

## SERVICE MISSION & VISION

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

Our **vision** is to provide valuation and electoral registration services in accordance with statute at levels of excellence which meet 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.
- Take individual and collective responsibility for the services provided by LVJB.
- Monitor and report performance levels to stakeholders.
- Integrate Equalities issues into all aspects of our service provision.
- Ensure good governance in all aspects of our service provision.
- Build on our achievements to date.

## Key goals of the service

1. To ensure timeous publication and maintenance of the **Valuation Roll**.
2. To ensure timeous publication and maintenance of the **Council Tax List**.
3. To ensure timeous publication and maintenance of the **Electoral Register** and registration services at elections.
4. To develop, prepare and publish reports to improve customer knowledge and ensure attainment of good **Community Focus**.
5. To set standards and undertake corporate improvement in **Service Delivery Arrangements** and review the performance management and planning framework to ensure continuous improvement.
6. To deliver changes and improvements identified under the Transformation Programme and through the ongoing process of **Structure and Process** review.
7. To review, monitor and maintain organisational **Risk Management and Internal Controls** to ensure efficient and effective delivery of service.
8. To develop, adopt and review formal documentation and systems to ensure **Standards of Conduct** are adhered to.
9. To plan and deliver an **organisational development strategy** considering corporate initiatives to ensure efficiency and quality of service delivery.
10. To engage in **key partnership working** to ensure the integrated delivery of efficient government.

## EXECUTIVE RESPONSIBILITIES

| No | Task/Project   | Responsibility | Performance Measures   |
|----|--|----------------|--|
| 1  | To ensure statutory duties are carried out for maintenance of the <b>Valuation Roll</b> and ensure timeous publication of the 2017 Revaluation Roll. | Executive      | <ol style="list-style-type: none"> <li>1. Maintain Valuation Roll in line with statutory requirements.</li> <li>2. Commence a programme of 2017 Revaluation and Running Roll appeal disposal.</li> <li>3. Monitor appeal disposal against statutory requirement and programme timetable.</li> <li>4. Dispose of LTS and LVAC appeals as appropriate.</li> <li>5. Audit processes, procedures and values.</li> <li>6. Further develop IT systems, applications and communications.</li> <li>7. Commence investigation into changes required under Barclay Review of NDR.</li> <li>8. Maintain and seek improved performance.</li> </ol> |
| 2  | To ensure statutory maintenance of the <b>Council Tax List</b> .   | Executive      | <ol style="list-style-type: none"> <li>1. Maintain CT List in line with statutory requirements.</li> <li>2. Dispose of proposals &amp; appeals.</li> <li>3. Audit processes, procedures and Bands.</li> <li>4. Further develop IT systems, applications and communications.</li> <li>5. Develop a new build forecast report.</li> <li>6. Maintain performance.</li> </ol>  |

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| 3 | To ensure timeous publication and maintenance of the <b>Electoral Register</b> and registration services at elections.  | Executive | <ol style="list-style-type: none"> <li>1. Prepare and publish the Electoral Register by 1<sup>st</sup> December 2018.</li> <li>2. Maintain ER for update statutory date each month.</li> <li>3. Undertake the annual household canvass seeking process improvements.</li> <li>4. Dispose of any registration appeals.</li> <li>5. Prepare and ensure refresh of AV personal identifiers in January 2019.</li> <li>6. Prepare for and ensure effective management of registration duties for any elections or referendums called during the year.</li> <li>7. Audit processes, procedures and accuracy to ensure quality registration delivery.</li> <li>8. Further develop IT systems, applications and communications.</li> <li>9. Develop a strategic plan to support engagement activities.</li> <li>10. Maintain performance.</li> </ol> |
| 4 | To develop, prepare and publish reports to improve customer knowledge and ensure attainment of good <b>Community Focus</b> .  | Executive | <ol style="list-style-type: none"> <li>1. Prepare and publish statutory reports.</li> <li>2. Prepare and present reports to LVJB.</li> <li>3. Maintain customer targeted policies.</li> <li>4. Maintain appropriate public engagement schemes.</li> <li>5. Maintain, update and improve LVJB website.</li> </ol>   |
| 5 | To set standards and undertake corporate improvement in <b>Service Delivery Arrangements</b> and review the performance management and planning framework to ensure continuous improvement. | Executive | <ol style="list-style-type: none"> <li>1. Maintain VR key and internal performance indicators.</li> <li>2. Maintain CT key and internal performance indicators.</li> <li>3. Meet new Electoral performance indicators set by the Electoral Commission.</li> <li>4. Prepare, implement, monitor and review of Corporate and Service Plans.</li> </ol>   |
| 6 | To review roles, responsibilities, <b>Structures and Processes</b> to ensure effective balance of responsibility and authority.   | Executive | <ol style="list-style-type: none"> <li>1. Review Standing Orders, Scheme of Delegation and Financial Regulations; 5 yearly.</li> <li>2. Adhere to Standing Orders, Scheme of Delegation and Financial Regulations; 5 yearly.</li> <li>3. Implement and progress the objectives of the Transformation Programme.</li> </ol>   |

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| 7  | To review, monitor and maintain organisational <b>Risk Management and Internal Controls</b> to ensure efficient and effective delivery of service.        | Executive | <ol style="list-style-type: none"> <li>1. Initiate the Governance, Best value and Risk Group</li> <li>2. Identify, mitigate and monitor risks.</li> <li>3. Undertake internal audit activity and joint working with external audit.</li> <li>4. Review all audit recommendations and implement recommendations as appropriate.</li> <li>5. Maintain task specific, strategic and rolling risk registers.</li> <li>6. Report risks to LVJB and review risk strategy framework as required.</li> </ol> |
| 8  | To develop, adopt and review formal documentation and put in place appropriate systems to ensure <b>Standards of Conduct</b> are adhered to.              | Executive | <ol style="list-style-type: none"> <li>1. Review, amend and re-introduce a PRD process.</li> <li>2. Monitor and review compliance to Records Management, FOI, Data Protection and Equalities.</li> <li>3. Report on Whistle Blowing.</li> <li>4. Provide management, guidance and support timeously.</li> </ol>  |
| 9  | To plan and deliver an <b>organisational development strategy</b> considering corporate initiatives to ensure efficiency and quality of service delivery. | Executive | <ol style="list-style-type: none"> <li>1. Implement and develop the Transformation Programme objectives.</li> <li>2. Implement, monitor and review Corporate Plans.</li> <li>3. Implement, monitor and review Service Plans.</li> </ol>  |
| 10 | To engage in <b>key partnership working</b> to ensure the integrated delivery of efficient government.  | Executive | <ol style="list-style-type: none"> <li>1. Encourage partnership working with constituent authorities.</li> <li>2. Encourage partnership working with public and civil servants e.g. VOA, SAA, Scottish Government, Electoral Commission, Cabinet Office, EMB etc.</li> <li>3. Maintain partnership working with external professional bodies e.g. RICS, IRRV, AEA etc.</li> </ol>  |