

**MINUTE of MEETING of CENTRAL SCOTLAND VALUATION JOINT BOARD  
held within HILLSIDE HOUSE, STIRLING on FRIDAY 21 MARCH 2014 at 10.00  
a.m.**

**COUNCILLORS:** Depute Provost Donald Balsillie  
Margaret Brisley  
Gordon Hughes  
Charles MacDonald (Convener)  
Corrie McChord  
Adrian Mahoney  
Cecil Meiklejohn  
Rosie Murray  
Alan Nimmo  
Steven Paterson  
Sandy Turner

**OFFICERS:** Shona Barton, Assistant to Clerk  
Douglas Smith, Internal Audit  
Alex Torrance, Senior Accountancy Assistant  
Jane Wandless, Assistant Assessor  
Peter Wildman, Acting Assessor and Electoral  
Registration Officer

**VJB40. APOLOGIES**

Apologies for absence were intimated on behalf of Depute Provost Hamilton and Councillor Holden.

**VJB41. DECLARATIONS OF INTEREST**

There were no declarations made.

**VJB42. MINUTE**

There was submitted (circulated) and **APPROVED** Minute of Meeting of Central Scotland Valuation Joint Board held on 24 January 2014.

**VJB43. REVENUE BUDGET 2013/14 – REVIEW AS AT 31.01.14**

The Board considered a Report by the Treasurer which advised of the forecast outturn for the financial year ending 31 March 2014.

The report outlined the current budget for the financial year and showed that there was a projected outturn against the budget of £111K.

**Decision**

**The Board noted the contents of the report.**

**VJB44. INTERNAL AUDIT ANNUAL PLAN 2014-15**

The Board considered a Report by the Internal Audit and Fraud Team Leader presenting the Annual Internal Audit Plan for 2014-15 on the Valuation Joint Board's internal control environment.

**Decision**

**The Board approved the Annual Internal Audit Plan for 2014-15.**

**VJB45. NON-DOMESTIC APPEAL DISPOSAL**

The Board considered a Report by the Assistant Assessor (a) providing information on the number of Revaluation Appeals submitted following the 2005 Revaluation; (b) advising of the details of the appeal disposals to date, and (c) outlining the future arrangements for the remaining outstanding appeals.

Discussion took place on the following:-

- the achievement of staff in dealing with a considerable increase in workload
- the Lands Tribunal process

**Decision**

**The Board:-**

- (1) noted the report, and**
- (2) asked that further information on the number of appeals upheld be provided at the next meeting.**

Depute Provost Balsillie entered the meeting during discussion of the following item of business.

## **VJB46. COMPLAINTS HANDLING PROCEDURE**

The Board considered a Report by the Acting Assessor & Electoral Registration Officer which submitted for approval a revised complaints handling procedure.

The Public Services Reform (Scotland) Act 2010 gave the Scottish Public Services Ombudsman (SPSO) the authority to lead the development of simplified and standardised complaints handling procedures across the public sector. The SPSO has produced a Model Complaints Handling Procedure which has been used as a basis for the revision to the Board's existing procedure.

Discussion took place on the difference between the existing Policy and the revised version.

### **Decision**

**The Board approved the new complaints procedure and noted that it would be submitted to the SPSO for formal recognition.**