



LANARKSHIRE VALUATION JOINT BOARD

"Office of Assessor and Electoral Registration Officer"

PUBLIC PERFORMANCE REPORT **2009/2010**

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 Register, the Council Tax List and the Non-Domestic Valuation Rolls for the Lanarkshire area.

The following report relates to the 2009/10 financial year, which proved to be another challenging year for the Assessor and ERO and his staff. The spike in workload in relation to the non domestic revaluation and the increased activity relating to both non domestic and council tax appeals, set against a background of continuing budgetary pressures, had a direct impact on performance in a number of key service delivery areas.

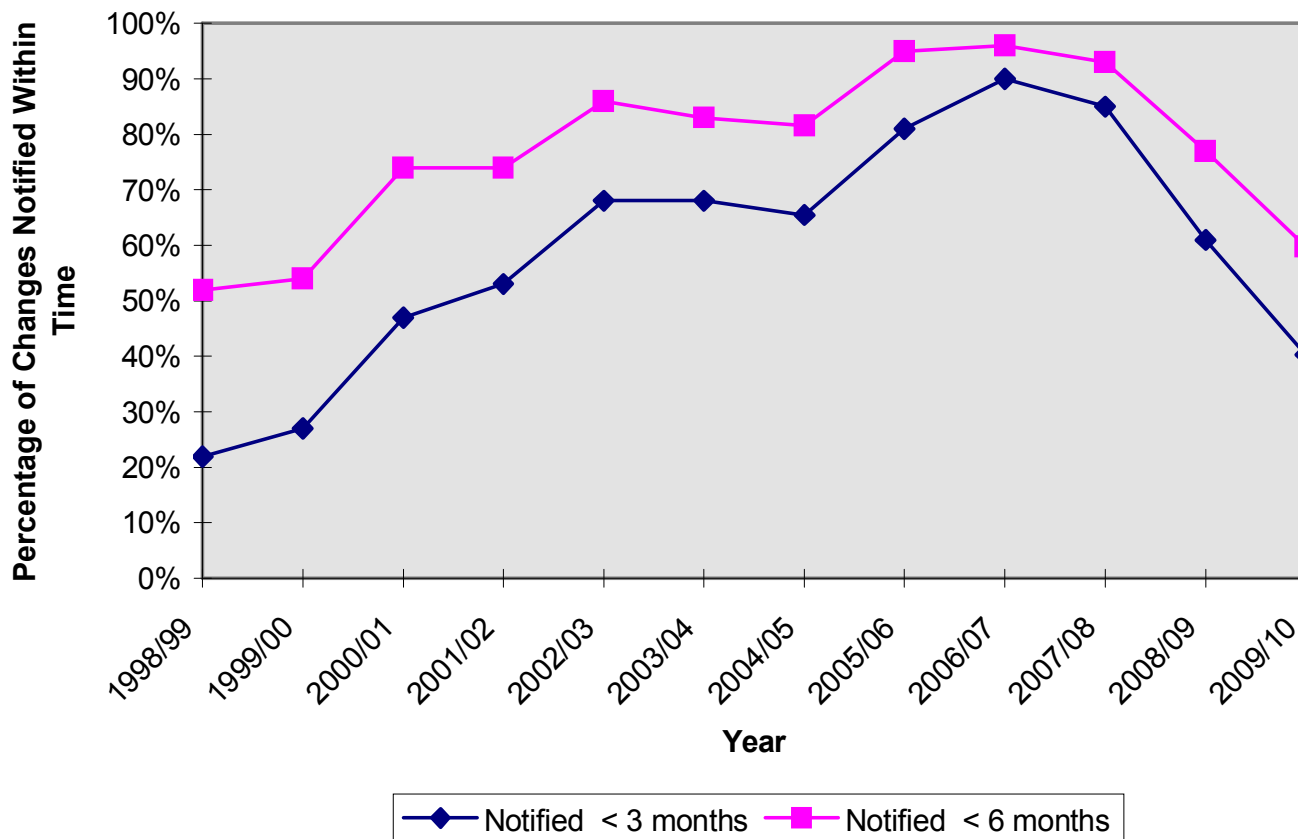
Non-Domestic Valuation Roll

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 in 2009/10 contained 18,270 properties with a total rateable value as at 1/4/09 in excess of £687 million.

In the year 2009/10, our staff processed 1,172 alterations to the roll to reflect new, amended or demolished properties.

The graph below illustrates LVJB performance levels from 1998/99 to 2009/10:-

Valuation Roll



Performance Targets 2009/10	Target 2009/10	Actual 2009/10	Target 2010/11
Alter Valuation Roll within 3 months	80%	40.35%	80%
Alter Valuation Roll within 6 months	90%	59.72%	90%

Performance in this area was well below target and is a source of disappointment to all staff involved in delivery of this service. Continual monitoring and formal reviews of performance have identified three key reasons for the drop from previous years, namely:

- The resourcing of revaluing electricity subjects for the 2010 Revaluation, remitted to the Lanarkshire Assessor in accordance with The Non Domestic Rating (Valuation of Utilities) (Scotland) Order 2005. This was the first time such subjects have been revalued since their return to conventional rating from prescription. Essentially four experienced Valuers were heavily involved in the revaluation of electricity transmission, distribution and generation subjects, the result of which seen the value levels for such entries rise from circa £190million to over £400million.
- The upsurge in both non domestic and council tax appeals activity, and in particular the time allocated to the preparation of appeal cases and subsequent appearance at valuation appeal committee hearings for our valuation staff. The period 2009/10 seen an increase in appellants and agents progressing their appeals to hearing stage beyond the levels experienced in previous years, resulting in a reallocation of resources to deal with this particularly time consuming workload.

- The continual budgetary issues and in particular the carrying of six vacant posts for the period 2008/09 in order to ease the budgetary pressures being faced by the organisation.

However, internal targets set for 2010/11 have been maintained at achieving 80% of changes within 3 months and 90% within 6 months based on the evidence that the workload associated with the revaluation of electricity subjects is complete; that the number of council tax appeals has been significantly reduced to more stable levels; and that four new technical staff have now been recruited on a permanent basis to assist with the maintenance of the Valuation Rolls and Lists.

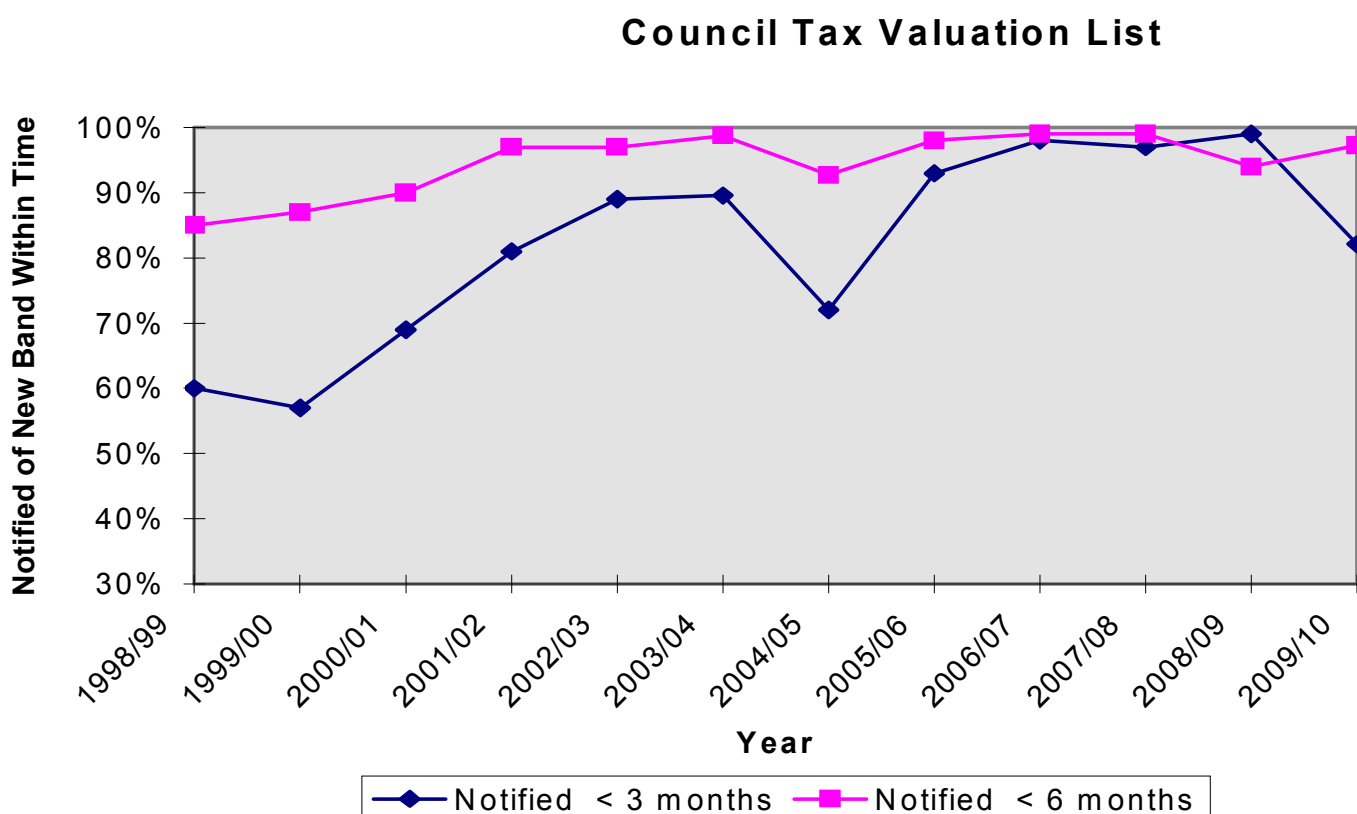
Council Tax List

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. As at 1st April 2009 The Council Tax List for Lanarkshire contained 311,112 entries.

During 2009/10, our staff added 1,967 new dwellings to the Council Tax List, and deleted 208 entries. Additionally, in accordance with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 25 council tax entries 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.

The graph below illustrates LVJB performance levels from 1998/99 to 2009/10:-

Performance Targets 2009/10	Target 2009/10	Actual 2009/10	Target 2010/11
Alter Council Tax List within 3 months.	90%	82.10%	90%
Alter Council Tax List within 6 months.	97%	97.25%	97%



After consideration of the anticipated workload for 2010/11, internal targets of achieving 90% of new houses added within 3 months and 97% added within 6 months of occupation have been maintained for that period.

Electoral Register

The Electoral Register is a list of people eligible to vote at elections and at publication in December 2009 contained 490,674 electors.

Rolling Registration was introduced in 2000 to facilitate maintaining the Electoral Register as up to date as possible. It requires the Electoral Registration Officer to update the Register on a monthly basis to take account of people moving house etc., and under Rolling Registration 31,371 changes (including additions, deletions and amendments) have been processed in 2009/10.

Following the 2009 annual canvass a total of 17,979 application forms for postal votes were requested of which 5,891 were returned. Additionally, telephone, internet and text registration was offered to electors where there were no changes to registration details with the result that 24,365 registered by telephone and 15,954 registered using the internet service with 4,886 utilising the text registration facility.

The annual canvass will again begin in 2010 by means of the issue of electoral Canvass Forms to over 294,000 households. **To ensure that those eligible to vote are registered, all householders are urged to return these completed and signed as requested.**

Electors will, in certain circumstances, and where the ERO cannot confirm residency, be removed from the Register. Therefore, it is important that all electors respond promptly to correspondence from the ERO, including the annual canvass form.

During 2008/09 the Electoral Commission introduced Performance Standards for Electoral Registration.

The 10 performance standards are set out under 4 main headings:

- 1. *Completeness and accuracy of electoral registration records***
- 2. *Integrity***
- 3. *Participation***
- 4. *Planning and organisation***

In the period 2009/10, of the 10 performance standards LVJB was assessed as:

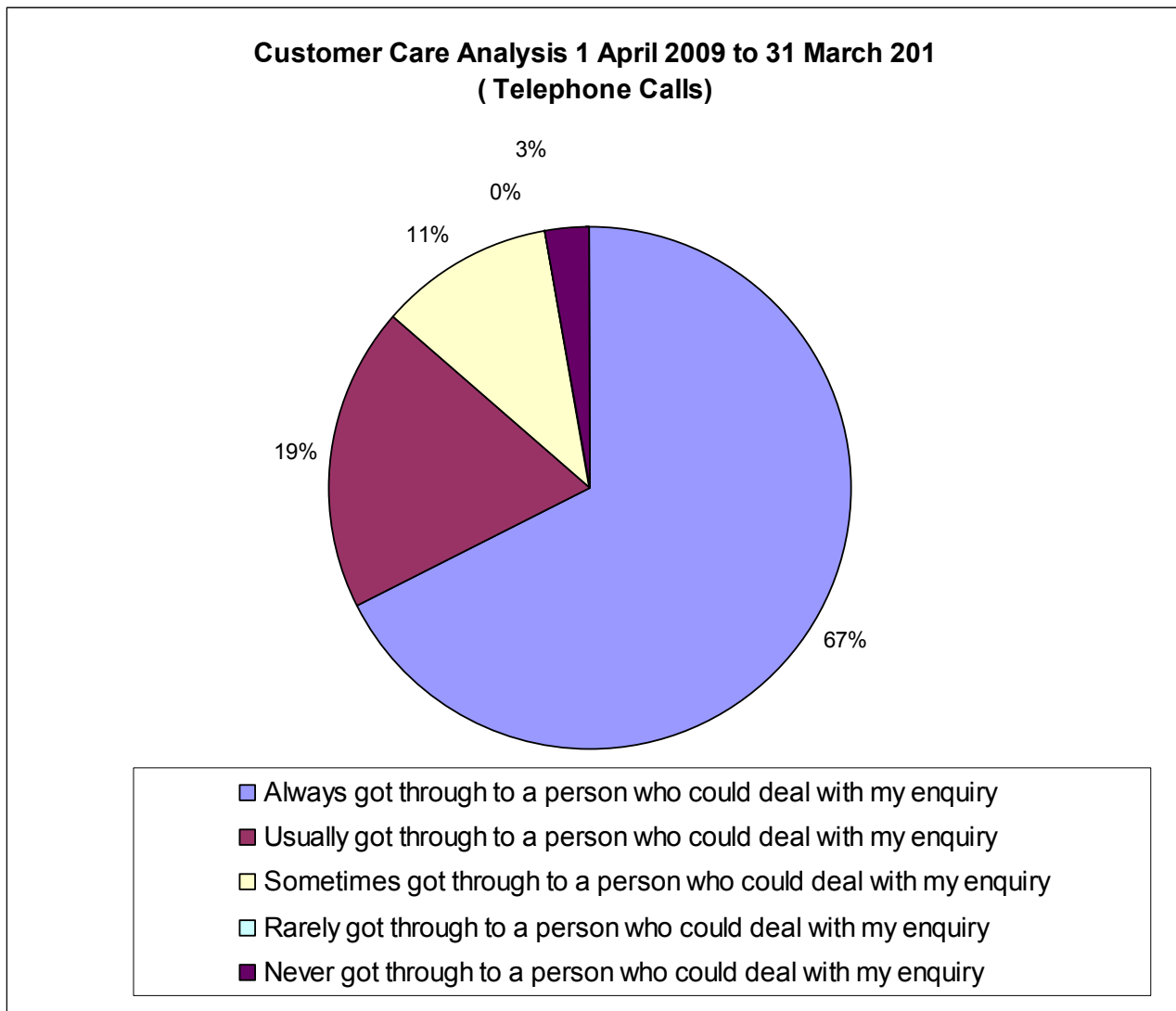
Not yet meeting the performance standard	2 (4 for period 2008/09)
Meeting the performance standard	6 (4 for the period 2008/09)
Above the performance standard	2 (2 for the period 2008/09)

Customer Satisfaction

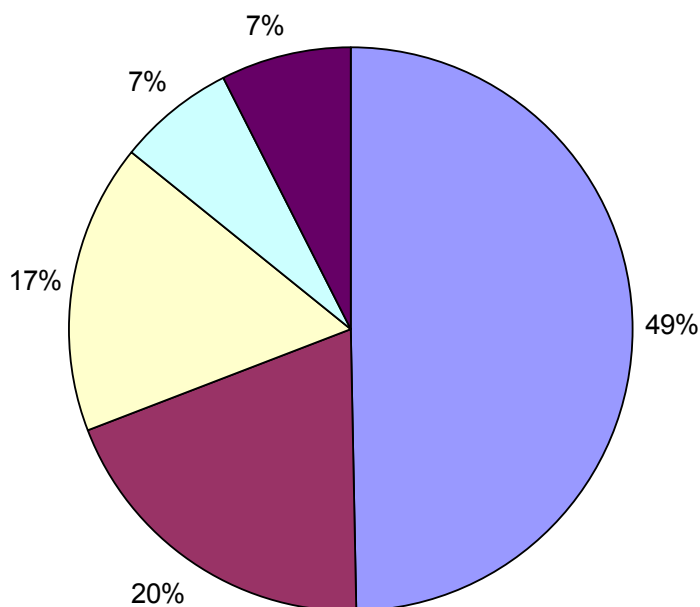
Users of the Joint Board's services are sampled at random for their comments on the service LVJB provides. The questionnaires include a section on gender, ethnicity and disability to enable service monitoring on equalities issues.

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 2009/10 Customer Satisfaction Survey are contained in the graphs below.



**Customer Care Analysis 1 April 2009 to 31 March 2010
(Excluding Telephone Calls)**



- Exceeded expectations/Very satisfied
- Slightly better than expected/Fairly satisfied
- As expected
- Below expectation/Fairly dissatisfied
- Very Poorly/Very dissatisfied

Web Site

The Board's web site (www.lanarkshire-vjb.gov.uk) includes a host of useful information. There is the facility to download application forms for the Electoral Register. 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 is updated on a regular basis and has useful links to North and South Lanarkshire Council's web sites, and to the Scottish Assessor's Association Portal (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

LVJB is committed to providing Equal Opportunities in all aspects of our business and in relationships with our customers and stakeholders. Details of our Race Equality and Disability Schemes, which includes our Equal Opportunities policy, can be viewed on our web site. In partnership with South Lanarkshire Council and 'Language Line,' LVJB provides a translation service for people whose first language is not English. Additionally, LVJB provides information in alternative formats and can arrange sign language interpreters where appropriate.

Contacting LVJB

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