



*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

ASSESSOR AND ELECTORAL REGISTRATION OFFICER

SERVICE PLAN 2021-2024

April 2022 Update

Background

Dunbartonshire and Argyll & Bute Valuation Joint Board is committed to a three-year Service Planning cycle. The most recent Service Plan approved by the Joint Board covers the period 2021-2024.

As the environment in which the Board operates is constantly changing, there is a need to review the Service Plan annually. Rather than produce a fully revised Plan each year, however, this 'Update' includes such changes and new tasks as have occurred or been identified since approval of the main 3-year Plan. **It should therefore be read along with the main 2021-24 Service Plan.** Other than where new sections have been added, references and numberings contained within this document refer back to the original Plan.

The Annual Service Calendar for 2022-23 will reflect the changes included in this Update.

At time of writing, the Joint Board is operating with some ongoing restrictions relating to the Coronavirus (COVID-19) outbreak. These have both direct and indirect effects on the resourcing and operations of the Joint Board and management of them is constantly evolving. It will be assumed, however, that there will be no return to a full lockdown in the future.

Since the 2021-24 Service Plan was approved, several changes have occurred which have an effect on forward planning. These include:-

A raft of secondary legislation has been drafted to effect both the detailed implementation of the NDR Reforms arising from The Non-Domestic Rates (Scotland) Act (2020) and the transfer of Valuation Appeal Panel functions to the First Tier Tribunal (FTT) of the Scottish Courts and Tribunals Service (SCTS). The legislation is, however, still subject to change as it passes through Parliament so the details of what will be required of Assessors are not known.

The Valuation Timetable (Coronavirus) (Scotland) Amendment Order 2021 extended the last date for the disposal by a valuation appeal committee of an appeal lodged between 1 January 2020 to 31 March 2021 from 31 December 2021 to 31 December 2022. The effect of this is to extend the timetable for disposal of 'Coronavirus-related' material change of circumstances appeals. In March 2022, the Government announced that it intends to lay further legislation to "ensure that no NDR appeal lodged after 1 January 2020 will have a disposal deadline date earlier than 31 December 2023".

The Non-Domestic Rates (Coronavirus) (Scotland) Bill proposes that in calculating net annual value and rateable value, the assessor can have no account of any matter arising on or after 1 April 2021 that is directly or indirectly attributable to coronavirus. The effect of this legislation would extend back to 2 April 2020, but not the period from mid-March 2020 when restrictions were brought in. Thus, despite government intention to 'rule out' Coronavirus related appeals, there is ongoing uncertainty regarding their disposal for that period.

In July 2021, the Scottish Minister for Community Safety announced that the transfer of the functions of Valuation Appeal Committees (VACs) to the Scottish Tribunals

should be delayed to 1 January 2023. Aligned to this change, the date for the introduction of a new 2-stage proposals and appeals process was amended to 1 January 2023.

The Council Tax (Dwellings and Part Residential Subjects) (Scotland) Amendment Regulations 2021 confirmed the introduction of a '70-days of actual use' test to the definition of a self-catering unit with effect from April 2022. This will require a retrospective review of existing entries annually.

During 2021 the UK Government introduced the Elections Bill which aims to deliver on a number of its 2019 Manifesto commitments. Proposed changes include:-

- (a) The requirement to provide Voter Identification (ID) to vote at reserved elections. This will require the production and distribution of Voter ID cards by the ERO where electors do not hold relevant approved documents.
- (b) Absent Voters on the UK Parliamentary Register will be required to reapply for their absent votes every three years.
- (c) The extension of the overseas voting franchise by removal of the existing 15 year limit on overseas electors' right to vote in UK Parliamentary elections.

It is expected that the application process for Voter Identification Cards will take effect following publication of the register in December 2022 with the changes to the Absent Vote applications process and extension of overseas voting scheduled for implementation in July 2023.

Notably, these changes only apply to UK elections and will not apply to the Local Government Register. Thus, a divergence in policy and administration will need to be resourced.

The Government has recognised the additional administrative burdens that these changes will bring and has committed to “ensuring those responsible for the conduct of electoral registration have the necessary resources to deliver our elections robustly and securely as they implement these new measures. Any additional funding required to cover identified new burdens arising from this programme will be adequately funded in line with longstanding government practice.”

With few details of the new requirements known at time of writing, it is clear that the ERO service will need to react to both the resource demands of the new legislation and any funding provided to meet these.

PART ONE – SERVICE FUNCTION

1.0 Introduction

As at 1 April 2022, the staffing level stands at 45.84 FTE with appointments pending and several rounds of recruitment ongoing.

1.1 Valuation Roll

The total rateable value of 15,403 subjects in the Dunbartonshire and Argyll & Bute Valuation Rolls at 1 April 2022 is £365,472,465.

As at April 2022, 122 Revaluation (2017) appeals remain outstanding, having been referred to the Lands Tribunal.

4,826 appeals, many of which relate to the Corona virus outbreak, remain outstanding and require to be disposed of prior to 31 December 2023.

1 April 2022 marks the 'Tone' or valuation date for the 2023 Revaluation. Our main focus for technical staff during 2022/23 will be on the preparations for the 2023 Revaluation.

The NDR reform priorities for 2022/23 will be delivery of a draft Revaluation Roll by autumn 2022 to contain links to lists of let subjects and provision of a wider range of valuations at the Assessors' portal. Draft Revaluation Notices will be issued to interested parties at this point.

Systems will need to be developed, both internally and at the portal, to accept and record NDR proposals by 1 January 2023. It is probable that an interface with the Tribunals Service will be required for the management of appeals.

Direct Scottish Government funding to support the forthcoming change has been incorporated into the 2022/23 budget approved by the Board.

1.2 Valuation List

At 1st April 2022 there were 147,035 properties (including garages and stores) in the Council Tax Valuation List for the Joint Board area. Proposals and appeals continue to be received with 330 outstanding at 1 April 2022. These will be discussed with Council Taxpayers and disposed of as resources allow.

With Council Tax appeals to be administered by the Tribunals Service from 1 January 2023, it will be helpful to minimise the number of appeals which need to be passed over.

1.3 Electoral Register

At publication of registers on 1 November 2021, the total electorate for the Joint Board area was 229,336.

The immediate priority for electoral staff is the planning and effecting of the May Local Government Elections. Elections to the Loch Lomond & the Trossachs National Park on 7 July will also be planned for and resourced.

Provision has been made to pilot the use of tablets and remote canvassing software during the 2022 canvass. Procurement and set-up of hardware, software and processes will all need to precede the canvass which will start in July.

See above re the requirement to implement processes and systems to allow for the issue of Voter ID cards by December 2022.

1.4 Other Functions

Following the elections in May, a new Joint Board will require to be established along with the appointment of a Convenor, Vice-Convenor and such sub-Committees as are deemed appropriate by Members. New Member training will be provided by officers on a date to be agreed by the new Board

Any agreed actions arising from the ongoing Internal Audit into the digitisation of processes to permit remote working during the Coronavirus-related lockdown will be effected.

In relation to our staff resources, we will implement the recently approved 2022/23 Workforce Plan, albeit this is a fluid document with actions being adjusted to the ever-changing environment. This will involve several rounds of recruitment and the implementation of formal training for trainee surveyors.

A number of ICT initiatives including hardware renewal, software development, software upgrades and communications improvements are proposed for the 2022/23 financial year.

In relation to Records Management, the Keeper has issued an invitation to submit a Progress Update Review by the end of May 2022.

PART TWO – CORE OBJECTIVES

2.1 Valuation Roll

- 2.1.1 The changes to the definition of self catering accommodation (see above) will require a different approach to be taken to the entry and removal of these subjects into and from the Valuation Roll. It is likely that a retrospective review of existing entries will be carried out in the first quarter of 2023.
- 2.1.2 All 2017 Revaluation appeals have either been disposed of or referred to the Lands Tribunal. The timetable for appeal work related to the 2017 Revaluation will therefore be dictated largely by LT citation.
- 2.1.3 Appeals (and, from 1 January 20223, proposals) against changes to the 2017 roll and other types of 'running roll' appeal will be received on an ongoing basis and will be disposed of in accordance with the Valuation Timetable Order. Significant numbers of appeals claiming that the coronavirus outbreak constitutes a material change of circumstances were submitted during March 2020 and March 2021. The disposal date for these appeals is 31 December 2023 but it is not yet clear how these will be affected by The Non-Domestic Rates (Coronavirus) (Scotland) (Bill) (see above).
- 2.1.4 The scheduling of appeal disposal will pass to the First Tier Tribunal (FTT) of the Local Tax Chamber (Scottish Courts & Tribunals Service) on 1 January 2023 and this change will require considered administration.
- 2.1.3/2.1.4 The introduction of a 2-stage proposals and appeals process combined with the transfer of powers to FTT will require that new processes and

systems are developed to receive and administer proposals. Although the secondary legislation required for this process has not been finalised, it is expected that the Assessor will have to issue Proposal Disposal Notices, Statements to support the Valuation Roll entry and Assessor Decision Notices. Processes for administration of appeals will also be required.

- 2.1.6 Preparations for the 2023 Revaluation continue and will be the primary focus of valuation staff throughout the year. This extends to the activities described at 2.1.8, 2.1.9 and 2.1.10 of the main Service Plan.

2.2 Council Tax List

- 2.2.3 With Council Tax appeals to be administered by the Scottish Courts & Tribunals Service from 1 January 2023, efforts will be made to reduce the number of appeals which need to be passed over to the new administration. Additionally, new procedures will be required for transferring appeals to SCTS

2.3 Electoral Register

- 2.3.1 The 'reformed' annual canvass is now business as usual though this year it will be preceded by the procurement and set-up of hardware and software and implementation of process to allow tablet supported digital door-to-door canvassing.
- 2.3.3 Preparations for the May 2022 Local Government Elections are under way in accordance with timetables agreed with the ROs. Similarly, preparations for the Elections to the Loch Lomond & the Trossachs National Park in July 2022 are ongoing. The Scottish Government has stated its intention to hold an independence referendum 'during 2023' and this would have a significant effect on resource requirements.
- 2.3.5 Subsequent to the elections in May, any mis-matched Absent Voter personal identifiers will be identified and requests for refreshed PIs will be issued.
- 2.3.7 Processes for the receipt and verification of Voter ID card applications and for the issue of cards and emergency IDs will be implemented prior to December 2022. It is expected that this will be done in partnership with the Department for Levelling Up, Housing and Communities (DLUHC) and through Electoral Management System changes.

2.4 Corporate Governance

- 2.4.1 In May/June, a new Joint Board will require to be established along with the appointment of a Convenor, Vice-Convenor and such sub-Committees as are deemed appropriate by Members. New Member training will be provided by officers on a date to be agreed by the new Board
- 2.4.3 The Joint Board's Financial Regulations were last updated in September 2019 and should be reviewed prior to September 2022.

2.5 Accountability

- 2.5.2 An Audit Plan for the 2021/22 external audit has been agreed with areas for investigation and enquiry identified.
- 2.5.4 Any agreed actions arising from the Internal Audit into the digitisation of processes to permit remote working during the Coronavirus-related lockdown will be effected and reported to the Joint Board.

2.6 Best Value

- 2.6.2 The recently agreed SAA KPIs for Electoral Performance will be integrated into our normal reporting processes.
- 2.6.6 In relation to agreed Customer Service standards, it is to be noted that the Management Team agreed to discontinue the use of the mail logging process. Mail response times will therefore no longer be reported.

2.7 Equal Opportunities

No specific update to 2021-24 Service Plan.

2.8 Staffing and Personnel Matters

- 2.8.1 The recently approved Agile Working Policy will be implemented when circumstances permit.
- 2.8.2 The timing and frequency of Performance, Training and Development meetings will be kept under review.

2.9 Finance and Budgeting

- 2.9.1 See 2.4.3 above re review of Financial Regulations.
- 2.9.2 Expenditure on Electoral processes may need to be reviewed in light of the implementation of Voter ID cards. Central Government funding for additional burdens is expected, though the mechanism and quantum are unknown.

2.10 Information Technology

- 2.10.1 The ICT Strategy will be reviewed and presented to the new Joint Board for approval
- 2.10.2 As well as the regular refresh of laptops in 2022/23 the capital plan extends to procurement of additional monitors, firewalls and new routers which may be required for modernisation of the telephone systems. Projects to procure a flexi-time recording system, a new server to support the valuation functions and remote survey tools have been brought forward from 2021/22.
- 2.10.2 Following further investigation into the security and other related issues by WDC's ICT team, it is the intention that the Board will move to an internet based telephone service during 2022/23.

2.10.6 The NDR Project Plan lays out the broad timetable for the various developments that need to be delivered in parallel with Revaluation 2023. Specifically, delivery of a draft Valuation Roll by autumn 2022 to contain links to lists of let subjects and provision of a wider range of valuations at the Assessors' portal will be priorities for 2022/23.

The Assessor's 'Progress' system will need to be amended to accommodate receipt and administration of proposals and subsequent appeals prior to the implementation of that regime on 1 January 2023.

2.10.8 The Idox EROS system will continue to be developed. A major system update is expected during 2022 and the UK Government is working with the EMS suppliers to specify the requirements and functionality needed to implement Voter ID cards.

2.10.10 The SAA portal will be the vehicle for delivery of several of the NDR Reform initiatives and other Barclay recommendations. See 2.10.6 above for associated back-office changes required to deliver these portal enhancements.

2.11 Freedom of Information

No update from main 2021-24 Service Plan.

2.12 Key Partnerships

2.12.1 The Service Level Agreement governing the provision of support services from WDC was reviewed and updated in March 2020 and should, therefore be reviewed by March 2023. Such a review will need to take account of the changes to the service delivery model of WDC's ICT department.

2.12.7 The UK Government responsibility for Electoral Reform has moved from the Cabinet Office to the Department for Levelling Up, Housing and Communities (DLUHC).

2.12.9 The provision of print & mail services is now a key relationship for the Joint Board. The existing contract was extended in 2022 and runs until May 2023, thus necessitating a procurement exercise for services beyond that date from autumn 2022.

2.12.10 Given the transfer of powers from Valuation Appeal Panels to the Scottish Courts & Tribunals Service, new working relationships, processes and, potentially, IT systems will need to be developed with the service prior to January 2023. Initially, this is likely to be led by the SAA.

2.13 Records Management

2.13.2 The Keeper has issued an invitation to submit a Progress Update Review by the end of May 2022.

2.14 Miscellaneous

2.14.1 The Management Team will retain an awareness of, and react to, the changing regulation and guidance in relation to the ongoing Coronavirus outbreak.

PART THREE **KEY ACTIVITIES AND OUTCOMES**

Key To Business Objectives

The codes in the table below relate each Activity and Outcome contained in Part Three of the Service Plan to the relevant Business Objective(s) within the Joint Board's **Mission, Vision and Commitments** Statements.

Number	Business Objective
1	Compile the Valuation Roll
2	Compile the Council Tax Valuation List
3	Compile the Electoral Register
4	Maintain the Valuation Roll
5	Maintain the Council Tax Valuation List
6	Maintain the Electoral Register
	All of the above are underpinned by the aim of providing these services in a high quality, effective and responsive manner.
7	Listening and responding to Stakeholders needs
8	Valuing staff and providing them with opportunities to develop and contribute
9	Reacting innovatively to change
10	Treating all stakeholders in a fair, consistent manner and in accordance with equal opportunities requirements
11	Striving for continuous improvement in all aspects of service delivery
12	Ensuring that we are accessible and accountable to stakeholders
13	Pro-actively planning workloads and deploying resources
14	Using 'plain English'

Where there is no narrative in this section please see original 2021-24 Service Plan.

3.1 THE VALUATION ROLL

3.1.1 Maintenance of the Valuation Roll (See also 3.1.10 of main 2021-24 Service Plan)

Item	Description	Objective(s)	Ownership	Date/Recurrence
(b) –(i)	Amend procedures for making new self-catering accommodation entries to account for the requirement to evidence 70 days of actual letting	1,4,10,11	Divisional Assessors	April 2022
(s)	Initiate a review of existing self-catering accommodation for compliance with new 70-day rule	1,4,10,11	Divisional Assessors	Jan-March 2023
(t)	Delete such subjects as do not comply with the new requirement from the Valuation Roll (and enter these in the Council Tax List)	1,4,10,11	Divisional Assessors	Jan-March 2023

3.1.2 2017 Revaluation Appeals

Item	Description	Objective(s)	Ownership	Date/Recurrence
(c)	Prepare LT and/or LVAC cases including rental analysis, valuations, photographs, plans and other productions	1,4,10,11,12,14	Divisional Assessors	As required

3.1.3 Running Roll Appeals

As per Service Plan albeit reference to VAC should be replaced by First Tier Tribunal and references to submission and administration of 'appeals' should be replaced by 'proposals' with effect from January 2023.

Item	Description	Objective(s)	Ownership	Date/Recurrence
(e)	In Liaison with (Asst) Secretary, cite and ensure disposal of all outstanding Running Roll Appeals in accordance with the statutory timetable appropriate to each appeal.	4,10,11,12	Divisional Assessors/ VAC Asst Secretary	Ongoing

3.1.3A Proposals and Appeals – post 1 January 2023

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Record proposals received arising from amendments made to the Valuation Roll or where mcc, statutory error etc are claimed.	4,10,13	Admin Supervisors	Continuous
(b)	Receive and process proposals received via SAA Web Portal	4,7,9,10,11,12,14	Admin Supervisors	Continuous

(c)	Maintain records of proposals including their status in relation Proposals Disposal Dates/Notices, Statements to support valuation roll entry and Assessor Decision Notices	4,10,13	Divisional Assessors	Continuous
(d)	Negotiate and settle proposals with ratepayers and their agents in accordance with new procedures	4,10,11,12	Divisional Assessors	Continuous
(e)	Issue Assessor Decision Notices	4,10,11,12	Divisional Assessors	Continuous
(f)	Receive notice of, and record, appeals subsequently submitted to FTT	4,10,11,12	TBC	As required
(g)	Receive notice of appeal hearings and prepare FTT cases (including rental/cost analysis, valuations, photographs, plans and other productions if/as permitted by the FTT)	4,10,11,12	Divisional Assessors	As required
(h)	Where appropriate, amend the Valuation Roll to reflect proposal settlements in accordance with procedures at 3.1.1.	4,10,11,12	Admin Supervisors	Continuous
(i)	Consider decisions of FTT and appropriateness of appeal to Upper Chamber	4,10,11,12	Assessor/ Depute Assessor/ DAs	As required

3.1.4 Valuation Appeal Committee Hearings

As per Service Plan up to 31 December 2022. Specifically (see 3.1.4(a)), Hearing dates for the July – December 2022 period will need to be formalised prior to June.

3.1.5 Land Tribunal Appeals

As per Service Plan up to 31 December 2022. From 1 January 2023, the powers and responsibilities of the Lands tribunal will transfer to the Upper Chamber of the Local Taxation Chamber.

3.1.6 Revaluation 2023 – To include Gas Utilities

The process remains unchanged from the original Service Plan but there has been slippage and amendment to several of the timelines and targets. The whole process is therefore reiterated below with revised dates.

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Issue rental, and other, Assessor Information Notices	1,4,7,10,11,12,13,14	Admin Supervisors	Ongoing
(b)	Manage returns of above in accordance with the DAB VJB procedures, guidance and instructions.	1,4,7,10,11,12,13,14	Admin Supervisors	On return

(c)	Analyse rentals of 'bulk class' subjects as agreed within established Working Groups and in accordance with SAA rental analysis guidance. Facilitate same, using Information Technology.	1,4,10,11,12,13	Divisional Assessors	Ongoing
(d)	Analyse local land sale information for use in contractor's valuations.	1,4,10,11,12,13	Divisional Assessors	Quarter 1, 2022/23
(e)	Draft Narratives and rates to be applied in valuations, where appropriate.	1,4,10,11,12,13,14	Divisional Assessors	To April 2022
(f)	Approve Narratives and rates to be applied in valuations, where appropriate		Assessor/Depute	To April 2022
(g)	Provide information as required to SAA Practice Note authors, working groups and Category Committees.	1,4,10,11,12,13	Divisional Assessors	To May 2022
(h)	Draft and present SAA Practice Notes for approval by Committees	1,4,10,11,12,13	SAA members	To May 2022
(i)	Make comment on and provide input to draft/proposed Practice Notes.	1,4,10,11,12,13,14	Divisional Assessors	To May 2022
(j)	Adopt and issue amended practice notes for use within DAB VJB (Make available through SAA on Web Portal)	1,4,7,10,11,12,13,14	Divisional Assessors	To May 2022
(k)	Value subjects for Revaluation purposes in accordance with local schemes of valuation, SAA Practice Notes and DAB targets for completion.	1,10,11,12,13	Divisional Assessors	To October 2022
(l)	Authorise proposed Rateable Values (RVs)	1,10,11,12,13	Divisional Assessors	To October 2022
(m)	Input proposed RVs to Assessor's 'Progress' Valuation system (note that this process has been automated for 'bulk class' subjects)	1,10,11,12,13	Admin Supervisors	To October 2022
(n)	Check and authorise all such amendments in accordance with DAB VJB procedures, making changes or referring back as appropriate.	1,4,10,11, 12, 13	Admin Supervisors	Weekly
(o)	Export proposed RVs (including valuation data where appropriate) to Assessors portal	1,4,10,11	Systems Officer	To be confirmed
(p)	Transfer all changes to relevant billing authorities.	1,4,10,11	Admin Supervisors	15 March 2023 or by agreement
(q)	Issue Draft and Final Valuation Notices to all interested parties as required by statute.	1,4,10,11,12,14	Admin Supervisors	30 November 2022 (drafts) and 15 March 2023
(r)	Prepare and circulate Revaluation Rolls as required	1,4,10,11,12,13,14	Admin Supervisors	April 2023
(s)	Receive, process and dispose of Revaluation 2023 proposals as per 3.1.3a above	1,4,10,11,12,13,14	Various	April 2023 and thereafter
(t)	Review use of Progress and other valuation systems	1,4,7,8,9,11,13	Valuation Working Group/IT Team	Ongoing
(u)	Develop mechanism for uploading Rental Base Lists for bulk category subjects at the SAA portal	1,7,8,9,10,11,12,13	Programmer/Analyst	Prior to Autumn 2022
(v)	Tests systems and make live	1,4,7,8,9,11,13	Valuation Working Group/ Programmer/Analyst	To March 2023

3.1.7 Civil Penalty Notices

As per the 2021-24 Service Plan, except that references to VACs will be to the FTT from 1 January 2023. Note also that from that date appeals against CP Notices will be made to the FTT and not (as per 3.1.7(d)) to the Assessor.

3.1.8 Public Parks

The process remains unchanged from the original Service Plan but there has been slippage and amendment to several of the timelines and targets.

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Ingather information on occupation, tenure and charges at and within public parks from relevant Councils/Trusts/Authorities	1,9,10,12,13	Divisional Assessors	Ongoing to Summer 2022
(b)	Survey such parks, parts of parks and buildings as may be required to make entries in the 2023 Revaluation Roll	1,9,10,12,13	Divisional Assessors	To autumn 2022
(c)	Value such subject in accordance with 3.1.6 above	1,9,10,12,13	Divisional Assessors	To autumn 2022 (draft) and March 2023.

3.1.10 NDR Reform Act – Secondary Legislation

See 3.1.1 above re self-catering accommodation.

3.1.11 Transfer of VAC to Scottish Tribunals Service

See various references above.

3.2 THE COUNCIL TAX VALUATION LIST

Note that effort should be applied **to 3.2.3 Proposals and Appeals**. Additionally, see below:-

Item	Description	Objective(s)	Ownership	Date/Recurrence
(b)	Negotiate and settle proposals/appeals with council taxpayers and their agents, including defence, where appropriate, to FTT or Court of Session.	5,7,10,12,13	Divisional Assessors	Change from VAC to FTT from 1 January 2023

(c)	Facilitate the settlement of appeals by scheduling of VAC Hearings on an annually agreed basis.	5,10,11,12	Divisional Assessors	Not required after 31 December 2022
(d)	Prepare FTT cases including sales analysis, valuations, photographs, plans and other productions, including written submissions where appropriate.	5,10,11,12	Divisional Assessors	From 1 January 2023
(e)	Produce 'on-the-day' VAC Lists and administer VAC Hearings	5,10,11,12	Divisional Assessors	Not required after 31 December 2022
(j)	Establish new procedures for referral of CT appeals to SCTS	5,7,9,10,13	Assessor (possibly through SAA)	Prior to 1 January 2023

3.3 THE ELECTORAL REGISTER

3.3.1 Annual Register of Electors

No change to overall process but note the following:

Item	Description	Objective(s)	Ownership	Date/Recurrence
(c)	Prepare for and invite tenders for printing and issuing canvass forms.	3,9,10,11,12,13,14	ERO/PAO/WDC Procurement Team	Late 2022/Early 2023
(d)	Consider tenders and award contract for above.	3,9,10,11,12,13,14	ERO/PAO	April 2023

3.3.1A Procure and Implement Digital Canvassing

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Confirm requirements and test market	3,9,11,13	Depute ERO/PAO	April 2022
(b)	Procure relevant hardware, software	3,9,11,13	Depute ERO/ PAO/WDC	April 2022
(c)	Set up tablets, install required software and test	3,9,11,13	Depute ERO/ PAO/WDC	May-June 2022
(d)	Establish new door-to-door canvass procedures and revise Canvasser/Admin Instructions	3,8,9,11,13	PAO	July – August 2023
(e)	Train canvassers and back-office staff	3,8,9,11,13	PAO/Supervisors	September 2023

3.3.2 Maintenance of Register of Electors

No update to main 2021-24 Service Plan

3.3.3 Elections/Electoral Events

See main 2021-24 Service Plan and specific Election timetables as agreed with ROs.

Item	Description	Objective(s)	Ownership	Date/Recurrence
(o)	Check addresses to ensure all relevant addresses are included in National Park election register	3,6,7,8,9,10,11,12,13	ERO/PAO	Spring 2022
(p)	Liaise with RO for national Park in Stirling Council re provision of registers for National Park election	3,6,7,8,9,10,11,12,13	ERO/PAO	As per election timetable.

3.3.7 Implementation of Voter ID process

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Remain aware of passage of primary legislation through Parliament and take note of any changes requirements	3,6,7,8,9,10,11,12,13	ERO/PAO	Ongoing
(b)	Retain an awareness of the various Business Change Bulletins for the Electoral Integrity Unit and other communications regarding the Voter ID project	3,6,7,9,10,11,12,13	ERO/PAO	Ongoing
(c)	Liaise with EMS supplier re system changes and updates related to Voter ID	3,6,7,9,10,11,12,13	PAO	Ongoing
(d)	Design and implement new processes in accordance with legislative requirement and EMS functionality	3,6,7,8,9,10,11,12,13	PAO/Supervisors	Autumn 2022
(e)	Train staff in new systems and processes	3,6,7,8,9,10,11,12,13	PAO/Supervisors	Autumn 2022
(f)	Receive and process Voter ID applications and issue card	3,6,7,8,9,10,11,12,13	ERO/PAO/ Supervisors	From December 2022

3.4 CORPORATE GOVERNANCE

3.4.1 The Joint Board/3.4.2 Valuation Joint Board Meetings

As per Main Service Plan but note provisional date for inaugural meeting of new Board is 24 June 2022.

3.4.3 Probity and Propriety

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Liaise with Treasurer to the Valuation Joint Board to review Financial Regulations and present to Board for approval (Most recently revised in September 2019)	7,12	Assessor	September 2022
(b)	Liaise with Clerk to the Valuation Joint Board to review Standing Orders and present to Board for approval (Most recently revised in June 2021)	7,12	Assessor	Next due June 2024 or as required
(c)	Liaise with Clerk to the Valuation Joint Board review Schemes of Delegation and present to Board for approval (Most recently revised in March 2020)	7,12	Assessor	March 2023 or earlier if required

3.4.5/3.4.6 Corporate Governance, Counter Fraud, Corruption and Business Irregularities

Note that the Counter Fraud & Corruption Policy and Business Irregularities Procedures were updated in July 2021. They will therefore be scheduled for further review by July 2024 unless a need arises.

3.5 ACCOUNTABILITY

3.5.3/3.5.4 Audit Plan/Audit Recommendations

Item	Description	Objective(s)	Ownership	Date/Recurrence
(c)	Co-operate with internal auditors in completion of review of new digital processes	7,12	Managers	April 2022
(d)	Take forward any agreed actions arising from above internal audit recommendations	1-6,7,10,11,12,13,14	Management Team	When reported
(e)	Provide Joint Board with above Internal Audit Report and report progress against Action Plans	1-6,7,10,11,12,13	Assessor	24 June 2022

3.6 BEST VALUE

3.6.1 Best Value – General Performance

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)-(c)	Collate agreed KPI statistics for Electoral Performance and share with SAA	3,6,11,12,13	PAO	December 2022 and as required

3.6.6 Customer Service Standards

Note that 3.6.6 (b) has ceased.

3.7 EQUALITIES

No specific update to 2021-24 Service Plan

3.8 STAFFING AND PERSONNEL MATTERS

3.8.1 Development and Review of Personnel Policies

Item	Description	Objective(s)	Ownership	Date/Recurrence
(g)	Implement Agile Working Policy	8,10,11,14	Assessor /Management Team	As circumstances allow

3.8.2 Training and Development Policy

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review the timing and frequency of Performance, Training and Development meetings	8,10,11,14	Assessor /Management Team	Ongoing

3.9 FINANCE AND BUDGETING

3.9.1 Financial Regulations and Standing Orders

See 2.4.3 above re review of Financial Regulations

3.9.2 Budget Preparation

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Incorporate a review of funding and expenditure on Voter ID process during budget process	3,6,7,8,9,11,12,13	ERO	When circumstances become clear

3.10 INFORMATION TECHNOLOGY

3.10.1 Business Systems Support

Item	Description	Objective(s)	Ownership	Date/Recurrence
(d)	Review ICT Strategy and present to new Joint Board for approval	1-6,7,8,9,11,12,13	Depute Assessor	June 2022

3.10.2 ICT Asset Management

Item	Description	Objective(s)	Ownership	Date/Recurrence
(e)	Procure and install new lap tops and monitors for staff.	1,2,4,5,7,8,9,11,13	Depute Assessor/ WDC ICT	April 2022
(f)	Review telephony requirements. Procure and install firewalls and new routers which may be required for modernisation of the telephone systems. Migrate to an internet based telephone service	1-6,9,11,13	Depute Assessor/ WDC ICT	April 2022
(g)	Review requirement and subsequently procure and install new flexi-time system/service	7,9,11,12,13	Depute Assessor	Autumn 2022 provisionally
(h)	Procure, install and migrate Assessors system/data to new Unix Server or alternative.	1,2,4,5,9,11,13	Depute Assessor	Autumn 2022 provisionally
(i)	Specify requirement, procure and install hard and software to facilitate remote survey data capture	1,2,4,5,7,8,9,11,13	Depute Assessor	TBC

3.10.6 Assessors Progress System

Item	Description	Objective(s)	Ownership	Date/Recurrence
(c)(d)	Maintain and further develop system to meet agreed business requirements of of NDR Reform, Barclay recommendations and appeal reform in accordance with specifications provided by NDR Reform Project Team. Namely, <ul style="list-style-type: none"> i. Delivery of 3-yearly Revaluations ii. 2-stage Proposal and appeal system changes iii. Expansion of valuations available at the SAA portal iv. Provision of comparisons to support revalued NAVs 	1,2,4,5,7,8,9,11,13	Depute, Systems Officer, Analyst/Programmer	Autumn 2022 January 2023 April 2023 Autumn 2022

3.10.8 EROS II Electoral System

Item	Description	Objective(s)	Ownership	Date/Recurrence
(d)	Test and implement upgraded versions of EROS, specifically to implement:- i. Idox Elections version ii. Voter Identification applications and production	3,6,8,9,10,11,13	All PAO/Systems Officers	ASAP on receipt TBC December 2022
(f)	Provide training for changes to system in line with above (d) changes	3,6,7,8,9,10,11,13	PAO	As required

3.10.10 Assessors Portal

Item	Description	Objective(s)	Ownership	Date/Recurrence
(d)(h)	Revise DTF to allow extraction, upload and display of Portal Property Rental Lists	1,4,7,8,9,11,13	Systems Officer/ Systems Analyst	Autumn 2022

3.11 FREEDOM OF INFORMATION

All as per the 2021-24 Service Plan.

3.12 KEY PARTNERSHIPS

3.12.1 Support Services – West Dunbartonshire Council

Item	Description	Objective(s)	Ownership	Date/Recurrence
(m)	Review Service Level Agreement in liaison with Treasurer and service delivery representatives (Reviewed February/March 2020). In particular, take account of the changes to the service delivery model of WDC's ICT department.	7,9,10,11,13,14	Assessor	By February 2023

3.12.7 Cabinet Office

Replace heading with **Department for Levelling Up, Housing and Communities (DLUHC)**.

3.12.9 External Suppliers

Item	Description	Objective(s)	Ownership	Date/Recurrence
(b)	Invite tenders for printing and issuing canvass forms.	3,9,10,11,12,13,14	ERO/PAO/WDC Procurement Team	Autumn 2022/Early 2023

3.12.10 Scottish Courts & Tribunals Service

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Work with SCTS to establish communication lines and processes required for transfer of powers	1-6, 7,8,9,11,12,13	Assessor (through SAA working group)	Ongoing
(b)	Implement new procedures to transfer Council Tax appeals to SCTS and to monitor progress of NDR appeals made to SCTS	1-6, 7,8,9,11,12,13	Assessor	December 2022
(c)	Implement ICT system changes/development to facilitate (b) above	1-6, 7,8,9,11,12,13	Depute Assessor/ Systems Programmer	December 2022

3.13 RECORDS MANAGEMENT

Item	Description	Objective(s)	Ownership	Date/Recurrence
(d)	Consider Process Update Review (PUR) submission	7,9,10,11,12	Depute Assessor	May 2022

3.14 MISCELLANEOUS

3.14.1 Coronavirus Outbreak/Restrictions

Operations will reviewed constantly in light of the changing infection levels, and in line with public health and government guidance.