

# Report

|                  |  |
|------------------|--|
| Report to:       | <b>Lanarkshire Valuation Joint Board</b>           |
| Date of Meeting: | <b>27 June 2022</b>                                |
| Report by:       | <b>Assessor and Electoral Registration Officer</b> |

|          |  |
|----------|--|
| Subject: | <b>Lanarkshire Valuation Joint Board Public Performance Report 2021/2022</b> |
|----------|--|

## 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 2021/2022

## 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 2021/2022', 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 2021/2022.
- 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.

**Gary Bennett BSc MSc AEA (Cert-Scotland) MRICS IRRV (Hons)**  
**Assessor and Electoral Registration Officer**

15 June 2022

### **Previous References**

- ◆ None

### **List of Background Papers**

- ◆ None

### **Contact for Further Information**

If you would like further information, please contact:-

Gary Bennett, Assessor and Electoral Registration Officer

Phone: 01698 476078

E-mail: [assessor@lanarkshire-vjb.gov.uk](mailto:assessor@lanarkshire-vjb.gov.uk)



## **LANARKSHIRE VALUATION JOINT BOARD**

### **Office of Assessor and Electoral Registration Officer**

## **PUBLIC PERFORMANCE REPORT**

**2021/2022**

### **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 List and the Non-Domestic Valuation Rolls for the Lanarkshire area. The following report relates to the 2021/22 financial year.

### **Coronavirus Pandemic**

Like all organisations, LVJB's operations were materially affected by the pandemic. The requirement to work from home throughout 2021/2022 continued to pose challenges in ensuring that statutory undertakings could be carried out. The use of information technology solutions, supported by South Lanarkshire Council's I.T. infrastructure, ensured that a level of service continued to be provided across all three main business areas. The main impact on LVJB's operations of the pandemic throughout 2021/22 continued to be the disruption to carrying out site visits for council tax, non-domestic changes, and electoral matters. A variety of new working practices developed since the national lockdown in March 2020 continued to be developed in 2021/2022 to deal with business whilst such site visits were suspended. LVJB's staff continue to embrace the new working practices and are again to be commended on their flexibility and commitment during a very challenging period.

### **Non-Domestic Valuation Roll**

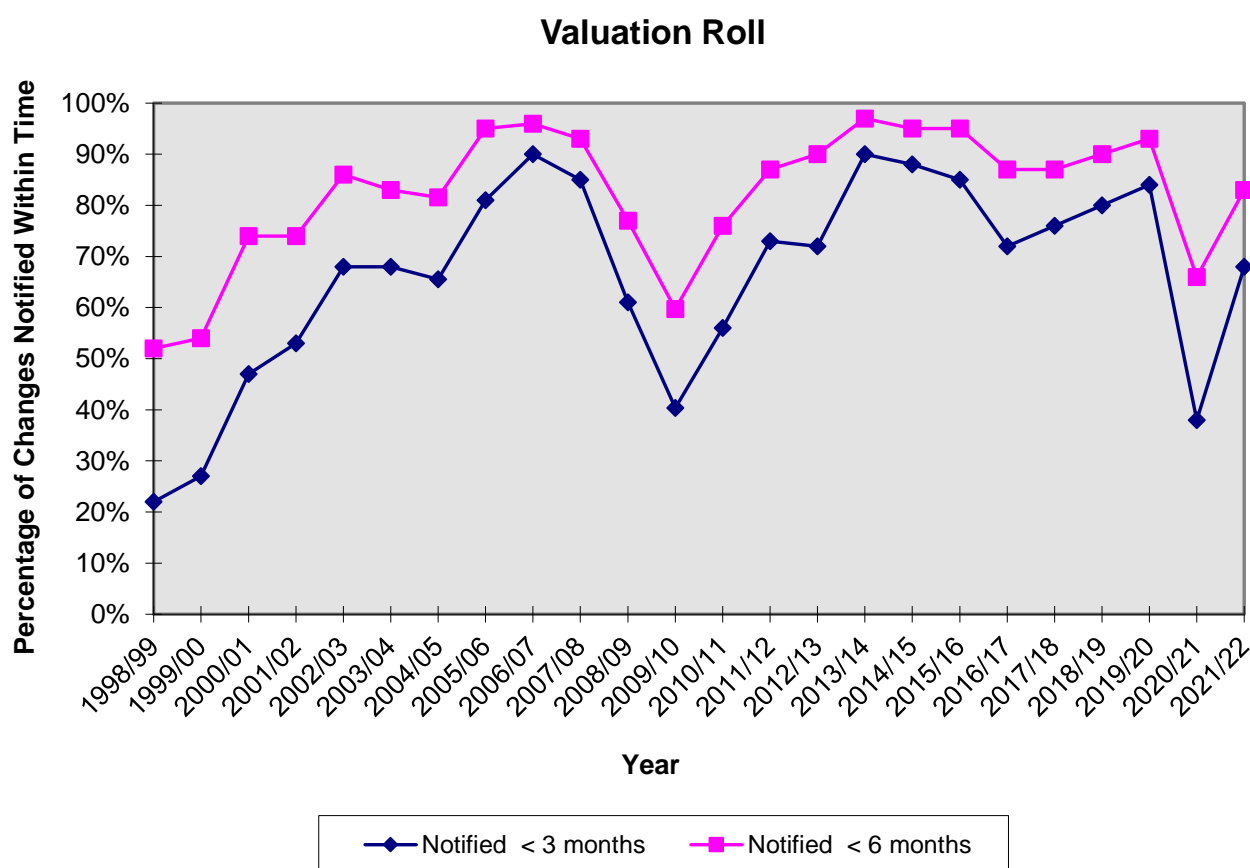
The Valuation Roll is a document which sets out the rateable values of all non-domestic properties in the valuation area. The rateable values shown in the Valuation Roll are used by the local authorities as the basis for the calculation of non-domestic rates bills. The Valuation Roll for Lanarkshire at the end of the period 2021/22 contained 21,310 properties with a total rateable value as at 31/3/2022 of circa £981 million.

In the year 2021/22, our staff processed 976 alterations to the roll to reflect new, amended or demolished properties. This was up from 561 for the period 2020/21.

The following table illustrates the performance for the period 2021/22 set against in-house targets:-

| Performance Targets<br>2021/22       | Target<br>2021/22 | Actual<br>2021/22 |
|--------------------------------------|-------------------|-------------------|
| Alter Valuation Roll within 3 months | 77%               | 68%               |
| Alter Valuation Roll within 6 months | 92%               | 83%               |

The graph below illustrates LVJB performance levels from 1998/99 to 2021/22.



The three monthly and six monthly targets were not met, although a significant improvement on the period 2020/21 was achieved. The pandemic continued to affect the work undertaken in relation to altering the valuation roll in line with performance targets. This appears to be, in particular, as a result of the inability to carry out site visits.

Following consultation with LVJB's valuation managers, internal targets for the period 2022/23 have been maintained at the following:

|                                      |     |
|--------------------------------------|-----|
| 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 at April 1991. Local Authorities use these bands to calculate annual Council Tax bills.

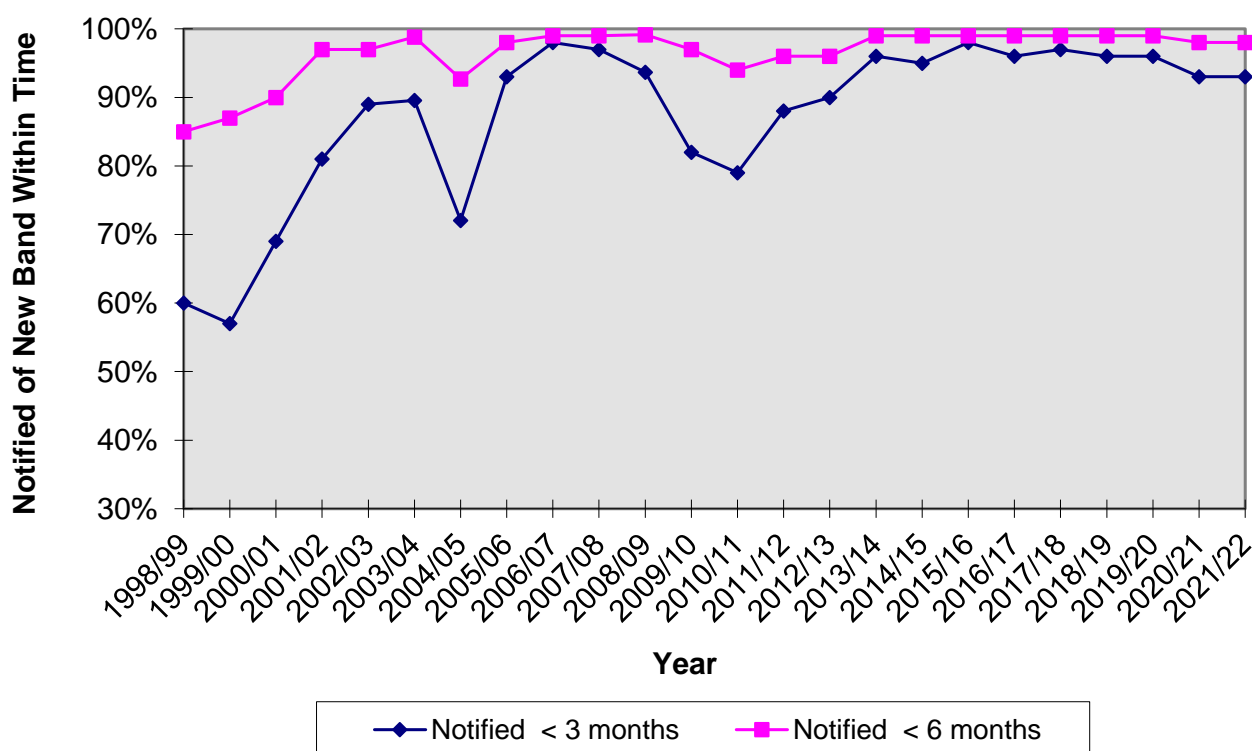
During 2021/22, our staff added 2,818 new dwellings (2,116 for the period 2020/21) to the Council Tax List, and deleted 110 dwellings (249 for the period 2020/21). As at 31 March 2022 the list contained 335,602 entries (including domestic garages). Additionally, in accordance with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 221 Council Tax entries (156 for period 2020/21) 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 15,894 sales of domestic properties notified to LVJB during the period 2021/22.

The following table illustrates the performance for the period 2021/22 set against in-house targets:-

| Performance Targets<br>2021/22                       | Target<br>2021/22 | Actual<br>2021/22 |
|--|-------------------|-------------------|
| New houses added to Council Tax List within 3 months | 87%               | 93%               |
| New houses added to Council Tax List within 6 months | 92%               | 98%               |

The graph below illustrates LVJB performance levels from 1998/99 to 2021/22:-

### Council Tax Valuation List



Targets set for the period 2021/22 were again met with performance being maintained at a very good level despite the challenges posed by the pandemic.

Again, following consultation with LVJB's valuation managers, internal targets for the period 2022/2023 have been maintained at the following:

|  |     |
|--|-----|
| 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 2022 contained over 520,000 electors.

The principal activities of the period 2021/22 within our electoral registration service delivery area centred on maintaining the completeness and accuracy of the registers. All scheduled tasks associated with the Scottish Parliamentary Election on 6 May 2021 were undertaken timeously. During the period 2021/22 there were two by-elections, both in North Lanarkshire; one in Airdrie & Shotts UK Parliamentary constituency held on 13 May 2021, and a Council by-election held in ward 20, Murdostoun on 24 June 2021.

The annual canvass of electors 2021 was subject to major reform with the introduction of The Representation of the People (Annual Canvass) (Miscellaneous Amendments) (Scotland) Regulations 2020. Under the reformed canvass, 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 period 2021/22, circa 255,000 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 58,000 Canvass Forms (CF) to households which didn't match during the aforementioned exercise. Furthermore, a new Canvass Communication B form (CCB) in respect of postal reminders was issued to circa 47,000 households. The household visit element of the 2021 canvass was able to proceed, with suitable precautions undertaken as a result of the pandemic, with circa 31,000 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 2021.

Rolling Registration activity, introduced in 2000 to assist in maintaining the Electoral Register, continued throughout 2021/22 with the bulk of registration applications received via the central government online registration system ([www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)).

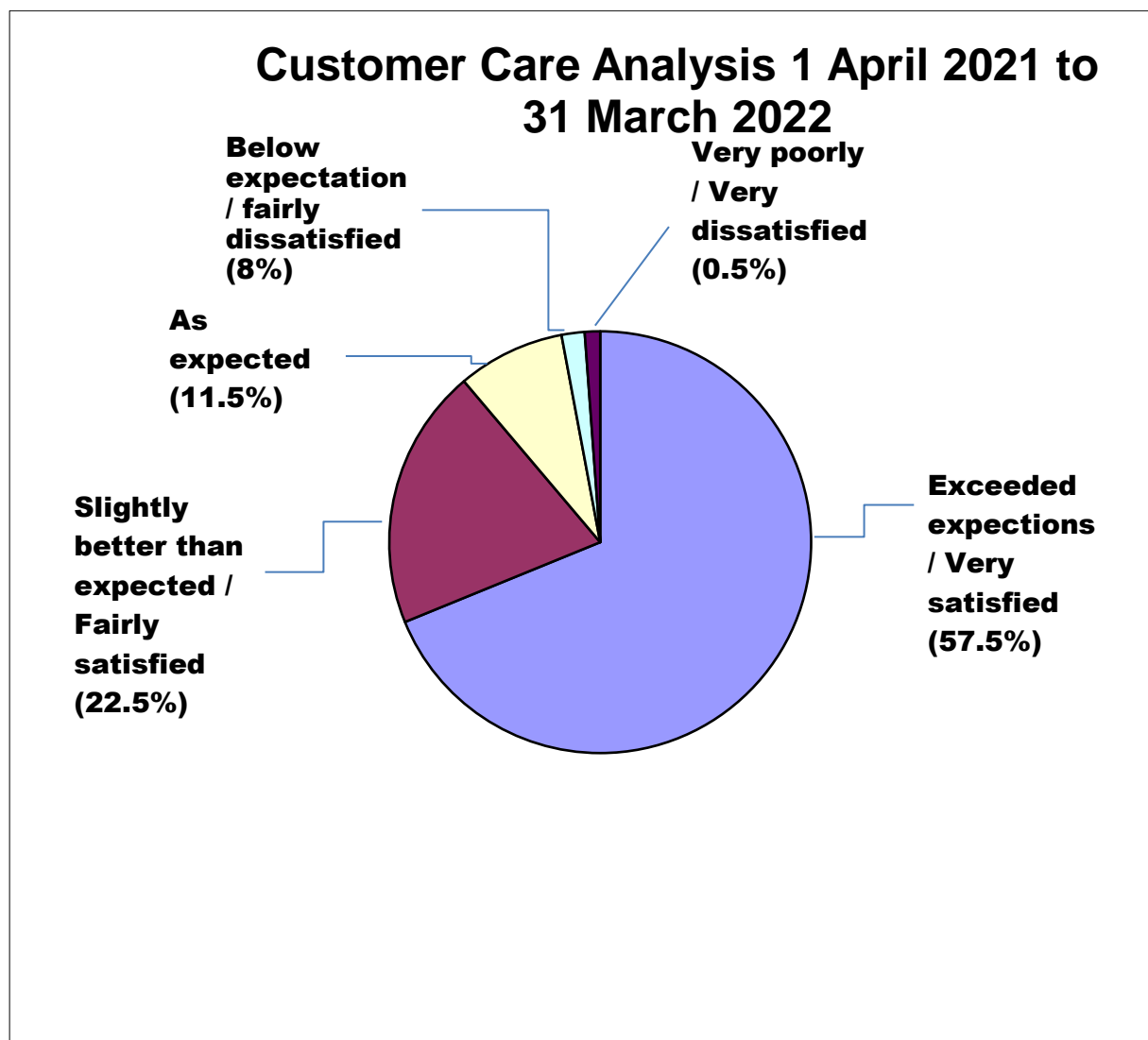
To ensure the completeness and accuracy of the Electoral Register, the 2021 Integrity Plan was again used to identify and manage patterns of activity that might indicate potential registration integrity issues. LVJB have checks and controls in place to detect and prevent any electoral malpractice. Checks are also built into both the Annual Canvass Plan and individual Election Plans.

## Customer Satisfaction

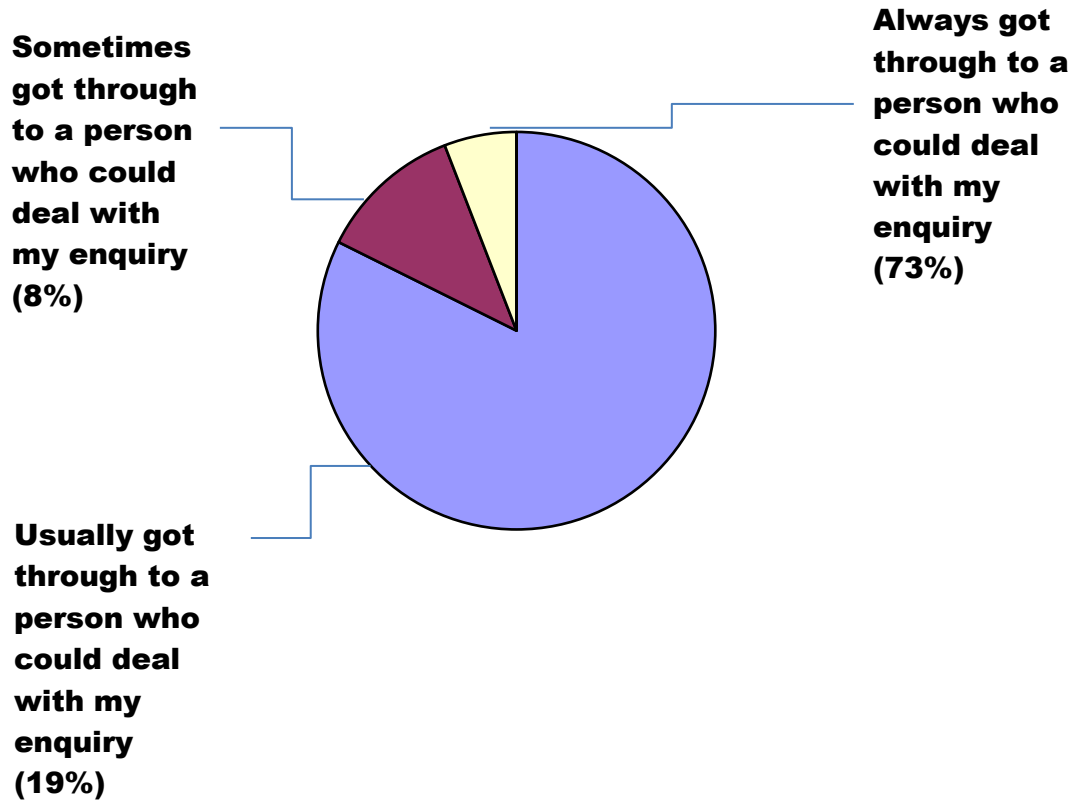
Users of the Joint Board's services were sampled at random throughout 2021/22 for their comments on the service LVJB provides. The questionnaires include a section on gender, ethnicity and disability to enable service monitoring on equalities issues.

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 2021/22 Customer Satisfaction Survey are contained in the graphs below.



## Customer Care Analysis 1 April 2021 to 31 March 2022 ( Telephone Calls)



### Website

The Board's website ([www.lanarkshire-vjb.gov.uk](http://www.lanarkshire-vjb.gov.uk)) includes a host of useful information. There is the facility to download application forms relating to Electoral Registration. 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 website is compatible with mobile devices.

The website has useful links to North and South Lanarkshire Councils' websites, and to the Scottish Assessors' Association Portal ([www.saa.gov.uk](http://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, as well as a number of user interactive services, such as lodging a proposal against a council tax entry, or an appeal against a 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 2017 LVJB published the Mainstreaming Equalities Report and Equality Outcomes in accordance with regulation 3 of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and 2016 for the period 2017 to 2021 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 2017 to 2021.

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 have 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 of the criteria.

In April 2019 LVJB published the Mainstreaming Equalities Report and Equality Outcomes 2017 to 2021 Progress Report in accordance with regulation 3 of The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 and 2016.

Under the specific employment duty LVJB as a listed authority are required to publish pay gap information every two years and this is included within the April 2019 Progress Report along with information on occupational segregation.

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. A report on

progress and pay gap information is required every two years and this will be published in April 2023.

### **Contacting LVJB**

Address:     Lanarkshire Valuation Joint Board  
              Ground Floor  
              David Dale House  
              45 John Street  
              Blantyre  
              G72 OAA

Telephone:   01698 476000

E-mail:       [assessor@lanarkshire-vjb.gov.uk](mailto:assessor@lanarkshire-vjb.gov.uk)  
              [ero@lanarkshire-vjb.gov.uk](mailto:ero@lanarkshire-vjb.gov.uk)

Website:     [www.lanarkshire-vjb.gov.uk](http://www.lanarkshire-vjb.gov.uk)