



LANARKSHIRE VALUATION JOINT BOARD

"Office of Assessor and Electoral Registration Officer"

PUBLIC PERFORMANCE REPORT

2010/2011

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 2010/11 financial year, which proved to be another challenging year for the Assessor and ERO and his staff. The continued increased activity relating to in particular non domestic appeals, together with the 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 2010/11 contained 18,315 properties with a total rateable value as at 1/4/10 in excess of £973 million.

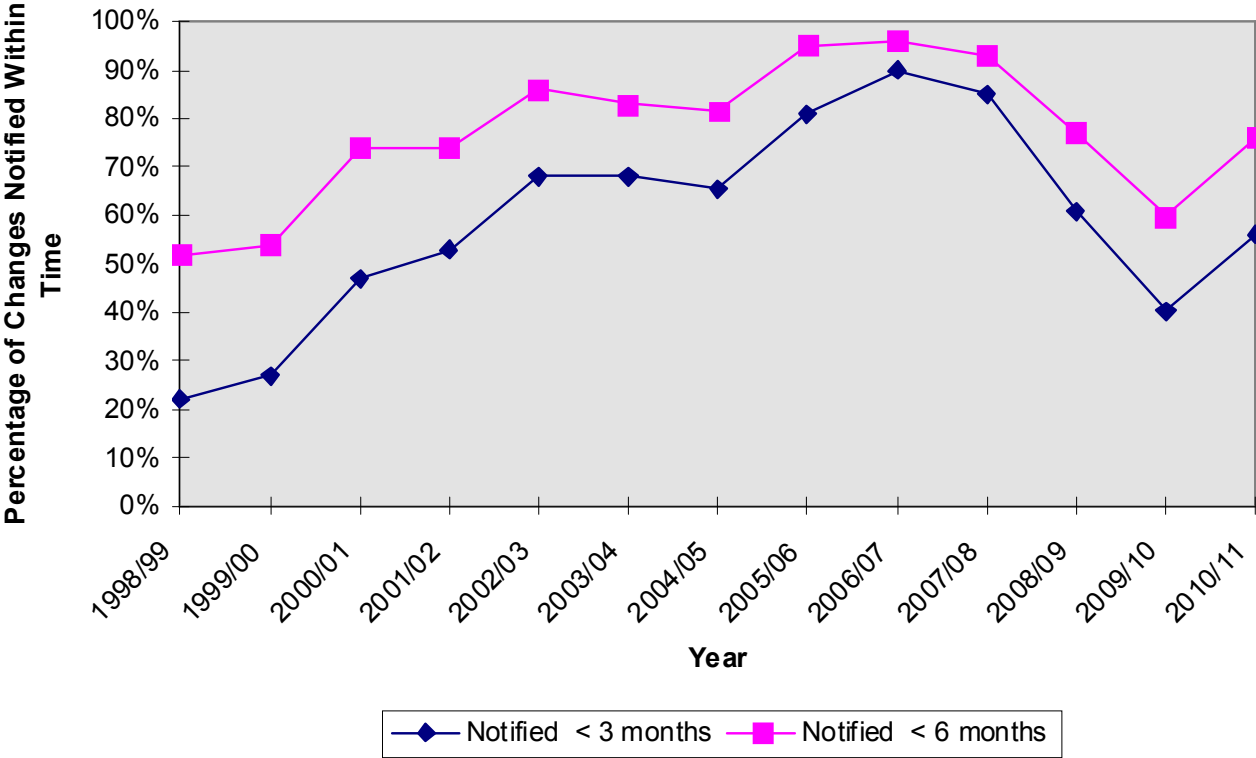
In the year 2010/11, our staff processed 1,761 (significantly up on the figure of 1,172 for the period 2009/10) alterations to the roll to reflect new, amended or demolished properties.

The following table illustrates the performance for the period 2010/11 set against in-house targets:-

Performance Targets 2010/11	Target 2010/11	Actual 2010/11
Alter Valuation Roll within 3 months	80%	55.71%
Alter Valuation Roll within 6 months	90%	76.09%

The graph below illustrates LVJB performance levels from 1998/99 to 2010/11.

Valuation Roll



Whilst performance in this area was below the target set, there was an improvement on the performance in 2010/11.

The main reasons for performance not meeting the internal targets set were:

- The continued resourcing of dealing with the workload associated with valuing electricity subjects, remitted to the Lanarkshire Assessor in accordance with The Non Domestic Rating (Valuation of Utilities) (Scotland) Order 2005. Throughout the period of 2010/11 detailed discussions with industry representatives were undertaken on a range of valuation issues in relation to such subjects. The level of value attached to these property types are now in excess of £400m.
- The upsurge in non domestic appeal activity, in particular an increase in appeals being lodged on the grounds of a material change in circumstances affecting value due to the economic downturn. Case preparation is very resource intensive, with the period 2010/11 seeing appeal cases proceeding to the Local Valuation Appeal Committee, The Lands Tribunal for Scotland and the Court of Session. Where the Assessor is not satisfied that evidence exists to substantiate a reduction in rateable values, then appeals have been robustly defended. The decisions of the Lanarkshire Valuation Appeal Panel can be viewed at www.lvap.org. Decisions of The Lands Tribunal for Scotland can be viewed at www.lands-tribunal-scotland.org.uk
- The continual budgetary issues being faced by the Board and the effect of carrying/non filling of vacancies (currently numbering six vacant posts) adopted by the Board to manage the budget cuts.

The activity surrounding non domestic appeals continues to increase, with the number of 2010 revaluation appeals up on the number received in connection with the 2005 revaluation. Additionally, over 3,000 appeals have been lodged in the month of March 2011 alone citing the economic downturn as grounds of appeal, a significant increase in the numbers previously lodged. Therefore, in order to facilitate a continued strategy of thoroughly considering the merits of such appeals and defending levels of value where the Assessor is not satisfied by way of evidence to reduce values, together with managing other key business areas with available resources, internal targets for the period 2011/2012 have been set as following:

Alter Valuation Roll within 3 months	65%
Alter Valuation Roll within 6 months	90%

Council Tax List

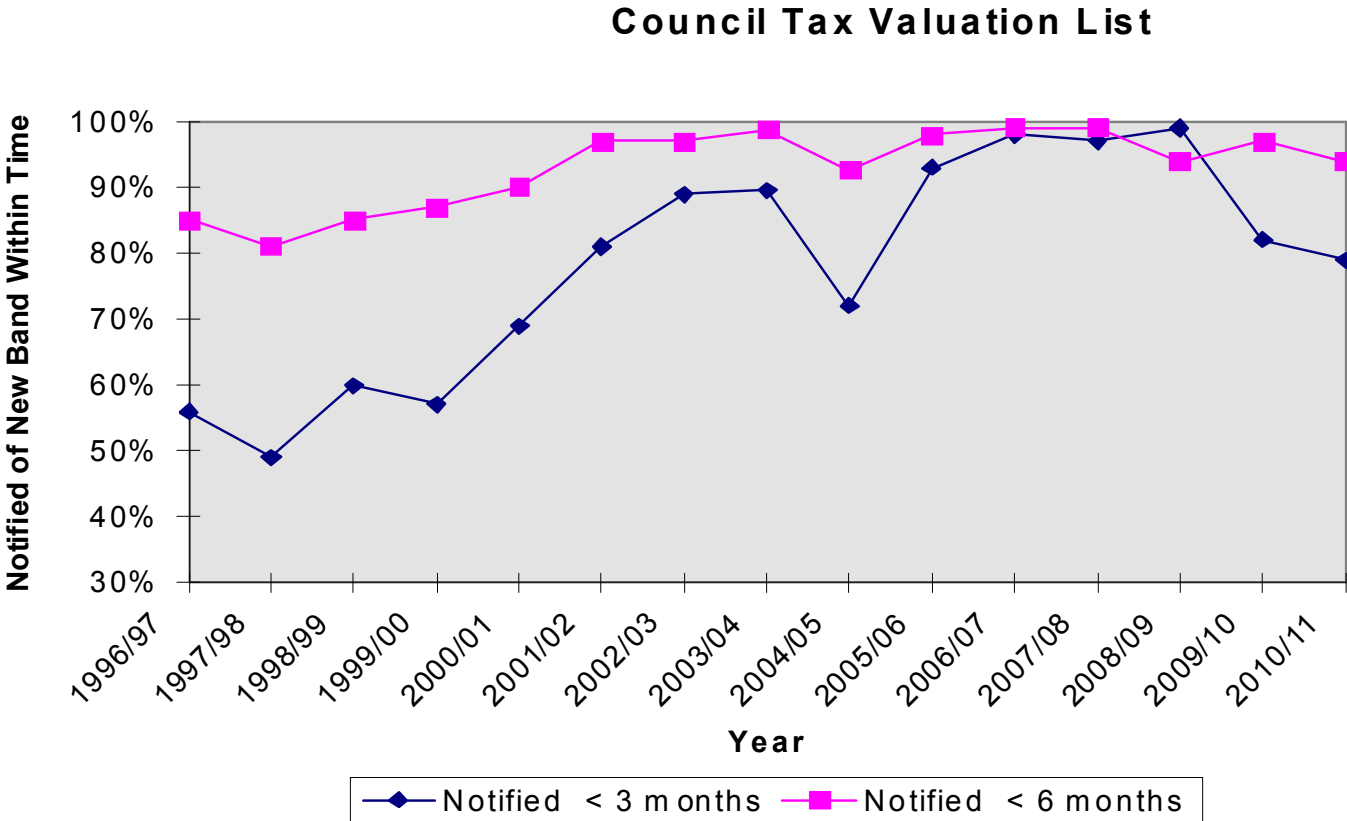
This list shows the addresses of all domestic properties and the allocated Council Tax Band, which is based on the market value of the property as at April 1991. Local Authorities use these Bands to calculate annual council tax bills. As at 1st April 2010 The Council Tax List for Lanarkshire contained 312,871 entries.

During 2010/11, our staff added 2,101 new dwellings to the Council Tax List, and deleted 607 entries. As at 31 March 2011 the list contained 314,365 entries. Additionally, in accordance with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 219 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 following table illustrates the performance for the period 2010/11 set against in-house targets:-

Performance Targets 2010/11	Target 2010/11	Actual 2010/11
New houses added to Council Tax List within 3 months.	90%	79.44%
New houses added to Council Tax List within 6 months.	97%	94.19%

The graph below illustrates LVJB performance levels from 1996/97 to 2010/11:-



After consideration of the anticipated workload for 2010/11 and available resources, internal targets for the period 2011/2012 have been set as following:

New houses added to Council Tax List within 3 months.	75%
New houses added to Council Tax List within 6 months.	90%

Electoral Register

The Electoral Register is a list of people eligible to vote at elections and at publication in December 2010 contained 489,852 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 16,925 changes (including additions, deletions and amendments) have been processed in 2010/11.

Following the 2010 annual canvass a total of 18,180 application forms for postal votes were requested of which 8,786 were returned. Additionally, telephone, internet and text registration was offered to electors where there were no changes to registration details with the result that 27,974 registered by telephone and 20,010 registered using the internet service with 7,239 utilising the text registration facility.

The annual canvass will again begin in 2011 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 2010/11, of the 10 performance standards LVJB was assessed as:

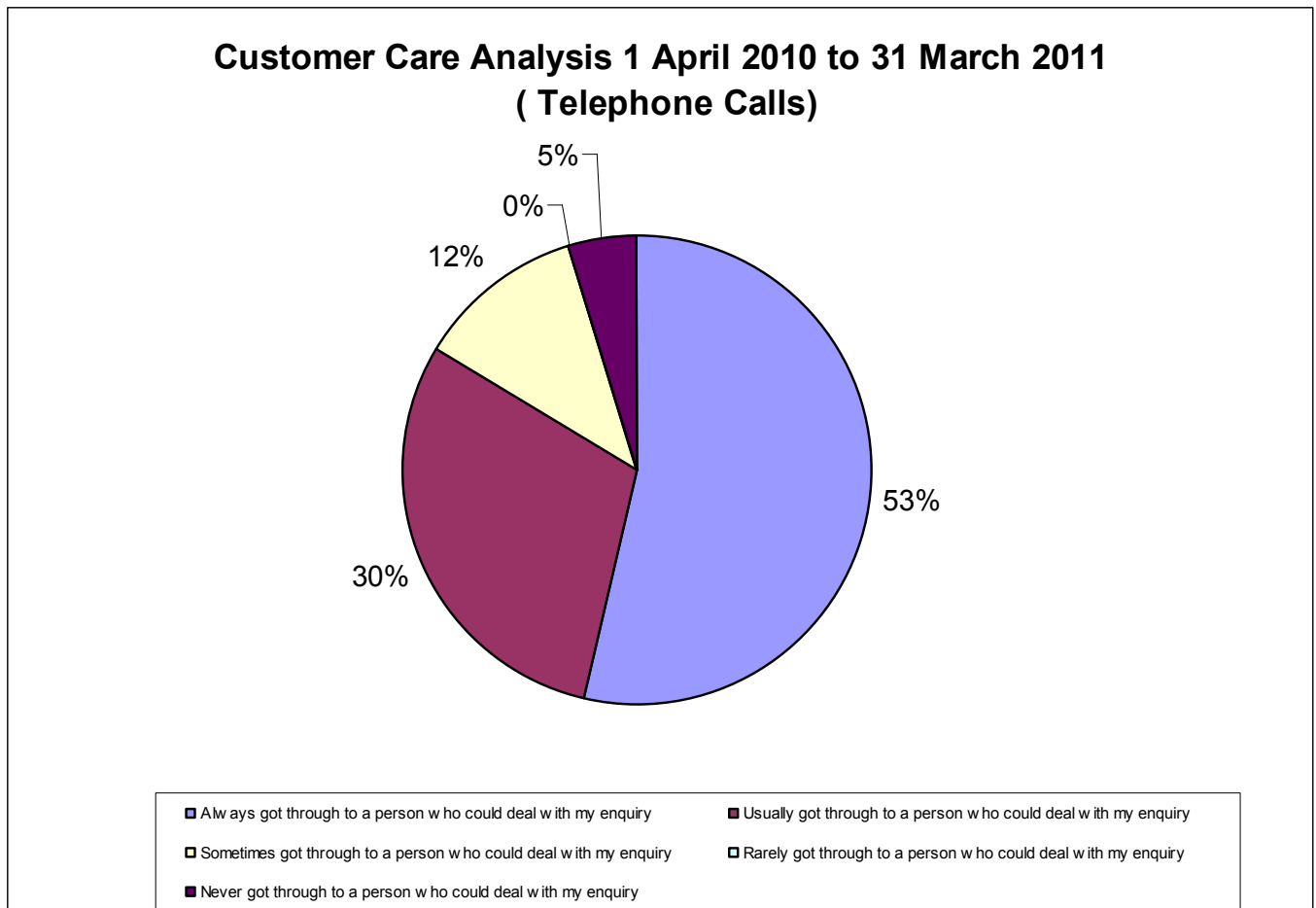
Not yet meeting the performance standard	0 (2 for period 2009/10)
Meeting the performance standard	7 (6 for the period 2009/10)
Above the performance standard	3 (2 for the period 2009/10)

Customer Satisfaction

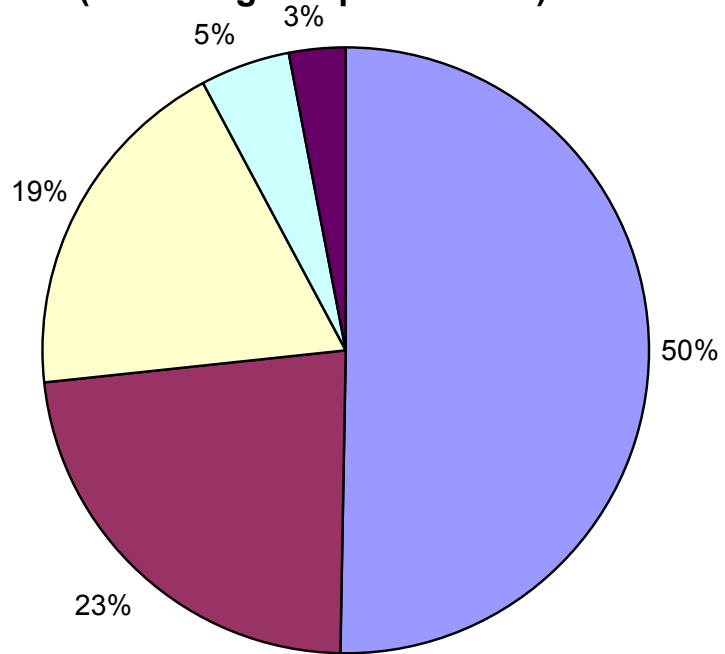
Users of the Joint Board's services are sampled at random for their comments on the service LVJB provides. The questionnaires include a section on gender, ethnicity and disability to enable service monitoring on equalities issues.

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 2010/11 Customer Satisfaction Survey are contained in the graphs below.



**Customer Care Analysis 1 April 2010 to 31 March 2011
(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 Single Equality Scheme, 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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