

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.
11. To review and develop the necessary policies to support the **Health, Safety and Welfare** of all LVJB employees.

EXECUTIVE RESPONSIBILITIES

No	Task/Project	Responsibility	Performance Measures
1	To ensure statutory duties are carried out for maintenance of the Valuation Roll .	Executive	<ol style="list-style-type: none"> 1. Maintain Valuation Roll in line with statutory requirements. 2. Continue the programme of 2017 Revaluation and Running Roll appeal disposal. 3. Monitor appeal disposal progress against statutory requirement and programme timetable. 4. Dispose of LTS and LVAC appeals as appropriate. 5. Audit processes, procedures and values. 6. Further develop IT systems, applications and communications. 7. Continue with project planning/implementation in respect of changes required under the Barclay Review of NDR. 8. Commence preparations and timetable for Revaluation 2022. 9. Continue to develop opportunities for stakeholder engagement. 10. Review and seek improved annual running roll performance.
2	To ensure statutory maintenance of the Council Tax List .	Executive	<ol style="list-style-type: none"> 1. Maintain CT List in line with statutory requirements. 2. Dispose of proposals & appeals. 3. Audit processes, procedures and Bands. 4. Further develop IT systems, applications and communications. 5. Continue with development of improved processes for new house inserts to CT List. 6. Continue to develop opportunities for stakeholder engagement. 7. Review & maintain performance.

3	To ensure timeous publication and maintenance of the Electoral Register and registration services at elections.	Executive	<ol style="list-style-type: none"> 1. Prepare and publish the Electoral Register by 1st December 2020. 2. Maintain ER for update statutory date each month. 3. Undertake the newly modelled annual household canvass. 4. Dispose of any registration appeals. 5. Prepare and ensure refresh of AV personal identifiers in January 2021. 6. Prepare for and ensure effective management of registration duties for any elections or referendums called during the year. 7. Audit processes, procedures and accuracy to ensure quality registration delivery. 8. Further develop IT systems, applications and communications. 9. Continue to undertake engagement activities. 10. Maintain performance.
4	To develop, prepare and publish reports to improve customer knowledge and ensure attainment of good Community Focus .	Executive	<ol style="list-style-type: none"> 1. Prepare and publish statutory reports. 2. Prepare and present reports to LVJB. 3. Maintain customer targeted policies. 4. Maintain and develop appropriate public engagement schemes. 5. Maintain LVJB website.
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	<ol style="list-style-type: none"> 1. Maintain VR key and internal performance indicators. 2. Maintain CT key and internal performance indicators. 3. Maintain new Electoral performance indicators set by the Electoral Commission. 4. Prepare, implement, monitor and review of Corporate and Service Plans. 5. Prepare, maintain and review Work Plans and Service Performance.
6	To review roles, responsibilities, Structures and Processes to ensure effective balance of responsibility and authority.	Executive	<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. Implement and progress the objectives of the Transformation Programme.
7	To review, monitor and maintain organisational Risk Management and Internal Controls to ensure efficient and effective delivery of service.	Executive	<ol style="list-style-type: none"> 1. Review the activities of the Governance, Best Value and Risk Group 2. Identify, mitigate and monitor risks. 3. Maintain Quality Assurance audit activity and undertake joint working with external audit. 4. Review all audit recommendations and implement recommendations as appropriate. 5. Maintain task specific, strategic and rolling risk registers. 6. Report risks to LVJB and review risk strategy framework as required.

8	To develop, adopt and review formal documentation and put in place appropriate systems to ensure Standards of Conduct are adhered to.	Executive	<ol style="list-style-type: none"> 1. Monitor and review compliance to the General Data Protection Requirements, Records Management, FOI, and Equalities. 2. Report on Whistle Blowing. 3. Provide management, guidance and support timeously.
9	To plan and deliver an organisational development strategy considering corporate initiatives to ensure efficiency and quality of service delivery.	Executive	<ol style="list-style-type: none"> 1. Continue the implementation and development of the Transformation Programme objectives. 2. Implement, monitor and review Corporate Plans. 3. Implement, monitor and review Service Plans. 4. Implement Phase 1 of the Business Strategy 2020/23 5. Continue development of Phases 2 & 3 of the Business Strategy
10	To engage in key partnership working to ensure the integrated delivery of efficient government.	Executive	<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 Government, Electoral Commission, Cabinet Office, EMB etc. 3. Maintain partnership working with external professional bodies e.g. RICS, IRRV, AEA etc.
11	To review and develop the necessary policies to support the Health, Safety, and Wellbeing of all LVJB employees.	Executive	<ol style="list-style-type: none"> 1. To review HR Policies in accordance with established timetable. 2. To schedule regular Health & Safety Committee meetings. 3. To consider Mental Health initiatives.