

Report

Report to:	Lanarkshire Valuation Joint Board
Date of Meeting:	26 June 2017
Report by:	Assessor and Electoral Registration Officer

Subject:	Lanarkshire Valuation Joint Board Public Performance Report 2016/2017
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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 Public Performance Report for the financial year 2016/2017.

2. Recommendation(s)

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

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

3. Background

3.1. The report is entitled 'Lanarkshire Valuation Joint Board, Office of Assessor and Electoral Registration Officer, Public Performance Report 2016/2017', and 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 2016/2017.

3.3. The report will be posted on LVJB's web site in addition to being distributed to libraries throughout Lanarkshire.

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**

12 June 2017

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

2016/2017

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 2016/17 financial year.

Non-Domestic Valuation Roll

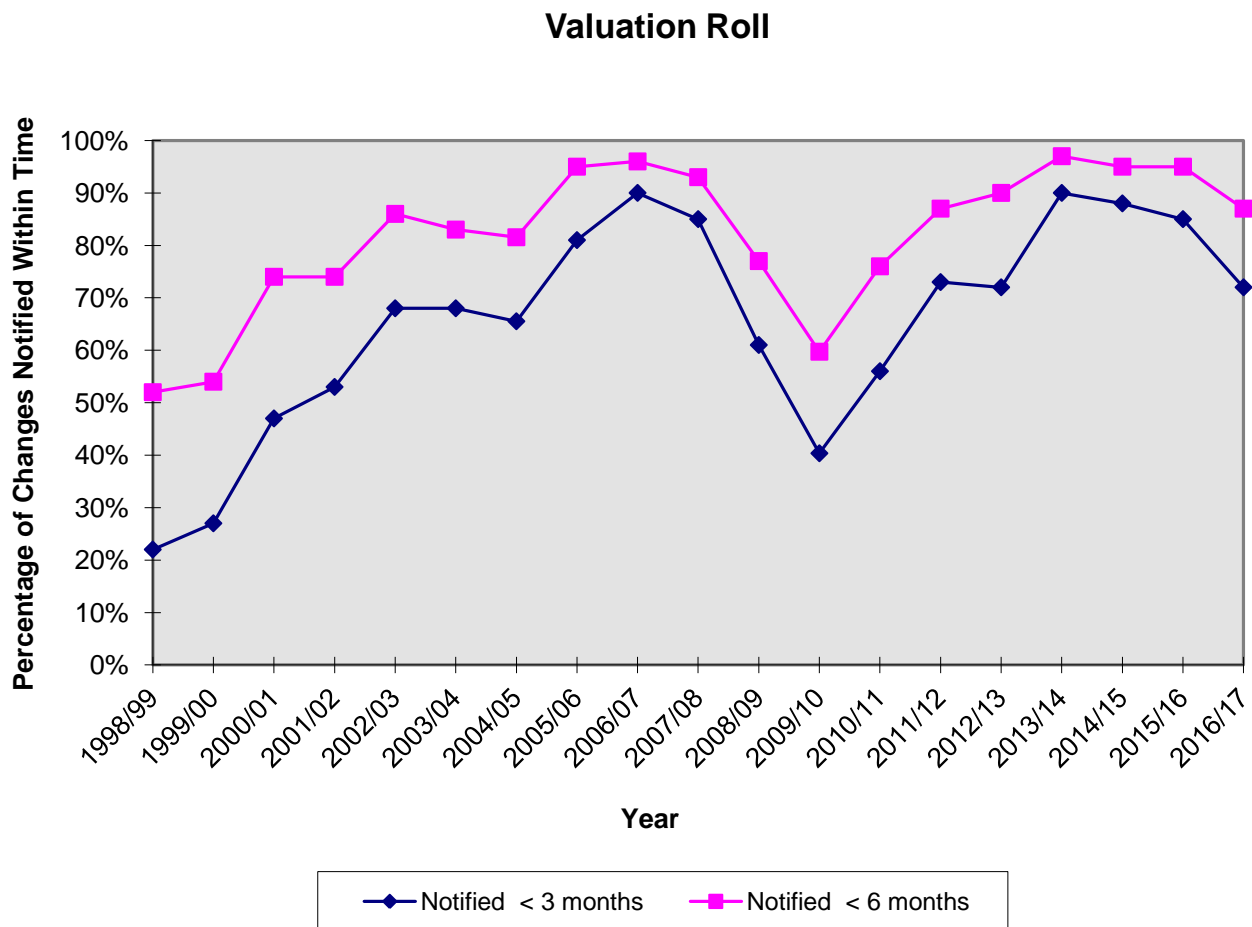
The Valuation Roll is a document which sets out the rateable values of all non-domestic properties in the valuation area. The rateable values shown in the Valuation Roll are used by the local authorities as the basis for the calculation of non-domestic rates bills. The Valuation Roll for Lanarkshire at the end of the period 2016/17 contained 19,819 properties with a total rateable value as at 31/3/2017 of circa £942 million.

In the year 2016/17, our staff processed 1,197 alterations to the roll to reflect new, amended or demolished properties. This was down from 1,367 for the period 2015/16.

The following table illustrates the performance for the period 2016/17 set against in-house targets:-

Performance Targets 2016/17	Target 2016/17	Actual 2016/17
Alter Valuation Roll within 3 months	75%	72%
Alter Valuation Roll within 6 months	92%	87%

The graph below illustrates LVJB performance levels from 1998/99 to 2016/17.



Performance is down from the period 2015/16 and in house targets were not met. The preparatory work involved in the non domestic revaluation has impacted on performance in this area, however, comparing to similar periods in a revaluation cycle, as set out below, whilst it is clear that a full non domestic revaluation has an impact on service delivery, in 2016/17, staff still performed comparatively well in maintaining the 2010 valuation roll while undertaking the vast range of duties associated with a non domestic revaluation. There is no doubt that the workload associated with the revaluation, together with budgetary pressures, combined with the difficulty experienced in retaining and recruiting qualified staff, resulted in the period 2016/17 posing real challenges in our non domestic service delivery area.

Performance Targets	Performance in year preceding the 2000 non domestic revaluation	Performance in year preceding the 2005 non domestic revaluation	Performance in year preceding the 2010 non domestic revaluation	Performance in year preceding the 2017 non domestic revaluation
Alter Valuation Roll within 3 months	42%	66%	40%	72%
Alter Valuation Roll within 6 months	N/A	82%	60%	87%

Following consultation with LVJB's management team and after considering the anticipated workload for the coming period, internal targets for the period 2017/18 have been set 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.

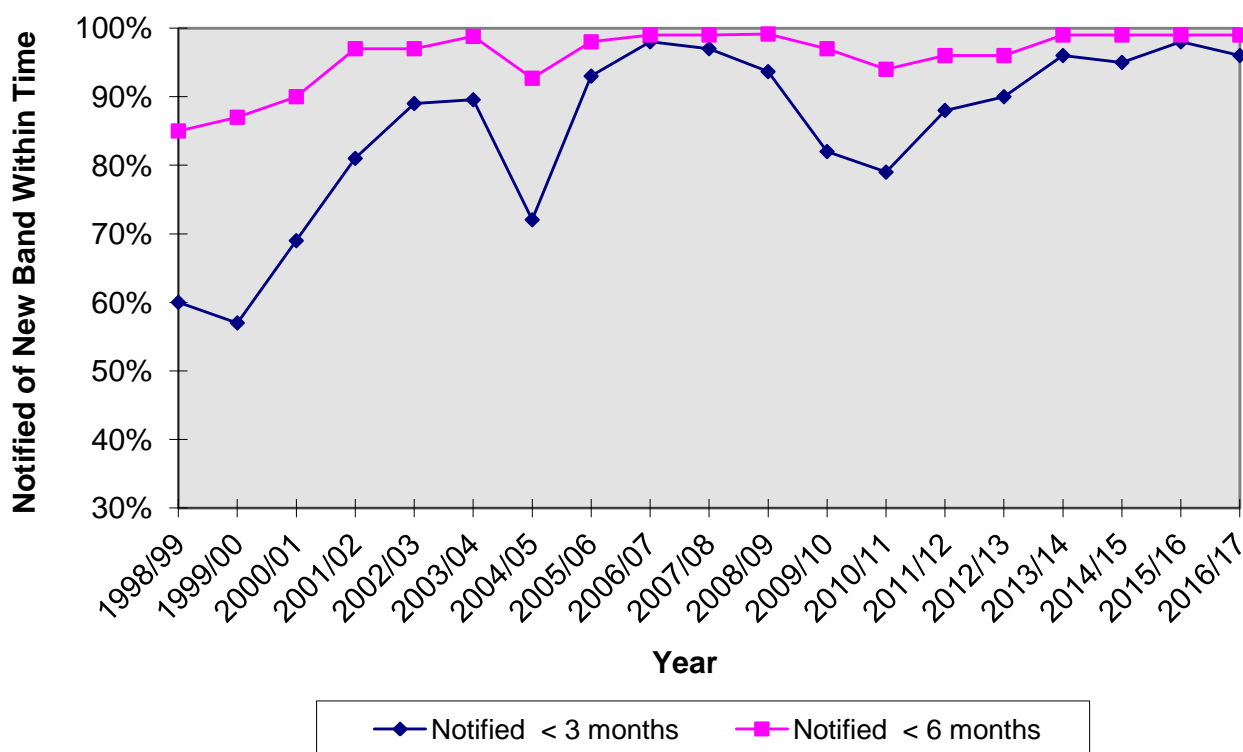
During 2016/17, our staff added 2,372 new dwellings (2,081 for the period 2015/16) to the Council Tax List, and deleted 237 dwellings. As at 31 March 2017, the list contained 324,294 entries (including domestic garages). Additionally, in accordance with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 173 Council Tax entries (186 for period 2015/16) 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 12,311 sales of domestic properties notified to LVJB during the period 2016/17.

The following table illustrates the performance for the period 2016/17 set against in-house targets:-

Performance Targets 2016/17	Target 2016/17	Actual 2016/17
New houses added to Council Tax List within 3 months	85%	96%
New houses added to Council Tax List within 6 months	92%	99%

The graph below illustrates LVJB performance levels from 1998/99 to 2016/17:-

Council Tax Valuation List



Performance for the period 2016/17, was down slightly on 2015/16 (whereby 98% changes were made within 3 months, with, similar to period 2016/17, 99% made within 6 months). With regard to both the number of new dwellings added to the Valuation List and the number of dwellings altered as a result of a material alteration and a subsequent sale, performance has been excellent and staff are to be congratulated on maintaining excellent service delivery.

The preparatory work involved in the non domestic revaluation has impacted on performance in this area, however, comparing to similar periods in a revaluation cycle, as set out below, whilst it is clear that a full non domestic revaluation has an impact on service delivery, in 2016/17 staff still performed comparatively well in maintaining the valuation list while undertaking the vast range of duties associated with a non domestic revaluation.

Performance Targets	Performance in year preceding the 2000 non domestic revaluation	Performance in year preceding the 2005 non domestic revaluation	Performance in year preceding the 2010 non domestic revaluation	Performance in year preceding the 2017 non domestic revaluation
Alter Valuation List within 3 months	58%	72%	82%	96%
Alter Valuation List within 6 months	87%	93%	97%	99%

Again, following consultation with LVJB's management team and after consideration of the anticipated workload for the coming period, internal targets for the period 2017/2018 have been set at the following levels:

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 2017 contained over 500,000 electors.

The principal activities of the period 2016/17 within our electoral registration service delivery area centred around three main activity areas. Firstly, there was the Scottish Parliamentary Election, held May 2016. Secondly, we had the EU referendum in June 2016. The extensive work undertaken by staff as part of the implementation of Individual Electoral registration (IER) resulted in the efficient and effective delivery of these elections. Lastly, as a result of the introduction of IER, the annual canvass of electors beginning autumn 2016 was again resource intensive, in terms of both planning for and the undertaking of. A vast number of households were visited as part of the canvass programme as staff concentrated on ensuring that the electoral register continues to be as complete and accurate as possible. The project again involved a pool of door to door canvassers numbering approximately 250. The principal reason for this was the removal of the ability to data match electors from other data sources in order that they could remain on the electoral register. As part of the canvass project, circa 302,000 households were issued with a household enquiry form, followed by approximately 188,000 postal reminders. Following the period allowed for postal reminders to be returned, some 110,000 households were visited. On publication of the revised registers on 1 December 2016, approximately 78% of households had made a return, up on the previous canvass of 2015.

Whilst the canvass costs continue to be higher than annual canvasses carried out before the introduction of IER, principally as a result of the comprehensive door to door visits required, these costs were covered by the UK Cabinet Office as part of the centralised funding in connection with the move from a household electoral registration system to one of individual registration. Our staff worked tirelessly to ensure that the canvass project was complete in time for the publication of the revised registers on 1 December 2016. The challenges posed by the introduction of IER are further compounded by the requirement to capture young persons as a result of the extension to the electoral registration franchise for Scottish elections.

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 2016/17 with the bulk of registration applications coming via the central government online registration system (www.gov.uk/register-to-vote).

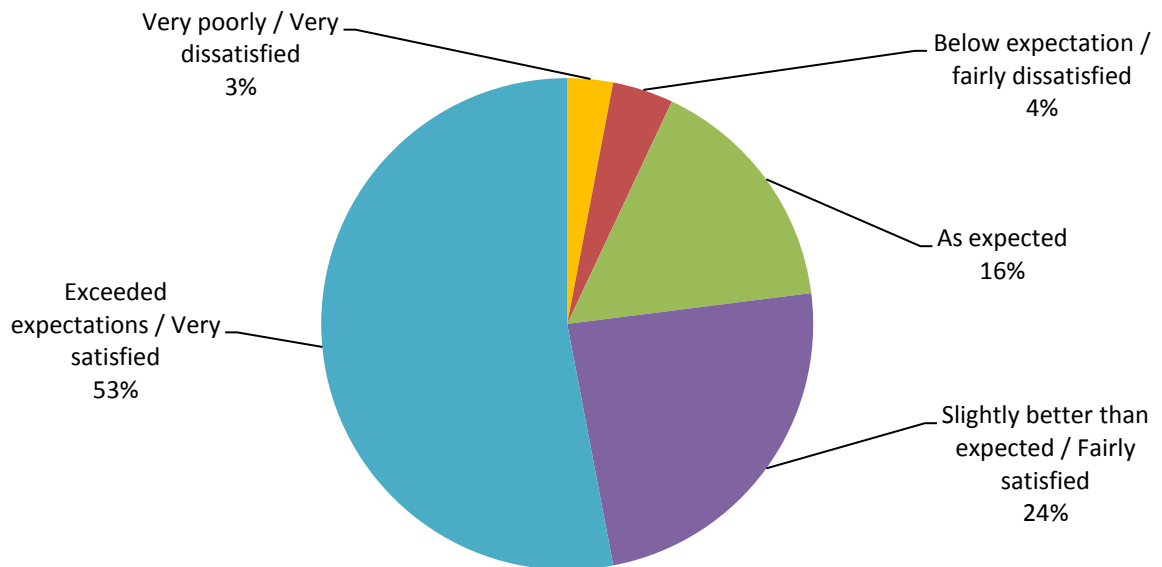
Customer Satisfaction

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.

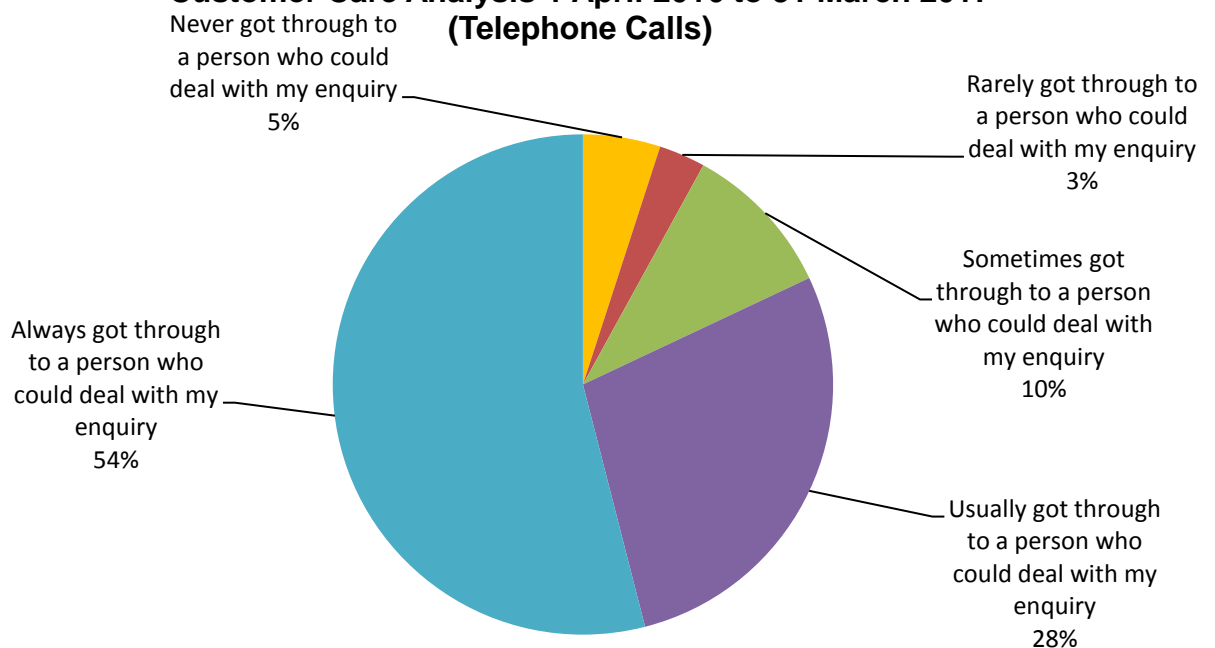
If you receive such a questionnaire, please take the time to complete it and respond. The results of these questionnaire returns are important to us and your comments are used to assist development of LVJB services to meet the needs of our customers.

- ❖ Results from the 2016/17 Customer Satisfaction Survey are contained in the graphs below.

Customer Care Analysis 1 April 2016 to 31 March 2017



Customer Care Analysis 1 April 2016 to 31 March 2017 (Telephone Calls)



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 has recently been updated to be 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.

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.

Contacting LVJB

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