

# Report

Report to:	<b>Lanarkshire Valuation Joint Board</b>
Date of Meeting:	<b>4 June 2018</b>
Report by:	<b>Assessor and Electoral Registration Officer</b>

Subject:	<b>LVJB Public Performance Report 2017/2018</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 Public Performance Report 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 titled 'Lanarkshire Valuation Joint Board, Office of Assessor and Electoral Registration Officer, Public Performance Report 2017/2018', and is attached as an appendix.

3.2. The report outlines Lanarkshire Valuation Joint Board's performance in its core service delivery areas for the period 2017/2018.

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.

**Gary Bennett BSc MSc AEA (Cert-Scotland) MRICS IRRV (Hons)**  
**Assessor and Electoral Registration Officer**

17 May 2018

### **Previous References**

None

### **List of Background Papers**

None

### **Contact for Further Information**

If you would like further information, please contact:-

Gary Bennett, 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

"Office of Assessor and Electoral Registration Officer"

### PUBLIC PERFORMANCE REPORT 2017/2018

#### 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 2017/18 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 2017/18 contained 20,591 properties with a total rateable value as at 31/3/2018 of circa £1,035 million.

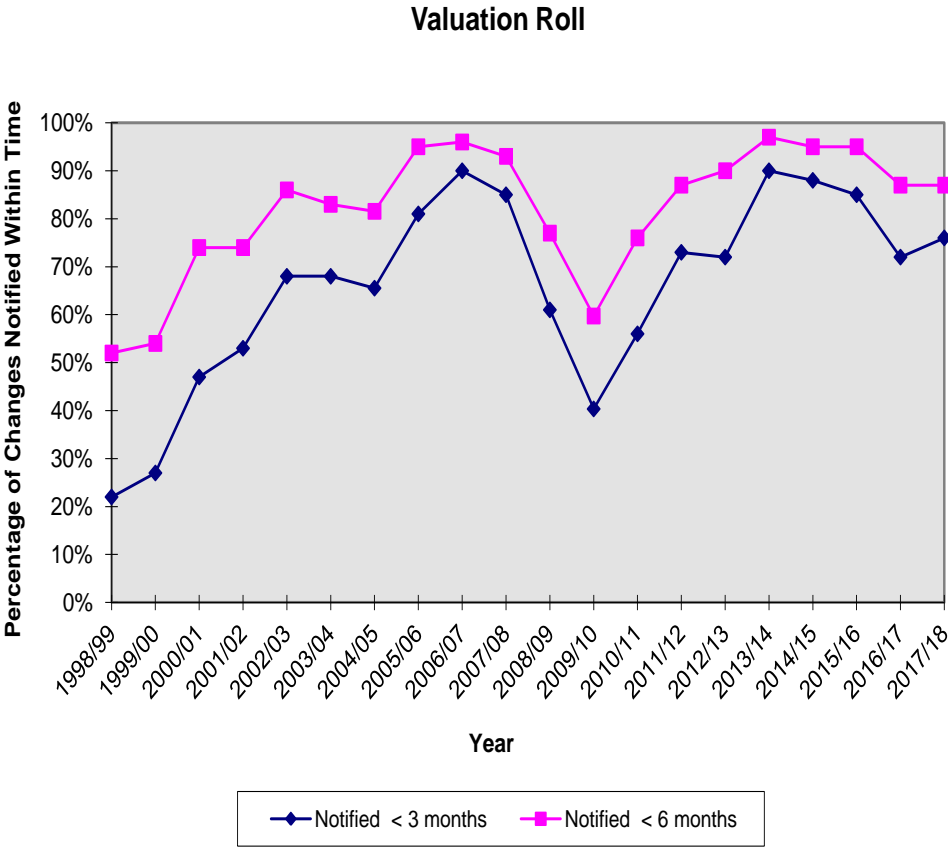
In the year 2017/18, our staff processed 1,603 alterations to the roll to reflect new, amended or demolished properties. This was up from 1,197 for the period 2016/17.

The following table illustrates the performance for the period 2017/18 set against in-house targets:-

Performance Targets 2017/18	Target 2017/18	Actual 2017/18
Alter Valuation Roll within 3 months	77%	76%
Alter Valuation Roll within 6 months	92%	87%

The graph below illustrates LVJB performance levels from 1998/99 to 2017/18.

Performance is up from the period 2016/17, however, in house targets were not met. The increase in the number of non domestic appeals received as a result of the non domestic revaluation, against a backdrop of budgetary pressures continues to impact on performance in our non domestic service delivery area.



Following consultation with LVJB’s management team and after considering the anticipated workload for the coming period, internal targets for the period 2018/19 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.

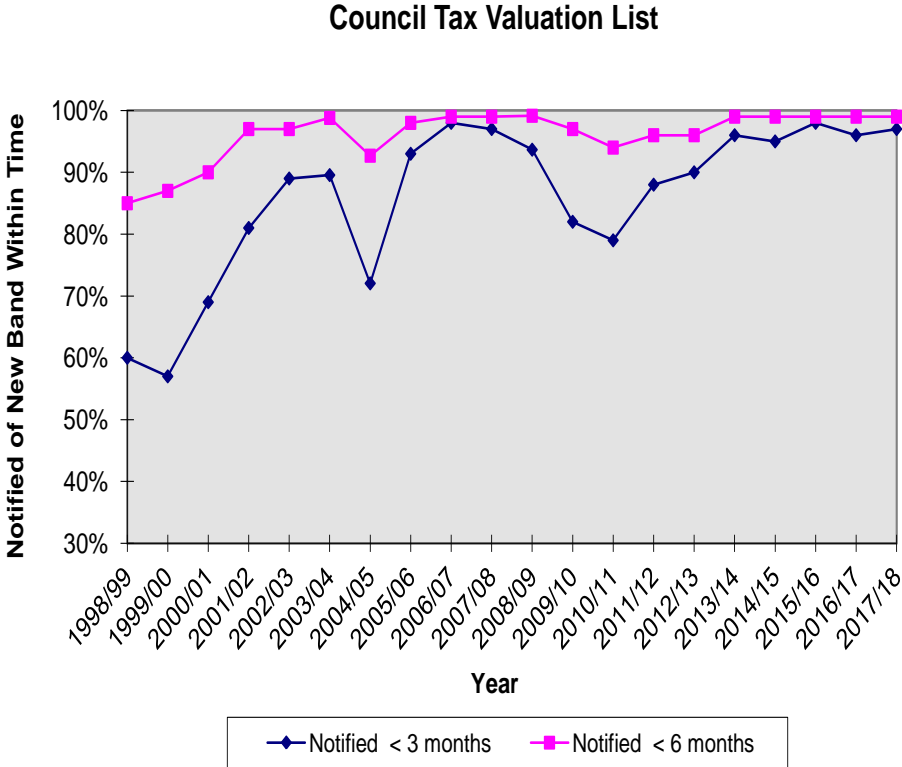
During 2017/18, our staff added 2,712 new dwellings (2,372 for the period 2016/17) to the Council Tax List, and deleted 401 dwellings. As at 31 March 2018 the list contained 326,132 entries (including domestic garages). Additionally, in accordance

with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 211 Council Tax entries (173 for period 2016/17) 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 13,813 sales of domestic properties notified to LVJB during the period 2017/18.

The following table illustrates the performance for the period 2017/18 set against in-house targets:-

Performance Targets 2017/18	Target 2017/18	Actual 2017/18
New houses added to Council Tax List within 3 months	85%	97%
New houses added to Council Tax List within 6 months	92%	99%

The graph below illustrates LVJB performance levels from 1998/99 to 2017/18:-



Performance for the period 2017/18 was up slightly on 2016/17 (whereby 96% changes were made within 3 months, with 99% made within 6 months). With regards 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 very good, in particular as workload continues to increase within these areas.

Again, following consultation with LVJB’s management team and after consideration of the performance achieved in this service delivery area over recent years, internal targets for the period 2018/2019 have been increased slightly as follows:

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 2018 contained over 500,000 electors.

The principal activities of the period 2017/18 within our electoral registration service delivery area centred around two main activity areas. Firstly, there were the Local Government Elections, held on the 4 May 2017. This was followed by a snap UK Parliamentary Election held on 8 June 2017. There were also two by-elections later in the year one in North Lanarkshire in ward 13 - Fortissat on the 7 September 2017, and another in South Lanarkshire Ward 12 - Rutherglen Central and North on the 23 November 2017. Whilst all elections were successfully delivered, the snap UK general election proved to be very demanding in terms of dealing with the voluminous levels of new applications, many of them duplicate, via the government register to vote website. Dialogue continues with the UK Cabinet Office with a view to reducing the number of duplicate entries made via the website.

The annual canvass of electors began in July 2017. As part of the canvass project, circa 304,000 households were issued with a household enquiry form, followed by approximately 149,000 postal reminders. Following the period allowed for postal reminders to be returned, some 107,000 households were visited. On publication of the revised registers on 1 December 2017, approximately 79.04% of households had made a return, up slightly on the previous canvass of 2016.

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 2017/18 with the bulk of registration applications coming via the central government online registration system ([www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)).

To ensure the completeness and accuracy of the Electoral Register, the 2017 Integrity Plan was 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.

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.

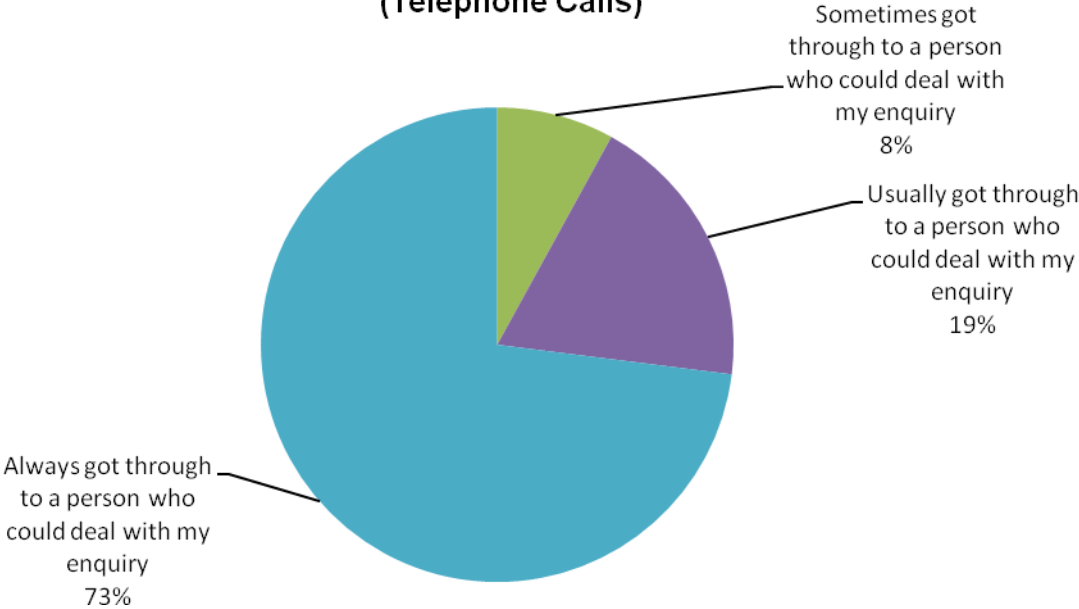
## **Customer Satisfaction**

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.

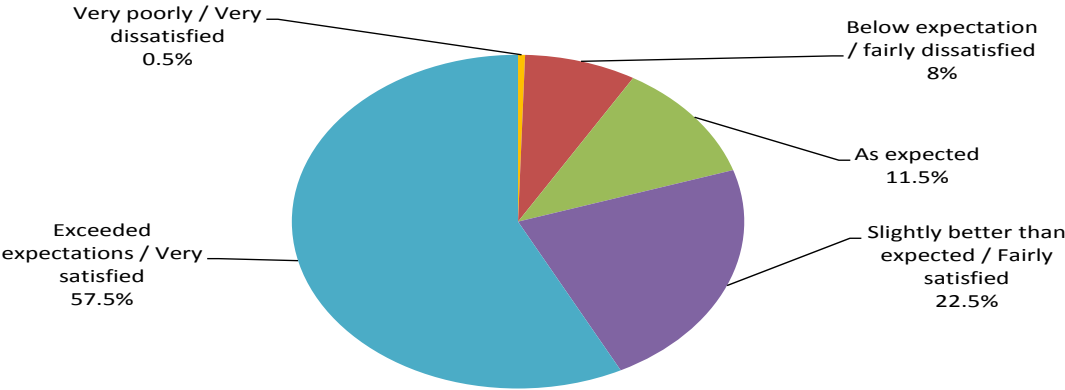
If you receive such a questionnaire, please take the time to complete it and respond. The results of these questionnaire returns are important to us and your comments are used to assist development of LVJB services to meet the needs of our customers.

- ❖ Results from the 2017/18 Customer Satisfaction Survey are contained in the graphs below.

**Customer Care Analysis 1 April 2017 to 31 March 2018  
(Telephone Calls)**



**Customer Care Analysis 1 April 2017 to 31 March 2018**



## **Web Site**

The Board's web site ([www.lanarkshire-vjb.gov.uk](http://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 been recently refreshed and 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](http://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.

### **To comply with our equalities duties:**

In April 2013 LVJB published the Mainstreaming Equalities Report and Equality Outcomes in accordance with regulation 3 of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 for the period 2013 to 2017 and this is available on our website. A progress report on mainstreaming the equality duty was published on 30 April 2015 and an employee information annual report was published in April 2016.

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.

Our employee information annual report was published in April 2018.

### **Contacting LVJB**

Address: Lanarkshire Valuation Joint Board  
North Stand  
Cadzow Avenue  
HAMILTON  
ML3 0LU  
Telephone: 01698 476000 Fax: 01698 476010  
E-mail: [assessor@lanarkshire-vjb.gov.uk](mailto:assessor@lanarkshire-vjb.gov.uk)  
[ero@lanarkshire-vjb.gov.uk](mailto:ero@lanarkshire-vjb.gov.uk)  
Web site: [www.lanarkshire-vjb.gov.uk](http://www.lanarkshire-vjb.gov.uk)