

SERVICE MISSION & VISION

Lothian Valuation Joint Board's **mission** is to ensure best value and provide equitable, customer focussed, high quality, professional valuation and electoral services for all its stakeholders.

Our **vision** is to provide valuation and electoral services in accordance with statute and at levels of excellence which exceed expectations.

AIMS & OBJECTIVES

In order that we fulfil our Mission and achieve our Vision we will:-

- Ensure that our services are delivered in accordance with all statutory requirements.
- Plan service development and delivery in accordance with the principles of Best Value and continuous improvement.
- Take individual and collective responsibility for the services provided by LVJB.
- Encourage innovation and recognise achievement within the organisation.
- Monitor and report performance levels to stakeholders.
- Integrate Equalities issues into all aspects of our service provision.
- Build on our achievements to date.

Key goals of the service

- o To ensure timeous publication and maintenance of the *Valuation Roll*.
- o To ensure timeous publication and maintenance of the *Council Tax List*.
- o To ensure timeous publication and maintenance of the *Electoral Register*.
- o To systematically develop, prepare and publish reports to ensure attainment of improved *Community Focus*
- o To set standards and undertake corporate improvement in *Service Delivery Arrangements* and review the performance management and planning framework to ensure continuous improvement
- o To review roles, responsibilities, *Structures and Processes* to ensure effective balance of power and authority.
- o To review, monitor and maintain organisational *Risk Management and Internal Controls* to ensure efficient and effective delivery of service.
- o To develop, adopt and review formal documentation and put in place appropriate systems to ensure *Standards of Conduct* are adhered to.
- o To plan and deliver an *organisational development strategy* considering corporate initiatives to ensure efficiency and quality of service delivery
- o To engage in *key partnership working* to ensure the delivery of efficient government.

EXECUTIVE RESPONSIBILITIES

No	Task/Project	Responsibility	Start Date	End Date	Performance Measures
1	To ensure timeous publication and maintenance of the Valuation Roll.	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Prepare and publish 2010 Revaluation Roll 5 yearly 2. Maintain Valuation Roll in line with statutory requirements 3. Dispose of appeals within statutory time frame. 4. Audit processes, procedures and values. 5. Further develop IT systems, applications and communications. 6. Improve performance.
2	To ensure timeous publication and maintenance of the Council Tax List.	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Publish CT yearly 2. Maintain CT List in line with statutory requirements 3. Dispose of appeals. 4. Audit processes, procedures and Bands. 5. Further develop IT systems, applications and communications. 6. Improve performance.
3	To ensure timeous publication and maintenance of the Electoral Register.	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Prepare and publish ER on 1st December each year 2. Maintain ER for update on 1st of month outside canvass. 3. Dispose of appeals 4. Provide of election duties as required. 5. Audit processes, procedures and accuracy. 6. Further develop IT systems, applications and communications. 7. Improve performance
4	To systematically develop, prepare and publish reports to ensure attainment of improved Community Focus	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Prepare and publish statutory reports. 2. Prepare and present reports to LVJB. 3. Develop and improve customer targeted policies. 4. Extend and enhance public participation schemes 5. Improve websites 6. Consider further Key Partnership working.
5	To set standards and undertake corporate improvement in Service Delivery Arrangements and review the performance management and planning framework to ensure continuous improvement	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Improve VR key and internal performance indicators. 2. Improve CT key and internal performance indicators. 3. Improve Electoral key and internal performance indicators 4. Preparation, monitoring and review of Service Planning

EXECUTIVE RESPONSIBILITIES cont'd

No	Task/Project	Responsibility	Start Date	End Date	Performance Measures
6	To review roles, responsibilities, Structures and Processes to ensure effective balance of power and authority.	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Review Standing Orders, Scheme of Delegation and Financial Regulations 5 yearly 2. Adhere to Standing Orders, Scheme of Delegation and Financial Regulations 5 yearly 3. Consider structure and responsibilities with staff changes and new tasks..
7	To review, monitor and maintain organisational Risk Management and Internal Controls to ensure efficient and effective delivery of service.	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Identify risks 2. Mitigate risks 3. Monitor and review risks 4. Report risks and review risk strategy framework
8	To develop, adopt and review documentation and put in place appropriate systems to ensure Standards of Conduct are adhered to.	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Maintain PRD process to monitor compliance to legislation and LVJB policies and procedures. 2. Monitor and review compliance to FOI, Data Protection, Race Relations legislation, Equal Opportunities, Age Discrimination, Disability, and Equality etc. 3. Report on Whistle Blowing
9	To plan and deliver an organisational development strategy considering corporate initiatives to ensure efficiency and quality of service delivery	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Maintain 3-year service plan 2. Deliver corporate improvement. 3. Comply with corporate goal, LVJB Mission, vision, aims & objectives
10	To engage in key partnership working to ensure the delivery of efficient government	Executive	April 2010	March 2013	<ol style="list-style-type: none"> 1. Encourage partnership working with constituent authorities 2. Encourage partnership working with public and civil servants e.g. VOA, SAA, Scottish Executive, Electoral Commission etc. 3. Review partnership working with external professional bodies e.g. RICS, IRRV, AEA, etc.