

Report

Report to:	Lanarkshire Valuation Joint Board
Date of Meeting:	3 June 2024
Report by:	Assessor and Electoral Registration Officer

Subject:	Lanarkshire Valuation Joint Board Public Performance Report 2023/2024
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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 2023/2024

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 2023/2024', 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 2023/2024.

3.3. The report will be posted on LVJB's website.

4. Employee Implications

4.1. None

5. Financial Implications

5.1. None

6. Climate Change, Sustainability and Environmental Implications

6.1. There are no climate change, sustainability or environmental implications in terms of the information contained in this report.

7. Other Implications

7.1. There are no implications for risk in terms of the information contained in this report.

8. Equality Impact Assessment and Consultation Arrangements

- 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.

9. Privacy Impact Assessment

- 9.1. 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.

Christine Maxwell BSc MRICS
Assessor and Electoral Registration Officer

15 May 2024

Previous References

- ◆ None

List of Background Papers

- ◆ None

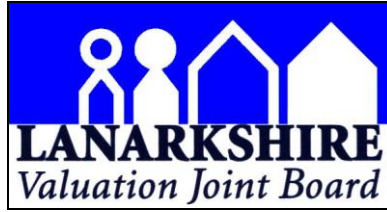
Contact for Further Information:

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LANARKSHIRE VALUATION JOINT BOARD

Office of Assessor and Electoral Registration Officer

PUBLIC PERFORMANCE REPORT

2023/2024

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 Valuation List and the Non-Domestic Valuation Rolls for the Lanarkshire area. The following report relates to the 2023/24 financial year.

Non-Domestic Valuation Roll

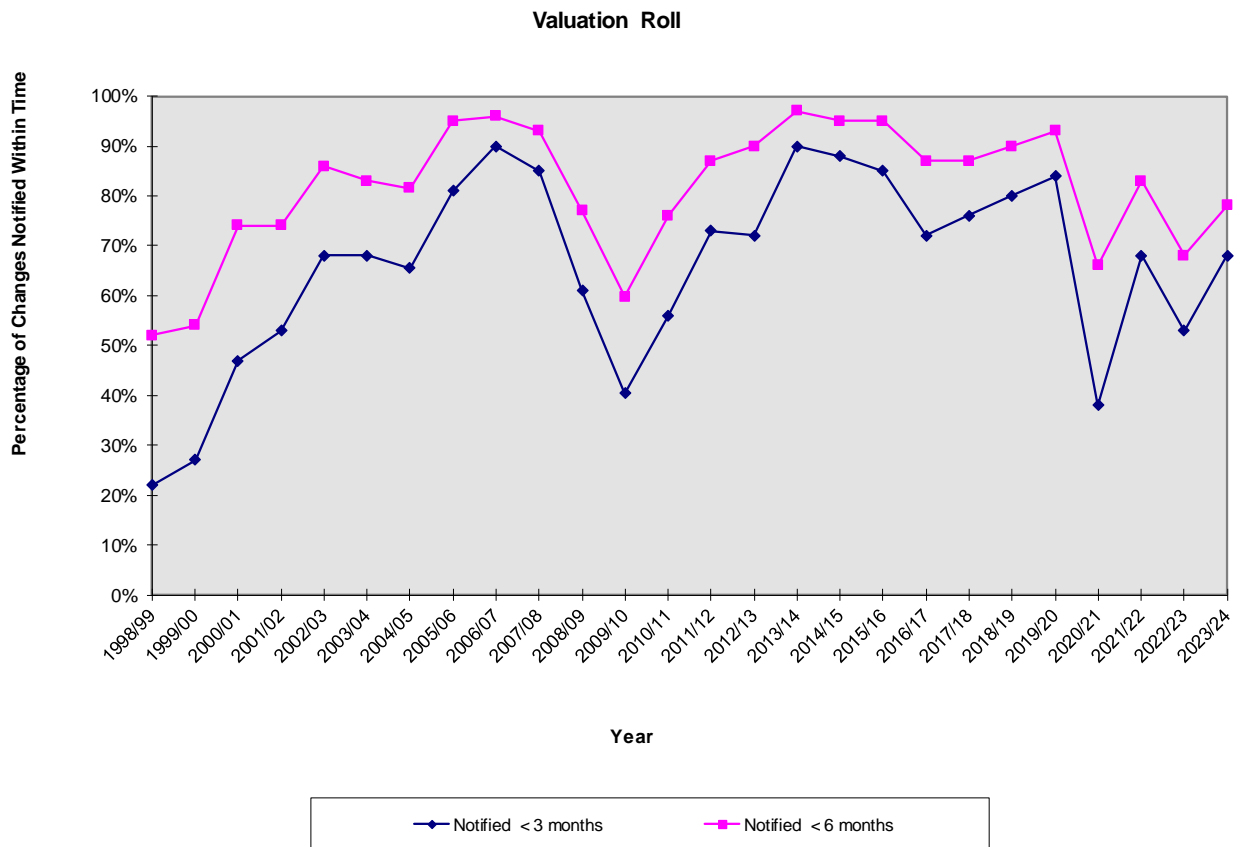
The Valuation Roll is a document which sets out the rateable values of all non-domestic properties in the valuation area. The rateable values shown in the Valuation Roll are used by the local authorities as the basis for the calculation of non-domestic rates bills. The Valuation Roll for Lanarkshire at the end of the period 2023/24 contained 23,245 properties with a total rateable value as at 31/03/2024 of circa £1,091million (£1,091,106,384).

In the year 2023/24, our staff processed 3,073 alterations to the roll to reflect new, amended, or demolished properties. This was an increase from 1,147 for the period 2022/23.

The following table illustrates the performance for the period 2023/24 set against in-house targets: -

Performance Targets 2023/24	Target 2023/24	Actual 2023/24
Alter Valuation Roll within 3 months	77%	68%
Alter Valuation Roll within 6 months	92%	78%

The graph below illustrates LVJB performance levels from 1998/99 to 2023/24.



The three monthly and six-monthly targets were not met but were improved upon compared to the period 2022/23. Continuing challenges with regard to the recruitment and retainment of qualified surveyors, dealing with a new non-domestic and domestic proposal system have impacted on performance in this area.

The internal targets for the period 2024/25 will be maintained at the following levels:

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 of April 1991. Local Authorities use these bands to calculate annual Council Tax bills.

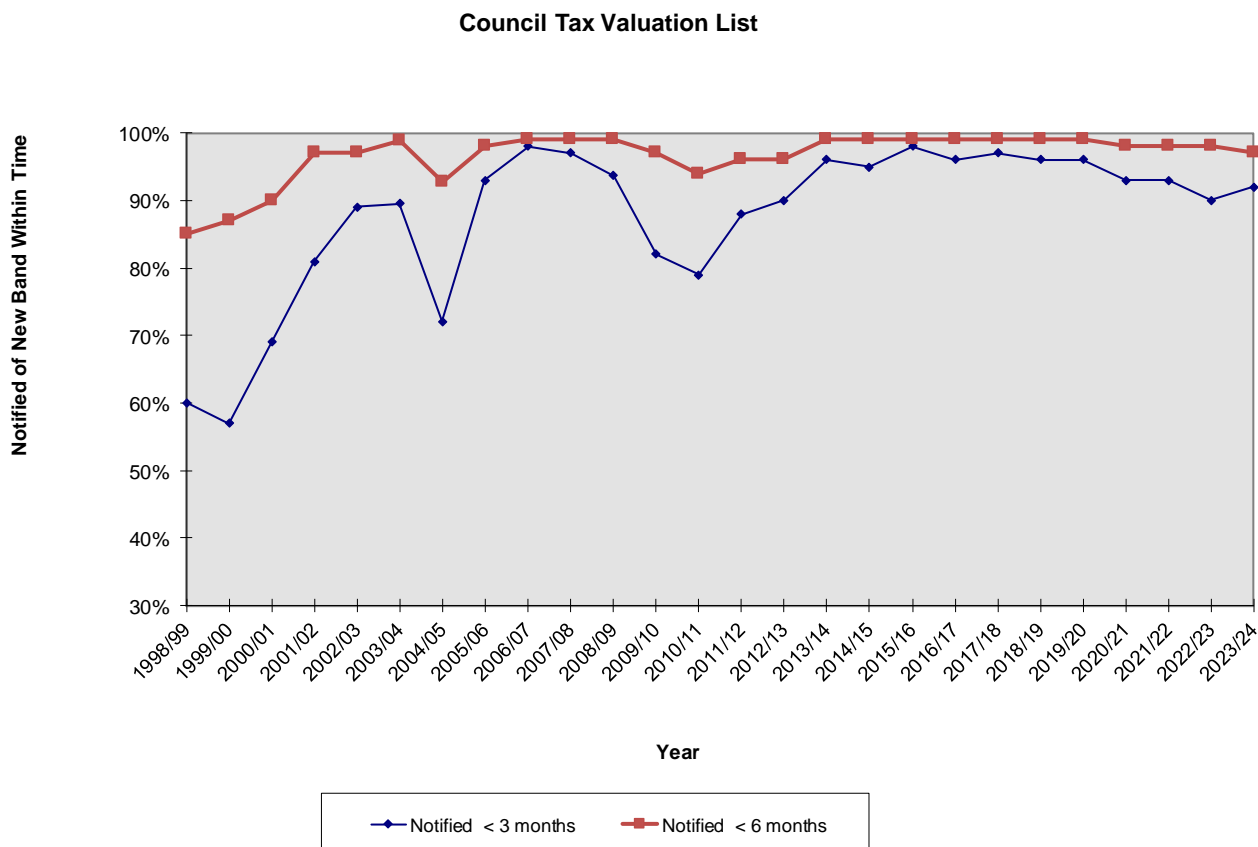
During 2023/24, our staff added 2,609 new dwellings (3,009 for the period 2022/23) to the Council Tax Valuation List and deleted 743 dwellings (279 for the period 2022/23). As of 31 March 2024, the list contained 339,933 entries (including domestic garages).

Additionally, in accordance with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 188 Council Tax entries (185 for the period 2022/2023) 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 9,523 sales of domestic properties notified to LVJB during the period 2023/24.

The following table illustrates the performance for the period 2023/24 set against in-house targets: -

Performance Targets 2023/24	Target 2023/24	Actual 2023/24
New houses added to Council Tax List within 3 months	87%	95%
New houses added to Council Tax List within 6 months	92%	97%

The graph below illustrates LVJB performance levels from 1998/99 to 2023/24: -



Targets set for the period 2023/24 were again met with performance being maintained at a very good level.

Internal targets for the period 2024/2025 have been maintained 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 2024 contained over 520,000 electors.

The principal activities of the period 2023/24 within our electoral registration service delivery area centred on maintaining the completeness and accuracy of the registers.

During the period 2023/24 there were no scheduled major elections, but there were several by-elections and a recall petition held (the first to take place in Scotland) as follows:

- NLC Ward 15 – Bellshill by-election held on 15 June 2023
- SLC Rutherglen & Hamilton West UK Parliamentary Constituency Recall Petition - signing period ran from 20 June till 31 July 2023
- Rutherglen & Hamilton West UK Parliamentary Constituency by-election held on 5 October 2023
- NLC Ward 19 - Motherwell Southeast & Ravenscraig held on 16 November 2023

The annual canvass of electors 2023 was run under canvass reform, data matching was used at the outset of the canvass to help identify those properties where the residents are more likely to have changed. All Electoral Registration Officers in Great Britain were required to match specified data they hold on registered electors against the Department for Work and Pensions' Customer Information System (DWP CIS) dataset. This dataset is already used in the electoral registration process to verify an applicant's identity.

For the 2023 canvass, circa 253,500 households were issued with the new Canvass Communication A form (CCA), which advised who was on the register and that unless there was a change in the household no return was required. A further stage to the reformed annual canvass process involved the issuing of circa 65,000 Canvass Forms (CF) to households which did not match during the aforementioned exercise. Furthermore, a new Canvass Communication B form (CCB) in respect of postal reminders was issued to circa 52,000 households.

The household visit element of the 2023 canvass was able to proceed, with suitable precautions undertaken as a result of the pandemic, with circa 41,000 properties being canvassed. The canvass reforms also allowed for e-communications that included telephone and email contact. The canvass was concluded successfully, and the registers were published on 1 December 2023.

Rolling Registration activity, introduced in 2000 to assist in maintaining the Electoral Register, continued throughout 2023/24 with the bulk of the registration applications being received via the central government online registration system (www.gov.uk/register-to-vote).

With the introduction of the Elections Act 2022, new measures have been introduced by the UK Government which only apply to UK Parliamentary: elections, by-elections and recall petitions.

The first measure which was introduced with effect from 5 May 2023, was the need to show Voter ID (Voter Authority Certificates – VAC's) at polling stations. Changes to the absent voting regulations and the ability to apply online came into force on 31 October 2023. The final measure was the extension to the overseas electors' franchise removing the 15-year rule and allowing for applications to be submitted via the ERO Portal.

The ERO Portal which can be used to submit new applications for VAC's was updated in October 2023 to accept the absent vote applications, and then again on 15 January 2024 to accept new overseas elector applications.

Electors who wish to apply for an absent vote for Scottish Parliamentary and local elections are unable to apply via the online portal and required to apply by way of a paper application form. It should be noted that Voter ID is not required for Scottish Parliamentary and local elections and that overseas electors are only eligible to vote in UK elections.

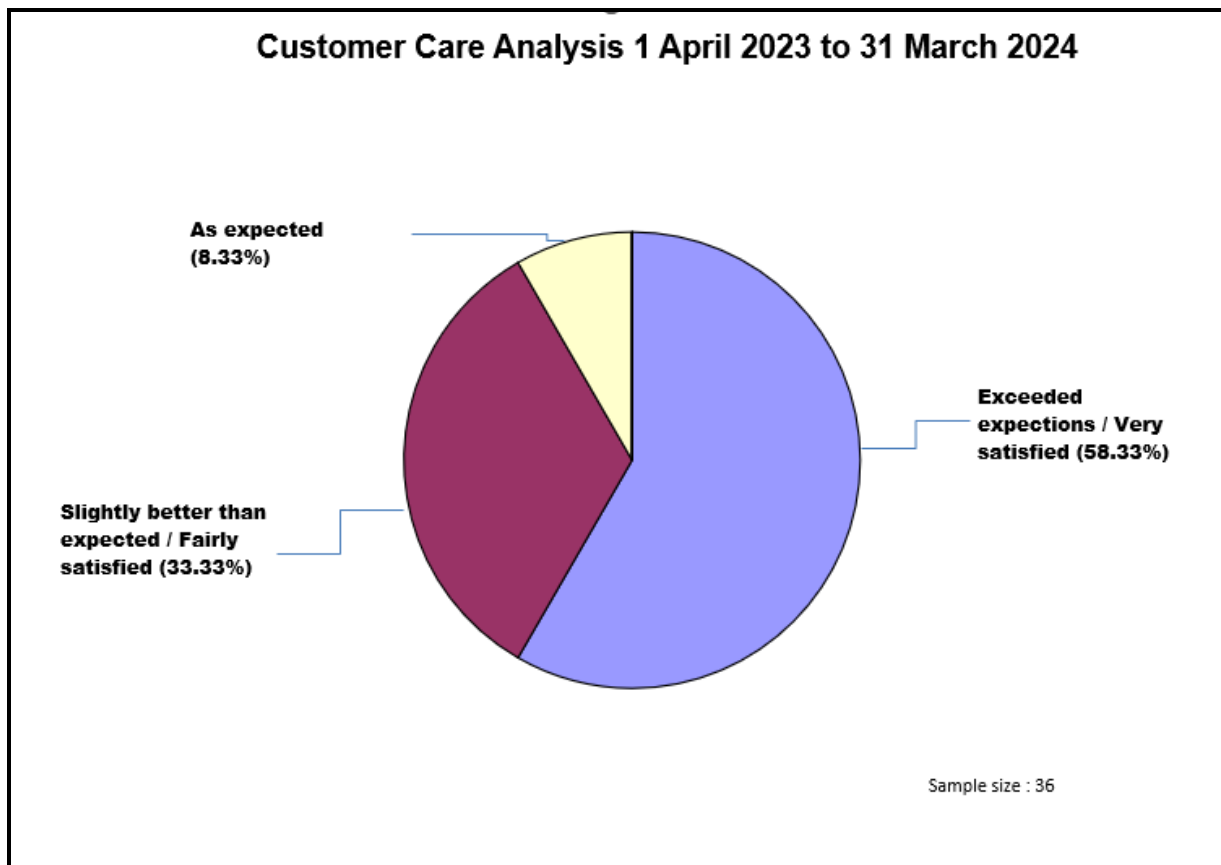
To ensure the completeness and accuracy of the Electoral Register, the 2023 Integrity Plan was again used to identify and manage patterns of activity that might indicate potential registration integrity issues. LVJB have checks and controls in place to detect and prevent any electoral malpractice. Checks are also built into both the Annual Canvass Plan and individual Election Plans.

Customer Satisfaction

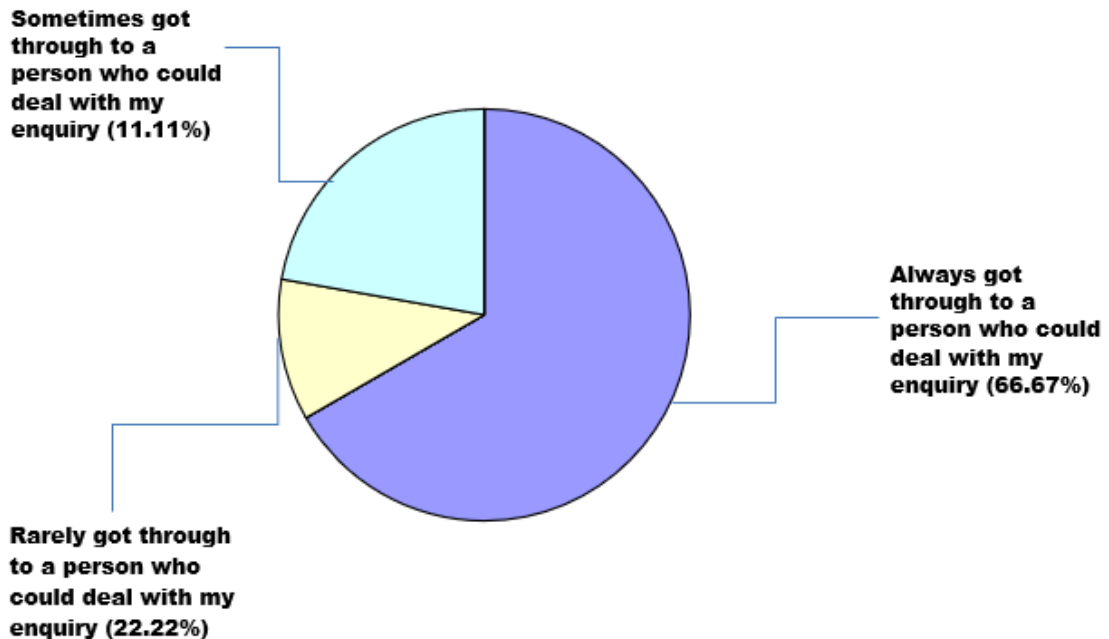
Users of the Joint Board's services were sampled at random throughout 2023/24 for their comments on the service LVJB provides. The questionnaires include a section on gender, ethnicity, and disability to enable service monitoring on equalities issues.

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 comments received are used to assist the development of LVJB services to meet the needs of our customers.

Results from the 2023/24 Customer Satisfaction Survey are contained in the two pie charts below.



**Customer Care Analysis 1 April 2023 to 31 March 2024
(Telephone Calls)**



Sample size : 9

Website

The Board's website (www.lanarkshire-vjb.gov.uk) includes a host of useful information on the Assessor's functions and the processes involved in making proposals against entries in the Valuation Roll and Council Tax List. There is the facility to download application forms relating to Electoral Registration and an announcements area that is regularly updated with changes brought in with the Elections Act 2022. The website is compatible with mobile devices and also has pre-installed accessibility software - 'Recite', which reads the page contents to users if required.

The website also has useful links to North and South Lanarkshire Councils' websites, and to the Scottish Assessors' Association Portal (www.saa.gov.uk) which provides a single point of access to Non-Domestic Rating, Council Tax and Electoral Registration information on a Scotland-wide basis, as well as a number of user interactive services, such as how to lodge a proposal against a council tax or valuation roll entry.

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 and our Mainstreaming Equalities progress report.

To comply with our equalities duties:

In April 2021 LVJB published the Mainstreaming Equalities Report and Equality Outcomes 2021 to 2025 in accordance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and the Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2016. This includes an equal pay statement and gender pay gap information along with information on occupational segregation 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 2021 to 2025.

Under the specific employment duty, LVJB as a listed authority, are required to publish pay gap information every two years. A report on progress and pay gap information along with the information on occupational segregation will be published in April 2025.

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 has 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 the criteria.

Contacting LVJB

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