



*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

ASSESSOR AND ELECTORAL REGISTRATION OFFICER

SERVICE PLAN 2011-2014

April 2013 Update

Background

Dunbartonshire and Argyll & Bute Valuation Board is committed to a three-year Service Planning Schedule. The most recent Service Plan approved by the Joint Board covers the period 2011-2014.

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, however, this 'Update' includes such changes and new tasks as have occurred or become known since approval of the main document. It should therefore be read along with the main 2011-14 Service Plan and the April 2012 update. All references/numberings contained within this document refer back to the original Plan.

The Annual Calendar for 2013-14 will reflect the changes below.

PART ONE – SERVICE FUNCTION

1.0 Introduction

As at time of writing, the staffing complement stands at 56.19.

1.1 Valuation Roll

Since the Opinions of the Lands Valuation Appeal Court in the in the Mercat (Kirkcaldy) and the Overgate (Dundee) Shopping Centres were made known, progress in relation to both Revaluation and Running roll disposal has accelerated.

2010 Revaluation appeals and those running roll appeals submitted before December 2012 must be disposed of by Valuation Appeal Committees by 31st December 2013 and they must be cited for hearing prior to 30th June 2013. Further, any referral to Lands Tribunal made by one party to an appeal must also be made before 30th June.

To that end a full schedule of VAC Hearings has been put in place leading up to that date and all relevant appeals will, subject to the comments below, require to be cited before 30th June.

In December 2012 a group of rating surveyors/agents, through the RICS, requested that the Cabinet Secretary for Finance consider amending the appeals disposal deadline from 31st December 2013 to 31st December 2014. This request was discussed at a meeting on 28th February 2013 and, although no decision was taken at the meeting, an indication was given that a decision will be made around early May 2013.

The outcome of the minister's deliberations will have a significant effect on workloads and service plans over the coming months, but as the advice from the Minister following the meeting in February was to the effect that we should proceed on the basis of existing timetables, this position has been assumed for the purposes of the current Service Plan.

One likely effect of maintaining the current timetable is that very significant numbers of applications will be made to VACs to have appeals referred to the Lands Tribunal. Thus a significant effort will be required around, or shortly after, 30th June in administering, and possibly opposing, such applications.

One other significant change affecting workload planning was the announcement by the Scottish Government that the scheduled 2015 general Revaluation would be postponed, in line with England, to 2017. Thus preparatory works which would have been required during 2013/14 will no longer proceed.

The Scottish Government carried out a consultation on the future of the Non-Domestic Rating system during 2012/13 and whilst any change consequent to that consultation is likely to be effected beyond 2014, an awareness of the conclusions and planning for change may be required during the coming year.

1.2 Valuation List

It remains government policy to replace the Council Tax. Indications are, however, that Local Income Tax would be implemented only once a mechanism to deal with nationally collected taxes was established. This is not expected to happen prior to 2016 so the service assumption remains that the existing Council Tax system will need to be administered until then.

At the time of writing, there was again some speculation in the press that the UK Government might be considering a 'Mansion Tax' which may take the form of an extension to the existing Council Tax system. As local government finance is a devolved matter, however, and the Scottish Government have not been seen to support the proposals, the working assumption is that the Council Tax system will remain as it is for the foreseeable future.

1.3 Register of Electors

The UK Government has brought forward the proposed implementation of Individual Electoral Registration (IER) to 2014. Although much of the change will take place beyond the timetable for this Service Plan, there is a direct effect on the timing and operation of the 2013 canvass, and there are various planning and preparation tasks which require to be completed during 2013/14.

Relevant matters include:-

- (a) The ERO and the Principal Administrative Officer are members of the Cabinet Office's Scottish Implementation Project Team. This will have the advantage of keeping DABVJB well informed of emerging policy and procedure but will require the application of time and resource.
- (b) The current proposal is to delay the normal annual canvass which would be carried out between August and 1st December 2013, into the period October 2013 – 10th March 2014, though the start date is flexible.
- (c) The refresh of Absent Voter Personal Identifiers which is scheduled for early 2014 will be brought forward to within the period 1st-19th August 2013.

- (d) The Electoral Management system used by the VJB will be amended/developed in preparation for the new approach to registration. A first update is expected in Spring 2013.
- (e) There will be a 'dry run' of the 'Confirmation' data exchanges which will be required under the new system in the summer of 2013.
- (f) The Cabinet Office have advised that the implementation and possibly the early years of the new system will be fully funded from UK Government funds, though the detailed mechanism for allocation of this funding has yet to be confirmed.

Much of the above is still subject to consultation and policy development and so current service planning will have to be made in a provisional basis. In any event, a separate project plan is likely to be developed as more details are firmed up. See also the Cabinet Office's own Preparation Plans which will be updated regularly.

The Scottish Government now has a firm proposal to conduct a referendum on Scottish independence in autumn 2014. That too is beyond the term of this Service Plan. The referendum will, however, have an extended franchise to include all persons who are 16 on the day of the poll and this results in a requirement on EROs to collect information on these potential electors during the 2013/14 canvass and thereafter.

PART TWO – CORE OBJECTIVES

2.1 The Valuation Roll

2.1.3 See above regarding further appeal submissions in 2011/12 and 2012/13. The volumes of appeals may yet force a change to the December 2013 disposal target for appeals submitted at the Revaluation or up the 31st December 2012.

2.1.6/2.1.9 See above regarding the delay of the 2015 general NDR Revaluation until 2017. The Assessor will continue to ingather rental and other information on a rolling basis but its analysis and application to a Revaluation will be put on hold.

2.1.7 The appellant's agent for two of the three outstanding 2005 gas utility appeals has indicated that the appeals will be withdrawn, thereby reducing the risk of extended litigation for this category of appeals.

2.2 The Council Tax Valuation List

See above for assumptions relating to ongoing provision of the Council Tax valuation service

2.3 Register of Electors

The issues discussed above are likely to have several effects.

2.3.1 The annual canvass in 2013 will be delayed until October 2013 at the earliest, with the most likely commencement being immediately following the cut-off for the December 2013 Register update. The whole planning timetable will be similarly affected. The annual canvass activity will need to be extended to include the capture of information pertinent to persons who will be 16 by the (as yet unknown) date of the independence referendum.

2.3.2 Consequent on the delay to the 2013 canvass, the monthly update cycle for the register, which normally ceases in September each year, will be extended until 1st December 2013. Updates will commence again on 1st April 2014.

2.3.4 The statutory refresh of Absent Voter Personal Identifiers, which was scheduled for early 2014, has been moved to avoid a clash with the amended canvass timetable. It will now take place in August/September 2013.

2.3.6 See above for comments re the introduction of Individual Electoral Registration.

2.3.7 The planned review of UK Parliamentary constituencies has been delayed until 2018. There will therefore no longer be a requirement to implement changes for 2014.

2.6 Best Value

2.6.1 The Electoral Commission has noted the limitations of the Financial PIs that it was collecting and had indicated that it will not collect financial information until the IER

regime is in place. During 2012/13 the EC amended the timing of the Performance Self-Assessments – requiring these to be submitted prior to the canvass. With the canvass timetable having changed for 2013 it is not known what the Commission’s reporting requirements will be.

2.6.5 The Scottish Public Sector Ombudsman’s Guidance on a Model Complaints Handling Procedure was published in March 2012 and a new complaints procedure was approved by the Joint Board in November 2012. It will be implemented for the 1st April 2013.

2.7 Equal Opportunities

2.7.1/2.7.3 In November 2011 the Joint Board approved a new, combined Equalities Scheme covering all the ‘General Duties’ as they apply to the protected characteristics referred to in the 2010 Equality Act. The Specific Duties of the Act have now been provided for by Regulation of the Scottish Ministers. Equality ‘Outcomes’ and a ‘Mainstreaming Report’ will be developed and published by 30th April 2013.

2.8 Staffing and Personnel Matters

2.8.2 At time of writing the Board’s Training and Development Policy is under review. This review will be completed in early 2013/14 and any changes will be implemented during the financial year.

2.10 Information Technology

2.10.2 The IT architecture review was not, as originally planned, carried out in full. Local network servers have been replaced and the communications lines to the Campbeltown office have been switched to broadband. Issues have arisen from this latter change which will require further investigation and, possibly, remedial work. The option to change over to broadband in the Clydebank office will remain open for the foreseeable future though, given the issues referred to above, the presumption is that no changeover will be made in the short term.

2.10.5/2.10.7 2012/13 has seen the in-house development of a valuation ‘Information Hub’ giving electronic access to a range of survey, valuation and correspondence documents. At time of writing this is under final testing and it is scheduled to ‘go live’ in Spring 2013.

2.10.6 The EROS II Electoral Management System will be updated in accordance with the requirements of the IER regime. To assist with that process the PAO will represent Scottish users in the Halarose IER Development Working Group.

2.10.10 With the aim of establishing it as the definitive source of internal policies, procedures and guidance documents, a complete review of the VJB’s intranet will be completed in early 2013/14.

2.11 Freedom of Information

2.11.2 The Publication Schemes of both the Assessor and the Valuation Joint Board are due for renewal in May 2013. In line with the Information Commissioner's preference and advice, both parties will adopt the Commissioner's Model Publication Scheme. This will require a review of published data/documents to be completed by the end of May 2013.

2.12 Key Partnerships

2.12.1 The Annual Report on the 2011/12 audit identified the lack of a Service Level Agreement (SLA) covering the support services supplied by West Dunbartonshire Council as a risk. As a result, the Assessor and ERO is investigating the requirement for, and content of, a SLA with the target for approval/implementation being the June 2013 Board meeting.

PART THREE

KEY ACTIVITIES AND OUTCOMES

3.1 THE VALUATION ROLL

3.1.1 Maintenance of the Valuation Roll

As per 2011/14 Service Plan as amended April 2012.

3.1.2 Revaluation 2010 – Settlement of Appeals/3.1.3/3.1.4 Running Roll Appeals

Progress appeals as per 3.1.2, 3.1.3 and 3.1.4 bearing in mind that, in accordance with the current timetable, all (relevant) appeals must be cited for VAC or referred to Lands Tribunal by 30th June 2013 and be disposed of by 31st December 2013.

Item	Description	Objective(s)	Ownership	Date/Recurrence
3.1.2- 3.1.4	React to/provide responses to applications for referral to Lands Tribunal (assuming existing disposal timetables)	1,4,10,11,12,14	Assessor/ Depute Assessor/ Divisional Assessors	Late June/early July 2013

3.1.9 Revaluation 2015 Process

Note that this whole timetable is delayed by 2 years, thus no specific actions will be required during 2013/14.

3.2 THE COUNCIL TAX VALUATION LIST

Maintain all processes as per the 2011/14 Service Plan as amended 2012.

3.3 THE ELECTORAL REGISTER

3.3.1 Annual Register of Electors

The planning and completion of the 'annual' canvass will be similar in many ways to the normal requirements but there are a number of differences and the timing of every event will be different for this one year. The exact timing of some stages of the canvass will be dependent on final decisions being made by the Cabinet Office, Ministers and other external requirements and are therefore shown as **provisional timings** at this stage. Further, the process will be extended to ingather the information required to compile a 'Register of Young Persons' for the purposes of the planned independence referendum. The exact requirements of this process are, as yet unknown but are to be assumed as being fully integrated in the processes below.

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review canvass procedures, including door-to-door canvass, and telephone/Internet/SMS facility. Include requirements of Register of Young Persons	3,7,9,10,11,12,13	ERO/PAO	Spring/Summer
(b)	Invite tenders for printing and issuing canvass forms.	3,9,10,11,12,13,14	PAO	July/August
(c)	Award contract for above.	3,9,10,11,12,13,14	ERO/PAO	August

(d)	Recruit door-to-door canvassers and order resources	3,8,9,10,13	PAO	October/November
(e)	Train door-to-door canvassers, and provide resources	3,8,10,11,13	PAO	January 2014
(f)	Prepare file of properties to be canvassed	3,9	PAO/Admin Manager	Mid November
(g)	Issue of Canvass forms (Including Young Persons applications) and, where appropriate, reminders to all households	3,9,10,11,12,13,14	PAO/Admin Manager /Admin Supervisors	From Mid November
(h)	Check all initial non-returns to Council Tax and other data sources	3,9,10,11,13	Admin Supervisors	Mid December 2013 – mid March 2014
(i)	Complete door-to-door canvass in accordance with annually established timetables.	3,7,9,10,11,13	PAO/Admin Manager /Admin Supervisors	February 2014
(j)	Collect and collate canvass returns, including door-to-door returns, including Young Persons	3,7,9,10,11,13	PAO/Admin Manager /Admin Supervisors	Mid November 2013 – mid March 2014
(k)	Scan and reference canvass returns, including Young Persons.	3,9,10,11,13	Admin Supervisors	Mid November 2013 – mid March 2014
(l)	Receive 'no-change' returns electronically from telephone/internet/SMS service returns	3,7,9,10,11,13	Admin Supervisors	Mid November 2013 – mid March 2014
(m)	Process changes, flags etc., including opt-outs, in EROS system and follow-up enquiries, absent vote applications etc.	3,9,10,11,13	Admin Supervisors	Mid November 2013 – mid March 2014
(n)	Check all changes to source document.	3,9,10,11,13	Admin Supervisors	Mid November 2013 – mid March 2014
(o)	Provide Senior Managers with canvass progress reports, including electronic service returns	3,9,11	Admin Manager	Weekly during canvass
(p)	Check of 2-year non-returns of annual canvass forms against Council's Council Taxpayer records, and 'deadwood' where appropriate.	3,6,7,9,10,11,12,13	Admin Supervisors	Mid November 2013 – mid March 2014 (provide a more specific date??)
(q)	Produce and publish 'Full' and 'Edited' Registers, in accordance with statutory timetables, for provision to Government Departments and sale to Credit Reference Agencies. (Note: Young Persons Register NOT to be published)	3,7,9,10,12,14	PAO/Admin Manager	By 10th March 2014
(r)	Timeous provision of Registers to appropriate bodies and places, including places of public display, in accordance with statute.	3,7,9,10,12,14	Admin Supervisors	March 2014
(s)	Answer all ad-hoc enquiries from current, past and potential electors in accordance with DAB VJB Working Practices.	3,7,10,12,14	All relevant staff	Continuous
(t)	Maintain a record of sale and supply of registers	7,10,12	Admin Supervisors	Continuous
(u)	Production of (RPF) Electoral statistics to Scotland Office in line with statutory requirement	7,11	Admin Manager	Annually, March 2014
(v)	Provision of performance self-assessment and electoral performance statistics to Electoral Commission	7,9,11,12,13	Admin Manager	To be confirmed
(x)	Maintain MOJ Data Standards in EROs database	3,6,7,9,10,11,12,13	PAO	Ongoing

3.3.2 Maintenance of Register of Electors

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Issue 'Voter Registration Forms', 'Application to Vote by Post' and 'Review' forms timeously to all parties requesting such, and as required from checks of change information received from council and other sources.	6, 7,10,11,12,13,14	Admin Supervisors	As required
(b)	Record returns of these.	6, 7,10,11,12,13	Admin Supervisors	As required
(c)	Maintain a list of Applications.	6, 10,12,13	Admin Supervisors	As required
(d)	With reference to the Integrity Checking staff guidance notes, process 'determined' changes via EROS system as above.	6,10,12	Admin Supervisors	Monthly, April –Dec Recommence mid March 2014
(e)	Issue, receive returns and process all Absent Voter Forms		Admin Supervisors	As required
(f)	Check all changes to source document.	6,10,12,13	Admin Supervisors	Monthly, April – Dec. Recommence mid March 2014
(g)	Timeous production of monthly 'Lists of Alterations' and 'Notices of Alteration to the Register of Electors.'	6,10,11,12,14	Admin Supervisors	Monthly, April – Dec. Recommence mid March 2014
(h)	Timeous supply of changes to appropriate persons and bodies in format of choice.	7,9,10,11,12,14	Admin Supervisors	Monthly, April – Dec. Recommence mid March 2014
(i)	Compile and present monthly update statistics to Management Team in accordance with Reporting Framework	11,13	Admin Manager	Monthly
(j)	Answer all ad-hoc enquiries for supply of Electoral Registers	7,9,10,11,12,14	Admin Supervisors	As requested
(k)	Answer all ad-hoc queries in line with DAB VJB working practices	7,9,10,11,12,14	All relevant staff	Continuous
(l)	Check Finance etc databases for possible new and amended registrations	6,9,10,11,12,13	Admin Supervisors	April –December. Recommence mid March 2014
(m)	Check of 2-year non-returns of annual canvass forms against Council's Council Taxpayer records, and 'deadwood' where appropriate. (see 3.3.1 (p) above)	6,9,10,11,12,13	Admin Supervisors	February 2014 primarily but <u>may</u> also take place outwith canvass.
(n)	Triennial enquiry to proxy voters in line with statutory regulations	6,10,11,12,13	Admin Supervisors	Annually, January – February.
(o)	Liaise with Nursing Homes etc regarding new residents' applications to register and absent vote applications.	6,7,10,11,12,13	Admin Supervisors	Regularly with specific contact during canvass
(p)	Issue Customer Care questionnaires in accordance with the sampling methods and timetables within the DAB VJB Customer Care Policy	7,9,10,11,12,14	Admin Supervisors	Monthly (except during canvass)

3.3.3 Elections – For each Election, individual timetables will be agreed with ROs and other interested parties. Regard will be had to directions and advice from Elections Management Board and Electoral Commission.

Note that, aside from Community Council elections, there are no planned elections for the remaining period of this Service Plan.

3.3.4 Absent Voters – Collection of Personal Identifiers

The collection of AV PIs will continue, as normal, in accordance with 3.3.4. Additionally, as identified at 3.3.4 (g), however, there will be a concerted write-out during 2013 to all AVs whose PIs require refreshed in accordance with statute

Item	Description	Objective(s)	Ownership	Date/Recurrence
(g)	Refresh personal identifiers as required by statute	6, 7,9,10,11,12,13,14	Admin Supervisors	Autumn 2013
(g)(i)	Issue requests for refresh of PIs	6, 7,9,10,11,12,13,14	Admin Supervisors	1 st -19 th August 2013
(g)(ii)	Issue reminders to all non-returns	6, 7,9,10,11,12,13,14	Admin Supervisors	3 weeks for date of renewal Notice
(g)(iii)	Issue confirmations and/or rejection letters as required	6, 7,9,10,11,12,13,14	Admin Supervisors	6 weeks from date of renewal Notice

3.3.6 Individual Registration

No specific/detailed plans can be made at this stage but ERO and PAO will maintain an awareness of likely change requirements during consultations, pilots and legislative stages. A more detailed project plan will be developed and implemented as requirements become more apparent. In the meantime the major milestones for the coming year are as follows. (See also CO Preparation Plans which are updated regularly)

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	ERO and PAO will take part in, and contribute to, the Cabinet Office's Scottish Implementation Project Team	3, 6,7,9,10,11,12,13	ERO/PAO	Ongoing
(b)	PAO will take part in, and contribute to, the Halarose Development Group	3, 6,7,9,10,11,12,13	PAO	Ongoing
(c)	Development and implementation of any security requirements relating to ICT	3, 6,7,9,10,11,12,13	ERO/Depute ERO	Spring 2013
(d)	Installation and testing of new version of EROS II, in advance of 'Confirmation Dry Run'	3, 6,7,9,10,11,12,13	PAO/Systems Officers	Spring 2013
(e)	Complete full end-to-end connectivity test to IER Digital Service	3, 6,7,9,10,11,12,13	Systems Officers/ PAO/Admin Manager	April/May
(f)	Completion of 'Confirmation Dry Run'	3, 6,7,9,10,11,12,13	Admin Officer/ PAO/Admin Manager	July/August – TBC by separate schedule
(g)	Analysis of results of matching achieved through 'Confirmation Dry Run' and detailed planning for live Confirmation process and subsequent 'cavass'	3, 6,7,9,10,11,12,13	ERO/PAO	Subsequent to July/August
(h)	Ensure additional CO funding is transferred to DAB VJB	3, 6,11,13	ERO	As directed
(i)	Assessment of readiness to implement IER	N/A	Relevant Minister	November 2013

3.3.7 Boundary Changes

Note the postponement of the Review referred to at 3.3.7 (b) of the 2012 Service Plan.

3.4 CORPORATE GOVERNANCE

3.4.1 Joint Board Meetings

Unless the Convenor advises to the contrary, the normal cycle of two Board meetings/year will be assumed. June Board meeting scheduled for 14th June. Finance Sub-Committee will meet in September.

3.4.6 Performance Management, Planning & Reporting

Item	Description	Objective(s)	Ownership	Date/Recurrence
(i)	Complete Electoral Self-assessment and produce Electoral Performance statistics for submission to Electoral Commission	3,6,7,9,11,12	ERO/PAO/Admin Manager	New requirements to be confirmed by EC
(j)	Produce Financial performance reports for submission to Electoral Commission	3,6,7,9,11,12,13	ERO/PAO	Not to be ingathered until implementation of IER

3.4.8 Personnel etc Policies and Procedures

Item	Description	Objective(s)	Ownership	Date/Recurrence
(b)	Consider new/revised West Dunbartonshire Polices and procedures for adoption/adaptation in DAB VJB	7,8,10,14	Management Team	On receipt
(b)(1)	Specifically to review, adapt and implement a new Attendance Management Policy		Assessor/MT	Following WDC review of their equivalent policy but possibly target approval at June 2013 Board meeting

3.5 ACCOUNTABILITY

3.5.1 Annual Accounts

All processes to be carried out as before but aim is to complete the submission of draft revenue accounts by the **end of May**. See the West Dunbartonshire Council 'Closure of Accounts Year End Procedures and Timetables' guidance notes.

3.6 BEST VALUE

3.6.5 Customer Comments and Complaints

Item	Description	Objective(s)	Ownership	Date/Recurrence
(d)	Implement revised Comment and Complaints Policy (to take account of SPSO's Model Complaints Handling Procedure) including reporting requirements	7,9,11,12,13	Assessor	April 2013 and thereafter

3.7 EQUAL OPPORTUNITIES

3.7.1 Encouraging Equal Opportunities and Ensuring Compliance

Item	Description	Objective(s)	Ownership	Date/Recurrence
(i)	Implement requirements of new Specific Duties including publication of agreed 'Outcomes' and 'Mainstreaming Report'	7,8,10,11,12,14	Depute Assessor	30 th April 2013

3.8 STAFFING AND PERSONNEL MATTERS

3.8.2 Training and Development Policy

Item	Description	Objective(s)	Ownership	Date/Recurrence
(f)	Review Training and Development Policy	7,8,10,11,13,14	Assessor/ Management Team	Specific Review in Spring 2013

3.9 FINANCE AND BUDGETING

3.9.1 Financial Regulations and Standing Orders

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review Financial Regulations	12,14	Treasurer/Assessor	3-yearly – June 2013
(b)	Review Standing Orders	12,14	Clerk/Assessor	3-yearly – June 2013
(c)	Review procedural guidance to staff to reflect financial regulations	12,14	Assessor/Depute	3-yearly – as above

3.9.2 Budget Preparation

Item	Description	Objective(s)	Ownership	Date/Recurrence
(f)	Review of Mailing costs including consideration of TNT outsourcing option	4,5,6,9,11,13	Depute Assessor/ PAO	Spring 2013

3.9.7 Annual Accounts

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Complete procedures as at 3.5.1 above, and contained in WDC Abstract of Accounts guidance notes	7,11,12,13	PAO/ Secretaries	Annually, April
(b)	Liaise with Treasurer/WDC Accountants in preparation of Annual Accounts	7,11,12,13	Assessor	Annually, April-May
(c)	Prepare provisional Annual Accounts for year	7,11,12,13	Treasurer	Annually, end May
(d)	Submit Annual Accounts to Audit Scotland	7,11,12,13	Treasurer	Annually, end May
(e)	Include Accounts in Annual Report and present to Valuation Joint Board	7,11,12,13,14	Assessor	Annually, end. May/June

3.10 INFORMATION TECHNOLOGY

3.10.2 Asset Refresh

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review PCs, other hardware and communication links which are faulty, obsolete, impeding performance or due (in accordance with the IT Strategy) for replacement	1-6,11,12,13	Systems Officers	Annually, June/July
(a)(i)	In particular, investigate issues relating to architecture changes in Campbeltown, including Citrix issues, Junipers Devices and broadband links, and make recommendation for improvements to performance and resilience		WDC ICT/Systems Officers	Spring/Summer 2013

3.10.5 Assessors 'Progress' System/3.10.7 Satellite Systems

Item	Description	Objective(s)	Ownership	Date/Recurrence
(c)	Maintain and further develop system to meet agreed business requirements of internal working groups and Management Team.	1,2,4,5,7,8,9,11,13	Depute, Systems Officers, Analyst/Programmer	See Project Log
(c)(i)	Specifically, implement new information and data 'Hub'		Analyst/Programmer	April 2013

3.10.6 EROS II Electoral System

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Attend EROS II User Group meetings	3,6,7,8,9,10,11,13	PAO/Admin Manager as required	Twice/year
(a)/(c)(i)	Specifically, attend IER Development Group meetings/workshops		PAO	As required
(c)	Liaise with other EROS Users within Scotland to discuss system improvements and	3,6,7,8,9,10,11,13	PAO/Admin Manager	As required

	changes to comply with Scottish Legislation (inc attendance at meetings of SHUG)			(As scheduled)
(d)	Implement upgraded versions of EROS	3,6,8,9,10,11,13	PAO/Systems Officers	ASAP on receipt
(d)(i)	Specifically, implement and test changes required for 'Confirmation Dry Run' and other IER requirements		PAO/Admin Manager/Admin Supervisors/Systems Officers	Spring 2013 and thereafter

3.10.9 Web Site

Item	Description	Objective(s)	Ownership	Date/Recurrence
(b)	Refresh to reflect changes to Publication Scheme	7,8,9,10,11,12,14	Assistant Systems Officer	Annually
(b)(i)	Specifically, amend web site content to comply with new Model Publication Scheme		Depute Assessor/Systems Officer	May 2013

3.10.10 Intranet

Item	Description	Objective(s)	Ownership	Date/Recurrence
(b)	Further develop Intranet to include all policy documents, guidance manuals etc	7,8,9,11,13,14	Depute, ASO	Spring 2013
(c)	Further develop Intranet for use as a working tool	1-6, 7,8,9,11,13,14	Depute, ASO	Spring 2013

These two objectives are to be addressed by specific review of intranet in Spring 2013

3.11 FREEDOM OF INFORMATION

3.11.2 Publication Schemes

Item	Description	Objective(s)	Ownership	Date/Recurrence
(a)	Review Publication Schemes, specifically to comply with new Model Publication Schemes	7,9,10,11,12,13,14	Depute	May 2013

See also 3.10.9(b)(i) re publication of documents in compliance with new Model Publication Scheme.

3.12 KEY PARTNERSHIPS

3.12.1 Support Services – West Dunbartonshire Council

Item	Description	Objective(s)	Ownership	Date/Recurrence
(p)	Draft a Service Level Agreement for provision of Service by West Dunbartonshire Council		Assessor/Treasurer	Aim for Board approval in June 2013

3.12.8 External Suppliers

See above for liaison required with Halarose to comply with IER requirements.

