



SERVICE PLAN 2011-2015

UPDATE - DECEMBER 2011

LANARKSHIRE VALUATION JOINT BOARD

MISSION

As an independent Local Government organisation, Lanarkshire Valuation Joint Board's mission is to deliver equitable, customer focussed, professional valuation and electoral services to all stakeholders

VISION

Our vision is to deliver quality in the work which we undertake, efficient services to all service users, and ensure completeness and accuracy of the Electoral Register, Valuation Rolls and the Valuation (Council Tax) Lists

In order that we fulfil our Mission and achieve our Vision we will:-

- Ensure that our services are delivered in accordance with all statutory requirements
- Plan service development and delivery in accordance with the principles of efficient government and continuous improvement
- Undertake customer care surveys to assist us in improving our service delivery
- Recognise our employees as both stakeholders and our most important asset
- Take individual and collective responsibility for the services provided by LVJB
- Encourage innovation and recognise achievement within the organisation
- Monitor and report performance levels to stakeholders
- Integrate Equalities issues into all aspects of our service provision
- Undertake our duties having regard to sustainability
- Build on our achievements to date

LANARKSHIRE VALUATION JOINT BOARD
ASSESSOR AND ELECTORAL REGISTRATION OFFICER

SERVICE PLAN 2011-2015

PART ONE

SERVICE FUNCTION

Lanarkshire Valuation Joint Board was established as part of the 1996 reorganisation of local government in terms of The Valuation Joint Boards (Scotland) Order 1995 and is vested with the functions of the valuation authorities of North and South Lanarkshire Councils. With the agreement of the two Councils, the Board also has responsibility for the Electoral Registration function for Lanarkshire.

The Assessor is responsible for valuation for non-domestic rating (The Valuation Roll) and council tax banding (The Council Tax Valuation List), and in his role as Electoral Registration Officer, the compilation of the Electoral Register.

The primary service functions are the compilation and maintenance of the Valuation Roll, the compilation and maintenance of the Council Tax Valuation List and the preparation and publication of the Register of Electors.

The service currently has 65 full time equivalent permanent staff.

1.1 VALUATION ROLL

The Valuation Roll is a list of all non-domestic properties, which are not excluded properties, along with the Net Annual and Rateable Values which the Assessor has established for each property. These annual values form the basis for non-domestic rates charges. The Roll is published annually and updated weekly.

The Assessor is required to complete a 5-yearly Revaluation of all non-domestic properties within the Valuation Roll. The most recent of these was completed in accordance with the statutory timetable and came into effect on 1st April 2010. The next of these will be completed, by agreement with the Scottish Government, in advance of the required date of 1st April 2015.

At 1st April 2011 there are a total 18,548 properties in the Valuation Rolls for North and South Lanarkshire Council areas, with a total rateable value of £946,979,125.

Update December 2011:

At 1st November 2011 there were a total 18,810 properties in the Valuation Rolls for North and South Lanarkshire Council areas, with a total rateable value of £943,472,005

1.2 VALUATION LIST

The Valuation List is a list of all domestic properties upon which Council Tax charges are based. It is published annually and updated weekly.

Each dwelling is placed in one of eight broad valuation bands according to their estimated market value as at 1st April 1991.

At 1st April 2011 there are a total 292,847 properties in the Valuation Lists for the Lanarkshire area.

Update December 2011:

At 1st November 2011 there were a total 293,804 properties in the Valuation Lists for the Lanarkshire area.

1.3 REGISTER OF ELECTORS

The Register of Electors contains the names of all persons resident within the area and eligible to vote at UK Parliamentary, Scottish Parliamentary, European and Local Elections. It is published annually, by 1st December, and updated regularly throughout the year.

Prior to publication, the Register is updated by a postal canvass of all households, which is carried out during August - November each year. A door to door canvass is also conducted under certain predetermined circumstances.

At 1st April 2011, the total electorate of Lanarkshire was 489,852.

Update December 2011:

At 1st September 2011, the total electorate of Lanarkshire was 490,063.

1.4 OTHER FUNCTIONS

The Assessor carries out a range of functions in support of these primary services, and these will be dealt with at Part Two, Core Objectives, below.

LANARKSHIRE VALUATION JOINT BOARD

ASSESSOR AND ELECTORAL REGISTRATION OFFICER

SERVICE PLAN 2011-2015

PART TWO

CORE OBJECTIVES

2.1 THE VALUATION ROLL

- 2.1.1 Maintenance of the Valuation Roll, including the addition of new subjects and the amendment of existing subjects, will continue, year-on-year, in accordance with the Joint Board's established procedures for completion within the statutory timescales and annual targets. Valuation Notices will be issued to all Proprietors, Tenants and Occupiers and all relevant changes will be notified to the billing authorities timeously.

Update December 2011

As at 1st November 2011, some 874 value changes have been made to the valuation roll since 1/4/11; 85% of these changes have been made within 3 months of their effective alteration date (performance target for period 2011/12 set at 65%).

- 2.1.2 7,494 appeals were submitted against entries made in the 2010 Revaluation Roll. The statutory timetable for settlement of these appeals is 31st December 2013. To facilitate the disposal of these, the Assessor and his staff will continue negotiations in an effort to achieving settlement.

Update December 2011

As at 1st November 2011, a total of 5407 revaluation appeals remain outstanding with some 2087 having been disposed of. The upsurge in workload associated with the disposal of non domestic appeals continues with an unprecedented level of appeals proceeding to hearing before Lanarkshire Valuation Appeal Panel committee meetings. Decisions of appeals which have been heard before such committees can be viewed at www.LVAP.org

- 2.1.3 As at 1st April 2011, over 3,500 running roll appeals remain outstanding. There has been an upsurge in the lodging of running roll appeals by ratepayers and professional agents citing the economic downturn as the main ground of appeal. In March 2011 alone over 3,000 such appeals were lodged. The Assessor will include such appeals in his ongoing schedule of VAC Hearings in order that they are disposed of in accordance with their varying timescales and plan for the additional workload with a view to minimising the impact of this resource intensive workload on other key business areas.

Update December 2011

As at 1st November 2011, 4406 running roll appeals remain outstanding. The vast majority of these appeals have been lodged on the grounds of the general economic downturn. A strategy for the disposal of these appeals is constantly under consideration. The number of appeals, and the activity associated with them, is unprecedented. The situation is Scotland wide and dialogue continues with the Scottish Assessors Association, together with Senior Counsel, in relation to some complex issues which have arisen with these appeals.

- 2.1.4 Factors which are effectively outwith the control of the Assessor are appeals which are referred to the Lands Tribunal for Scotland and appeals to the Lands Valuation Appeal Court. Timetabling of such appeals are removed from local control.

Update December 2011

The number of Lanarkshire appeals currently referred to the Lands Tribunal for Scotland is 67. These include appeals for telecommunication subjects, pharmacies located at health clinics, and Hamilton Racecourse. With regards to appeals to the Lands Valuation Appeal Court, there are currently 3 cases in the process of being lodged with the court: Eurocentral Business Park, Centre West at East Kilbride shopping centre, and a case relating to the validity of a number of appeals lodged on behalf of a property agent.

- 2.1.5 The Assessor is designated as being responsible for the conventional valuation of the Electricity Utilities for all of Scotland. This has had a significant impact on the functions and structure of the office.

Update December 2011

All revaluation 2005 electricity appeals have now been resolved, including those referred to the Lands Tribunal for Scotland. Detailed discussions are currently underway in relation to resolving revaluation 2010 appeals with industry representatives for outstanding cases relating to Transmission, Distribution and Electricity Generation lands and heritages.

2.2 THE VALUATION LIST

- 2.2.1 Maintenance of the Valuation List, in particular the addition of new subjects, will continue, year-on-year, in accordance with the Joint Board's established procedures for completion within annual targets. Banding Notices will be issued to all interested parties and all relevant changes will be notified to the billing authorities timeously.

Update December 2011

As at 1st November 2011, some 1113 new houses have been added to the valuation list since 1/4/11; 86% of these additions have been made within 3 months of their effective completion date (performance target for period 2011/12 set at 75%).

- 2.2.2 Band changes following alteration and subsequent sale will continue in accordance with the Joint Board's established procedures for completion within annual targets.

Update December 2011

As at 1st November 2011, 68 council tax bands have been increased since 1st April 2011 as a result of the property being altered and subsequently sold, the alteration being deemed significant enough to warrant an increase in band.

- 2.2.3 Additional resources were previously allocated to dealing with the upsurge in proposals to change bands received by the Assessor over the last few years as a result of a media campaign. Outstanding proposals and appeals have now returned to a more stable level. As at 1st April 2011, some 133 proposals and appeals remain outstanding and a strategy is in place to deal with their disposal as efficiently as possible.

Update December 2011

As at 1st November 2011, some 167 proposals and appeals remain outstanding with 4 council tax valuation appeal hearings scheduled for 2012 as part of a strategy to deal with these as efficiently as possible.

2.3 REGISTER OF ELECTORS

- 2.3.1 The 'Full' Annual and 'Edited' Registers will be published by 1st December in each year following a canvass carried out, as before, during August - November and with reference to the qualifying date of 15th October. The objective of the canvass will be to ensure the maximum possible return of satisfactorily completed canvass forms and that the register accurately reflects the information contained on them.

Update December 2011

The register for the South Lanarkshire area will be published early on 28 November 2011 to assist in the administration of the Hamilton West and Earnock local government by-election. The register for North Lanarkshire will still, however, be published on 1 December 2011.

Full analysis of response levels will be undertaken following the conclusion of the canvass and information about registration levels will be available for the next meeting of the Joint Board. Analysis to date of canvass returns indicates that (where there are no proposed changes to the canvass form) there has been a significant increase in the number of households responding using either the telephone, text or internet services.

- 2.3.2 The Register will be updated on a monthly basis between January and August by the production of Lists of Alterations. All statutory Notices and Lists will be timeously provided to relevant parties.

Update December 2011

During rolling registration between January and September 2011, 11,550 people were added to the register in Lanarkshire, 15,103 were deleted and 334 changes to elector details (such as name changes) were made.

Following publication of the registers in December 2010, a new internet-based method of distributing the electoral registers was introduced. This has made the process of distributing the register more efficient and secure, with the majority of those entitled to receive registers now accessing them using the new service.

- 2.3.3 Election Registers and Lists of Absent/Postal/Proxy voters etc will be produced as required by statute and by agreement with Returning Officers.

- 2.3.4 The Electoral Administration Act 2006 introduced a number of duties on the Electoral Registration Officer, including a duty to maximise registration and to collect personal identifiers for electors wishing to vote by post or by proxy.

- 2.3.5 Individual registration is scheduled to be implemented in 2014/2015 and will form a major piece of work for LVJB over the coming years. There will be a requirement on the Electoral Registration Officer to collect personal identifiers for all electors in Lanarkshire and put in place systems and procedures which ensure that individual registration does not compromise the completeness and accuracy of the electoral register.

Update December 2011

The Scottish Assessors Association, through its Electoral Registration standing committee, have been represented at meetings with Cabinet Office officials to discuss the implementation of Individual Electoral Registration. The position will continue to be monitored over the coming period.

- 2.3.6 There will be a requirement, commencing in 2013, for the Electoral Registration Officer to begin a process of refreshing personal identifiers collected in relation to absent voting.

Update December 2011

The resources required to undertake the refreshing of personal identifiers is currently under consideration with a view to developing a formal plan for the execution of this work.

2.4 CORPORATE GOVERNANCE

- 2.4.1 The Valuation Joint Board will ensure that the Assessor and Electoral Registration Officer is adequately resourced to perform his statutory functions. It will meet to discuss and approve Budgets, Policies and Practices as is deemed necessary and the members will act in accordance with the Code of Conduct for Councillors.
- 2.4.2 The officers of the Valuation Joint Board will act in accordance with the relevant Schemes of Delegation, Financial Regulations, Standing Orders and Codes of Conduct. These will be reviewed in accordance with the timetables included in Part Three, Key Activities and Outcomes of the Service Plan. Further, reference will be made to such good practice and good governance guidance as is provided by Audit Scotland.
- 2.4.3 Strategic and detailed Annual Service Plans will be implemented, maintained and actioned. The Strategic Plan will cover a rolling three year period, whilst noting matters of relevance beyond that timescale. Annual Service Plans will be reviewed in a manner which integrates with budget planning.

Update December 2011

The current Service Plan covers a four year period, as opposed to three years, to incorporate key tasks associated with the significant workload relating to the 2015 non domestic revaluation, in turn allowing for better service planning for all LVJB's workload over the revised Service Plan period.

- 2.4.4 Policies covering Corporate Governance, Defalcation Procedures and Fraud Prevention will be implemented and reviewed.

Update December 2011

Internal Audit has been invited to audit LVJB's corporate governance as part of agreed areas for audit for the period 2012/13. The audit will measure LVJB's current corporate governance practice against identified standards.

- 2.4.5 The strategic objectives will be laid down and monitored by the Strategic Management Team, whilst both strategic and operational matters will be considered by the Assessor's Management Team. Actions will be communicated to staff by means of team briefings and written bullet notes.

Update December 2011

Organisational strategic objectives are reviewed at LVJB's monthly management team meetings, bulleted and relayed to staff via core briefs and section meetings.

- 2.4.6 Effective performance management systems have been implemented with the Assessor's Management Team being identified as the principle forum for matters relating to Performance Management, Planning and Reporting.

Update December 2011

A review is currently being undertaken in relation to in house performance management information for electoral registration and clerical support functions with the aim of producing more detailed statistics covering these business areas and in turn identifying areas for improvement.

- 2.4.7 Specific operational matters will be within the remit of the various Forums set up to ensure that operational policies are reviewed, updated and implemented, and also that best practice is shared between working partners, such as parties responsible for Election Management issues and non domestic rates and council tax billing. Additional groups, such as The Health and Safety Working Group will also contribute towards ensuring that appropriate procedures and processes are adhered to. These groups in turn will report to the Assessor's Management Team.
- 2.4.8 Senior management will liaise as and when required with staff representatives.
- 2.4.9 Where deemed appropriate the Valuation Joint Board will align its Personnel and other related policies with those of South Lanarkshire Council.

Update December 2011

A programme, in conjunction with SLC's Corporate Resources, has been undertaken to make reference to LVJB in each SLC personnel policy adopted by LVJB.

- 2.4.10 The financial management and operations of the Valuation Joint Board will be subject to internal and external audit (see later).
- 2.4.11 Lanarkshire Valuation Joint Board is fully committed to the principles and practice of Best Value.
- 2.4.12 It is anticipated that Corporate Governance will form an area for audit, to be carried out independently by South Lanarkshire Council's Internal Auditor, in order to seek assurance that the governance of LVJB is both standard compliant and at a satisfactory level.

Update December 2011

Agreed with SLC's Internal Auditor that corporate governance will form part of LVJB's audit plan for 2012/13.

2.5 ACCOUNTABILITY

- 2.5.1 Annual Accounts will be submitted for external audit and published in accordance with the requirements of Audit Scotland.

Update December 2011

Undertaken by the Treasurer to the Board for 2010/11 annual accounts.

- 2.5.2 The procedures and practices of the Valuation Joint Board will also be subject to external audit.
- 2.5.3 A Service Level Agreement will be entered into with the Internal Audit Services of South Lanarkshire Council, and an audit strategy encompassing the requirements of the external and internal auditors will be devised.
- 2.5.4 Detailed Annual audit plans will, likewise, be agreed with Internal Audit Services of South Lanarkshire Council

Update December 2011

An outline of areas for audit for the period 2012/13 has been agreed with Internal Audit. The detailed audit plan for the same period will be agreed over the coming months.

- 2.5.5 The Valuation Joint Board is committed to the Performance and Management Planning self-assessment process as laid down by Audit Scotland.
- 2.5.6 Performance will be monitored and reported internally and externally. Accordingly, a schedule of performance reports have been developed and reported to at monthly management team meetings and also other Forums where deemed appropriate. In response to changing external requirements and management need, this schedule will be subject to continuous review.

Update December 2011

Refer 2.4.6

- 2.5.7 Decisions of the Management Team will be minuted and available for inspection.

2.6 BEST VALUE

- 2.6.1 LVJB recognises its duty, under Section 1 of The Local Government in Scotland Act 2003, to make arrangements to secure Best Value. The Valuation Joint Board is committed to the principles and practices of Best Value and to the integration of this theme into all areas of operation.

- 2.6.2 Performance will be planned and targeted. Key Performance Indicators have been agreed in conjunction with the Scottish Government and the Scottish Assessor's Association and reported to the Scottish Government and other key stakeholders annually. Targets will however have to be set mindful of the upsurge in any particular area of workload, such as the heightened activity in relation to running roll appeals (refer 2.1.3), and the current budgetary constraints which public local authority bodies are experiencing, including LVJB.

Update December 2011

In house performance targets for LVJB's valuation division were reviewed and adjusted, taking into account current budgetary constraints and the upsurge in non domestic appeal activity, for the period 2011/12. Other performance measurement information is currently under review.

- 2.6.3 Performance Indicators will be used for year-on-year comparisons as well as comparisons with other bodies where deemed appropriate.
- 2.6.4 In accordance with Section 13 of The Local Government in Scotland Act 2003, the performance of LVJB in relation to its functions will be reported to all stakeholders of the Valuation Joint Board, including staff, in the most appropriate manner.

Update December 2011

LVJB's Public Performance Report is produced annually, reported to the Board and staff, and distributed to all libraries in Lanarkshire for public display.

- 2.6.5 Stakeholder Consultations will be continually developed and implemented, and the outcomes taken account of in Service Planning. This consultation will include a Customer Care Policy and Customer Comments and Complaints procedures, together with initiatives co-ordinated via the Scottish Assessors Association such as consultation on future development of the SAA Portal (www.saa.gov.uk).
- 2.6.6 A Service Review Plan will be produced and regularly reviewed in light of changing priorities and external factors.
- 2.6.7 LVJB will give consideration to any guidance issued under the terms of Section 2(1) (b) of The Local Government in Scotland Act. This is an external factor over which the Joint Board has no control and which may result in variations to the Service Plan.
- 2.6.8 LVJB recognises its duty under the Government's 'Efficient Government' initiative and will prepare and monitor plans to ensure compliance.

Update December 2011

LVJB prepare Efficiency Statements annually, the last of which was presented to the Board at the meeting of 5th September 2011.

2.7 EQUAL OPPORTUNITIES

- 2.7.1 LVJB recognises its duty, under Section 16(1) of The Local Government in Scotland Act 2003 and equalities legislation, to discharge its functions in a manner which encourages equal opportunities and the observance of equal opportunity requirements.

- 2.7.2 The Valuation Joint Board is committed to equality in respect of race, ethnicity, disability, age, gender, sexual orientation and religion or belief both in staffing and service provision. In pursuance of this it has published an Equal Opportunity Policy, and Race, Gender and Disability Equalities Schemes and will implement a range of associated policies, procedures and actions.

Update December 2011

LVJB's Single Equality Scheme was published in 2009 covering the period 2009-2012. LVJB appointed staff continue to be represented at SLC facilitated forums on equal opportunities.

- 2.7.3 Staff will be adequately trained in matters relating to equalities.

2.8 STAFFING AND PERSONNEL MATTERS

- 2.8.1 Appropriate training will be provided to all members of staff in accordance with both Lanarkshire Valuation Joint Board's and staff training needs.

Update December 2011

A three year detailed training plan for each staff member has been developed and incorporated into the Personal Development Review programme. The training plans are reviewed for each staff member every six months (at annual/interim PDRs).

- 2.8.2 Staffing reviews will be carried out annually in order to facilitate the coming year's service delivery having regard to matters such as previous year's performance, anticipated workload, staffing levels, and budgetary constraints. Staff consultations will be undertaken as part of the annual service planning process where applicable.

- 2.8.3 The Valuation Joint Board has adopted The Competence Initiative Scheme, including an annual Performance and Development Review process. This encompasses a range of procedures for managing both organisational and employee performance and is a process which links the Joint Board's strategies and service objectives to tasks and employees. It provides a systematic approach to management which is based on setting objectives, assessing performance, appraising achievement and identifying ways to improve, through training and development, at both an organisational and individual level.

Update December 2011

Personal Development Review meetings with all staff members are monitored by LVJB's management team to ensure both completion and consistency of approach.

- 2.8.4 Regular liaison meetings will be held with South Lanarkshire Council's Personnel Services and LVJB staff representatives.

Update December 2011

Monthly meetings between SLC Personnel staff and LVJB representatives are undertaken prior to LVJB's monthly management team meetings in order to provide timely Personnel updates to LVJB's management team.

- 2.8.5 LVJB is an Equal Opportunities employer and complies with the "Double Tick" initiative.

2.9 FINANCE AND BUDGETING

- 2.9.1 The officers of the Valuation Joint Board will act in accordance with the relevant Financial Regulations and Standing Orders, which will be regularly reviewed.
- 2.9.2 In partnership with the Finance and IT Resources of South Lanarkshire Council, budgets will be prepared annually and approved by the Joint Board.

Update December 2011

LVJB's budget for 2012/13 was the subject of a meeting on 25/10/11 between SLC's finance officers and LVJB's representatives with a view to preparing a budget paper for the December meeting of the Board.

- 2.9.3 Appropriate procedures for procurement, authorisation and payment have been implemented and these will be subject to review.

Update December 2011

LVJB are currently considering the use of SLC's procurement system (IPROC) and are in dialogue with SLC's system users on this matter.

- 2.9.4 Adequate training in respect of these procedures will be provided to relevant staff.
- 2.9.5 Financial monitoring reports are received and verified on a monthly basis with variations in expenditure being reported both to management and to the Joint Board.

2.10 INFORMATION TECHNOLOGY & INFORMATION MANAGEMENT

- 2.10.1 The provision of Information Technology assets, systems and services by South Lanarkshire Council will be managed through regular liaison with the Business Systems Manager and Project Manager allocated to LVJB.

Update December 2011

Regular and scheduled meetings between LVJB's Business Manager and Project Manager (SLC staff) and LVJB staff representatives are undertaken.

- 2.10.2 Assets will be refreshed in accordance with the Service Level Agreement between SLC and their hardware suppliers.

Update December 2011

Managed via the meetings referred to in 2.10.1

- 2.10.3 LVJB adheres to the principles of Data Protection and regularly reviews its Notification to the Information Commissioner.

Update December 2011

LVJB's management team have all now attended training events on data protection. Staff are advised via core briefs (new staff per induction programme) on data protection matters.

- 2.10.4 Policies to enable compliance with the requirements of the Freedom of Information (Scotland) Act 2002 will continue to be reviewed to ensure compliance.

Update December 2011

In general terms, FOI requests are brought to LVJB's management team meetings with the objective of achieving consistency in responses in addition to continuously upskilling all management team members on such information requests.

- 2.10.5 Satellite systems to support primary functions and reporting requirements will be maintained and developed as required.

Update December 2011

Essentially managed via the meetings referred to at 2.10.1, and via LVJB's monthly management team meetings.

- 2.10.6 LVJB will play an active role in the development of the SAA Portal with a view to continuing the provision of this web based joined up service delivery initiative.

Update December 2011

LVJB continue to play an active role in the SAA Portal's development having a representative on the Portal project Team, which is chaired by LVJB's Depute Assessor, and represented on the Portal's Management Committee (by the Depute Assessor).

- 2.10.7 The LVJB Web Site will be reviewed with a view to remaining current and relevant to users.

Update December 2011

LVJB's web site is now a standing item on the management team's agenda to ensure that its contents are regularly reviewed and updated.

- 2.10.8 Document imaging supply and support contracts will be reviewed annually in accordance with contract renewal timescales.

- 2.10.9 With advice from SLC, as appropriate, the PC Operating System and desktop applications currently in use will be reviewed.

Update December 2011

Managed via the meetings referred to in 2.10.1

- 2.10.10 Information Technology initiatives shall be continually considered by LVJB's Management Team and Forums/Groups in terms of their possible contribution to delivering services more efficiently and effectively.

Update December 2011

Such initiatives are raised at LVJB's in house forums and scheduled I.T. meetings before final decisions are taken at monthly management team meetings.

2.11 KEY PARTNERSHIPS

- 2.11.1 The support services provided by South Lanarkshire Council will continue to be managed by regular liaison meetings with relevant persons in each of the supporting Resources.

Update December 2011

Regular meetings are undertaken between SLC staff and LVJB officers in relation to business areas such as Personnel, Health and Safety, Equal Opportunities and Information Technology.

- 2.11.2 Being the primary recipients of operational outputs (Valuation Rolls, Councils Tax Valuation Lists and Electoral Registers), LVJB recognises both North and South Lanarkshire councils as key stakeholders, and will consult with these bodies in all areas relating to these matters.

Update December 2011

Such matters are generally managed via Joint Finance Forums, held at LVJB offices.

- 2.11.3 The Joint Board will both instigate and facilitate joint forums with key partners, such as a joint finance forum and joint electoral forum involving constituent authorities, with a view to both sharing and developing good practice with the overall objective of improving the service in terms of both quality and efficiency in key business areas to LVJB service users.

Update December 2011

Joint Electoral and Finance forums are facilitated by LVJB with both constituent authorities invited to each forum meeting.

- 2.11.4 The Joint Board will continue to commit resources to the workings of the Scottish Assessors Association. In this respect, it will participate in Plenary, Committee and Working Group meetings and fully engage in the exchange of information, ideas and knowledge provided by this association with a view to continuing the process of sharing services where possible, and sharing best practice.

Update December 2011

LVJB represented on all relevant standing committees of the SAA and related working groups.

- 2.11.5 Through the SAA, LVJB will maintain liaison with bodies such as the Valuation Office Agency (England and Wales), the Valuation and Land Agency (Northern Ireland), the Eire Valuation Office, The Royal Institution of Chartered Surveyors and The Institute of Revenues, Rating and Valuation.

Update December 2011

LVJB make representation to the identified bodies via the appropriate SAA representatives.

- 2.11.6 Similarly, Joint Board staff will continue to be represented and participate in the workings of the Association of Electoral Administrators.

Update December 2011

Such matters are generally managed via the SAA Electoral Registration Committee meetings, at which LVJB are represented.

- 2.11.7 LVJB recognises the role of, and support provided by, The Electoral Commission in respect of Electoral Registration matters.

Update December 2011

As 2.11.6. Additionally, communication from the Electoral Commission to LVJB is discussed at both in house electoral forums and management team meetings.

- 2.11.8 Staff are recognised as both key assets of the Valuation Joint Board and primary stakeholders and will be consulted on matters such as improving service delivery both via team meetings and through representative organisations where appropriate.

Update December 2011

Section meetings and core briefs are undertaken regularly which act as forums for staff to be consulted on improving service delivery.

- 2.11.9 Relationships with external suppliers of systems and services are subject to contract and/or Service Level Agreement and are managed through liaison with the relevant account manager or similar representative.

Update December 2011

With regards to LVJB's two core software applications, LVJB participate in Halarose User Group meetings (in relation to LVJB's core electoral registration software application), and host meetings with LVJB's Northgate account manager (in relation to LVJB's core valuation software application).

2.12 MISCELLANEOUS

- 2.12.1 The Valuation Joint Board is committed to various initiatives, not covered above but which have significant implications for Service Planning, priorities and actions. These tend to be of an ad-hoc nature and demand variable commitment.
- 2.12.2 LVJB will respond, either directly or through its' relevant associations, to pertinent legislative and other consultations.
- 2.12.3 Any future local authority boundary or electoral constituency changes will require resource allocation and planning.
- 2.12.4 LVJB is committed to the development and implementation of both North and South Lanarkshire Council's Corporate Property Gazetteer and Property Database, and through these initiatives the formation of a National Gazetteer and use of National Unique Property Reference Numbers.

Update December 2011

Significant work has been undertaken with South Lanarkshire Council's CAG custodian to match property records and assign each subject within the core valuation software application a CAG unique property reference number (uprn). To help facilitate this, LVJB have centralised all in house addressing work to a dedicated team to ensure both consistency in addressing and to assist in achieving the objective of assigning a CAG uprn to all properties held on the Valuation Roll, Valuation List and Electoral register. Similar working arrangements are currently being sought with North Lanarkshire Council's CAG custodian.

- 2.12.5 LVJB, through the SAA, are involved in development initiatives with Registers of Scotland and Ordnance Survey, and provide information to bodies such as The Scottish Neighbourhood Statistics Surveys.