

# **CORPORATE & SERVICE PLAN 2011 - 2014**

## SERVICE MISSION & VISION

Lothian Valuation Joint Board's **mission** is to ensure best value and provide equitable, customer focussed, high quality, professional valuation and electoral services for all its stakeholders.

Our **vision** is to provide valuation and electoral services in accordance with statute and at levels of excellence which exceed 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 and continuous improvement.
- Take individual and collective responsibility for the services provided by LVJB.
- Encourage innovation and recognise achievement within the organisation.
- Monitor and report performance levels to stakeholders.
- Integrate Equalities issues into all aspects of our service provision.
- Build on our achievements to date.

## Key goals of the service

- o To ensure timeous publication and maintenance of the *Valuation Roll*.
- o To ensure timeous publication and maintenance of the *Council Tax List*.
- o To ensure timeous publication and maintenance of the *Electoral Register*.
- o To systematically develop, prepare and publish reports to ensure attainment of improved *Community Focus*
- o To set standards and undertake corporate improvement in *Service Delivery Arrangements* and review the performance management and planning framework to ensure continuous improvement
- o To review roles, responsibilities, *Structures and Processes* to ensure effective balance of power and authority.
- o To review, monitor and maintain organisational *Risk Management and Internal Controls* to ensure efficient and effective delivery of service.
- o To develop, adopt and review formal documentation and put in place appropriate systems to ensure *Standards of Conduct* are adhered to.
- o To plan and deliver an *organisational development strategy* considering corporate initiatives to ensure efficiency and quality of service delivery
- o To engage in *key partnership working* to ensure the delivery of efficient government.

## EXECUTIVE RESPONSIBILITIES

No	Task/Project	Responsibility	Start Date	End Date	Performance Measures
1	To ensure timeous publication of the 2015 Revaluation Roll and maintenance of the <b>Valuation Roll</b> .	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Prepare and publish 2015 Revaluation Roll 5 yearly</li> <li>2. Maintain Valuation Roll in line with statutory requirements</li> <li>3. Dispose of appeals within statutory time frame.</li> <li>4. Audit processes, procedures and values.</li> <li>5. Further develop IT systems, applications and communications.</li> <li>6. Maintain performance.</li> </ol>
2	To ensure timeous publication and maintenance of the <b>Council Tax List</b> .	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Publish CT yearly</li> <li>2. Maintain CT List in line with statutory requirements</li> <li>3. Dispose of appeals.</li> <li>4. Audit processes, procedures and Bands.</li> <li>5. Further develop IT systems, applications and communications.</li> <li>6. Maintain performance.</li> </ol>
3	To ensure timeous publication and maintenance of the <b>Electoral Register</b> .	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Prepare and publish ER on 1<sup>st</sup> December each year</li> <li>2. Maintain ER for update on 1<sup>st</sup> of month outside canvass.</li> <li>3. Dispose of appeals</li> <li>4. Provision of election related tasks as required.</li> <li>5. Audit processes, procedures and accuracy.</li> <li>6. Further develop IT systems, applications and communications.</li> <li>7. Maintain performance</li> </ol>
4	To systematically develop, prepare and publish reports to ensure attainment of improved <b>Community Focus</b>	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Prepare and publish statutory reports.</li> <li>2. Prepare and present reports to LVJB.</li> <li>3. Develop and improve customer targeted policies.</li> <li>4. Maintain appropriate public participation schemes</li> <li>5. Improve websites</li> <li>6. Consider further Key Partnership working.</li> </ol>
5	To set standards and undertake corporate improvement in <b>Service Delivery Arrangements</b> and review the performance management and planning framework to ensure continuous improvement	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Maintain VR key and internal performance indicators.</li> <li>2. Maintain CT key and internal performance indicators.</li> <li>3. Maintain Electoral key and internal performance indicators</li> <li>4. Preparation, monitoring and review of Service Planning</li> </ol>

## EXECUTIVE RESPONSIBILITIES cont'd

No	Task/Project	Responsibility	Start Date	End Date	Performance Measures
6	To review roles, responsibilities, <b>Structures and Processes</b> to ensure effective balance of power and authority.	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Review Standing Orders, Scheme of Delegation and Financial Regulations 5 yearly</li> <li>2. Adhere to Standing Orders, Scheme of Delegation and Financial Regulations 5 yearly</li> <li>3. Consider structure and responsibilities with staff changes and new tasks.</li> </ol>
7	To review, monitor and maintain organisational <b>Risk Management and Internal Controls</b> to ensure efficient and effective delivery of service.	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Identify risks</li> <li>2. Mitigate risks</li> <li>3. Monitor and review risks</li> <li>4. Report risks and review risk strategy framework</li> </ol>
8	To develop, adopt and review documentation and put in place appropriate systems to ensure <b>Standards of Conduct</b> are adhered to.	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Maintain PRD process to monitor compliance to legislation and LVJB policies and procedures.</li> <li>2. Monitor and review compliance to FOI, Data Protection, Race Relations legislation, Equal Opportunities, Age Discrimination, Disability, and Equality etc.</li> <li>3. Report on Whistle Blowing</li> </ol>
9	To plan and deliver an <b>organisational development strategy</b> considering corporate initiatives to ensure efficiency and quality of service delivery	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Maintain 3-year service plan</li> <li>2. Deliver corporate improvement.</li> <li>3. Comply with corporate goal, LVJB Mission, vision, aims &amp; objectives</li> </ol>
10	To engage in <b>key partnership working</b> to ensure the delivery of efficient government	Executive	April 2011	March 2014	<ol style="list-style-type: none"> <li>1. Encourage partnership working with constituent authorities</li> <li>2. Encourage partnership working with public and civil servants e.g. VOA, SAA, Scottish Executive, Electoral Commission etc.</li> <li>3. Review partnership working with external professional bodies e.g. RICS, IRRV, AEA, etc.</li> </ol>

# LVJB SERVICE PLAN 2011 - 2014

## Strategic Aims & Operational Objectives 1

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
1.1	Prepare and publish 2015 Revaluation Roll (5 yearly)	Publish Revaluation Roll 5 yearly in electronic format and on web site and issue Notices	1/4/13	1/4/15	1/4/13	Assessor
		Ingather and analyse rents, costs, turnover and other relevant information	1/4/11	ongoing	1/4/13	Assessor
		Prepare and publish practice notes and guidance	1/4/13	1/9/14	1/4/13	Assessor
		Review and further develop IT applications and property information systems	1/4/11	ongoing	1/4/13	Assessor
1.2	Maintain Valuation Roll in line with statutory requirements	Maintain and update survey records in line with relevant guidance and practice	1/4/11	ongoing	1/4/12	Assessor
		Prepare valuations in line with practice notes and 'tone' evidence	1/4/11	ongoing	1/4/12	Assessor
		Update V R daily, issue Valuation Notices daily, provide update to constituent authorities Finance weekly	1/4/11	ongoing	1/4/12	Assessor
1.3	Dispose of appeals within statutory time frame.	Correspond with appellants in line with legal requirements and LVJB standards	1/4/11	ongoing	1/4/13	Assessor
		Ensure appeals are allocated to appropriate number of court dates	1/4/11	ongoing	1/4/13	Assessor
		Monitor loss on appeal and reasons for loss	1/4/11	ongoing	1/4/13	Assessor
		Monitor and ensure amendments are processed timeously	1/4/11	ongoing	1/4/13	Assessor
1.4	Audit processes, procedures and values	Audit valuation processes procedures and issued values	1/4/11	ongoing	1/4/12	Assessor
		Audit appeal processes, procedures and outcomes	1/4/11	ongoing	1/4/12	Assessor
		Consider presented audit reports	1/4/11	ongoing	1/4/12	Assessor
1.5	Further develop IT systems, applications and communications.	Review and further develop valuation applications	1/4/11	ongoing	1/4/11	Depute Assessor
		Develop new classes of information for summary valuation purposes	1/4/11	ongoing	1/4/11	Depute Assessor
1.6	Maintain performance.	Maintain efficiency in survey procedures	1/4/11	ongoing	1/4/12	Assessor
		Maintain quality of valuations by reference to appeal loss	1/4/11	ongoing	1/4/12	Assessor
		Maintain performance in terms of KPIs and internal indicators	1/4/11	ongoing	1/4/12	Assessor

# LVJB SERVICE PLAN 2011 - 2014

## Strategic Aims & Operational Objectives 2

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
2.1	Publish CT yearly	Publish Council Tax List in electronic format and on web site	1/4/11	ongoing	1/4/12	Assessor
		Provide CT File to constituent councils	1/4/11	ongoing	1/4/12	Assessor
2.2	Maintain CT List in line with statutory requirements	Ingather and analyse sales evidence	1/4/11	ongoing	1/4/12	Assessor
		Maintain and update survey records	1/4/11	ongoing	1/4/12	Assessor
		Prepare reviewed bandings and amend for sold houses	1/4/11	ongoing	1/4/12	Assessor
		Ensure accuracy of all amended and new bands	1/4/11	ongoing	1/4/12	Assessor
		Update CT daily, issue band change notices daily and notify councils weekly	1/4/11	ongoing	1/4/12	Assessor
2.3	Dispose of appeals	Correspond with appellants in line with legal requirements and LVJB standards	1/4/11	ongoing	1/4/12	Assessor
		Ensure appeals are allocated to appropriate number of court dates	1/4/11	ongoing	1/4/12	Assessor
		Monitor band reductions	1/4/11	ongoing	1/4/12	Assessor
		Ensure amendments are processed timeously	1/4/11	ongoing	1/4/12	Assessor
2.4	Audit processes, procedures and Bands	Audit banding processes, procedures and issued bands	1/4/10	ongoing	1/4/12	Assessor
		Audit appeal processes, procedures and outcomes	1/4/10	ongoing	1/4/12	Assessor
		Consider presented audit reports	1/4/10	ongoing	1/4/12	Assessor
2.5	Further develop IT systems, applications and communications	Improve addressing standards	1/4/11	ongoing	1/4/12	Depute Assessor
		Consider workflow improvements	1/4/11	ongoing	1/4/12	Depute Assessor
		Consider document scanning and retention	1/4/11	ongoing	1/4/12	Depute Assessor
2.6	Improve performance	Maintain efficiency in survey procedures	1/4/11	ongoing	1/4/12	Assessor
		Maintain quality of bandings by reference to band reductions on appeal	1/4/11	ongoing	1/4/12	Assessor
		Maintain performance in terms of KPIs and internal indicators	1/4/11	ongoing	1/4/12	Assessor

# LVJB SERVICE PLAN 2011 - 2014

## Strategic Aims & Operational Objectives 3

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
3.1	Prepare and publish ER on 1 <sup>st</sup> December each year	Publish Electoral Register in paper format and electronic format on 1 <sup>st</sup> December each year	1/12/11	yearly	1/4/12	Depute Assessor
		Carry out postal and door to door canvass to maximise registration	1/12/11	ongoing	1/4/12	Depute Assessor
		Ensure dead wooding is actioned prior to publication	1/12/11	ongoing	1/4/12	Depute Assessor
		Ensure appropriate advertising is in place	1/12/11	ongoing	1/4/12	Depute Assessor
		Liaise with external contractors and mitigate risks	1/12/11	ongoing	1/4/12	Depute Assessor
3.2	Maintain ER for update on 1 <sup>st</sup> of month outside canvass.	Update ER monthly from 1 <sup>st</sup> Jan – 1 <sup>st</sup> Sept	1/04/11	ongoing	1/4/12	Depute Assessor
		Issue Notices in line with statutory requirement	1/04/11	ongoing	1/4/12	Depute Assessor
		Improve contact with hard to reach groups	1/04/11	ongoing	1/4/12	Depute Assessor
		Identify and improve appropriate advertising re registration	1/04/11	ongoing	1/4/13	Depute Assessor
		Refresh PIs as required and fully in 2013	1/1/13	ongoing	1/9/13	Depute Assessor
		Carry out targeted door to door canvass	1/04/11	ongoing	1/4/12	Depute Assessor
3.3	Dispose of appeals	Correspond with appellants in line with statutory requirements	1/04/11	ongoing	1/4/12	Depute Assessor
		Ensure hearings are set up timeously	1/04/11	ongoing	1/4/12	Depute Assessor
3.4	Provision of election related tasks as required.	Provide Election register, AV lists and proxy lists per statute at elections. Scheduled Scottish Parliament election and Referendum May 2011	1/04/11	ongoing	1/4/12	Depute Assessor
		Collect and maintain absent vote personal identifiers.	1/04/11	ongoing	1/4/12	Depute Assessor
		Ensure delivery of identifiers to Returning Officers at elections	1/04/11	ongoing	1/4/12	Depute Assessor
		Ensure all amendments are actioned in line with statutory deadlines	1/04/11	ongoing	1/4/12	Depute Assessor
3.5	Audit processes, procedures and accuracy	Develop and monitor audit reports for ER updates	1/04/11	ongoing	1/4/12	Depute Assessor
		Audit personal identifiers with canvass signatures	1/04/11	ongoing	1/4/12	Depute Assessor
		Audit name changes to ensure accuracy	1/04/11	ongoing	1/4/12	Depute Assessor
3.6	Further develop IT systems, applications and communications	Improve address data management	1/04/11	ongoing	1/4/12	Depute Assessor
		Deliver electorate statistics to GROS (RPF 29)	1/11/12	yearly	1/12/11	
		Review performance reports and improve on existing targets	1/04/11	ongoing	1/4/12	Depute Assessor
		Deliver performance standards to Electoral Commission	1/12/11	yearly	31/12/11	Depute Assessor
3.7	Improve performance	Improve efficiency in the delivery of the canvass processes and procedures	1/04/11	ongoing	1/4/12	Depute Assessor
		Review performance reports and improve on existing targets	1/04/11	ongoing	1/4/12	Depute Assessor
		Deliver performance standards to Electoral Commission	1/12/11	yearly	31/12/11	Depute Assessor



# LVJB SERVICE PLAN 2011 - 2014

## Strategic Aims & Operational Objectives 4

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
4.1	Prepare and publish statutory reports	Annual publication of public performance report	1/6/11	ongoing	1/6/12	Depute Assessor
		Annual treasurer's un-audited accounts	1/6/11	ongoing	1/6/12	Treasurer
		Annual assessor's report to LVJB and staff re performance achieved	1/6/11	ongoing	1/6/12	Assessor
		Annual Audit reports to LVJB	1/9/11	ongoing	1/9/12	Treasurer
		Annual assessor's report to LVJB and staff re service plan & target setting	1/2/12	ongoing	1/2/13	Assessor
		Annual report on equalities	1/6/11	ongoing	1/6/12	Depute Assessor
		Annual proposed 3-yearly Revenue Report to LVJB	1/2/12	ongoing	1/2/13	Treasurer
4.2	Prepare and present reports to LVJB	Quarterly progress report to LVJB	1/4/11	ongoing	Annually	Assessor
		Annual Electoral report to LVJB	1/2/11	ongoing	Annually	Depute Assessor
		Additional reports as required or requested	1/4/11	ongoing	Annually	Assessor
4.3	Develop and improve customer targeted policies	Measure and report on LVJB customer care standards and policy	1/6/11	ongoing	Annually	Depute Assessor
		Oversee development of performance statistical analysis and monitoring	1/4/11	ongoing	Annually	Depute Assessor
		Produce annual report to be included in public performance report	1/6/11	ongoing	Annually	Depute Assessor
		Develop, measure and produce annual report on LVJB equality initiatives and standards achieved	1/6/11	ongoing	Annually	Depute Assessor
		Review Equalities policies and schemes 3 yearly	1/12/13	ongoing	1/12/16	Depute Assessor
		Monitor adherence to equality principles	1/4/11	ongoing	Annually	Depute Assessor
4.4	Extend and enhance public participation schemes	Quarterly progress report to LVJB	1/4/11	ongoing	Annually	Assessor
		Annual Electoral report to LVJB	1/2/11	ongoing	Annually	Depute Assessor
		Additional reports as required or requested	1/4/11	ongoing	Annually	Assessor
4.5	Improve websites	Identify improvements to LVJB internet site and review contents	1/4/11	ongoing	1/4/12	Executive
		Identify improvements to LVJB intranet site and review contents	1/4/11	ongoing	1/4/12	Executive
4.6	Consider further key partnership working	Continue relationships with SAA, AEA, Scottish Government and constituent Revenue & Benefits departments	1/4/11	ongoing	Annually	Executive
		Consider sharing of services with constituent councils and Assessors	1/4/11	ongoing	1/4/12	Executive

# LVJB SERVICE PLAN 2011 - 2014

## *Strategic Aims & Operational Objectives 5*

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
5.1	Improve VR key and internal performance indicators	Agree and set KPIs for VR	1/1/12	ongoing	1/2/13	Executive & Head of Val
		Agree and set a suite of internal indicators for VR performance	1/1/12	ongoing	1/2/13	Executive & Head of Val
		Monitor, analyse and report on VR performance quarterly	1/4/11	ongoing	1/4/13	Executive & Head of Val
5.2	Improve CT key and internal performance indicators	Agree and set KPIs for CT	1/1/12	ongoing	1/2/13	Executive & Head of Val
		Agree and set a suite of internal indicators for CT performance	1/1/12	ongoing	1/2/13	Executive & Head of Val
		Monitor, analyse and report on CT performance quarterly	1/4/11	ongoing	1/4/13	Executive & Head of Val
5.3	Improve VR key and internal performance indicators	Agree and set Internal PIs for ER	1/1/12	ongoing	1/2/13	Executive & Head of Admin
		Produce and submit targets for ER performance to Electoral commission	15/1/12	ongoing	15/1/13	Executive & Head of Admin
		Produce and submit statistical monitoring & indicators for ER performance to Electoral commission	15/1/12	ongoing	15/1/13	Executive & Head of Admin
		Monitor, analyse and report on ER performance monthly	1/4/11	ongoing	1/4/12	Executive & Head of Admin
5.4	Prepare, monitor and review service plan	Develop and monitor 2010-13 Executive Service Plan	1/12/11	ongoing	1/12/12	Executive
		Monitor Performance & Development Review procedure to ensure adherence to Service Plan and Performance Indicators.	1/2/12	ongoing	1/2/13	Executive
		Review Performance & Development Review procedure to meet staff comments and meet organisational requirements	1/2/12	ongoing	1/2/13	Executive
		Review 3-yearly Service Plan annually	1/12/11	ongoing	1/12/12	Executive
		Review & monitor a timetable for reviewing and monitoring performance measurement and target setting.	1/12/11	ongoing	1/12/12	Executive

# LVJB SERVICE PLAN 2011 - 2014

## *Strategic Aims & Operational Objectives 6*

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
6.1	Review Standing Orders, Scheme of Delegation and Financial Regulations 5 yearly	Review contents of Standing Orders 5 yearly	1/4/15	ongoing	1/4/20	Assessor/LVJB
		Review contents of Scheme of Delegation 5 yearly	1/4/15	ongoing	1/4/20	Assessor/LVJB
		Review contents of Financial Regs 5 yearly	1/4/15	ongoing	1/4/20	Assessor/Treasurer/LVJB
6.2	Adhere to Standing Orders, Scheme of Delegation and Financial Regulations	Report to LVJB re review of contents of Standing Orders 5 yearly	1/4/15	ongoing	1/4/20	Assessor
		Report to LVJB re review of contents of Scheme of Delegation 5 yearly	1/4/15	ongoing	1/4/20	Assessor
		Report to LVJB re review of contents of Financial Regs 5 yearly	1/4/15	ongoing	1/4/20	Assessor/Treasurer
6.3	Consider structure and responsibilities with staff changes and new tasks	Review PRD to ensure compliance with Standing Orders, Scheme of Delegation and Financial Regs for executive and managers	1/12/12	ongoing	1/12/14	Executive
		Annually monitor through PRD, compliance with Standing Orders, Scheme of Delegation and Financial Regs for executive and managers	1/4/11	ongoing	1/4/13	Executive
		Review staffing and post requirements when staff leave, reduce hours or alter posts	1/4/11	ongoing	1/4/12	Executive

# LVJB SERVICE PLAN 2011 - 2014

## *Strategic Aims & Operational Objectives 7*

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
7.1	Identify risks	Consider new risks for addition to rolling business risk register at all management meetings	1/4/11	ongoing	1/4/12	Executive
		Consider new risks to be added to the strategic business risk register on a 6 monthly basis at senior management meetings	1/4/11	ongoing	1/4/12	Executive
		Consider risks as legislative changes are considered	1/4/11	ongoing	1/4/12	Executive
		Consider risks as statutory duties change	1/4/11	ongoing	1/4/12	Executive
7.2	Mitigate risks	Ensure mitigation strategy is considered timeously	1/4/11	ongoing	1/4/12	Executive
		Implement mitigation decisions effectively	1/4/11	ongoing	1/4/12	Executive
7.3	Monitor & review risks	Monitor budget spend and variances quarterly at management meetings	1/4/11	ongoing	1/4/12	Executive
		Monitor budget spend and past and proposed variances on a quarterly basis at executive meetings	1/4/11	ongoing	1/4/12	Executive
		Monitor budget spend and past and proposed variances and include in quarterly progress report	1/4/11	ongoing	1/4/12	Executive
		Monitor actions resulting from audit reports at quarterly executive strategy meetings.	1/4/11	ongoing	1/4/12	Executive
		Include monitoring of risks within PRD of appropriate staff	1/4/11	ongoing	1/4/12	Executive
		Liaise with the treasurer to the Board to ensure appropriate monitoring and accounting	1/4/11	ongoing	1/4/12	Executive
		Review business risk register 6 monthly and produce report on an annual basis	1/4/11	ongoing	1/4/12	Executive
7.4	Report risks and review risk strategy	Report to Board on identified key risks on quarterly basis as part of progress report	1/4/11	ongoing	1/4/12	Executive
		Report to Board on budget variances, past and proposed, on quarterly basis as part of progress report	1/4/11	ongoing	1/4/12	Executive
		Submit external & internal auditors' reports and actions carried out resulting from recommendations to the Board.	1/8/11	ongoing	1/8/12	Executive
		Review & monitor risk management framework policy	1/4/11	ongoing	1/4/15	Executive

# LVJB SERVICE PLAN 2011 - 2014

## *Strategic Aims & Operational Objectives 8*

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
8.1	Maintain PRD process to monitor compliance to legislation and LVJB policies and procedures.	Further develop pilot PRD scheme to monitor compliance with LVJB standards.	1/4/13	ongoing	1/4/16	Executive
		Ensure compliance with LVJB employment legal requirements on a day to day basis and assess at annual PRD	1/4/11	ongoing	1/4/12	Managers
		Ensure compliance with LVJB policies on a day to day basis and assess at annual PRD	1/4/11	ongoing	1/4/12	Managers
		Ensure compliance with LVJB procedures on a day to day basis and assess at annual PRD	1/4/11	ongoing	1/4/12	Managers
		Ensure compliance with LVJB instructions on a day to day basis and assess at annual PRD	1/4/11	ongoing	1/4/12	Managers
8.2	Monitor and review compliance to FOI, Data Protection, Race Relations legislation, Equal Opportunities, Age Discrimination, Disability, and Equality etc.	Ensure compliance with legal requirements e.g. FOI, Data Protection, Race Relations, Equal Opportunities, Age Discrimination legislation, Disability equality etc. on a day to day basis and assess at monthly management meetings	1/4/11	ongoing	1/4/12	Management Team
		Ensure compliance with legal requirements e.g. FOI, Data Protection, Race Relations, Equal Opportunities, Age Discrimination legislation, Disability equality at quarterly strategy meetings	1/4/11	ongoing	1/4/12	Executive
		Ensure compliance with legal requirements e.g. FOI, Data Protection, Race Relations, Equal Opportunities, Age Discrimination legislation, Disability equality etc. on a day to day basis and assess at annual PRD	1/4/11	ongoing	1/4/12	All Managers
		Report on compliance with legal requirements e.g. FOI, Data Protection, Race Relations, Equal Opportunities, Age Discrimination legislation, Disability equality etc. to LVJB	1/8/11	ongoing	1/8/12	Assessor
8.3	Report on Whistle Blowing	Ensure the policy and procedures are reviewed as appropriate to ensure staff concerns are addressed.	1/4/11	ongoing	1/4/14	Assessor
		Report on items raised as appropriate	1/4/11	ongoing	1/4/14	Assessor

# LVJB SERVICE PLAN 2011 - 2014

## *Strategic Aims & Operational Objectives 9*

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
9.1	Maintain 3-year service plan	Prepare a 3-year service plan and present to LVJB	1/2/12	ongoing	1/2/13	Assessor
		Review the service plan yearly and provide monitoring report to LVJB	1/12/11	ongoing	1/12/12	Assessor
		Ensure staff awareness, guidance, monitoring and assessment of compliance procedures	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Monitor compliance with the service plan on a day to day basis and assess 6 monthly at management meeting	1/4/11	ongoing	1/4/12	Executive & Heads of Service
9.2	Deliver corporate improvement.	Develop & review a suite of internal performance indicators and update KPIs to ensure improvement	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Monitor performance improvement and report at quarterly management meetings	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Monitor improvement and report annually to LVJB	1/6/11	ongoing	1/6/12	Assessor
		Monitor improvement and report annually as a public performance report	1/6/11	ongoing	1/6/12	Depute Assessor
		Monitor customer care to measure improvement	1/4/11	ongoing	1/4/12	Executive
		Monitor and report absence levels to measure improvement.	1/4/11	ongoing	1/4/12	Depute Assessor
		Discuss & develop corporate improvement strategies at executive meetings.	1/4/11	ongoing	1/4/12	Executive & Heads of Service
9.3	Comply with corporate goal, LVJB Mission, vision, aims & objectives	Review corporate goals at senior management meeting.	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Ensure that corporate goal is communicated to all staff and included in PRD process	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Report to staff on success of corporate goal.	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Communicate and monitor adherence to Mission, vision, aims & objectives	1/4/11	ongoing	1/4/12	Executive & Heads of Service

# LVJB SERVICE PLAN 2011 - 2014

## *Strategic Aims & Operational Objectives 10*

No	Performance Measures	Strategic Aims / Operational Objectives	Start Date	End Date	Review	Key Task Owner(s)
10.1	Encourage partnership working with constituent authorities	Discuss and develop partnership working with Finance departments of the 4 authorities	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Discuss and develop partnership working with the Returning Officer staff of the 4 authorities	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Discuss and develop partnership working with Personnel department of the CEC	1/4/11	ongoing	1/4/12	Executive & Heads of Service
		Discuss and develop partnership working with the Treasurer to LVJB	1/4/11	ongoing	1/4/12	Executive
		Discuss, develop and improve partnership working with Planning and Building departments of the 4 authorities	1/4/11	ongoing	1/4/12	Executive & Heads of Service
10.2	Encourage partnership working with public and civil servants e.g. VOA, SAA, Scottish Executive, Electoral Commission etc.	Encourage partnership working with the SAA	1/4/11	ongoing	1/4/12	Executive
		Encourage partnership working with the VOA	1/4/11	ongoing	1/4/12	Executive
		Encourage partnership working with the SAA Portal Board	1/4/11	ongoing	1/4/12	Executive
		Encourage partnership working with the General Register of Scotland	1/4/11	ongoing	1/4/12	Executive
10.3	Review partnership working with external professional bodies e.g. RICS, IRRV, AEA, etc.	Encourage partnership working with the RICS	1/4/11	ongoing	1/4/12	Executive
		Encourage partnership working with the IRRV	1/4/11	ongoing	1/4/12	Executive
		Encourage partnership working with the AEA	1/4/11	ongoing	1/4/12	Executive