

Report

Report to:	Lanarkshire Valuation Joint Board
Date of Meeting:	1 June 2020
Report by:	Assessor and Electoral Registration Officer

Subject:	Lanarkshire Valuation Joint Board - Public Performance Report 2019/2020
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Present to members of the Lanarkshire Valuation Joint Board (LVJB), for information, the Board's Public Performance Report for the financial year 2019/2020.

2. Recommendation(s)

2.1. The Board is asked to approve the following recommendation(s):-

- (1) that the content of the report be noted.

3. Background

- 3.1. The report, entitled 'Lanarkshire Valuation Joint Board, Office of Assessor and Electoral Registration Officer, Public Performance Report 2019/2020', is attached as an appendix to this report.
- 3.2. The report outlines Lanarkshire Valuation Joint Board's performance in its core service delivery areas for the period 2019/2020.
- 3.3. The report will be posted on LVJB's web site.

4. Employee Implications

4.1. None

5. Financial Implications

5.1. None

6. Other Implications

6.1. There are no implications for risk or sustainability in terms of the information contained in this report.

7. Equality Impact Assessment and Consultation Arrangements

7.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

8. Privacy Impact Assessment

- 8.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

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Assessor and Electoral Registration Officer

14 May 2020

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like further information, please contact:-

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LANARKSHIRE VALUATION JOINT BOARD

Office of Assessor and Electoral Registration Officer

PUBLIC PERFORMANCE REPORT

2019/2020

General

Lanarkshire Valuation Joint Board (LVJB) was formed at the local government re-organisation in 1996. The Board consists of eight Members from each of North and South Lanarkshire Councils, and oversees the functions of maintaining the Electoral Registers, the Council Tax List and the Non-Domestic Valuation Rolls for the Lanarkshire area. The following report relates to the 2019/20 financial year.

Non-Domestic Valuation Roll

The Valuation Roll is a document which sets out the rateable values of all non-domestic properties in the valuation area. The rateable values shown in the Valuation Roll are used by the local authorities as the basis for the calculation of non-domestic rates bills. The Valuation Roll for Lanarkshire at the end of the period 2019/20 contained 21,008 properties with a total rateable value as at 31/3/2020 of circa £1,046 million.

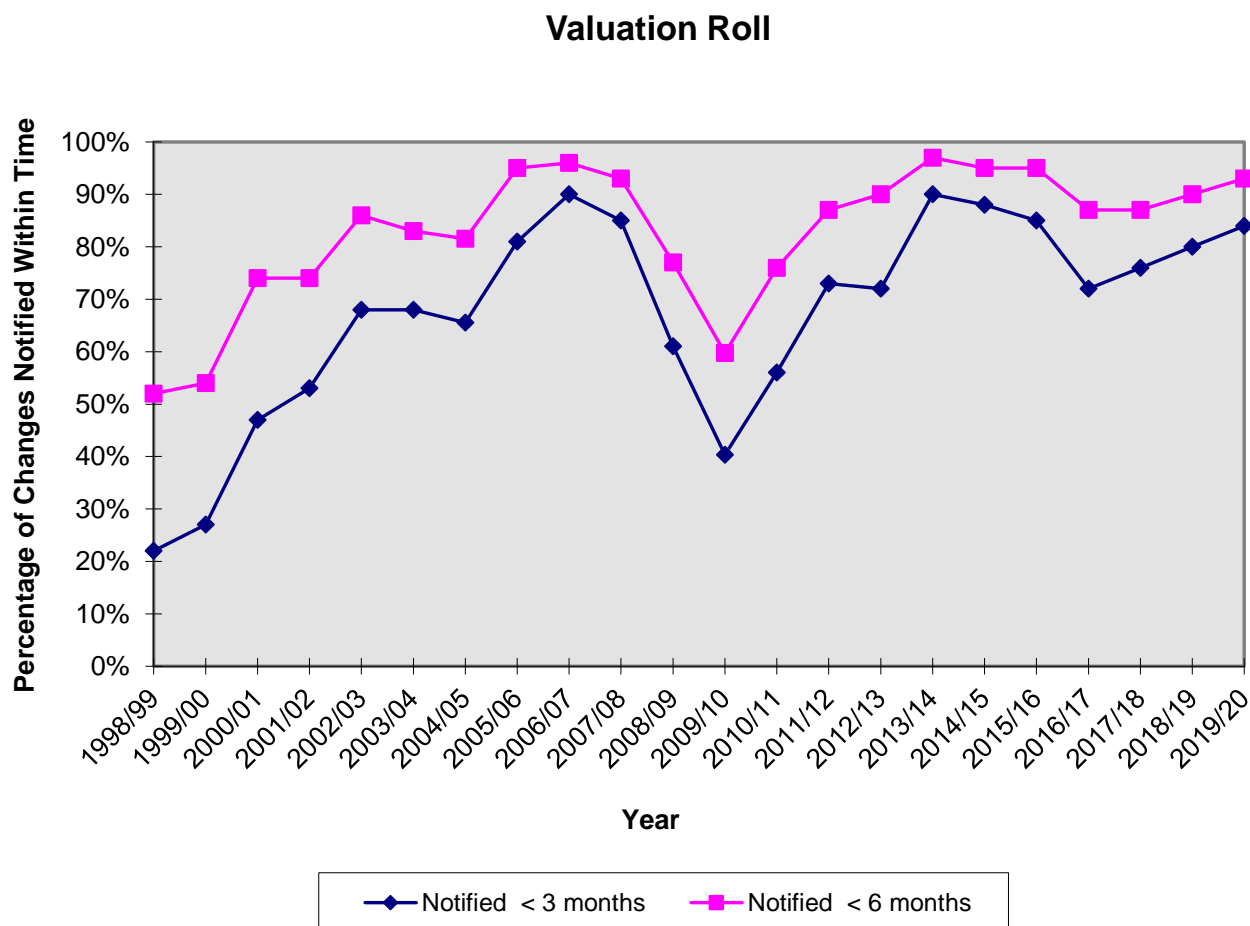
In the year 2019/20, our staff processed 1,311 alterations to the roll to reflect new, amended or demolished properties. This was up from 1,237 for the period 2018/19.

The following table illustrates the performance for the period 2019/20 set against in-house targets:-

Performance Targets 2019/20	Target 2019/20	Actual 2019/20
Alter Valuation Roll within 3 months	77%	84%
Alter Valuation Roll within 6 months	92%	93%

The graph below illustrates LVJB performance levels from 1998/99 to 2019/20.

The three monthly and six monthly targets were met. Performance in this area has remained at a consistent level.



Following consultation with LVJB's valuation managers, and after considering that the impact of the coronavirus pandemic is too early to determine, internal targets for the period 2020/21 have been maintained at the following:

Alter Valuation Roll within 3 months	77%
Alter Valuation Roll within 6 months	92%

Council Tax List

This list shows the addresses of all domestic properties and the allocated Council Tax band, which is based on the market value of the property as at April 1991. Local Authorities use these bands to calculate annual Council Tax bills.

During 2019/20, our staff added 3,165 new dwellings (2,837 for the period 2018/19) to the Council Tax List, and deleted 390 dwellings. As at 31 March 2020 the list contained 331,048 entries (including domestic garages). Additionally, in accordance with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 169

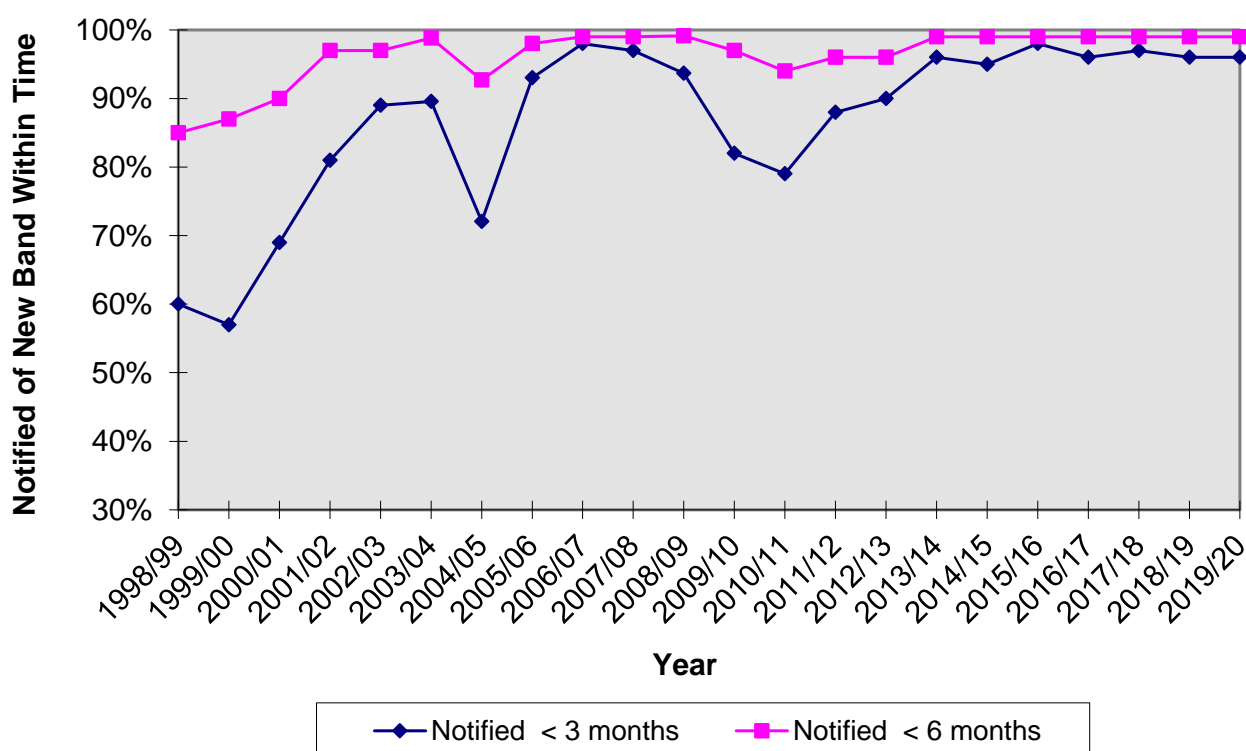
Council Tax entries (199 for period 2018/19) had their band increased as a result of a material increase in the value of the dwelling, essentially due to significant alterations being carried out, and the subsequent sale of the property. There were 12,812 sales of domestic properties notified to LVJB during the period 2019/20.

The following table illustrates the performance for the period 2019/20 set against in-house targets:-

Performance Targets 2019/20	Target 2019/20	Actual 2019/20
New houses added to Council Tax List within 3 months	87%	96%
New houses added to Council Tax List within 6 months	92%	99%

The graph below illustrates LVJB performance levels from 1998/99 to 2019/20:-

Council Tax Valuation List



Targets set for the period 2019/20 were again met with performance being maintained at a very good level despite the number of new dwellings being entered into the Valuation List continuing to increase.

Again, following consultation with LVJB's valuation managers, and again after considering that the effect of the coronavirus pandemic on this business area is too early to determine, internal targets for the period 2020/2021 have been maintained at the following:

New houses added to Council Tax List within 3 months	87%
New houses added to Council Tax List within 6 months	92%

Electoral Register

The Electoral Register is a list of people eligible to vote at elections and at 31 March 2020 contained over 500,000 electors.

The principal activities of the period 2019/20 within our electoral registration service delivery area centred around maintaining the completeness and accuracy of the registers. The scheduled European Parliamentary Election proceeded on 23 May 2019, and a 'snap' UK Parliamentary General Election was called on 12 December 2019. There was a by-election in South Lanarkshire ward 8 East Kilbride Central North on 29 August 2019 and one in North Lanarkshire ward 14 Thorniewood, held on the 19 September 2019. All of these electoral events were undertaken without any significant issue, although major electoral events, in particular 'snap' elections, continue to be very challenging in terms of the volume of registration and postal applications received in the run up to key cut off dates. The matter has been raised via the Scottish Assessors Association to relevant authorities.

The annual canvass of electors began in July 2019. As part of the canvass project, circa 309,000 households were issued with a Household Enquiry Form (HEF), followed by approximately 142,000 postal reminders. Following the period allowed for postal reminders to be returned, some 105,000 households were visited. On early publication of the revised registers on 12 November 2019, due to the snap general election called for December, approximately 78% of households had made a return, down slightly on the previous canvass of 2018.

Rolling Registration activity, introduced in 2000 to assist in maintaining the Electoral Register, ensuring that it is as up to date as possible, continued throughout 2019/20 with the bulk of registration applications coming via the central government online registration system (**www.gov.uk/register-to-vote**).

To ensure the completeness and accuracy of the Electoral Register, the 2019 Integrity Plan was again used to identify and manage patterns of activity that might indicate potential registration integrity issues. LVJB have checks and controls in place to detect and prevent any electoral malpractice. Checks are also built into both the Annual Canvass Plan and individual Election Plans. Checks include identifying properties which appear to have an unusually high number of electors; the details of proxy voters; and the checking of postal vote ballot addresses.

Additionally, daily internal integrity checks are carried out during the Electoral Registration process and system reports run in the electoral management system to identify any unusual patterns of registration. Regular additional IT system checks and diagnostics were carried out to before and after the canvass period to verify the integrity of the electoral database, including the identification of possible duplicate entries on the register.

Customer Satisfaction

Users of the Joint Board's services are sampled at random for their comments on the service LVJB provides. The questionnaires include a section on gender, ethnicity and disability to enable service monitoring on equalities issues.

The number of returns in respect of LVJB's customer satisfaction survey for the period 2019/20 was very low, not allowing for any meaningful analysis. The customer satisfaction survey process is being reviewed with a view to increasing responses for the period 2020/21.

Web Site

The Board's web site (www.lanarkshire-vjb.gov.uk) includes a host of useful information. There is the facility to download application forms relating to Electoral Registration. Additionally, the site contains useful information on the Assessor's functions and the processes involved in making appeals against entries in the Valuation Roll and Council Tax List. The web site is compatible with mobile devices.

The web site has useful links to North and South Lanarkshire Councils' web sites, and to the Scottish Assessors' Association Portal (www.saa.gov.uk), which provides a single point access to Non-Domestic Rating, Council Tax and Electoral Registration information on a Scotland-wide basis, and includes an 'announcement's' feature to highlight key matters on an ongoing basis.

Equal Opportunities

Lanarkshire Valuation Joint Board is committed to achieving equal opportunities in all aspects of our business and in relationships with our service users and other stakeholders. This means ensuring that services, facilities, and employment opportunities are accessible and receptive to the values and the diversity needs within the community. In meeting this commitment, we shall aim to prevent – as well as eliminate – any form of discrimination that occurs in the workplace or in service delivery. We also aim to provide good quality services which users can access freely without prejudice, discrimination and/or harassment. Details of our Equal Opportunities policy and our Mainstreaming Equalities report can be viewed on our website, together with our annual employee information report and our Mainstreaming Equalities progress report.

To comply with our equalities duties:

In April 2017, LVJB published the Mainstreaming Equalities Report and Equality Outcomes in accordance with Regulation 3 of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and 2016 for the period 2017 to 2021 and this is available on our website.

In accordance with The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2016 LVJB, having more than 20 employees is now required to publish gender pay gap information, a statement on equal pay and include information on occupational segregation. This information is included in the report Mainstreaming Equalities Report and Equality Outcomes for 2017 to 2021.

In November 2017, The Equality and Human Rights Commission (EHRC) published a “Measuring Up? Report 7” “Public authorities’ performance in meeting the Scottish Specific Equality Duties, 2017”. The EHRC have a statutory remit to protect, enforce and promote equality across nine protected characteristics that are set out in the Equality Act 2010. This includes regulating the Public Sector Equality Duty (PSED). The report lists the number of authorities in each sector and the number and percentage who have met each criteria such as “published equality outcomes”, “published gender pay gap information” and “publication of policies on equal pay”. LVJB are included in the “Valuation Joint Boards” sector and we met all of the criteria.

In April 2019, LVJB published the Mainstreaming Equalities Report and Equality Outcomes 2017 to 2021 Progress Report in accordance with Regulation 3 of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and 2016.

Under the specific employment duty LVJB as a listed authority are required to publish pay gap information every 2 years and this is included within the April 2019 Progress Report along with information on occupational segregation. An equal pay statement is not due again until April 2021.

In April 2020, our employee information annual report was published.

Contacting LVJB

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