

***TAYSIDE VALUATION JOINT BOARD***



**BUSINESS CONTINUITY PLAN**

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**TAYSIDE VALUATION JOINT BOARD**

|                                                                 |                                                                                                                     |             |
|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|-------------|
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| Document Version                                                | 1.14                                                                                                                |             |
| Date of Last Review                                             | March 2020                                                                                                          |             |
| Date Last Tested                                                | August 2019                                                                                                         |             |
| Next Revision Date                                              | March 2021                                                                                                          |             |

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# DOCUMENT CONTROL

## Record of Amendments

The following changes have been made to this document.

| Version No | Date     | Details and reasons for amendment                                                                                                                                                                                                                                                                                                                                                         | Record completed by    |
|------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 1.2        | 22/04/10 | Page 9 – Inclusion of definition of risk appetite and explanation of risk assessment scores<br>Appendix 3 – Inclusion of other Assessors contact details<br>Appendix 4 – Addition of IT Disaster Recovery Plan                                                                                                                                                                            | H Gray                 |
| 1.3        | 19/08/11 | Review of plan consequent to change in management structure<br>Inclusion of staff mobile telephone numbers<br>Appendix 4 – Review of IT Disaster Recovery Plan                                                                                                                                                                                                                            | D Allan                |
| 1.4        | 06/02/12 | Appendix 2 – 2.4 Inclusion of Emergency keyholders<br>Review of plan consequent to final change in management structure                                                                                                                                                                                                                                                                   | D Allan                |
| 1.5        | 01/05/13 | Business Continuity Plan Reviewed<br>Risk Register (Appendix 1) made separate document                                                                                                                                                                                                                                                                                                    | R Michalski            |
| 1.6        | 01/07/13 | Update of personnel details                                                                                                                                                                                                                                                                                                                                                               | D Allan                |
| 1.7        | 22/04/14 | Update of personnel details<br>Page 8 – Amendment to Service Plan date.<br>Page 9 – Amendment of Impact Scale<br>Page 12 – Emergency Services.<br>Page 18 – Disaster Recovery Area<br>Page 20 –IT Disaster Recovery Plan<br>Page 30 – New Landlord - Whitehall House                                                                                                                      | D Allan<br>R Michalski |
| 1.8        | 03/04/15 | Update of personnel details<br>Page 16 – Grammatical correction<br>Page 21 – Staff numbers<br>Page 28 – Update P&K Returning Officer<br>Page 29 – Update of Third Party Suppliers                                                                                                                                                                                                         | R Michalski            |
| 1.9        | 03/05/16 | Update of personnel details<br>Page 3 – Disaster Recovery Test added<br>Page 18 – 8.1.1 & 8.1.2 – Amendment to wording<br>Page 19 – 8.1.5 – Amendment to wording                                                                                                                                                                                                                          | R Michalski            |
| 1.10       | 10/05/17 | Update of personnel details<br>Page 3 – Disaster Recovery Test<br>Pages 5, 6, 8, 11, 13, 21, 22 & 23 – Removal of Depute Assessor<br>Page 12 – Amalgamation of Item 2.3 Depute Assessor with Item 2.4 Assistant Assessors<br>Page 18 – Removal of the Board’s store at West Pitkerro, Dundee<br>Page 28 – New Convener<br>Page 29 – Update of Service Provider for Printing of Poll Cards | R Michalski            |

|      |          |                                                                                                                                                                                                                                                                                                                                                                                  |             |
|------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1.11 | 05/06/18 | Update of personnel details<br>Pages – 6, 9, 11, 14, 16, 19 - Change of address details to William Wallace House (Dundee Division only)<br>Page 19 – Amendment to disaster recovery arrangements for Electoral Registration to accommodate new location.                                                                                                                         | R Michalski |
| 1.12 | 15/08/18 | Pages 9, 13, 14, 15, 16, 19, 20, 22, 23, 24, 30, 33 – Various amendments to reflect Dundee & Angus Divisions relocation to William Wallace House.                                                                                                                                                                                                                                | R Michalski |
| 1.13 | 14/03/19 | Pages 2, 3, 6, 12, 14, 22, 24, 25, 26, 27, 28 – Amendment to reflect vacant Assistant Assessor post and staff changes.                                                                                                                                                                                                                                                           | D Allan     |
| 1.14 | 30/04/20 | Page 2 amendment to reflect changes in responsibilities; pages 2, 5, 19 change to reflect naming of divisions; page 10 government lockdown and contagion noted; pages 11, 12 to reflect changes in structure. Pages 16, 19 reference made to use of social media in public awareness; page 17 emphasis made on electronic communications; Page 24 update disaster recovery tests | D Allan     |

## Recipients

This document is critical to the effective recovery of Tayside Valuation Joint Board's business operations. A copy of the plan should be held offsite and readily accessible **at all times**. A copy should be held by the Incident Management Team Leader, alternate and other Team members as appropriate.

The document should be regarded as **confidential**.

Please ensure you are fully conversant with the content of the plan.

## DISTRIBUTION LIST

Assessor & Electoral Registration Officer – William Wallace House  
Assessor & Electoral Registration Officer - Home  
Assistant Assessor & ERO (East Division) – Home  
Assistant Assessor & ERO (West Division) - Home  
Administration Manager (Finance/Personnel) – Home  
Administration Manager (Electoral Registration/Clerical) - Home  
IT Development Manager - Home  
Principal Valuers - Home  
TVJB Intranet

Clerk to Tayside Valuation Joint Board  
Chief Executive, Dundee City Council  
Chief Executive, Angus Council  
Chief Executive, Perth & Kinross Council  
Emergency Planning Officer, Dundee Emergency Planning Unit

# CONTENTS

## **1. INTRODUCTION**

- 1.1 Aims & Objectives
- 1.2 Types of Incident
- 1.3 Scope of the Plan
- 1.4 Activating the Plan
- 1.5 Assumptions

## **2. AREAS OF RESPONSIBILITY**

- 2.1 Assessor & Electoral Registration Officer
- 2.2 Clerk to the Board
- 2.3 Assistant Assessors
- 2.4 Principal Valuer
- 2.5 Administration Managers
- 2.6 IT Development Manager
- 2.7 IT Discovery Recovery Plan
- 2.8 All other Staff
- 2.9 Substitution of Personnel

## **3. INCIDENT MANAGEMENT STRUCTURE**

- 3.1 Emergency Management
- 3.2 Business Continuity Management
- 3.3 Recovery Management

## **4. EXTERNAL ORGANISATIONS**

- 4.1 Emergency services
- 4.2 Utilities
- 4.3 Contractors

## **5. MITIGATION**

5.1 Risk Assessments

5.2 Mitigation Measures

## **6. COORDINATION & CONTROL**

## **7. INCIDENT RESPONSE**

7.1 Operational Base

7.2 Management & Operations

7.3 Communications

7.4 Logging & Documentation

7.5 Report Procedures

7.6 Closing Arrangements

## **8. RECOVERY ACTIONS**

8.1 Incidents relating to Premises

8.2 Incidents relating to Personnel

8.3 Incidents relating to External Suppliers and Stakeholders

## **9. TRAINING & AWARENESS**

9.1 Training

9.2 Awareness

## **10. IT DISASTER RECOVERY PLAN**

10.1 Disaster Recovery Plan

10.2 Testing the Plan

**Appendix 1            Disaster Recovery Tests**

**Appendix 2            Contacts – Tayside Valuation Joint Board**

**Appendix 3            Stakeholders and External Organisations**

## **1. INTRODUCTION**

The purpose of this Plan is to document Tayside Valuation Joint Board's Business Continuity Procedures to ensure that business operations may be restored as quickly as possible following a major disruption to normal day to day service. It is imperative that all members of staff are familiar with the contents of the plan and understand their individual responsibilities in the event of a major disruption to service.

The main services provided by Tayside Valuation Joint Board are detailed in the 2019-2022 Service Plan. It is essential that the most critical services provided by the department are reinstated as quickly as possible.

The statutory duties allotted to the Assessor for Tayside Valuation Joint Board are the maintenance of the Non-Domestic Valuation Roll and the maintenance of the Council Tax Valuation List for the valuation areas of Angus, Dundee City and Perth & Kinross Councils.

In addition, both Angus and Perth & Kinross Councils have appointed the Assessor as Electoral Registration Officer for their respective Council areas.

These services are also provided directly to the public and it is vital that these be maintained during any disruption to business operations

The plan considers restoration of services following the partial or total loss of critical services, concentrating on:

- premises
- services (electricity, water, heating)
- personnel
- computer systems

While the procedures set out arrangements for the restoration of essential information and communications systems within the shortest time period, a degree of uncertainty will always prevail.

Any proposed amendment to the Business Continuity Plan should be notified to the Chair of the Governance Working Group. Any changes made to the Plan will be documented (on the Record of Amendments sheet).

Copies of the Business Continuity Plan are held in the Board's offices at William Wallace House, Forfar and Robertson House, Perth. It is also held off-site by the Assessor, Assistant Assessors, Principal Valuers, Administration Managers and IT Development Manager. An abbreviated version identifying key personnel whom Administration Officers may need to contact will also be provided to Administration Officers for retention off-site.

### **1.1 Aims & Objectives**

The aim of this plan is to provide a framework of coordinated measures to ensure that critical services are maintained and systems restored within an acceptable timescale.



To meet this aim, the objectives are:-

- ◆ To develop internal arrangements and contingency measures for dealing with the loss of critical functions/assets.
- ◆ To provide procedures for obtaining assistance from other agencies as and when considered necessary.
- ◆ To deliver essential services to our stakeholders.

In addressing the requirement for a Business Continuity Plan, the following procedures have been adopted as a working model for dealing with disaster or other significant incident affecting the delivery of service.

- (a) Assess – potential threats have been identified.
- (b) Evaluate – the likelihood and impact of each threat has been assessed, and a risk rating allocated.
- (c) Prepare – a plan has been put in place for contingent operations, including an estimate of the maximum tolerable downtime for each business process.
- (d) Mitigate – actions that may eliminate risks in advance have been identified.
- (e) Respond – be prepared to take action necessary to minimise the impact of risks that materialise.
- (f) Recover – the objective of the Plan is to return to normal as soon as possible.

Risk appetite is defined as the amount of risk the Board is willing to accept, tolerate or be exposed to at any one time. Risk appetite is normally assessed on a scale ranging from high to zero. The Board's risk appetite has been assessed as moderate in most cases. This means that the Board is willing to accept risks that may affect delivery of core services in the short term which is defined for the purposes of this plan as a period of up to fourteen days.

In certain cases, such as time critical periods associated with electoral registration, the risk appetite has been assessed as zero. This means that the Board is not willing to accept risks that may affect the delivery of a time critical ER service.

The Risk Register contains a comprehensive list of the risks which might affect the organisation, along with the required assessments and responses which have been identified as appropriate in the circumstances.

Each risk has been assessed according to

- the probability of the risk event occurring (likelihood), and
- the potential severity of the consequences should such an event occur (impact).

Both the likelihood and the impact have been assessed on a scale of 1(low) to 3 (high). The risk score is then shown as the product of likelihood x impact.

The residual risk is an assessment of the level of risk that remains after consideration of existing control measures.

The remainder of this document deals with the management process of the Business Continuity Plan which will be invoked to cope with incidents.

## 1.2 Types of Incident

This Plan will be invoked either in its entirety or in part, dependent upon the circumstances of the incident.

The various types of incident for which provision is made include the following (but see the Risk Register for full details):

### Premises – related

Loss of part of or an entire building (temporary, long term or permanent) due to fire (accidental or arson), government lockdown due to contagion, contamination, explosion, bomb scare, flooding, storm damage, vandalism, etc.

### Services – related

#### Loss of Utilities

- Loss of heating, due to:  
breakdown of system  
unavailability of heating (electricity/gas supply)
- Loss of electrical power affecting the use of:  
the fire alarm systems, ITC systems, lighting, staff welfare facilities
- Loss of water supply

Loss of data

Failure of Critical Suppliers – e.g. printing services, mail delivery services, IT services

### Personnel – related

Loss of personnel due to:

- Illness or contagion affecting significant numbers over a prolonged period
- Accident involving significant numbers, affecting their availability for work, e.g. car accident involving the Management Team
- Prolonged industrial action
- A lottery syndicate winning a significant amount, and failing to report for work or resigning en bloc
- Potential disaster affecting the residents of a particular area in which a significant number of staff reside
- Significant fraudulent activity

## 1.3 Scope of the Plan

The plan covers the Boards activities at William Wallace House, Forfar and Robertson House, Perth.

## 1.4 Activating the Plan

Recognised procedures for activating the plan are a key element of the Plan itself, since one of the deputising problems with contingency response is the practical motivation of those responsible to put it into practice.

The purpose of having such a plan in place is to eliminate uncertainty and/or an ad hoc approach to handling an incident. Dependent upon the nature of the reason for the plan's activation, prompt and effective action can reduce or eliminate the impact of an incident on service delivery.

Where circumstances permit, the Assessor, the two Assistant Assessors, Principal Valuers and the Administration Managers, as appropriate, will consider the nature of the problem, and if it is required, will invoke the plan. The decision to invoke the plan will always be taken by at least two of the postholders, one of whom will be the Assessor, or the postholder deputising for the Assessor. In the first instance the second postholder should be one of the Assistant Assessors. Where it is not possible for two of those identified to participate in the decision-making process, at least one of the Principal Valuers will be brought into the process, and deemed to have the necessary authority to activate the plan.

When any one or a combination of the circumstances contained in the Risk Register occurs, those personnel identified in the previous paragraph with the appropriate responsibility should:

- (a) Deliberate the circumstances, and
- (b) Determine if the Plan should be invoked.

It is possible that a situation described in the Risk Register above may occur, but due to its lack of severity, or anticipated effect on provision of the Board's services, those responsible decide that it is not necessary to activate the plan.

Where an incident is recognised as sufficiently severe to invoke the plan then those responsible should inform every member of staff and other officials in accordance with the responsibilities set out in 2 below.

## **1.5 Assumptions**

For the purposes of this plan, it is assumed that replacement resources, buildings, and infrastructure are available within a foreseeable timescale and that the incident does not affect the whole Tayside area, but is essentially confined to the Board's service provision.

Given that the organisation uses two geographically separate offices the identification and retention of suitable unoccupied accommodation in the vicinity of the Board's offices as emergency accommodation has not been considered to be necessary.

The assumptions do not cover the circumstances where staff do not have access to any of the Board's premises. A review of processes and document storage methods together with enabling home working for all staff, at least, in periods when remote working is essential for continuation of the business, will obviate the requirement for this assumption to be considered.

## **2. AREAS OF RESPONSIBILITIES**

As detailed at 1.4 above, the Assessor, the two Assistant Assessors and Administration Manager, or Managers as appropriate, are responsible for the activation of the plan. They should therefore be in possession of the best background knowledge surrounding the situation and most effective to oversee the process involved.

Accordingly, individual responsibilities will be as follows:

### **2.1 Assessor & Electoral Registration Officer**

Postholder (or substitute if appropriate – see 1.4), will be responsible for: Informing the Convener, the Clerk to the Board, the members of the Management Team, Administration Managers and IT Development Manager, the Chief Executives and

Heads of Finance/Returning Officers of the 3 constituent councils and Dundee Emergency Planning Officer of the occurrence and of any contingency arrangements put in place and keeping them informed of progress as the situation develops.

## **2.2 Clerk to Board**

Upon being informed by the Assessor that the Board's Business Continuity Plan has been invoked, the Clerk should inform the Depute Convener and other members of the Board.

## **2.3 Assistant Assessors**

Postholders will be responsible for liaising directly with other members of the Incident Management Team in respect of their divisional offices, and establishing arrangements for the continued provision/recommencement of the service. These arrangements may include allocating specific tasks to their staff and ensuring that all divisional staff are informed of any changes in working arrangements. They should also contact relevant emergency services where time is of the essence.

## **2.4 Principal Valuers**

Postholders to act as substitute for the Assistant Assessor in the office in which the postholders are located and will liaise with the Assessor as required.

## **2.5 Administration Managers**

Postholder, or postholders, will liaise with the Assessor and the other members of the Management Team and oversee the arrangements for continued provision/recommencement of the clerical service. These arrangements may include allocating specific tasks to the administrative staff in each division and ensuring that administrative and secretarial staff are informed of any changes in working arrangements. The postholder, or postholders, will also support the Assistant Assessors in the divisional offices to ensure continued provision/ recommencement of the electoral registration service in the divisional offices.

## **2.6 IT Development Manager**

Postholder will liaise with the management team and ensure IT systems remain operable and any data recovery requirements are met. This role may require close liaison with external IT suppliers and arrangements may include allocating specific tasks to the IT staff and ensuring that they are informed of any changes in working arrangements. In order to facilitate any recovery action server backup procedures are in place and regularly reviewed. Inventories of software and hardware together with a list detailing the location of spare hardware are maintained, and for security purposes are held on separate servers in both of the Divisional offices.

## **2.7 IT Disaster Recovery Plan**

A dedicated IT Disaster Recovery Plan has been produced. Arrangements are in place to have Dundee City Council IT staff invoke the plan, if required, and a copy of the IT Disaster Recovery Plan is held by them for this purpose.

## **2.8 All Other Staff**

All staff not already listed above should remain on standby in the event of a situation or incident which affects their ability to report for work in the normal way. A line manager will make contact as soon as practicably possible. Regular communication with all staff by line managers should be ensured so that all staff are informed of progressing circumstances and are in a position to return to normal working at short notice.

## **2.9 Substitution of Personnel**

Where necessary, any of the personnel listed above may be substituted by another member of staff on the authority of the Incident Management Team. Consideration should be given to the nature of the crisis and the work required as a result in order to decide on the appropriate substitute.

## **3. INCIDENT MANAGEMENT STRUCTURE**

Due to the compact nature of the Valuation Joint Board, the required structure can be compressed, with the same group fulfilling various roles. The expected base of operations will be William Wallace House. If the incident dictates that the Board's offices are not operational at William Wallace House, the operational base will be the Perth & Kinross Divisional office at Robertson House, Perth.

In any incident, the Assessor, one or both of the Administration Managers as appropriate, IT Development Manager and either of the Assistant Assessors as required will make up the Incident Management Team and will be responsible for emergency, business continuity and disaster recovery management, once the need has been identified as described in 1.4 above.

The main focus of each of these 3 elements will be as follows:-

### **3.1 Emergency Management**

Involves determination of priorities in allocating resources, the planning and co-ordination of when a task will be undertaken, and the means of obtaining required resources. The response to an emergency should concentrate on the effects rather than the cause and accordingly, arrangements should be flexible enough to be adapted to a range of incidents.

### **3.2 Business Continuity Management**

This involves ensuring that the functions of the Board continue to operate in the event of an emergency. This may require contact with external providers, e.g. PlanNet21, who supply our inter-office computer links, in order to ensure that they can continue to deliver in the event of an emergency.

In assessing Business Continuity, the Incident Management Team will be required to oversee a "scaling up" of some critical functions, alongside a "scaling down" or suspension of other non-critical functions.

### **3.3 Recovery Management**

The main objective of Recovery Management is to control and co-ordinate recovery action.

The Incident Management Team will draft in, as required, other members of staff who are recognised as potential contributors to the recovery process. See Appendix 2 for contact details.

It will be the responsibility of the Incident Management Team to decide on the importance and level of involvement to be attached to each of these elements, having taken account of the nature and scale of the incident e.g. one business activity disrupted, several business activities disrupted or loss of all business activities.

In the event of a minor disruption to normal business activities, services may be recovered in a few hours using the resources within the department and by a small number of key personnel.

A major disruption to services such as a fire may cause a lengthy delay before normal business activities can be recovered and may involve key other departments and outside suppliers. In the event of a major disruption an operational base would be established where the Incident Management Team would coordinate the recovery of all services affected by the disruption.

Those services which are considered essential will be established as a matter of urgency, with priority being given to those services within the department who are directly involved in providing a service to members of the public e.g. the electoral registration service. Non-essential services may be suspended until such time as temporary accommodation is secured or vital records are recovered.

Vital Records are defined as “records essential to the continued functioning or reconstitution of an organisation during or after an emergency”.

The Incident Management Team Leader would liaise directly with the Public Relations Unit of the appropriate Council to ensure that members of the public are kept informed of temporary service arrangements. Suitable telephone messages, website information and email notifications will be put in place to inform the public accordingly.

It is acknowledged that the loss of premises would cause major problems and temporary accommodation may need to be found as quickly as possible.

Where necessary manual procedures will be implemented until such time as IT equipment and records are restored.

## **4. EXTERNAL ORGANISATIONS**

### **4.1 Emergency Services**

It should be clear to the Incident Management Team which services are required. (Contact details are listed in Appendix 3)

### **4.2 Utilities**

Contact details are listed in Appendix 3.

### **4.3 Contractors**

Any contractors whose services might be required in the event of an incident should normally be contacted through the usual channels. Contractors are appointed by Angus Council in Forfar and the managing agents in Perth.

## **5. MITIGATION**

### **5.1 Risk Assessments**

Risk assessments for a number of identified scenarios are provided in the Risk Register and will be subject to regular review, along with the Board's Risk Register, by the Management Team.

### **5.2 Mitigation Measures**

Details of mitigation measures are provided in the Risk Register.

## **6. COORDINATION AND CONTROL**

Immediate responsibility for dealing with all emergency situations in the general community lies with Police Scotland, and where an incident affects the area in general and not only Board premises/personnel, the Police will assume overall control and have jurisdiction over the operations of the Incident Management Team.

If the incident is confined to Board premises/personnel, the person who will determine whether the plan should be activated will be the Assessor (or substitute) in accordance with the procedure set out in 1.4 above.

Section 2 of the plan sets out the responsibilities for contacting staff and other agencies/bodies in order that a coordinated and controlled response is achieved.

## **7. INCIDENT RESPONSE**

### **7.1 Operational Base**

Where possible, the Operational Base will be Assessor's main office at William Wallace House, Orchard Loan, Orchardbank Business Park, Forfar DD8 1WH (Tel 01307 499910).

If it is not possible to make use of William Wallace House the Operational Base will be in the Assessor's West Divisional Office, Robertson House, Whitefriars Crescent, Perth, PH2 0LG (Tel 01738 630303).

If no premises are available and staff are working from home, then meetings can be held through software enabling face-to-face meetings, as required. This essentially forms the operational base.

### **7.2 Management & Operations**

The Assessor (or his substitute) will be responsible for selecting the appropriate offices for the Operational Base and inform the Incident Management Team and other appropriate personnel when they should attend.

The duration of the Operational Base will depend upon the nature of the incident.

It is judged that normally there will be no immediate requirement to be fully operational in relation to the Board's functions in respect of non-domestic rating and council tax. A target of 14 days to arrange temporary reinstatement of service delivery has been set.

The situation with regard to electoral registration is potentially more time sensitive, since a by election or "snap" general election could be called at any time.

If an incident occurs at a time-sensitive period in the year, such as during an election, or coinciding with a statutory deadline such as the citation or settlement of non-domestic valuation appeals, then the Incident Management Team will determine at the outset the number of affected staff who are required to be active in providing the necessary manpower, and arrange for the workload to be coordinated from the Operational Base.

### **7.3 Communications**

Telephones and local area networked workstations should be available in the Operational Base.

Where an immediate work requirement has been identified by the Incident Management Team, and it is necessary to pass instructions/directions to other members of staff, this should be achieved in accordance with the responsibilities set out under 2 above.

### **7.4 Logging & Documentation**

The discussions, deliberations and decisions of the Incident Management Team will be minuted in accordance with the procedures for normal Management Team meetings.

### **7.5 Reporting Procedures**

In addition to alerting the Dundee Emergency Planning Officer, the Board's stakeholder departments should be informed of the incident by the Assessor in accordance with section 2.1 above within 24 hours of the incident.

The Board's staff will be kept informed of developments by their line managers.

Where it is possible for a notice to be displayed on the affected building for the attention of the public, it should be displayed at the front entrance giving a brief explanation of the problem, an indication of how to make contact with important/urgent queries or requests, and notification if possible of the projected date for resumption of normal service. Also, if possible, information should be placed on the Board's website.

Where considered appropriate, use social media, such as the Board's website, email responses or Twitter feed providing an explanation of the situation and arrangements for continuing business. An advert may be lodged in the local newspaper(s) and the Incident Management Team may also consider it appropriate to contact local radio stations with information for broadcasting providing similar information.



## 7.6 Closing Arrangements

Once the requirement to operate from the Operational Base has passed and all staff and other bodies that were advised of the incident in accordance with section 2 have been advised of the return to normal operational conditions, the Assessor (or his substitute) will chair a de-briefing meeting and close the Operational Base.

## 8. RECOVERY ACTIONS

### 8.1 Incidents relating to Premises

Where an incident occurs out of hours and emergency access is required to premises, a list of keyholders who may be contacted in such an occurrence is set out in Appendix 2 at 2.4

Otherwise emergency actions are detailed below.

### EMERGENCY ACTIONS

**The following actions should be undertaken in the event of disaster or other incident which results in the loss of access to premises:-**

|    |                                                                                                                                                                                              |  |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1. | If necessary initiate the evacuation of the building using the appropriate evacuation procedures.                                                                                            |  |
| 2. | Contact the Emergency Services if appropriate                                                                                                                                                |  |
| 3. | Ensure all staff under your control are accounted for (evacuated or not to a place of safety).                                                                                               |  |
| 4. | Respond to any staff injuries/fatalities                                                                                                                                                     |  |
| 5. | Ascertain the immediate nature of the incident and the current status; fire, explosion, water damage, power failure, computer outage                                                         |  |
| 6. | Immediately contact a member of the Incident Management Team for further guidance and assistance (see Section 3.0)                                                                           |  |
| 7. | Secure buildings once the initial phase of the emergency has passed to avoid the possible threat of theft or vandalism. Take steps to avoid further damage or deterioration of the building. |  |

The severity of the incident will determine the likely downtime of the services and whether or not alternative accommodation is to be sought. If the incident occurs at a time sensitive period for one of the three main functions or if the loss of access to the premises is judged to be long term or permanent then suitable premises within the vicinity of the affected building should be sought. As a first step the Property Services Department of the appropriate local Council should be contacted regarding the availability of suitable office space.

Depending on the severity of the incident the building may still be accessible even if not capable of being used. In such circumstances the Incident Management Team should give consideration to the salvaging of vital records and equipment. The appropriate emergency services, utility companies and structural engineers should be consulted regarding access to the building. Salvaged records and equipment should be recorded and transported to alternative accommodation in another of the Board's offices. Staff may be asked to use their own vehicles alternatively, vehicles or a contractor may be hired.

If appropriate the Board's insurers and the landlord of the building should be notified as soon as possible.

### **8.1.1 Electoral Registration function**

An incident affecting either the Divisional offices at Robertson House, Perth or William Wallace House, Forfar may affect the delivery of the Electoral Registration service. If the incident happens at a time critical period such as an election then the Incident Management Team may decide that the service must be restored as quickly as possible even if the anticipated loss of access to the building is only a few days or less.

If required an appropriate working area will be made available within the unaffected office, including the provision of a scanning facility. Provision will also be made available to allow 2 Returning Officer staff members to use this facility although this is only likely to be required in limited circumstances. Full details can be found in the IT Disaster Recovery Plan.

The Returning Officer for the affected Council area will be contacted in order to establish the required computer links.

Public information should be installed on the Board's website and appropriate email notifications returned to senders. The Board's Twitter feed may also be employed to provide public information. Where appropriate, advertisements in the local press and radio stations should be taken out to publicise alternative telephone and fax numbers and email addresses for public contact.

Arrangements will be made to facilitate staff travelling to the unaffected office.

As stated at 7.2 above the target time for reinstatement of the service under normal working conditions is 14 days.

### **8.1.2 Non-Domestic Rating function**

This function may be affected by an incident in either of the offices.

Service delivery is not regarded as time critical. As stated at 7.2 above the target time for reinstatement of the service under normal working conditions is 14 days.

Temporary restoration of service could be achieved by the loading of backed up data onto the server in one of the other divisional offices and the establishment of temporary workstations or the instigation of "hot desk" working practices. Full details can be found in the IT Disaster Recovery Plan. Alternatively, remote access can be enabled for key or all staff, where possible.

Spare PCs and monitors are available in both offices and will be transported to an alternative location if necessary. The IT Development Manager has authority to purchase such new equipment as may be required. Full details can be found in the IT Disaster Recovery Plan.

The Director of Finance in the affected Council area will be contacted and advised of the expected service downtime.

Public information should be installed on the Board's website and appropriate email notifications returned to senders. The Board's Twitter feed may also be employed to provide public information. Where appropriate, advertisements in the local press and radio stations should be taken out to publicise alternative telephone and fax numbers and email addresses for public contact.

### **8.1.3 Council Tax function**

As for non-domestic rating function above.

### **8.1.4 Administration function**

This function may be affected by an incident affecting William Wallace House.

Service delivery may be time critical if related to the payment of invoices or to the administration of the payroll.

If necessary the administration duties will be transferred to the West Divisional office.

### **8.1.5 Personnel**

An incident in either of the offices may affect the ability of staff to work in their normal location and consideration should be given as to whether working at an alternative location is needed.

The Incident Management Team will decide which staff members will be asked to work in an alternative location. This may be in temporary accommodation or in another of the Board's offices. It may be appropriate to allow key staff, or all staff where possible, to work from home. The Incident Management Team may also decide to allow staff temporary leave of absence until their normal workplace or other suitable accommodation is available.

## **8.2 Incidents relating to Personnel**

The loss of key members or large numbers of staff may affect service delivery in any of the two divisional offices.

If the situation is judged to be short term then the Incident Management Team may address the situation by authorizing overtime for remaining staff or arranging cover by staff from one or both of the other divisional offices.

If it is envisaged that serious staff shortages will continue in the longer term or permanently then, in addition to the above measures, the Incident Management Team will advertise for temporary or permanent staff to fill the vacant posts.

## **8.3 Incidents relating to External Suppliers and Stakeholders**

The failure of third party service providers could affect service delivery. In particular disruption of the Electoral Registration service could be time critical if incident occurred at the time of the annual canvass or during an election.

A list of external providers is contained in Appendix 3.

Should any of the service providers fail at a time critical period the company concerned will be contacted in order to determine the severity of the incident and the likely downtime. If the service cannot be restored within an acceptable time then consideration will be given to finding an internal solution or arranging an alternative provider.

An incident may affect the ability of one of the Board's constituent Councils to provide planning and building control information. This situation is unlikely to be time critical. Close liaison with the affected Council will determine the need for specific actions.

## **9. TRAINING & AWARENESS**

### **9.1 Training**

In order to have an effective Business Continuity Plan which can be implemented smoothly when the need arises, training of the participants is required, along with exercises being held on a regular basis.

### **9.2 Awareness**

Staff awareness of the Business Continuity Plan will be promoted by:

- Ensuring that emergency planning arrangements are part of induction training for all relevant staff.
- Publishing the Business Continuity Plan on the TVJB Intranet.
- Informing staff by team briefings and e-mail that the Plan is in place and available on the intranet.
- Convening regular training sessions.

## **10. IT DISASTER RECOVERY PLAN**

### **10.1 Disaster Recovery Plan**

An IT Disaster Recovery Plan has been created and held by the Boards' IT staff. A further copy is held by Dundee City Council IT staff in the event that they are required to invoke the plan.

### **10.2 Testing the Plan**

The IT elements of the plan shall be tested at least annually and/or in preparation for each significant electoral event.

## DISASTER RECOVERY TESTS

| Date     | Test Performed                                                                                                                                                                                                                                               | Result |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| 10/02/16 | Electoral Registration Servers and Data Store remain operational in Forfar/Perth but either or both office(s) become unusable.<br>User based in Dundee Disaster Recovery area to connect to and use Servers & Data Store in Forfar/Perth.                    | PASS   |
| 10/02/16 | Building(s) remain operational in Forfar/Perth but Electoral Registration Servers/Data Store in either or both office(s) fail. Users remain in Forfar/Perth and connect to and use backup Server/Data store in the Dundee office.                            | PASS   |
| 10/02/16 | Both buildings and Servers/Data Store in Forfar/Perth become un-useable.<br>User operating from Disaster Recovery area in the Dundee Office connects to and uses back-up Electoral Registration Server/Data Store in Dundee.                                 | PASS   |
| 10/02/17 | Electoral Registration Servers and Data Store remain operational in Forfar/Perth but either or both office(s) become unusable.<br>User based in Dundee Disaster Recovery area to connect to and use Servers & Data Store in Forfar/Perth.                    | PASS   |
| 10/02/17 | Building(s) remain operational in Forfar/Perth but Electoral Registration Servers/Data Store in either or both office(s) fail. Users remain in Forfar/Perth and connect to and use backup Server/Data store in the Dundee office.                            | PASS   |
| 10/02/17 | Both buildings and Servers/Data Store in Forfar/Perth become un-useable.<br>User operating from Disaster Recovery area in the Dundee Office connects to and uses back-up Electoral Registration Server/Data Store in Dundee.                                 | PASS   |
| 20/05/18 | Electoral Registration Servers and Data Store remain operational in Forfar/Perth but either office become unusable.<br>Users move to other office to connect to and use Servers & Data Store in Forfar/Perth.                                                | PASS   |
| 20/05/18 | Building(s) remain operational in Forfar/Perth but Electoral Registration Servers/Data Store in either or both office(s) fail. Users remain in Forfar/Perth and connect to and use backup Server/Data store in the other office.                             | PASS   |
| 06/02/19 | No access to office in either Forfar or Perth. Server still functional in one office and staff move to that office to use server & data store.<br>*System failover operates but requires IT intervention to be upgraded to automatic failover in due course. | PASS*  |
| 06/02/19 | One server down and in a non-recoverable state<br>*System failover operates but requires IT intervention to be upgraded to automatic failover in due course.                                                                                                 | PASS*  |

| Date        | Test Performed                                                                     | Result |
|-------------|------------------------------------------------------------------------------------|--------|
| August 2019 | Complete failure of Buffalo device. Failover to 2 <sup>nd</sup> Domain controller. | PASS   |

**Contacts Tayside Valuation Joint Board**

**1. EMERGENCY CONTACTS & RESPONSIBILITIES**

**1.1 Total Number of Staff within Area/Department**

| Base                                          | Male | Female | Total |
|-----------------------------------------------|------|--------|-------|
| William Wallace House, Forfar (East Division) | 12   | 16     | 28    |
| William Wallace House, Forfar (HQ)            | 6    | 7      | 13    |
| Robertson House, Perth (West Division)        | 12   | 17     | 29    |
|                                               |      |        | 70    |

**2. INCIDENT MANAGEMENT TEAM**

**2.1. Team Leader**

| Name | Position       | Address | Tel: (Work)  | Tel: (Home) | Mobile |
|------|----------------|---------|--------------|-------------|--------|
|      | Assessor & ERO |         | 01307 499911 |             |        |

**2.2 Alternate Incident Management Team Leader**

| Name | Position                 | Address | Tel: (Work)  | Tel: (Home) | Mobile |
|------|--------------------------|---------|--------------|-------------|--------|
|      | Assistant Assessor & ERO |         | 01307 499955 |             |        |
|      | Assistant Assessor & ERO |         | 01738 646803 |             |        |

### 2.3 Incident Management Team Membership

| Name | Position                                                  | Address | Tel: (Work)  | Tel: (Home) | Mobile |
|------|-----------------------------------------------------------|---------|--------------|-------------|--------|
|      | Assessor & ERO                                            |         | 01307 499911 |             |        |
|      | Assistant Assessor & ERO, East                            |         | 01307 499955 |             |        |
|      | Assistant Assessor & ERO, West                            |         | 01738 646803 |             |        |
|      | Administration Manager (Finance/Personnel)                |         | 01307 499914 |             |        |
|      | Administration Manager (Electoral Registration/ Clerical) |         | 01307 499913 |             |        |
|      | IT Development Manager                                    |         | 01307 499939 |             |        |

### 2.4 Emergency Key Holders

| Name                    | Position                 | Address                    | Tel: (Home)  | Mobile |
|-------------------------|--------------------------|----------------------------|--------------|--------|
| <b>East Division</b>    |                          |                            |              |        |
| Savat Security Services |                          | Fremar, ARBROATH, DD11 3SE | 01241 860460 |        |
| <b>West Division</b>    |                          |                            |              |        |
|                         | Assistant Assessor & ERO |                            |              |        |
|                         | Principal Valuer         |                            |              |        |



2.5 Full Staff List

Division – HEADQUARTERS/IT

| Name | Position | Address | Tel: (Home) | Mobile |
|------|----------|---------|-------------|--------|
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Division – EAST

| Name | Position | Address | Tel: (Home) | Mobile |
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Division – WEST

| Name | Position | Address | Tel: (Home) | Mobile |
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## Stakeholders and External Organisations

### 1. INTERNAL DEPENDENCIES

| Dependency Details                           | Contact Name                   | Tel: (Work)  |
|----------------------------------------------|--------------------------------|--------------|
| Dundee City Council – Finance Department     | Director of Corporate Services | 01382 434000 |
| Angus Council – Finance Department           | Director of Finance            | 01307 461460 |
| Perth & Kinross Council – Finance Department | Director of Finance            | 01738 475000 |
| Angus Council – Returning Officer            | Mrs Shona Cameron              | 01307 476226 |
| Perth & Kinross Council – Returning Officer  | Mrs Christine Grant            | 01738 475182 |
| Tayside Valuation Joint Board – Convener     | Mr Gavin Nicoll                | 01307 473000 |
| Tayside Valuation Joint Board – Clerk        | Mr Roger Mennie                | 01382 434202 |
| Tayside Valuation Joint Board – Treasurer    | Mr Gregory Colgan              | 01382 433555 |

## 2. THIRD PARTY SUPPLIERS

| Service Provided                          | Name of Service Provider      | Address                                                                                      | Tel: (Work)                                      |
|-------------------------------------------|-------------------------------|----------------------------------------------------------------------------------------------|--------------------------------------------------|
| Electoral Registration                    | Idox Elections                | 2nd Floor, 1310 Waterside, Arlington Business Park, THEALE, RG7 4SA                          | 03330 111665                                     |
| Telephone, Internet and Text Registration | Idox Elections                | 2nd Floor, 1310 Waterside, Arlington Business Park, THEALE, RG7 4SA                          | 03330 111665                                     |
| Printing of Canvass forms                 | Critiqom                      | Document House, Phoenix Crescent, Strathclyde Business Park, BELLSHILL, ML4 3NJ              | 01698 847979                                     |
| Printing of Poll Cards                    | Idox                          | 25D Bishop Street, Londonderry, NORTHERN IRELAND, RT48 6PR                                   | 03330 111426                                     |
| Telephones –Forfar & Perth                | PlanNet21 Communications      | Unit 12, Flexspace Business Centre, Harvest Road, Newbridge, EDINBURGH, EH28 8LW             | 0131 554 3438                                    |
| Flexitime system                          | HFX Ltd                       | 1 <sup>st</sup> Floor, The Water Circle, Green Street, Gaunts End, ELSENHAM, Herts, CM22 6DR | 01279 647474                                     |
| Franking Machines                         | CF Asset Finance Ltd          | City House, City Road, CHESTER, CH88 3AN                                                     | 0845 603 5580                                    |
| Photocopiers                              | Xerox UK Ltd                  | C/o Dundee City Council Contract                                                             | 01382 434000                                     |
| Fire Equipment                            | Chubb Fire Ltd                | 400 Dallow Road, LUTON, LU1 1UR                                                              | 0870 240 1666                                    |
| Intruder Alarms – Dundee & Forfar         | Nova Alarms                   | Scott Way, West Pitkerro Industrial Estate, DUNDEE, DD5 3RX                                  | 01382 775029<br>(Out of hours:<br>0844 335 2087) |
| Intruder Alarms - Perth                   | Electroguard Security Systems | The Security Centre, 203 Strathmore Avenue, DUNDEE, DD3 6SN                                  | 01382 818480                                     |
| Office Supplies/Furniture                 | Langstane Press Ltd.          | Faraday Street, Dryburgh Industrial Estate, DUNDEE, DD2 3QQ                                  | 01382 818885                                     |

### 3. EXTERNAL AGENCIES

| Details of External Agency            | Contact Name                     | Tel: (Work)   |
|---------------------------------------|----------------------------------|---------------|
| Fire                                  | Emergency Service                | 999           |
| Police                                | Emergency Service                | 999           |
| Ambulance                             | Emergency Service                | 999           |
| Electricity                           | Scottish Hydro-Electric          | 0800 300 999  |
| Water                                 | Scottish Water                   | 0845 601 8855 |
| Postal Service                        | Royal Mail                       | 08457 950 950 |
| <b>Building Landlords</b>             |                                  |               |
| Forfar – William Wallace House        | Angus Council Corporate Services | 01307 461460  |
| Perth – Robertson House               | Smart & Company                  | 01738 318100  |
| <b>Facilities Services (Cleaning)</b> |                                  |               |
| Tayside Contracts – Angus             | Gena Rice                        | 01307 460238  |
| Tayside Contracts – Perth             | Lesley Stout                     | 01738 588041  |

#### 4. STAKEHOLDERS/PARTNERSHIPS

| Stakeholder/Partnership Details | Contact Name        | Tel: (Work)   |
|---------------------------------|---------------------|---------------|
| Scottish Assessors Association  | See list at 5 below |               |
| Valuation Office Agency         | Alan Colston        | 03000 507545  |
| Electoral Commission            | Martin McKeown      | 0131 2250210  |
| Scottish Government             | Ian Storrie         | 0131 244 7805 |

## 5. ASSESSORS CONTACT DETAILS

| Valuation Authority                                                                                               | Local Council Area                                                                               | Tel/Fax/Email/Web                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ayrshire Valuation Joint Board<br>9 Wellington Square<br>AYR KA7 1HL                                              | East Ayrshire Council<br>North Ayrshire Council<br>South Ayrshire Council                        | Tel: 01292 612221<br>Fax: 01292 612673<br>E-mail: <a href="mailto:avjb@south-ayrshire.gov.uk">avjb@south-ayrshire.gov.uk</a><br>Website: <a href="http://www.ayrshire-vjb.gov.uk/">www.ayrshire-vjb.gov.uk/</a>                                                                                        |
| Central Scotland Valuation Joint Board<br>Hillside House<br>Laurelhill<br>STIRLING FK7 9JQ                        | Clackmannanshire Council<br>Falkirk Council<br>Stirling Council                                  | Tel: 01786 892200<br>Fax: 01786 892255<br>E-mail: <a href="mailto:assessor@centralscotland-vjb.gov.uk">assessor@centralscotland-vjb.gov.uk</a>                                                                                                                                                         |
| Dumfries and Galloway Council<br>Municipal Chambers<br>Buccleuch Street<br>Dumfries DG1 2AD                       | Dumfries & Galloway Council                                                                      | Tel: 01387 260623<br>Fax: 01387 260632<br>E-mail: <a href="mailto:assessor@dumgal.gov.uk">assessor@dumgal.gov.uk</a>                                                                                                                                                                                   |
| Dunbartonshire and Argyll and Bute Valuation Joint Board<br>235 Dumbarton Road<br>CLYDEBANK G81 4XJ               | Argyll & Bute Council<br>West Dunbartonshire Council<br>East Dunbartonshire Council              | Tel : 0141 562 1200<br>Fax: 0141 562 1255<br>E-mail: <a href="mailto:assessor@dab-vjb.gov.uk">assessor@dab-vjb.gov.uk</a><br>Website: <a href="http://www.dab-vjb.gov.uk">www.dab-vjb.gov.uk</a>                                                                                                       |
| Fife Council<br>Bankhead Central 2<br>Bankhead Park<br>GLENROTHES KY7 6GH                                         | Fife Council                                                                                     | Tel: 03451 555533<br>E-mail: <a href="mailto:fife.assessor@fife.gov.uk">fife.assessor@fife.gov.uk</a>                                                                                                                                                                                                  |
| Glasgow City Council<br>45 John Street<br>GLASGOW G1 1JE                                                          | Glasgow City Council                                                                             | Tel: 0141 287 1111<br>Fax: 0141 287 7519<br>E-mail: <a href="mailto:assessor@glasgow.gov.uk">assessor@glasgow.gov.uk</a>                                                                                                                                                                               |
| Grampian Valuation Joint Board<br>Woodhill House<br>Westburn Road<br>ABERDEEN AB16 5GE                            | Aberdeen City Council<br>Moray Council                                                           | Tel: 01224 664360<br>Fax: 01224 664361<br>E-mail: <a href="mailto:aberdeen@grampian-vjb.gov.uk">aberdeen@grampian-vjb.gov.uk</a><br>Website: <a href="http://www.grampian-vjb.gov.uk">www.grampian-vjb.gov.uk</a>                                                                                      |
| Highland & Western Isles Valuation Joint Board<br>Moray House<br>16/18 Bank Street<br>INVERNESS IV1 1QY           | Highland Council<br>(Western Isles Islands Council)                                              | Tel: 01463 703340<br>Fax: 01463 703301<br>E-mail: <a href="mailto:assessor@highland.gov.uk">assessor@highland.gov.uk</a><br>Website: <a href="http://www.highland.gov.uk/hwi-vjb/">www.highland.gov.uk/hwi-vjb/</a>                                                                                    |
| Lanarkshire Valuation Joint Board<br>North Stand<br>Cadzow Avenue<br>HAMILTON ML3 0LU                             | North Lanarkshire Council<br>South Lanarkshire Council                                           | Tel: 01698 476000<br>Fax: 01698 476010<br>E-mail: <a href="mailto:assessor@southlanarkshire.gov.uk">assessor@southlanarkshire.gov.uk</a><br>Website: <a href="http://www.lanarkshire-vjb.gov.uk/">www.lanarkshire-vjb.gov.uk/</a>                                                                      |
| Lothian Valuation Joint Board<br>17A South Gyle Crescent<br>EDINBURGH EH12 9FL                                    | City of Edinburgh Council<br>East Lothian Council<br>Mid Lothian Council<br>West Lothian Council | Tel: 0131-344 2500<br>Fax: 0131-344 2600<br>E-mail: <a href="mailto:assessor@lothian-vjb.gov.uk">assessor@lothian-vjb.gov.uk</a><br>Website: <a href="http://www.lothian-vjb.gov.uk/">www.lothian-vjb.gov.uk/</a>                                                                                      |
| Orkney & Shetland Valuation Joint Board<br>8 Broad Street<br>KIRKWALL<br>Orkney KW15 1NX                          | Orkney Islands Council<br>Shetland Islands Council                                               | Tel: 01856 8762222<br>Fax: 01856 870949<br>E-mail: <a href="mailto:assessor@orkney.gov.uk">assessor@orkney.gov.uk</a><br>E-mail: <a href="mailto:assessor@shetland.gov.uk">assessor@shetland.gov.uk</a><br>Website: <a href="http://www.orkney-shetland-vjb.co.uk/">www.orkney-shetland-vjb.co.uk/</a> |
| Renfrewshire Valuation Joint Board<br>The Robertson Centre<br>16 Glasgow Road<br>PAISLEY PA1 3QF                  | Inverclyde Council<br>East Renfrewshire Council<br>Renfrewshire Council                          | Tel: 0141 842 5922<br>Fax: 0141 842 5929<br>E-mail: <a href="mailto:assessor@renfrewshire-vjb.gov.uk">assessor@renfrewshire-vjb.gov.uk</a>                                                                                                                                                             |
| Scottish Borders Council<br>Old School Building<br>Council Headquarters<br>Newtown St Boswells<br>MELROSE TD6 0SA | Scottish Borders Council                                                                         | Tel: 01835 825100<br>Fax: 01835 825101<br>E-mail: <a href="mailto:assessor@scotborders.gov.uk">assessor@scotborders.gov.uk</a>                                                                                                                                                                         |