

SUMMARY MINUTES of the VALUATION TRIBUNAL SERVICE BOARD

109th Meeting, held on 25 July 2018 at 10:30am

Present: Robin Evans (Chairman), Suzanne McCarthy (Deputy Chairman), Lola Moses, Martin Allingham and Neil Buckley. **In attendance:** Tony Masella (Chief Executive & Chief Operating Officer), Lee Anderson (Director of Operations & Development), Keung Wong (Finance Director), Diane Russell (Board Sec)

WELCOME, APOLOGIES, DECLARATIONS OF INTEREST, CONFIRMATION OF MINUTES

There were apologies from Gary Garland (VTE President and ex-officio member). There were no declarations of interest. The Minutes of the meeting of 13 June 2018 were accepted as an accurate record. The actions had been completed as necessary.

CHIEF EXECUTIVE'S REPORT

The Annual Report & Accounts was laid on 18 July. The VTS had met with the LPFA to discuss the timing of actuaries' reports given the volatility in the financial market.. Plans were progressing to the new Doncaster office between 14-17 September.

FINANCE REPORT

Management accounts to 30 June 2018, Quarter1. Actual spend in Q1 had been £1,372k.

OPERATIONS AND PROGRAMME REPORT

Performance against the KPIs for the first two months of the financial year was positive, except for the time interval for payment of undisputed invoices (because of the under-resourced Finance team).

There were concerns about delays experienced in obtaining sign off of business cases for capital spending. This matter would be also raised at the Accounting Officer meeting in August with the sponsoring body.

Central database (CDB) exit It had been proved that data migration from the CDB was possible.. Migration from Connect: New hardware (laptops and tablets) using Government Wi-Fi had been demonstrated to staff, to be issued around November time.

CHAIRMAN'S REPORT

Membership of the Board's Committees was formalised.

Since the June meeting, the Board had completed a questionnaire for its self-assessment of its own effectiveness. The Chairman considered, from the responses, that there was nothing very wrong but there were some areas to look at. It would be considered at a Part 2 meeting (without the executive) in September 2018.

VTE PRESIDENT'S REPORT

It was clear that the revised training structure and programme were improvements: VTE Board members concurred.

Lola Moses reported that she had heard an appeal under the new appeals process and that, following the advice issued by the President in the first CCA decision, she had found the parties well prepared with good quality cases. The slow rate of incoming appeals had reaped benefits, in testing the system.

COMMITTEE REPORTS

Audit & Risk Assurance Committee. The Committee's draft minutes from its June meeting had been circulated and were noted. Martin Allingham reported on a meeting he had attended for ALB ARAC Chairs.

TRIBUNAL USER SURVEY

Key slides from the market researcher's annual report of findings and recommendations were presented. It was explained that the current demographic for those surveyed was people who had represented themselves at hearings, who were predominantly council taxpayers (84%), over

55 (51%) and unsuccessful in their appeal (75%). Analysis of 'importance' measured against 'satisfaction' helped show where the focus for improvement should be.

The Board recognised that there were many good points in the report and the staff were to be congratulated on this. The Board agreed that the strategic aim should be to aim for 65% satisfied or very satisfied overall. An action plan would be presented at the Board's September meeting.

ANY OTHER BUSINESS

There was no other business.

DATE OF NEXT MEETING – 26 September 2018 at 10.30.