

# Report

Report to:	<b>Lanarkshire Valuation Joint Board</b>
Date of Meeting:	<b>1 June 2020</b>
Report by:	<b>Assistant Assessor and Electoral Registration Officer</b>

Subject:	<b>Lanarkshire Valuation Joint Board Efficiency Gains 2019/2020</b>
----------	---

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Present to members of the Joint Board for information, the Board's efficiency gains 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 is titled 'Lanarkshire Valuation Joint Board – Efficiency Gains 2019/20' and is attached as an appendix.
- 3.2. The report outlines Lanarkshire Valuation Joint Board's efficiency measures implemented in the last financial year, detailing both cashable and non-cashable efficiency savings, and identifying whether each is recurring or non-recurring.

## 4. Employee Implications

4.1. None.

## 5. Financial Implications

5.1. A total of £540,803 of efficiency gains has been identified over the period 2019/2020. This is split between £149,109 of cashable efficiency gains and £391,694 of non-cashable gains.

## 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 existing policy, function or strategy and, therefore, no impact assessment is required.
- 7.2. There is no requirement for a consultation in respect of this report.

## **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.

**Jim Neason**

**Assistant Assessor and Electoral Registration Officer**

14 May 2020

## **Previous References**

Report to Board for 3 June 2019 meeting titled – “LVJB Efficiency Gains 2018/19”

## **List of Background Papers**

None

## **Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:-Jim Neason, Assistant Assessor and Electoral Registration Officer

Phone: 01698 476078

E-mail: [assessor@lanarkshire-vjb.gov.uk](mailto:assessor@lanarkshire-vjb.gov.uk)

## LANARKSHIRE VALUATION JOINT BOARD - EFFICIENCY GAINS 2019/20

Theme	Description of Efficiency Measure	Cash Releasing (list recurring and non recurring separately)	Impact on service delivery and performance / other information
PR	The provision of a facility to make canvass returns electronically.	Recurring ( although variable from year to year) £24,066 cashable	Introduction of Electronic Canvass Returns has resulted in cash savings as follows – Saving on Postage Costs £21,292 Saving on Sort/Scanning £2,774 The provision of an alternative method of making a response to the annual canvass has resulted in both direct and indirect budgetary savings for the Board.
PR	Outgoing Canvass Mail Saving	Recurring (although variable from year to year). £53,844 cashable	Outgoing Canvass Mail Savings with use of Critiqom compared to Royal Mail Business Standard Tariff Business Account. - £53,844 - cashable
SB	Combining the Annual Canvass second reminder with personal (Door to Door) Canvass	£30,690 cashable	Combining the Annual Canvass second reminder with personal (Door to Door) Canvass has resulted in savings in postage costs - £30,690 - cashable.
SB	Additional duties under the Non Domestic (Valuation of Utilities) (Scotland) Order 2005 absorbed into general workload.	Recurring £102,320 Non-cashable	The workload associated within the Order is managed via existing resources. An in - house specialist group has been formed to both maintain electricity subject entries and also provide advice to external parties on the valuation of such subjects. The value of electricity subjects under the designated Assessors regime amounts to over £460m.
SS	The use of the shared service facility of the Scottish Assessors Association's Portal (www.saa.gov.uk)	Recurring (although variable from year to year) £244,822 Non-cashable	The implementation of the centralised online customer focused shared service initiative has negated the requirement for LVJB to both develop and host similar functionality. The actual cost of maintaining and developing the SAA Portal for 2019/20 was £270,000; LVJB's contribution was £25,178.

SB	Introduction of an electronic Survey Management System (SMS)	Recurring £17,221 non-cashable	Introduction of a mainly automated process to create survey instigators for council tax and non-domestic properties. The introduction of SMS has considerably reduced the amount of time support staff spent on this task.
SB	Digitising Council Tax files moving from paper based to electronically held.	Recurring £23,953 non-cashable	Ongoing process of scanning Council Tax files and paperwork. Process now allows all staff to retrieve required files electronically. Resulting in saving of clerical staff's time as no requirement to manually file or retrieve files for the valuation sections.
PR	Move to new document scanning service for Electoral Registration.	Recurring £3,376 non-cashable	Replacement of provider of scanning services for Electoral Registration documents. New system has lower annual licensing costs.
SB	Use of email to issue electoral forms and letters	£13,008 cashable	Savings in postage costs as a result of the issuing of electoral forms and letters via email rather than by post.
O	Review of Canvassers' payments.	£27,500 cashable	Rates of pay for Canvassers reviewed in terms of efficiencies.
<b>TOTAL</b>		<b>£540,800</b>	

**Theme:**

**PR: Procurement; WP: Workforce Planning; AM: Asset Management; SS: Shared Services; SB: Streamlining Bureaucracy; O: Other**