

## **INFORMATION FOR NEW EMPLOYEES**

This section gives a summary of the necessary information a new employee will want to know after his/her first day. It includes a checklist to assist the Supervisor to cover all of the information.

### **Organisation Chart**

This is attached at the end of this section.

### **Staff Directory**

The current staff directory is also included at the end of this section. Telephone numbers can be accessed by double clicking the “phonebook” icon on your P.C.

### **Conditions of Service**

The valuation area covers the three council areas of Clackmannanshire, Falkirk and Stirling. We receive personnel, payroll and administrative support from Clackmannanshire Council. While conditions of service are generally aligned with those of the Council there are differences, in particular where the Valuation Board has approved such differences. Policies are available on the intranet.

### **Breaks**

As noted under the section on flexi-time, core times, i.e. those times when you must be at work on a working day, are 10.00am to 12.00 midday and 2.00pm to 4.00pm. Within these times and to ensure that periods of time concentrating on a computer screen are not too long, Team Leaders will normally sanction a break. An official break is sanctioned in the morning around 10.00am for a maximum of 15 minutes. A short 10 minute afternoon break will normally be allowed by Team Leaders. Breaks will normally be taken at your desk and it is acceptable to read newspapers, magazines, etc. In the circumstances it is not acceptable to use your computer to play games.

Each staff area has a facility for hot and cold drinks and a refrigerator. Each Team will make their own arrangements for the supply of refreshments.

### **Telephone Use**

Telephones are provided throughout the office. They are for making and receiving business calls, however, there may be times when you need to make or receive an urgent personal call. The telephone can be used for

personal calls, if necessary, provided such use is occasional and not excessive. Each team maintains a pro forma to allow those who make personal calls to make a contribution to defray such costs. The Office Manager will review itemised bills to monitor excessive use. If you require further guidance speak to your Team Leader.

### **Functions of Assessor and Electoral Registration Officer**

The Assessor and his Depute are appointed by the Valuation Authority, ie Central Scotland Valuation joint Board, to carry out the necessary duties in relation to Non-Domestic Rating and Council Tax. He also holds the post of Electoral Registration Officer and so has the added responsibility of compiling the Electoral Register.

Non-Domestic Rates are paid by businesses to Central Government and are based on the valuation of the property (as shown in the Valuation Roll) times the rate poundage which is set by the Scottish Executive. These properties are valued by the Assessor's staff based on rental values as opposed by capital values. The Assessor issues the Ratepayer with a Valuation Notice every time he changes the entry in the Roll. Ratepayers have various appeal rights and the Assessor may, through his staff, defend valuations in the Valuation Courts. There is a revaluation every five years when all valuations are "updated" to a new tone date. This normally leads to a large number of appeals which will be dealt with over the next three years. In the meantime all changes to properties, and new properties, result in ongoing changes in the Valuation Roll. The Valuation Roll contains an entry for every non-domestic lands & heritages within the valuation area. It also contains an entry for any large port, which would otherwise appear in two or more Valuation Rolls. The only examples at present are Clydeport, Forth Ports and Caledonian-MacBrayne.

The Council Tax List contains an entry for every dwelling in the Valuation area. One of eight Bands (A to H) is allocated to each property based on the capital value as at 1 April 1991. This tone date applies even if the property was built after this date. Each Council sets the Council Tax each year and the Finance Department issues bills in March of each year. Taxpayers may appeal against the Band allocated if it has been changed by the Assessor or if it is a new house and such appeals are heard by the Valuation Appeal Committee.

The Assessor is also the Electoral Registration officer and must compile and maintain the Electoral Register. Each person over 18 years of age should appear on the Register and must do so if he/she wishes to vote in Local and national Elections. The Register is a rolling register in that it is updated every month. An annual canvass by post is carried out in September/October where a form, containing the current register details, is sent to each household and asks for any changes to be noted and the form returned. The Assessor keeps two registers, the Full Register and the Edited Register. The Full Register contains the names of all people eligible to vote. It is available

for public inspection here at the office. It cannot be photocopied but manuscript extracts can be taken. The Full Register is only available to very few organisations, e.g. credit reference agencies. The Canvass Form contains an opt-out box where the Voter can ask that his details are excluded from the Register, which can be sold to anyone (the Edited Register).

These functions are statutory functions in that the Assessor is obliged to carry them out under statute. The Valuation Roll, Council Tax List and Electoral Register are statutory documents.

### **Workflow Within the Office**

As already noted, the Assessor maintains three statutory documents covering Rates, Council Tax and Electoral. These various documents are changing on a regular basis. Non-Domestic properties can be extended or parts demolished. New shops and offices can be built. Some properties can move from Non-Domestic to Domestic or vice versa, e.g. a self-catering unit can become a house; an office can be converted to a house. New houses are built all the time, meaning changes not only to the Council Tax List but also the Electoral Register. People frequently move house, sometimes from one Assessor's area to another, meaning deletions from and additions to the Electoral Register.

Not only do these workflows have to be controlled but an audit trail must be maintained. Changes to the Valuation Roll and Council Tax List can only be carried out by means of surveys. Surveys can be created by the Information Team based on building and planning warrant information, or by the Valuer based on a letter or information from a survey. Surveys are signed and countersigned on the Valuation side and passed to the Clerical side for confirmation and amendment of the working copy. Such changes are checked by reading in and signed off by the Clerical Officer.

Changes to the Electoral Register can come from many written sources – by returned canvass form, service electors forms, letters, death certificates, forms from local authority, etc. Any changes by one Clerical Officer are checked by another Clerical Officer.

So maintaining the information flows, not only from outwith the Department, but also within, is crucial in ensuring that the correct result in every case is achieved.

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