

# Report

Report to:	<b>Lanarkshire Valuation Joint Board</b>
Date of Meeting:	<b>04 June 2018</b>
Report by:	<b>Assistant Assessor and Electoral Registration Officer</b>

Subject:	<b>LVJB Efficiency Gains 2017/2018</b>
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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 efficiency gains for the financial year 2017/2018.

## 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 entitled 'Lanarkshire Valuation Joint Board – Efficiency Gains 2017/2018 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. Part of the efficiency gains has been accommodated by the non-filling of a vacancy and by filling vacancies in respect of professionally qualified valuers by trainee valuers and trainee technicians.

## 5. Financial Implications

5.1. A total of £491,593.68 of efficiency gains has been identified over the period 2017/2018. This is split between £141,991.23 of cashable efficiency gains and £349,602.45 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 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.

**Jim Neason**

**Assistant Assessor and Electoral Registration Officer**

17 May 2018

## **Previous References**

Report to Board for 26 June 2017 meeting entitled – “LVJB Efficiency Gains 2016/17”

## **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 2017/18

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) £35,860.99 cashable	Introduction of Electronic Canvas Returns has resulted in cash savings as follows – Saving on Postage Costs £11,711.36 Saving on Sort/Scanning £24,149.63 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) £72,369.54 cashable	Outgoing Canvass Mail Savings with use of Critiqom compared to Royal Mail Business Standard Tariff Business Account. - £72,369.54 - cashable
SB	Combining the Annual Canvass second reminder with personal (Door to Door) Canvass	£27,944.54 cashable	Combining the Annual Canvass second reminder with personal (Door to Door) Canvass has resulted in savings in postage costs - £27,944.54 - cashable.
SB	Additional duties under the Non Domestic (Valuation of Utilities) (Scotland) Order 2005 absorbed into general workload.	Recurring £109,793.13 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 £340m.
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) £84,162.71 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 2017/18 was £93,000; LVJB's contribution was £8,837.29.

SB	Introduction of an electronic Survey Management System (SMS)	Recurring £16,358.88 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 clerical support staff spent on this task and allowed managers to switch staff to Electoral Registration tasks negating the requirement to recruit additional staff.
SB	Digitising Council Tax files moving from paper based to electronically held.	Recurring £23,256 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 £3,476 non-cashable	Replacement of provider of scanning services for Electoral Registration documents. New system has lower annual licensing costs.
WP	Replacement of professionally qualified valuers with trainee valuers and trainee technicians	Recurring £61,259.15 non-cashable	In order to attain efficiencies, professionally qualified valuers have been replaced by trainee valuers and trainee technicians. This efficiency also reflects the ongoing difficulty in retaining and recruiting qualified valuers.
WP	Non-Filling of Vacancies	Recurring £51,296.58 non-cashable	Non-filling of various posts as a result of re -evaluation of processes and procedures including implementation of new workflows.
SB	Use of email to issue electoral forms and letters	£5,816.16 cashable	Savings in postage costs as a result of the issuing of electoral forms and letters via email rather than by post.
<b>TOTAL</b>		<b>£491,593.68</b>	

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