No. Added	Within 3 months	%age of total added	Between 3 and 6 months	%age of total added	Added within 6 months	More than 6 months	%age of total added
Renfrewshire	476	471	98.95%	3	0.63%	99.58%	2	0.42%
East Renfrewshire	95	95	100.00%	0	0.00%	100.00%	0	0.00%
Inverclyde	96	95	98.96%	1	1.04%	100.00%	0	0.00%
RVJB totals	667	661	99.10%	4	0.60%	99.70%	0	0.30%

The performance target of 95% within three months and 99.5% within 6 months have both been exceeded.

In the period from 1<sup>st</sup> April 2018 to 30<sup>th</sup> September 2018, the average number of days taken to add a house was as follows:

Council Area	No. Added	Average No. of Days
Renfrewshire	476	27.00
East Renfrewshire	95	28.59
Inverclyde	96	28.32
<b>RVJB Totals</b>	<b>667</b>	<b>27.42</b>

This measure exceeds our internal target of 38 days.

## 2.2 Information on Deletions from the Council Tax List

The main reasons for deleting a property from the valuation list would be: where the property is demolished, where a house is now being used for Non-domestic purposes or where two or more houses are combined to form one house.

### 2.2.1 Number of Deletions from the Valuation (Council Tax) List between 1<sup>st</sup> April to 30<sup>th</sup> September during 2017 and 2018

Council Area	No. Deleted 2017	No. Deleted 2018
Renfrewshire	10	28
East Renfrewshire	7	6
Inverclyde	35	10
<b>RVJB Total</b>	<b>52</b>	<b>44</b>

### 3.0 Non-domestic Valuation

One of the main areas of work in non-domestic valuation is the maintenance of the Valuation Roll. The table below is a summary of the statutory amendments to the Valuation Roll over the last six months. These are new entries being added to the Roll, entries being deleted or properties that have been altered. Each of these amendments has been made after a member of staff has inspected the premises.

#### 3.1 Time taken to make statutory amendments to the Valuation Roll (excluding appeal settlements and amendments to prescribed entries)

Period 1st April 2018 to 30th September 2018

Council Area	No. of Alt'ns	Within 3 months	%age of total added	Between 3 and 6 months	%age of total added	Added within 6 months	More than 6 months	%age of total added
Renfrewshire	123	105	85.37%	17	13.82%	99.19%	1	0.81%
East Renfrewshire	51	42	82.35%	9	17.65%	100.00%	0	0.00%
Inverclyde	67	51	76.12%	14	20.90%	97.02%	2	2.98%
<b>RVJB totals</b>	<b>241</b>	<b>198</b>	<b>82.16%</b>	<b>40</b>	<b>16.60%</b>	<b>98.76%</b>	<b>3</b>	<b>1.24%</b>

The above alterations to the Valuation Roll are value changes only and do not reflect alterations where overall value is unchanged, changes to occupancy details or other administrative changes.

The performance targets of 80% to be actioned within 3 months and 95% within 6 months have been exceeded.

### 4.0 General Conclusions

The performance levels detailed above are in line with our expectations.

### 5.0 Recommendations

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

Lindsey Hendry  
Assistant Assessor & ERO  
8<sup>th</sup> November 2018

For further information please contact Lindsey Hendry on 0141-618-5927 or via email [lindsey.hendry@renfrewshire-vjb.gov.uk](mailto:lindsey.hendry@renfrewshire-vjb.gov.uk)







# Renfrewshire Valuation Joint Board

**Report to:** Renfrewshire Valuation Joint Board

**Meeting on:** 23<sup>rd</sup> November 2018

**Subject:** Non-Domestic Appeals

**Author:** Assistant Assessor & Electoral Registration Officer

## Introduction

The purpose of this report is to brief members on the appeal process and report progress not only on disposal of Revaluation appeals, but the disposal of Running Roll Appeals received since the 2017 Revaluation.

### 1. Background

A 5-yearly Revaluation process was introduced by the Valuation and Rating (Scotland) Act 1956. The previous revaluation was carried out as at 1<sup>st</sup> April 2010, the Revaluation due at 2015 was postponed by two years, therefore it has been seven years since the last revaluation. The 2017 Revaluation required the Assessor to value or revalue all of the lands and heritages in his valuation area. These valuations are totally fresh and need bear no relation to the value applied in the preceding 7 years.

The process involves the collection and analysis of rental, building cost and turnover data to establish the new levels of value to be applied to the various types of subject. These valuations are then updated, the new valuation roll is published, and all interested parties notified. This process is founded on continuous processes but the bulk of the work in relation to the Revaluation is carried out in the 2 years preceding the date of the Revaluation.

### 2. Right of Appeal

The Revaluation brings with it a fresh right of appeal. This right of appeal has to be exercised within a six-month period starting on the 1<sup>st</sup> April in the year of the Revaluation or within six months of the date of issue of the Valuation Notice, whichever is later.

Any person to whom the Assessor has issued a Revaluation Notice is entitled to appeal. In practice this means the Proprietor, the Tenant or the Occupier of the property.

These appeals must be disposed of within time limits prescribed in a Timetable Order. This currently states by the end of the third year following the revaluation; in this case, 31<sup>st</sup> December 2020.

### 3. Negotiation of Appeals

Following citation of an appeal, it is normal practice for a member of the Assessor's staff to enter into negotiation with the appellant or the appellant's agent. In the majority of cases, these discussions will result in a settlement of the appeal without any need to present the appeal to the Valuation Appeal Committee; this settlement will be a withdrawal of the appeal by the appellant or an adjustment to the value by the Assessor.

If, however, the parties cannot reach agreement, the appeal will be presented to the Valuation Appeal Committee. In the normal course of events, a senior member of the Assessor's staff will lead the case, however depending on the complexity and legal arguments involved, it may require that Counsel is employed to lead the case for the Assessor. In all cases one or more members of the Assessor's staff will require to give evidence as an expert witness.

#### **4. Local Valuation Appeal Committee**

The Appeal Committee is drawn from the Renfrewshire Valuation Appeal Panel. The members of the Panel are appointed by the Sheriff Principal. They are all unpaid, are completely independent of the Assessor and the local councils and have no prior knowledge of any case listed for hearing.

In the case of highly complex appeals, either party has the right to request that the appeal is referred to the Lands Tribunal for Scotland. Referral is not undertaken lightly as it involves a considerable amount of preparatory work by several members of staff and may involve several days of examination, cross-examination and submissions in front of a High Court Judge and a Lay Expert.

In all appeals, either party may appeal the decision of the Appeal Panel or Lands Tribunal. This appeal will be heard by the Lands Valuation Appeal Court (The Court of Session).

#### **5. Revaluation Appeals**

As members will be aware, the Revaluation brings with it a fresh right of appeal and traditionally results in a large influx of appeals. This Revaluation is no different with an increase of 6% on the number of 2010 Revaluation appeals. The total number of Revaluation Appeals received for 2017 is 3,832, which relates to 3,542 subjects with a cumulative value of £324,294,785.

A number of statistical extracts have been compiled to show the Revaluation Appeals received in 2017 and the subsequent running roll appeals. These have been shown by category type and map the categories used by the Scottish Executive; see Appendix 1. The 20 categories divide subjects into easily understood groupings such as Retail, Offices, Industrials, Health, Education and Hotels.

Category 11, titled "Public Service" includes subjects such as the Airport, Bus Station, Court House, Fire Station, Military Establishment, Police Station and Waste Water Treatment Works.

Category 17, titled "Others" includes subjects such as Car Parks, Car Spaces, Ground, Kennels, Livestock Auction Marts, Premises Under Reconstruction, Stables, Water Rights and Weighbridges.

Following a Revaluation, new values will generally remain unchanged until the next Revaluation; unless the property is altered, or other changes take place. New properties will be added to the Roll as they become capable of occupation and entries for demolished buildings will be deleted.

However, a Running Roll appeal can be lodged by a ratepayer or their agent on the grounds that there has been a Material Change of Circumstances which has affected the value of the property or on the basis of an error in the valuation.

## **6. The disposal of 2017 Revaluation Appeals**

A number of statistical extracts have been compiled to show the 2017 Revaluation Appeals. These have been shown by the same category type as stated above, see Appendix 1.

As the Board is aware, the Assessor for Renfrewshire Valuation Joint Board is the “Designated Assessor” for fixed line Telecommunications subjects which are included at line 20 in the tables.

All the Revaluation appeals MUST be cited for a local Valuation Appeal Committee hearing by 31<sup>st</sup> December 2020.

The disposal of the Revaluation appeals began with the first local Valuation Appeal Committee hearing on 10<sup>th</sup> May 2018 followed by hearings on 31<sup>st</sup> May & 21<sup>st</sup> June. Subsequent to this, additional hearings were undertaken on 4<sup>th</sup> October and 1<sup>st</sup> November. These hearings dealt with appeals in relation to a mixture of retail, offices and industrial type subjects. 3 cases were prepared for the 4<sup>th</sup> October hearing, one was continued, one was dismissed in absence as the appellant failed to appear and the third one proceeded. The outcome of this case is still awaited.

The last of the hearings for this year is scheduled for 6<sup>th</sup> December which has concentrated predominately on office and industrial type subjects. There will be, after consultation with the local Valuation Appeal Committee, further hearings arranged throughout 2019 and 2020 until the Revaluation appeals are dealt with.

Appendix 1 shows the number of appeals disposed of and processed up to the 31<sup>st</sup> October and the numbers remaining to be dealt with. The information is provided for each of the three local authorities together with a total for the Joint Board area.

## **7. The disposal of Running Roll Appeals**

In addition to the Revaluation appeals, Running Roll appeals will also have to be programmed into dates throughout this period. Unlike the revaluation appeals which is a known quantity, running roll appeals will be a moving target as ratepayers and their agents can lodge this type of appeal at least once in any one financial year. Therefore, whilst the Revaluation appeals will progressively reduce over this period of time, the numbers of Running Roll appeals outstanding will fluctuate depending on numbers received throughout the quinquennium. The disposal date for this type of appeal will be determined by the date the appeal is lodged – generally by 31<sup>st</sup> December in the following year or 12 months after receipt, whichever is later.

To date we have received 513 such appeals that will require to be disposed of in addition to the 3,832 Revaluation appeals. At present 23 such appeals have been disposed of.

## **8. Disposal of Other Outstanding Appeals**

As outlined previously, if a case is considered highly complex it may be necessary for it to be referred to the Lands Tribunal for Scotland. At present there are a number of cases from both the 2005 and 2010 Revaluations that have been referred to the Lands Tribunal, the bulk of which relate to mobile or complex fixed line telecommunication subjects. Negotiations are currently on-going with the relevant agents and it is hoped that agreement will be reached over the coming months without the need for any cases proceeding to formal hearings. Progress has been made since the last report and the number of appeals currently outstanding are as follows:

5 appeals remain outstanding from 2005 Revaluation

34 appeals remain outstanding from 2010 Revaluation

## **Conclusion:**

It is clear that over the following period the staff of the Joint Board face a challenge both in terms of volume and complexity of appeal cases.

The disposal of appeals is a major component of the work undertaken by the Assessor's valuation staff. It is work that can be stressful due to the strict legislative timetables and the adversarial nature of the negotiations. It is to the credit of the staff that they are able to deal with these matters with fairness, courtesy and professionalism. I hope this gives an insight into the background of the appeal process and progress of Revaluation and Running Roll appeals disposal.

## **Recommendations**

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

Jacqueline Murgatroyd  
Assistant Assessor and ERO  
9<sup>th</sup> November 2018

For further information please contact Jacqueline Murgatroyd at 0141-618-5951 or via email at [jackie.murgatroyd@renfrewshire-vjb.gov.uk](mailto:jackie.murgatroyd@renfrewshire-vjb.gov.uk).

## APPENDIX 1

RVJB Revaluation 2017 – Appeals Outstanding as at 31/10/2018 – **RENFREWSHIRE** (by number of subjects under appeal)

Category	Number Received	RV under Appeal	Disposed	Original RV	Adj RV	Number O/S	Appeal RV O/S	% O/S
1 Retail	528	£ 63,147,350	344	£ 20,519,200	£ 20,143,350	184	£ 42,628,150	34.85%
2 Public House	67	£ 2,482,000	2	£ 30,000	£ 26,000	65	£ 2,452,000	97.01%
3 Office including Banks	526	£ 13,448,400	156	£ 3,011,550	£ 2,769,800	370	£ 10,436,850	70.34%
4 Hotel Etc	18	£ 6,229,500	1	£ 625,000	£ 390,000	17	£ 5,604,500	94.44%
5 Industrial	443	£ 30,604,205	61	£ 1,214,120	£ 1,197,920	382	£ 29,390,085	86.23%
6 Leisure	46	£ 5,977,950	3	£ 6,400	£ 6,400	43	£ 5,971,550	93.48%
7 Garages and Petrol Stations	19	£ 1,003,500	0	£ -	£ -	19	£ 1,003,500	100.00%
8 Cultural	37	£ 1,326,150	0	£ -	£ -	37	£ 1,326,150	100.00%
9 Sporting Subjects	3	£ 136,000	0	£ -	£ -	3	£ 136,000	100.00%
10 Education and Training	76	£ 13,701,350	0	£ -	£ -	76	£ 13,701,350	100.00%
11 Public Service Subjects	89	£ 5,590,000	4	£ 53,300	£ 51,800	85	£ 5,536,700	95.51%
12 Communications (Non Formula)	5	£ 9,200	0	£ -	£ -	5	£ 9,200	100.00%
13 Quarries Mines etc	1	£ 21,500	0	£ -	£ -	1	£ 21,500	100.00%
14 Petrochemical	2	£ 239,000	0	£ -	£ -	2	£ 239,000	100.00%
15 Religious	11	£ 127,600	0	£ -	£ -	11	£ 127,600	100.00%
16 Health Medical	22	£ 4,890,200	2	£ 32,100	£ 14,000	20	£ 4,858,100	90.91%
17 Other	185	£ 3,020,970	12	£ 2,475,000	£ 1,074,750	173	£ 545,970	93.51%
18 Care Facilities	18	£ 1,308,850	0	£ -	£ -	18	£ 1,308,850	100.00%
19 Advertising	38	£ 121,140	0	£ -	£ -	38	£ 121,140	100.00%
20 Undertakings / Fixed Line	16	£ 100,261,800	1	£ 64,000,000	£ 47,000,000	15	£ 36,261,800	93.75%
	2,150	£ 253,646,665	586	£ 91,966,670	£ 72,674,020	1,564	£ 161,679,995	72.74%

RVJB Revaluation 2017 – Appeals Outstanding as at 31/10/2018 – **EAST RENFREWSHIRE** (by number of subjects under appeal)

Category	Number Received	RV under Appeal	Disposed	Original RV	Adj RV	Number O/S	Appeal RV O/S	% O/S
1 Retail	180	£ 11,304,000	146	£ 3,703,000	£ 3,536,050	34	£ 7,601,000	18.89%
2 Public House	12	£ 963,750	0	£ -	£ -	12	£ 963,750	100.00%
3 Office including Banks	118	£ 2,330,950	51	£ 1,085,000	£ 898,050	67	£ 1,245,950	56.78%
4 Hotel Etc	5	£ 635,000	0	£ -	£ -	5	£ 635,000	100.00%
5 Industrial	85	£ 1,175,105	2	£ 3,700	£ 3,700	83	£ 1,171,405	97.65%
6 Leisure	13	£ 2,248,000	0	£ -	£ -	13	£ 2,248,000	100.00%
7 Garages and Petrol Stations	8	£ 205,850	0	£ -	£ -	8	£ 205,850	100.00%
8 Cultural	14	£ 432,200	0	£ -	£ -	14	£ 432,200	100.00%
9 Sporting Subjects	0	£ -	0	£ -	£ -	0	£ -	0.00%
10 Education and Training	31	£ 6,885,000	0	£ -	£ -	31	£ 6,885,000	100.00%
11 Public Service Subjects	36	£ 1,319,940	3	£ 34,100	£ 34,100	33	£ 1,285,840	91.67%
12 Communications (Non Formula)	1	£ 100	0	£ -	£ -	1	£ 100	100.00%
13 Quarries Mines etc	1	£ 60,000	0	£ -	£ -	1	£ 60,000	100.00%
14 Petrochemical	0	£ -	0	£ -	£ -	0	£ -	0.00%
15 Religious	4	£ 11,700	0	£ -	£ -	4	£ 11,700	100.00%
16 Health Medical	7	£ 919,900	3	£ 50,900	£ 15,000	4	£ 869,000	57.14%
17 Other	22	£ 108,950	0	£ -	£ -	22	£ 108,950	100.00%
18 Care Facilities	5	£ 486,000	0	£ -	£ -	5	£ 486,000	100.00%
19 Advertising	13	£ 55,100	0	£ -	£ -	13	£ 55,100	100.00%
20 Undertakings / Fixed Line	8	£ 1,167,200	0	£ -	£ -	8	£ 1,167,200	100.00%
	563	£ 30,308,745	205	£ 4,876,700	£ 4,486,900	358	£ 5,432,045	63.59%

RVJB Revaluation 2017 – Appeals Outstanding as at 31/10/2018 – **INVERCLYDE** (by number of subjects under appeal)

Category	Number Received	RV under Appeal	Disposed	Original RV	Adj RV	Number O/S	Appeal RV O/S	% O/S
1 Retail	245	£ 12,093,100	195	£ 2,220,100	£ 2,166,800	50	£ 9,873,000	20.41%
2 Public House	28	£ 1,147,500	0	£ -	£ -	28	£ 1,147,500	100.00%
3 Office including Banks	171	£ 5,767,375	103	£ 4,839,200	£ 4,761,000	68	£ 928,175	39.77%
4 Hotel Etc	2	£ 171,500	0	£ -		2	£ 171,500	100.00%
5 Industrial	153	£ 3,917,550	4	£ 47,900	£ 16,400	149	£ 3,869,650	97.39%
6 Leisure	25	£ 1,812,500	1	£ 15,000	£ 15,000	24	£ 1,797,500	96.00%
7 Garages and Petrol Stations	15	£ 451,300	0	£ -	£ -	15	£ 451,300	100.00%
8 Cultural	16	£ 519,700	1	£ 7,400	£ 7,400	15	£ 512,300	93.75%
9 Sporting Subjects	0	£ -	0	£ -	£ -	0	£ -	0.00%
10 Education and Training	34	£ 7,564,550	0	£ -	£ -	34	£ 7,564,550	100.00%
11 Public Service Subjects	61	£ 2,763,800	5	£ 65,500	£ 65,500	56	£ 2,698,300	91.80%
12 Communications (Non Formula)	0	£ -	0	£ -	£ -	0	£ -	0.00%
13 Quarries Mines etc	0	£ -	0	£ -	£ -	0	£ -	0.00%
14 Petrochemical	0	£ -	0	£ -	£ -	0	£ -	0.00%
15 Religious	2	£ 57,400	0	£ -	£ -	2	£ 57,400	100.00%
16 Health Medical	11	£ 2,886,550	4	£ 50,050	£ 50,050	7	£ 2,836,500	63.64%
17 Other	41	£ 261,000	0	£ -	£ -	41	£ 261,000	100.00%
18 Care Facilities	9	£ 264,600	0	£ -	£ -	9	£ 264,600	100.00%
19 Advertising	7	£ 23,750	0	£ -	£ -	7	£ 23,750	100.00%
20 Undertakings / Fixed Line	9	£ 637,200	0	£ -	£ -	9	£ 637,200	100.00%
	829	£ 40,339,375	313	£ 7,245,150	£ 7,082,150	516	£ 33,094,225	62.24%

RVJB Revaluation 2017 – Appeals Outstanding as at 31/10/2018 – **TOTALS IN JOINT BOARD AREA** (by number of subjects under appeal)

Category	Number Received	RV under Appeal	Disposed	Original RV	Adj RV	Number O/S	Appeal RV O/S	% O/S
1 Retail	953	£ 86,544,450	685	£ 26,442,300	£ 25,846,200	268	£ 60,102,150	28.12%
2 Public House	107	£ 4,593,250	2	£ 30,000	£ 26,000	105	£ 4,563,250	98.13%
3 Office including Banks	815	£ 21,546,725	310	£ 8,935,750	£ 8,428,850	505	£ 12,610,975	61.96%
4 Hotel Etc	25	£ 7,036,000	1	£ 625,000	£ 390,000	24	£ 6,411,000	96.00%
5 Industrial	681	£ 35,696,860	67	£ 1,265,720	£ 1,218,020	614	£ 34,431,140	90.16%
6 Leisure	84	£ 10,038,450	4	£ 21,400	£ 21,400	80	£ 10,017,050	95.24%
7 Garages and Petrol Stations	42	£ 1,660,650	0	£ -	£ -	42	£ 1,660,650	100.00%
8 Cultural	67	£ 2,278,050	1	£ 7,400	£ 7,400	66	£ 2,270,650	98.51%
9 Sporting Subjects	3	£ 136,000	0	£ -	£ -	3	£ 136,000	100.00%
10 Education and Training	141	£ 28,150,900	0	£ -	£ -	141	£ 28,150,900	100.00%
11 Public Service Subjects	186	£ 9,673,740	12	£ 152,900	£ 151,400	174	£ 9,520,840	93.55%
12 Communications (Non Formula)	6	£ 9,300	0	£ -	£ -	6	£ 9,300	100.00%
13 Quarries Mines etc	2	£ 81,500	0	£ -	£ -	2	£ 81,500	100.00%
14 Petrochemical	2	£ 239,000	0	£ -	£ -	2	£ 239,000	100.00%
15 Religious	17	£ 196,700	0	£ -	£ -	17	£ 196,700	100.00%
16 Health Medical	40	£ 8,696,650	9	£ 133,050	£ 79,050	31	£ 8,563,600	77.50%
17 Other	248	£ 3,390,920	12	£ 2,475,000	£ 1,074,750	236	£ 915,920	95.16%
18 Care Facilities	32	£ 2,059,450	0	£ -	£ -	32	£ 2,059,450	100.00%
19 Advertising	58	£ 199,990	0	£ -	£ -	58	£ 199,990	100.00%
20 Undertakings / Fixed Line	33	£ 102,066,200	1	£ 64,000,000	£ 47,000,000	32	£ 38,066,200	96.97%
	3,542	£ 324,294,785	1,104	£ 104,088,520	£ 84,243,070	2,438	£ 220,206,265	68.83%





# Renfrewshire Valuation Joint Board

**Report to :** Renfrewshire Valuation Joint Board

**Meeting on :** 23<sup>rd</sup> November 2018

**Subject :** Canvass & Electoral Update Report

**Author :** Assessor & Electoral Registration Officer

## 1.0 Introduction

This report is to provide members with an update on the ongoing Electoral Registration Annual Canvass and if necessary any other electoral issues facing the Board.

## 2.0 Annual Canvass

Under IER the Canvass has the following stages:

### 2.1 Issue of Household Enquiry Forms (HEFs):

The first stage of the Canvass was issue of HEFs to all properties in the Joint Board area. These forms invited those at each house to complete and return the form, to respond by telephone or internet and new electors to register online. This year canvass started 27<sup>th</sup> June 2018. The numbers issued are shown in the table below, these show 2016 and 2017 data to allow for comparisons to be made. There is a drop in Household Enquiry forms issued this year. This is due to the introduction of the single occupancy tick box. When an application to register is made on line, there is a tick box for the applicant to say that they are a single occupant. If this box is ticked, the HEF for the property is removed from the Canvass. Due to the introduction of this tick box over 3,000 Hefs were able to be removed from this year's canvass.

Council	Household Enquiry Form 2016	Household Enquiry Form 2017	Household Enquiry Form 2018
East Renfrewshire	38,352	38,654	38,327
Inverclyde	38,807	38,793	37,964
Renfrewshire	84,923	85,561	84,163
<b>Total</b>	<b>162,082</b>	<b>163,008</b>	<b>160,454</b>

Any changes notified by post, telephone or internet resulted in the issue of an invitation to register (ITR) which could be completed on-line by using the Government Registration Portal or by personal application via post or telephone call.

## 2.2 Issue of Reminders:

Where no response had been made to the initial issue of HEFs, reminders were issued on 27<sup>th</sup> July 2018. The numbers issued were as follows:

Council	2016	2016	2017	2017	2018	2018
	1 <sup>st</sup> Reminder	2 <sup>nd</sup> Reminder	1 <sup>st</sup> Reminder	2 <sup>nd</sup> Reminder	1 <sup>st</sup> Reminder	2 <sup>nd</sup> Reminder
East Renfrewshire	16,141	10,774	16,485	10,657	16,918	7,964
Inverclyde	18,519	13,668	20,141	13,960	18,561	10,587
Renfrewshire	41,216	30,407	43,556	30,912	41,635	23,927
<b>Total</b>	<b>75,876</b>	<b>54,949</b>	<b>80,182</b>	<b>55,529</b>	<b>77,114</b>	<b>42,478</b>

The issue of Second Reminders done solely as a Door-to-Door Canvass.

## 2.3 Door-to-Door Canvass:

IER mandates that at least one visit will be made to properties with electors who have made no response. This was carried out as part of the Second Reminder exercise.

For this Canvass, as the law requires, a door-to-door visit to properties where there had been no response had to be arranged. Temporary Canvassers have been working round these since 1<sup>st</sup> September 2018 and the last canvasser finished their calls on 12<sup>th</sup> November.

The information below is supplied to the EC when providing the canvass update:

This year 48 temporary canvassers were recruited to personally visit the 42,478 properties for which a second reminder was to be issued.

Any names added to the HEF are to be followed up with an invitation to register (ITR) issued to the individual. This starts another cycle where the invitations are required to be followed up with a reminder and finally a personal visit by a canvasser. The table below shows the ITRs issued following up information received on the HEF.

Council	2018	2018
	Original ITR	1st Reminder
East Renfrewshire	4,405	2,695
Inverclyde	3,968	2,499
Renfrewshire	8,929	5,875
<b>Total</b>	<b>17,307</b>	<b>11,069</b>

The table below shows the relevant changes made to the register during the canvass period.

Council	Canvass 2018	Canvass 2018
	Electors Added	Electors Deleted
East Renfrewshire	4,154	3,910
Inverclyde	3,511	3,693
Renfrewshire	8,746	4,659
<b>Total</b>	<b>16,411</b>	<b>12,262</b>

#### 2.4 Local Secondary Checks:

Under the legislation in force, local data held by Councils and other bodies including Council Tax Billing records, lists of social tenancies and lists of private tenancies cannot be used for this Canvass. This continues to add to the complexity and cost of the Canvass.

#### 2.5 Publication of Registers:

This takes place on 1<sup>st</sup> December 2018.

## 2.6 Boundary Review:

The 2018 Review of UK Parliament Constituencies is at present out for consultation which is due to end in mid-December. Any proposed changes will be implemented in conjunction with the three constituent authorities.

## 2.7 Costs:

This is the fourth “business as usual” Canvass since the introduction of IER. This type of canvass and the ongoing business as usual issue of HEF’s and ITR’s throughout the year is more expensive than the previous style of canvass. The UK Government has stated in the past that they will fund the extra expense of running this new version.

However, the funding for the present style of canvass ceases in 20/21. The UK Government intends to have introduced changes to current legislation which will allow Electoral Registration Officers (ERO’s) to carry out various data matching exercises which would result in the costs of the canvass reducing. It is the intention of the UK Government to have this legislation in place to allow the 21/22 canvass to function under these new laws, thereby allowing the removal of the current level of funding from the UK Government.

## 3. The Next Year:

### 3.1 Elections:

There are no scheduled elections for next year at present. However, we need to be prepared should a snap election or by election be called at short notice.

## General Conclusions

I would like to take this opportunity to thank the staff for their continuing hard work and effective management of the Annual Canvass.

## Recommendations

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

Kate A Crawford - 14th November 2018

For further information please contact Kate Crawford on 0141-618-5903  
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# Renfrewshire Valuation Joint Board

**Report to:** Renfrewshire Valuation Joint Board

**Meeting on:** 23<sup>rd</sup> November 2018

**Subject:** Records Management Plan – Progress Update Review Final Report by the Public Records (Scotland) Act Assessment Team

**Author:** Assistant Assessor & Electoral Registration Officer

## 1. Introduction

Under the Public Records (Scotland) Act 2011, a named authority is required to prepare and implement a records management plan (RMP) which must set out proper arrangements for the management of its records. The RMP must be agreed with the Keeper and be regularly reviewed. RVJB's plan was agreed by the Keeper in January 2016.

To capture and recognise continuous progress with the Plan, the Keeper introduced a voluntary self-assessment review mechanism called a Progress Update Review (PUR). RVJB was invited by the Keeper's Assessment Team to submit a PUR and this was submitted on 27<sup>th</sup> June 2018.

The Final Report sets out the findings of the Assessment Team's consideration of the PUR submitted by the RVJB.

## 2. Recommendations

- i. The Board note the contents of the report.
- ii. The Board authorise publication of the report.

**Lindsey Hendry**  
**Assistant Assessor & Electoral Registration Officer**  
**8<sup>th</sup> November 2018**

For further information please contact Lindsey Hendry at 0141 618 5927 or via email at [lindsey.hendry@renfrewshire-vjb.gov.uk](mailto:lindsey.hendry@renfrewshire-vjb.gov.uk).



**The Public Records (Scotland) Act 2011**

**Renfrewshire Valuation Joint Board**

**Progress Update Review (PUR) Final Report by the PRSA Assessment Team**

**19 July 2018**

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## 1. Public Records (Scotland) Act 2011

The Public Records (Scotland) Act 2011 (the Act) received Royal Assent on 20 April 2011. It is the first new public records legislation in Scotland since 1937 and came into force on 1 January 2013. Its primary aim is to promote efficient and accountable record keeping by named Scottish public authorities.

The Act has its origins in *The Historical Abuse Systemic Review: Residential Schools and Children's Homes in Scotland 1950-1995* (The Shaw Report) published in 2007. The Shaw Report recorded how its investigations were hampered by poor recordkeeping and found that thousands of records had been created, but were then lost due to an inadequate legislative framework and poor records management. Crucially, it demonstrated how former residents of children's homes were denied access to information about their formative years. The Shaw Report demonstrated that management of records in all formats (paper and electronic) is not just a bureaucratic process, but central to good governance and should not be ignored. A follow-up review of public records legislation by the Keeper of the Records of Scotland (the Keeper) found further evidence of poor records management across the public sector. This resulted in the passage of the Act by the Scottish Parliament in March 2011.

The Act requires a named authority to prepare and implement a records management plan (RMP) which must set out proper arrangements for the management of its records. A plan must clearly describe the way the authority cares for the records that it creates, in any format, whilst carrying out its business activities. The RMP must be agreed with the Keeper and regularly reviewed.

## 2. Progress Update Review (PUR) Mechanism

Under section 5(1) & (2) of the Act the Keeper may only require a review of an authority's agreed RMP to be undertaken not earlier than five years after the date on which the authority's RMP was last agreed. Regardless of whether an authority has successfully achieved its goals identified in its RMP or continues to work towards them, the minimum period of five years before the Keeper can require a review of a RMP does not allow for continuous progress to be captured and recognised.

The success of the Act to date is attributable to a large degree to meaningful communication between the Keeper, the Assessment Team, and named public authorities. Consultation with Key Contacts has highlighted the desirability of a mechanism to facilitate regular, constructive dialogue between stakeholders and the Assessment Team. Many authorities have themselves recognised that such regular communication is necessary to keep their agreed plans up to date following inevitable organisational change. Following meetings between authorities and the Assessment Team, a reporting mechanism through which progress and local initiatives can be acknowledged and reviewed by the Assessment Team was proposed. Key Contacts have expressed the hope that through submission of regular updates, the momentum generated by the Act can continue to be sustained at all levels within authorities.

The PUR self-assessment review mechanism was developed in collaboration with stakeholders and was formally announced in the Keeper's Annual Report published on 12 August 2016. The completion of the PUR process enables authorities to be credited for the progress they are effecting and to receive constructive advice concerning on-going developments. Engaging with this mechanism will not only maintain the spirit of the Act by encouraging senior management to recognise the need for good records management practices, but will also help authorities comply with their statutory obligation under section 5(1)(a) of the Act to keep their RMP under review.

### 3. Executive Summary

This Final Report sets out the findings of the Public Records (Scotland) Act 2011 (the Act) Assessment Team's consideration of the Progress Update template submitted for the **Renfrewshire Valuation Joint Board**. The outcome of the assessment and relevant feedback can be found under sections 6 – 8.

### 4. Authority Background

Renfrewshire Valuation Joint Board was established by the Valuation Joint Boards (Scotland) Order 1995 to carry out the valuation functions of Renfrewshire, East Renfrewshire and Inverclyde Councils.

It came into existence on 1 April 1996 and was also given the responsibility of carrying out Electoral Registration on behalf of the three constituent authorities.

The composition of the membership of the Board is determined by the above Order and consists of 8 Councillors representing Renfrewshire Council and 4 each representing East Renfrewshire and Inverclyde Councils.

<http://www.renfrewshire-vjb.gov.uk/>

### 5. Assessment Process

A PUR submission is evaluated by the Act's Assessment Team. The self-assessment process invites authorities to complete a template and send it to the Assessment Team one year after the date of agreement of its RMP and every year thereafter. The self-assessment template highlights where an authority's plan achieved agreement on an improvement basis and invites updates under those 'Amber' elements. However, it also provides an opportunity for authorities not simply to report on progress against improvements, but to comment on any new initiatives, highlight innovations, or record changes to existing arrangements under those elements that had attracted an initial 'Green' score in their original RMP submission.

The assessment report considers statements made by an authority under the elements of its agreed Plan that included improvement models. It reflects any changes and/or progress made towards achieving full compliance in those areas where

agreement under improvement was made in the Keeper's Assessment Report of their RMP. The PUR assessment report also considers statements of further progress made in elements already compliant under the Act.

Engagement with the PUR mechanism for assessment cannot alter the Keeper's Assessment Report of an authority's agreed RMP or any RAG assessment within it. Instead the PUR Final Report records the Assessment Team's evaluation of the submission and its opinion on the progress being made by the authority since agreeing its RMP. The team's assessment provides an informal indication of what marking an authority could expect should it submit a revised RMP to the Keeper under the Act, although such assessment is made without prejudice to the Keeper's right to adopt a different marking at that stage.

**Key:**

G	The Assessment Team agrees this element of an authority's plan.		A	The Assessment Team agrees this element of an authority's progress update submission as an 'improvement model'. This means that they are convinced of the authority's commitment to closing a gap in provision. They will request that they are updated as work on this element progresses.		R	There is a serious gap in provision for this element with no clear explanation of how this will be addressed. The Assessment Team may choose to notify the Keeper on this basis.
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**Progress Update Review (PUR) Template: Renfrewshire Valuation Joint Board**

Element	Status of elements under agreed Plan, January 2016	Status of evidence under agreed Plan, January 2016	Progress assessment status, 2018	Keeper's Report Comments on Authority's Plan, January 2016	Self-assessment Update as submitted by the Authority since January 2016	Progress Review Comment, 2018
1. Senior Officer	G	G	G	Update required on any change	Since the Plan was agreed with the Keeper in 2016, the senior officer has changed to Kate Crawford who is the Assessor for Renfrewshire Valuation Joint Board. The change of personnel was intimated to NRS by email on 15th June 2017.	This updated information is noted with thanks.
2. Records Manager	G	G	G	Update required on any change	With effect from 1st June 2018, the Records Manager is Lindsey Hendry who has now operational responsibility for Corporate Governance within RVJB	This updated information is noted with thanks.
3. Policy	G	G	G	Update required on any change	With the installation of our Electronic Document Management System (EDMS) in November 2017, the Governance Working	This update is noted with thanks. It is positive to see continuing developments of the policy in response to practical changes and

					Group is currently in the process of finalising the review of the Records Management Policy and this will be rolled out to staff when the review is completed.	improvements. Ensuring that staff are aware of changes is, of course, good practice.
4. Business Classification	<b>G</b>	<b>G</b>	<b>G</b>	Update required on any change	As a result of the installation of our EDMS - Laserfiche, the Governance Working Group is currently reviewing this document as the first stage of its installation was to use it for all mail with the second stage being the process of migrating all our data stored on network shares to our EDMS.	The review of the Business Classification Scheme following its application through the new EDMS is a logical and sensible approach, as is the gradual roll-out of the EDMS itself. The Assessment Team would be interested to hear how this develops in future PURs.
5. Retention Schedule	<b>G</b>	<b>G</b>	<b>G</b>	Update required on any change	Again as a result of the installation of our EDMS, a review of our Retention Schedule is currently being undertaken by the Governance Working Group. Each category on our retention schedule has a specific retention period linked to the data and this retention period will be built into our EDMS based on the	Moving to a new system is an opportune time for a careful review of the existing Retention Schedules to ensure that they are up to date, take account of any legislative changes and are generally fit for purpose. Aligning this with a back scanning project is resource-intensive and it is very positive to see that the full

					categorisation of the document within Laserfiche. We are currently back scanning all our domestic files and each document within a property file is being categorised as per the retention schedule which will ensure we are managing our electronic records appropriately.	implications of this are being thoroughly considered to ensure that the scanned and born digital records are well managed and that the retention schedules are applied as the records are added to the system or created within it.
6. Destruction Arrangements	A	G	A	<p>The Board recognises the importance of the secure and irretrievable destruction of records and has supplied their <i>Protective Marking Handling Disposal Policy &amp; Procedures</i> document as evidence. However, the processes by which electronic records will be destroyed will form part of another policy which has not yet been rolled-out. The Keeper requests that this policy is forwarded to him as soon as it becomes available in order that he may keep the Board's submission up-to-date.</p> <p>The Board is also considering incorporating the automated</p>	RVJB recognised the importance of the timeous destruction of its electronic records to complement the existing procedures in place for the destruction of its paper records, hardware and back-ups and therefore one of the first business decisions of the new Senior Officer was to purchase the EDMS - Laserfiche, which had a robust archiving system. As previously mentioned, Laserfiche Workflow will run at the end of each month to identify the documents that meet the retention criteria as noted in RVJB's retention schedule.	The authority is making progress towards full utilisation of the potential of the EDMS. The gradual staged implementation of EDMS with the planned migration at a later stage of existing born digital data and the inclusion of scanned records is a sensible approach. The EDMS chosen clearly has the capability to provide appropriate deletion of records and appears to enable intervention to retain records scheduled for destruction, which is good practice. Once this system has been

			<p>disposal of electronic records within their IT system. Whilst this must remain a business decision for the Board, the Keeper commends this initiative and asks that he be kept informed and supplied with details should a decision be taken.</p> <p>The Keeper agrees that Renfrewshire Valuation Joint Board has procedures in place to suitable destroy paper records, hardware and back-ups when appropriate, as required by the Act. He agrees this element of the Plan on 'improvement model' terms on the condition that the Board pursues the creation of a policy detailing the management (including deletion) of electronic records as committed to on page 12 of the Plan.</p>	<p>Laserfiche Workflow will send a link to the folder where the documents are that have met their expiry date as listed on the retention schedule. Documents can then either be deleted using the metadata fields in the document template or retained. When documents meet their retention criteria they will be emailed to retention_dms@renfrewshire-vjb.gov.uk for review and deletion/retention. Deleted documents are deleted from Laserfiche and moved to the recycle bin where they are then purged. As a result of the installation of Laserfiche, the policy governing the Electronic Management of Records is currently being finalised by the Governance Working Group. This will be rolled out to staff prior to the second stage of the installation - the migration of all our data stored on network shares to the EDMS</p>	<p>fully implemented and evidence of this provided, it is likely that this would enable the RAG status for this Element to move from Amber to Green.</p>
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7. Archiving and Transfer	<b>G</b>	<b>G</b>	<b>G</b>	Update change required on any	This remains unchanged	No immediate action required. Update required on any future change.
8. Information Security	<b>G</b>	<b>G</b>	<b>G</b>	Update change required on any	To ensure continued compliance with Data Protection legislation, it is mandatory for all staff to complete an online training course each year provided by our lead authority. In addition our Data Protection Officer (DPO), who has only recently been appointed by RVJB, will provide adhoc information governance training throughout the year.	Annual training of all staff is good practice in an authority which handles confidential and personal information as a matter of course. Additional training in all aspects of information governance is welcome as it ensures that the existing high standard of information security is maintained. This update is noted with thanks.
9. Data Protection	<b>G</b>	<b>G</b>	<b>G</b>	Update change required on any	The Records Manager is currently reviewing all policies and documents relating to data protection to ensure compliance with data protection legislation. The Records Manager successfully completed the GDPR Practitioner Certificate in May 2018 and all staff had to complete a GDPR online course provided by our lead authority prior to the 25th May 2018. Staff also have to	This update is noted with thanks. The authority clearly takes its obligations under Data Protection seriously and is to be commended for supporting its staff in developing a high level of competence in this area. Annual training ensures that staff are kept up to date with any changes in the legislation and any lessons learned from the wider sector. Valuation Joint Boards are a small, discrete specialism and

					complete a mandatory Data Protection course annually. Our DPO will supplement this by delivering adhoc data protection training to ensure continued compliance. In conjunction with the Scottish Assessors Association, we have completed an Information Asset Register and this is currently being reviewed by our DPO. We also have published privacy information on our website as well as the Scottish Assessors Association's Portal.	collaboration through the Scottish Assessors Association on data protection and records generally is encouraged and welcomed
10. Business Continuity and Vital Records	A	G	A	The Board has not yet adopted the formal <i>Business Continuity Plan</i> which at the time of the assessment is described as 'currently being finalised by the Internal Governance Working Group'. A separate <i>IT Disaster Recovery Plan</i> has also been created and awaits final sign-off. The Keeper welcomes creation of these policies and asks that he has sight of them once approved and operational.	Following the installation of Microsoft 365 in November 2017, email traffic is now supported by Microsoft. Further developments to our internal network, including the introduction of virtual servers, which combined with appropriate offsite storage and replication will allow for a more seamless recovery of IT services should a disaster arise. However one remaining	Moving data to a different host is a business matter for the authority. The authority is clearly considering the risks to its data and exploring robust methods of the recovery of data in event of loss and damage whether from malicious attack, obsolescence or accident. The progress is this Element is very encouraging and while it is not yet at the stage of being likely to achieve a

				<p>The Keeper agrees this element of the Renfrewshire Valuation Joint Board's records management plan under 'improvement model' terms. This means that he recognises that an authority has acknowledged a gap in provision (two vital business continuity policies have not yet been approved) but have put processes in place to close that gap. The Keeper's agreement is conditional of him being provided with fully authorised policy documents as soon as they are available.</p>	<p>issue is the back up for the Progress Server which is housed in Renfrewshire Council's property. This is still being investigated by Renfrewshire Council's ICT department as part of their Disaster Recovery Plan. Once this has been confirmed by the Council, the Business Continuity Plan and the IT Disaster Recovery Plan will be completed and signed by the Management Team with reviews of these procedures built in to the plans. In addition RVJB's IT department have scheduled meetings with Microsoft's Azure team to discuss the possibility of moving RVJB's data centre to their hosted data centre through Azure IAAS. This would lead to a more robust Disaster Recovery Plan through the use of Azure's facilities and technologies on offer</p>	<p>Green rating, it is clear that the authority is working hard towards this.</p>
11. Audit Trail	<b>A</b>	<b>G</b>	<b>G</b>	The Board recognise that	The Governance Working	The authority has provided

			<p>whilst audit trail functionality is available for electronic records, procedures regarding paper records need to be developed and a logging out sheet will need to be created. These action points will be added to the Internal Governance Working Group's remit. The Keeper is pleased to see the Board's commitment to close the gap in provision under this element and asks for updates as work in this area progresses.</p> <p>The Keeper agrees this element of Renfrewshire Valuation Joint Board's records management plan under 'improvement model' terms. This means that the authority has acknowledged a gap in provision (movement of paper records is inadequately tracked) and has made a commitment to implement a process that will close that gap. The Keeper's agreement is conditional on him being updated as this project progresses.</p>	<p>Group recognised the need to implement the tracking of paper records. In July 2016, a "Log In/Out" sheet was rolled out to all staff and this sheet has to be completed when a file is removed from a filing cabinet. We are currently back scanning on to Laserfiche all our domestic property files and on completion of this, we will complete the scanning of our non-domestic files. Once we have appropriate safeguards in place for our disaster recovery, the paper files will be disposed of securely thereby removing the necessity of a "Log In/Out" Sheet.</p>	<p>the Log In/Log out sheet as evidence of this straightforward procedure. The implementation of this procedure enables the authority to have more assurance that paper records are less likely to be lost or mislaid during normal working access. The move to an electronic record-keeping environment is a business decision for the authority: it is clear from the information in Elements 5, 6 and 10 that the authority is mindful of the whole range of interconnected records management processes in making this decision. The tracking system devised is a sensible approach given that the paper records will be destroyed once the authority is ready to use only electronic record-keeping.</p> <p>If this were a statutory assessment, the evidence seen by the Assessment Team would be likely to change the RAG status for this element to Green.</p>
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12. Competency Framework	<b>G</b>	<b>G</b>	<b>G</b>	The Board recognise that staff require further training on the operation of the retention schedule. There is a commitment to providing staff with a 'clear set of rules'. The Keeper commends this commitment and requests a copy of these rules when they become available.	Once the Electronic Management of Records Policy and the amendments to the Retention Schedule/Business Classification Scheme, have been approved by the Governance Working Group, these documents and the related training will be rolled out to staff.	The commitment to staff development is clear from the information provided for Elements 8 and 9 and the concentration on Data Protection in the lead up to GDPR and the new Data Protection Act is a practical use of resources. As a small authority, the support given to enable the professional development of the named Records Manager is commendable. The authority clearly recognises the benefit of managing its records well.
13. Assessment and Review	<b>G</b>	<b>G</b>	<b>G</b>	The Board is committed to regular reviews of its Plan and have set a provisional date for undertaking the first such self-assessment by October 2016. There are similar plans to review key policies and there will be a constant review of the Business Classification Scheme and Retention Schedule during their implementation. The Keeper applauds these commitments	RVJB's Records Management Plan was reviewed in October 2016 and amendments made to reflect any changes to the operation of the management of records. It is a living document and also a standing agenda item on the monthly Governance Working Group meetings. Other standing agenda items are the Records	This method of continuous review of the Records Management Plan and the associated policies and procedures is best practice and the authority is to be commended for this thorough approach. The submission of this PUR also demonstrates full compliance with the statutory requirement to keep the authority's Records Management Plan under

				and asks that he is kept informed of these self-assessments, particularly if they result in new policy documents or procedures being introduced.	Management Policy, Business Classification Scheme, Retention Schedule, Data Protection, FOI, Business Continuity Plan etc. The minutes of these meetings are also presented at the monthly Senior Management Team meetings.	review and this evidence is very welcome
14. Shared Information	G	G	G	Update required on any change	All RVJB's Data Sharing/Processor Agreements are currently being reviewed by the Governance Working Group in conjunction with our DPO to ensure compliance with data protection legislation.	This update is noted with thanks. The Assessment Team would be interested in how this develops and looks forward to further information in future PURs.

### Version

The progress update submission which has been assessed is the one received by the Assessment Team on 27 June 2018. The author of the progress update submission is Lindsey Hendry, Assistant Assessor and Electoral Registration Officer who is named as the Records Manager.

The progress update submission makes it clear that it is a submission for the **Renfrewshire Valuation Joint Board**.

### 7. PRSA Assessment Team's Summary

The Assessment Team has reviewed the **Renfrewshire Valuation Joint Board** Progress Update submission and agrees that the proper record management arrangements outlined by the fourteen elements in the authority's plan continue to be properly considered. The Assessment Team commends this authority's efforts to keep its Records Management Plan under review.

## General Comments

Renfrewshire Joint Valuation Board clearly continues to take its records management obligations seriously and is working hard to bring all elements into full compliance. Considerable resources have been invested in a thoughtful consideration of how to move forward with all the required elements of the Records Management Plan. The business decision to install an Electronic Document Management System (EDMS) has been accompanied by a review of retention schedules, a scanning programme, reviews of policies and procedures and planned development of appropriate staff training. All this demonstrates that the authority recognises the benefits of best practice in records management and has an excellent strategic direction for its work coupled with support for practical operational decisions. In particular the commitment to the professional development of the named Records Manager in all aspects of record-keeping is very welcome.

Although there is still a certain amount of work to be done in Elements 6 and 10, the authority is very close to completing this and the steady approach to this is welcome. The Assessment Team would be glad to see further development in due course.

The Keeper cannot change the status of elements formally agreed under a voluntary submission, but he can use such submissions to indicate how he might now regard this status should the authority choose to resubmitted it plan under section (5)(6) of the Act. The authority has provided evidence of progress under Element 11 and it is likely that at a statutory review of the Records Management Plan this Element would achieve a Green rating.

The Team commends the progress evident in this work and would welcome updates on these projects in future PUR submissions.

Where 'no change' has been recorded under the update on provision by the authority, the Assessment Team is happy to agree that these elements require no further action for the time being.

## 8. PRSA Assessment Team's Evaluation

Based on the progress update assessment the Assessment Team considers that the **Renfrewshire Valuation Joint Board** continue to take their statutory obligations seriously and are working hard to bring all the elements of their records management arrangements into full compliance with the Act and fulfil the Keeper's expectations.

- The Assessment Team recommends authorities consider publishing PUR assessment reports on their websites as an example of continued good practice both within individual authorities and across the sector.

This report follows the Public Records (Scotland) Act Assessment Team's review carried out by,

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**Elspeth Reid**  
Public Records Officer