LANARKSHIRE VALUATION JOINT BOARD - EFFICIENCY GAINS 2009/10				
Theme	Description of Efficiency Measure	Cashable	Non-Cashable	Impact on Service Delivery and Performance / Other Information
		£	£	
SS	**Ongoing Savings from the 2008/09 statement include:** **Valuation** Development of SAA Portal functionality. Costs of development of centralised system shared between fourteen Assessors office, rather than incurred solely by each office.		61,800	Development activities at SAA Portal in 09/10 include; the provision of summary valuation information for bulk class subjects, namely shops, offices and industrial subjects, amounting to some 13,000 summary valuations of valuation roll entries in Lanarkshire being made available at the portal; the development of an 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.
O	**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.		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 management of related appeals.
O	**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 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.	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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O	**Valuation** Increased levels of council tax proposals and appeals; the undertaking of the management of the ten fold increase in levels of council tax proposals and appeals within existing budget allocation.		90,000	Following on from the heightened media coverage in relation to council tax banding levels, the resultant increase in proposals and appeals has had to be built in to day to day workload. This has been part achieved via a revision to working procedures and in particular back office integration. Performance in certain key business areas maintained.
O	**Valuation** Increased costs in relation to Valuation Appeal Committee workload, absorbed within existing budget allocation.		61,000	Following on from the heightened media coverage in relation to council tax banding levels, the resultant ten fold increase in proposals and appeals have had to be built in to day to day workload. This has been part achieved via a revision to working procedures and in particular back office integration. Appeal hearing scheduled more frequently throughout 09/10 - performance targets in relation to new houses being entered in the council tax list met.
SB	**Valuation** The introduction of wireless recording equipment for use at Valuation Appeal Committee hearings.		220	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 will allow 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	**Valuation** The revision of the auditing process attached to the revaluation 2010 procedures.		2,000	The auditing process was changed to an online check and authorisation system, superseding a manual process which previously involved information being processed via an in-house audit team. The new process involved valuation section Divisional Valuers checking values and Divisional Assessors authorising values for the revaluation, negating the requirement for a manual process involving the audit team. Quality is monitored via 'times adjustment factor' reports by those involved in the checking and authorising process.

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SB	**Valuation** The provision of electoral registers and monthly updates to the register in electronic format.	3,000		Registers have been provided in electronic format (encrypted and password protected) instead of being printed. The main actions were to convince recipients of electoral registers and monthly updates of the register to accept them electronically rather in paper format, which resulted in a reduction in printing costs. 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.
		36,000	330,020	

Themes: PR = Procurement WP = Workforce Planning AM = Asset Management SS = Shared Services SB = Streamlining Bureaucracy O = Other/Service Specific