

APPENDIX

LANARKSHIRE VALUATION JOINT BOARD – EFFICIENCY SAVINGS 2010/11				
Theme	Description of Efficiency Measure	Cashable	Non-Cashable	Impact on Service Delivery and Performance / Other Information
		£	£	
	Ongoing Savings from the 2009/10 statement include:			
SS	<p>Valuation Development of SAA Portal functionality. Costs of development of centralised system shared between fourteen Assessors office, rather than incurred solely by each office.</p>		107,373	Development activities at SAA Portal in 10/11 include; the provision of valuation Practice Notes in connection with the 2010 revaluation; the further development of the provision of summary valuation information for bulk class subjects, namely shops, offices and industrial subjects, and the implementation of the automated appeals logging system (AALS) at the Portal to allow for the bulk upload of appeals by rating practitioners. Quality indicators via monitoring of customer satisfaction analysis based on return of customer feedback at Portal and at the Scottish Ratepayers Forum and the Scottish Rating Agent Forum meetings.
SB	<p>Valuation The Non Domestic Rating (Valuation of Utilities) (Scotland) Order 2005; the undertaking of the additional duties remitted to the Assessor for Lanarkshire by the Order's introduction within existing budget allocation.</p>		115,000	Additional duties under the Order absorbed into general workload by reviewing existing working practices and implementing revised procedures to improve workflow efficiencies. Performance in certain key business areas maintained. Statutory duties relating to order undertaken including the revaluation of electricity subjects, resulting in value increase from £180m to £400m for such subjects.
SB	<p>Electoral Registration Introduction of Electoral Administration Act 2006; the undertaking of the additional duties remitted to the Electoral registration Officer by the Act's introduction including registration reviews, door to door canvass within existing budget allocation. Additional duties under the Act absorbed into general workload by reviewing existing working practices and implementing revised procedures to improve workflow efficiencies. Additionally, non filling of vacancies undertaken in order to carry out new duties within existing budget allocation.</p>	33,000		Additional duties under the Act absorbed into general workload by reviewing existing working practices and implementing revised procedures to improve workflow efficiencies. Additionally, non filling of vacancies undertaken in order to carry out new duties within existing budget allocation. Statutory duties undertaken.

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SB	Valuation Increased levels of activity relating to non domestic appeals; the undertaking of the management of the increase in levels of appeals within existing budget allocation.		£90,000	Following on from the economic downturn, there has been a resultant increase in both the number of non domestic appeals being received, and the level of activity normally associated with such appeals. This has resulted in the reallocation of resources to manage the heightened activity, in particular to deal with cases which have proceeded for full hearing to the Valuation Appeal Committee and the Lands Tribunal for Scotland. Performance in certain key business areas maintained.
SB	Electoral Registration The introduction of data matching software.	£35,900		The introduction of a revised procedure in relation to data matching, including the implementation of proprietary software, has allowed for this particular area of workload to be undertaken in less time with less staff, allowing for the non-filling of vacancies within clerical support of LVJB. Additionally, performance in this area has improved with a reduction from circa 30,000 to circa 14,000 households classified as empty but believed to be occupied.
SB	Valuation The introduction of wireless recording equipment for use at Valuation Appeal Committee Hearings.		£550	The implementation of the new equipment has meant that only one member of staff is required to attend the hearings (previously two required) to operate and carry the equipment. The freeing up of a member of staff from having to attend regular Valuation Appeal Committee hearings allows for redeployment to other key business areas. Quality is monitored via customer satisfaction analysis based on the return of customer questionnaires and telephone sampling in accordance with LVJB Customer Care policy.
SB	Electoral Registration The provision of electoral registers and monthly updates to the register via proprietary software.	£1,420		Registers are now uploaded to a central repository and service users log on to the secure area for self downloading of registers. This negates the need for LVJB staff to continuously collate and email separately to those entitled to copies of the registers relevant documentation. Quality is monitored via feedback from recipients on the register in terms of both speed of delivery of the electoral register and the monthly updates, and the accessibility and security attached to the dissemination of the register in electronic format.
		70,320	312,923	