



## LANARKSHIRE VALUATION JOINT BOARD

Office of Assessor and Electoral Registration Officer

### PUBLIC PERFORMANCE REPORT 2022/2023

#### 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 2022/23 financial year.

#### Non-Domestic Valuation Roll

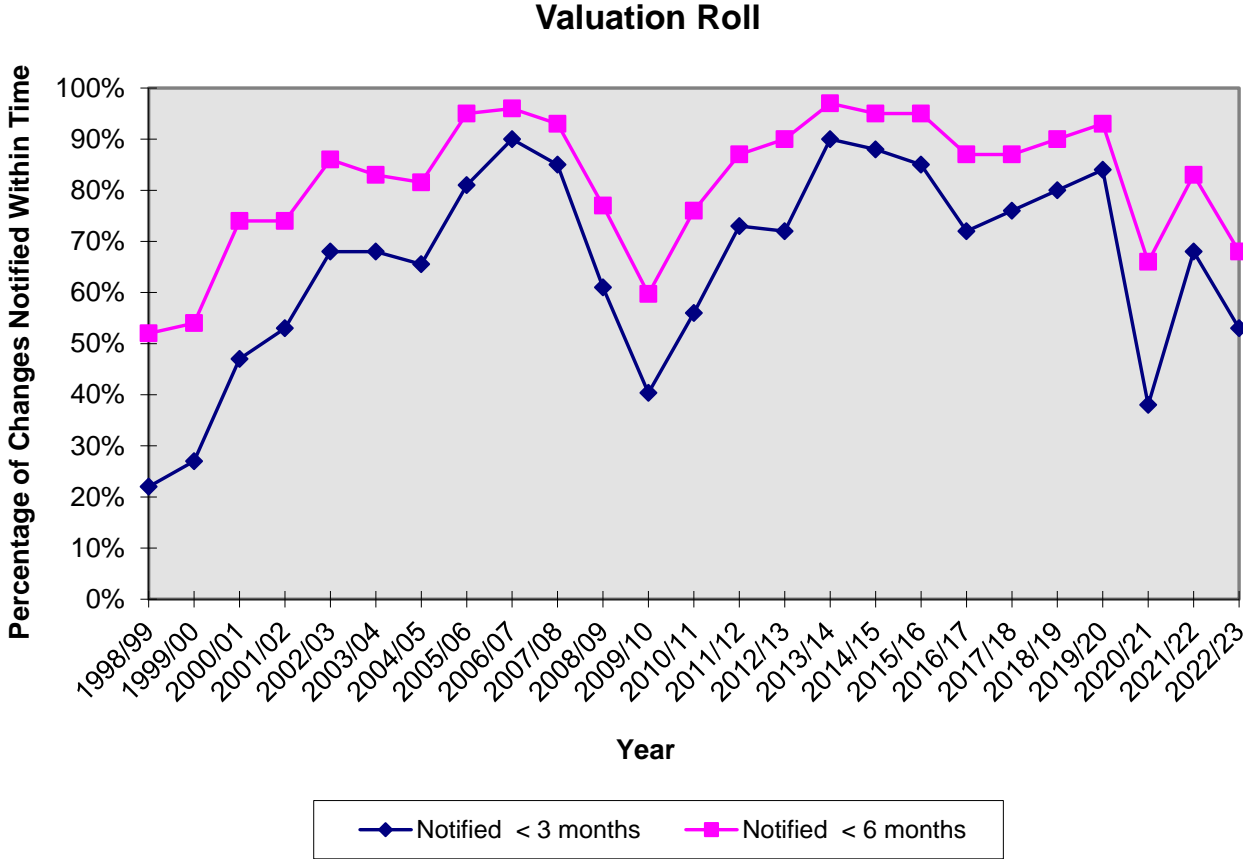
The Valuation Roll is a document which sets out the rateable values of all non-domestic properties in the valuation area. The rateable values shown in the Valuation Roll are used by the local authorities as the basis for the calculation of non-domestic rates bills. The Valuation Roll for Lanarkshire at the end of the period 2022/23 contained 21,458 properties with a total rateable value as at 31/3/2023 of circa £984 million (983,710,310).

In the year 2022/23, our staff processed 1,147 alterations to the roll to reflect new, amended or demolished properties. This was up from 976 for the period 2021/22.

The following table illustrates the performance for the period 2022/23 set against in-house targets:-

Performance Targets 2022/23	Target 2022/23	Actual 2022/23
Alter Valuation Roll within 3 months	77%	53%
Alter Valuation Roll within 6 months	92%	68%

The graph below illustrates LVJB performance levels from 1998/99 to 2022/23.



The three monthly and six monthly targets were not met. The preparatory work associated with the 2023 non-domestic revaluation, and in particular the new duties associated with the revaluation project, essentially as a result of the Barclay review into non-domestic rates in Scotland, have resulted in a drop in performance compared to the previous year’s maintenance of the valuation roll. Additional factors, such as the ongoing challenges in the recruitment and retainment of qualified surveyors, together with dealing with a backlog of council tax appeals built up as a result of the pandemic, have also impacted on performance in this area.

Following consultation with LVJB’s valuation managers, and in particular now that the 2023 non-domestic revaluation project is complete, internal targets for the period 2023/24 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 2022/23, our staff added 3,009 new dwellings (2,818 for the period 2021/22) to the Council Tax List, and deleted 279 dwellings (110 for the period 2021/22). As at 31 March 2023 the list contained 338,324 entries (including domestic garages). Additionally, in accordance with The Council Tax (Alteration of Lists and Appeals) (Scotland) Regulations 1993, some 185 Council Tax entries (221 for period 2021/2022) 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 15,221 sales of domestic properties notified to LVJB during the period 2022/23.

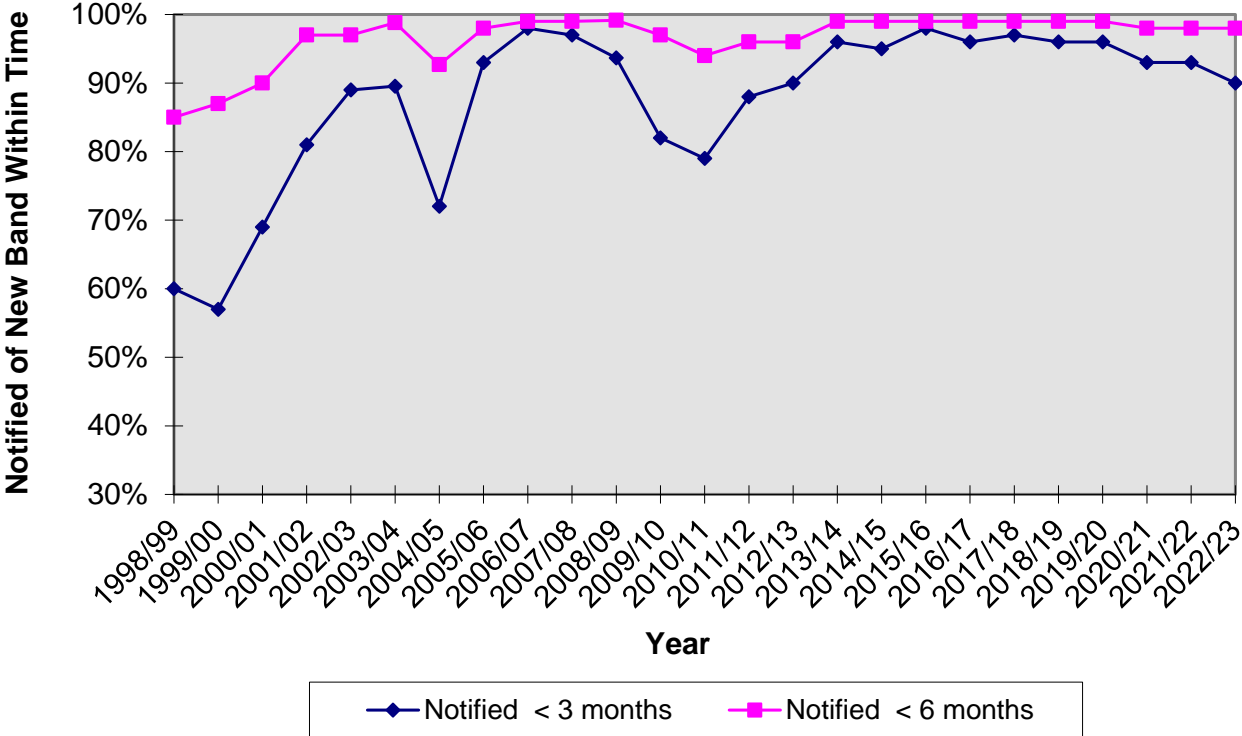
Of particular note is the successful efforts by staff to reduce the number of council tax appeals outstanding before the transition from Local Valuation Appeal Panels to the Local Taxation Chamber of the Scottish Courts and Tribunal Service effective from 1 April 2023. These efforts resulted in the lowest number of council tax appeals outstanding at any point in time since the inception of the Board.

The following table illustrates the performance for the period 2022/23 set against in-house targets:-

Performance Targets 2022/23	Target 2022/23	Actual 2022/23
New houses added to Council Tax List within 3 months	87%	90%
New houses added to Council Tax List within 6 months	92%	98%

The graph below illustrates LVJB performance levels from 1998/99 to 2022/23:-

### Council Tax Valuation List



Targets set for the period 2022/23 were again met with performance being maintained at a very good level despite the challenges posed by dealing with the backlog of council tax appeals.

Again, following consultation with LVJB’s valuation managers, internal targets for the period 2023/2024 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 2023 contained over 520,000 electors.

The principal activities of the period 2022/23 within our electoral registration service delivery area centred on maintaining the completeness and accuracy of the registers. All scheduled tasks associated with the Scottish Local Government Elections on 5 May 2022 were undertaken timeously. During the period 2022/23 there were no by-elections in either North or South Lanarkshire.

The annual canvass of electors 2022 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 2022/23, circa 254,000 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 62,500 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 50,800 households. The household visit element of the 2022 canvass was able to proceed, with suitable precautions undertaken as a result of the pandemic, with circa 37,800 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 2022.

Rolling Registration activity, introduced in 2000 to assist in maintaining the Electoral Register, continued throughout 2022/23 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)).

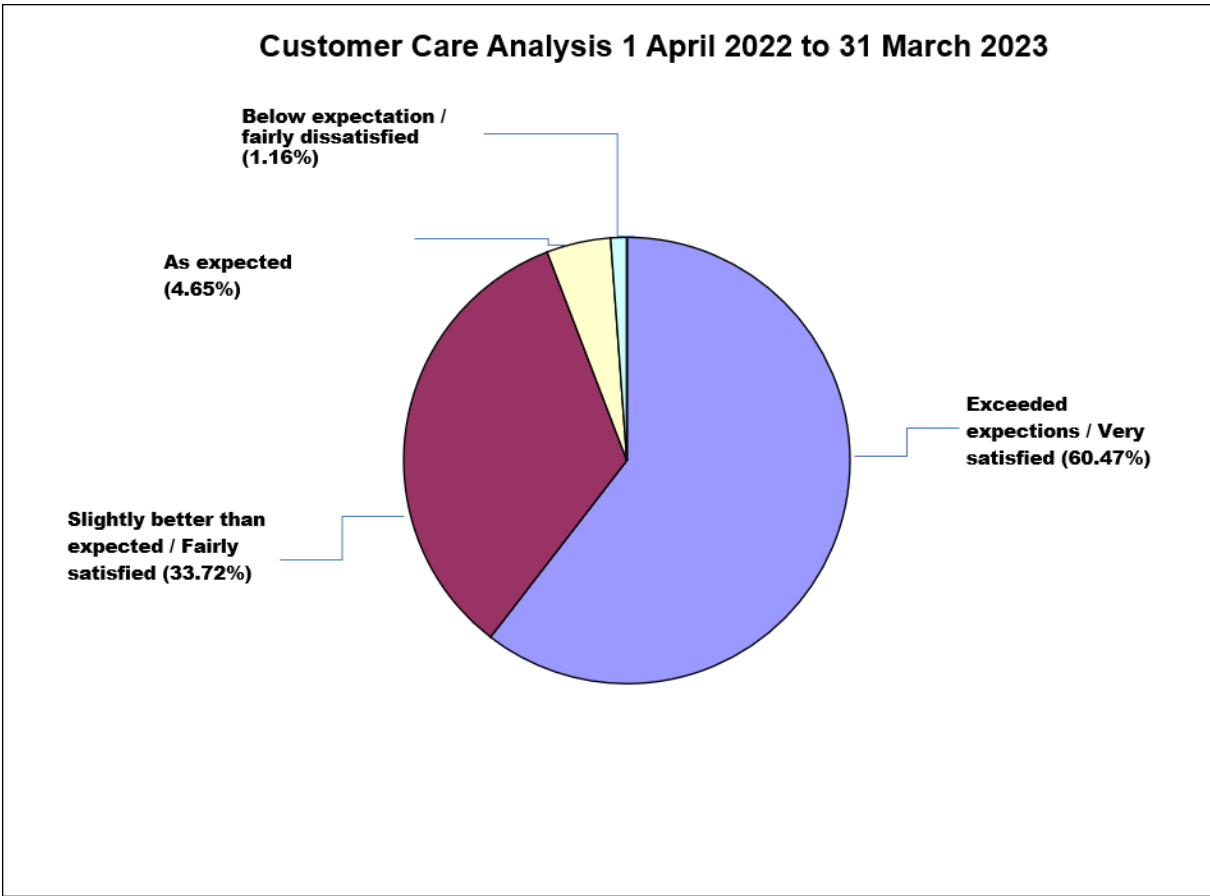
To ensure the completeness and accuracy of the Electoral Register, the 2022 Integrity Plan was again used to identify and manage patterns of activity that might indicate potential registration integrity issues. LVJB have checks and controls in place to detect and prevent any electoral malpractice. Checks are also built into both the Annual Canvass Plan and individual Election Plans.

### Customer Satisfaction

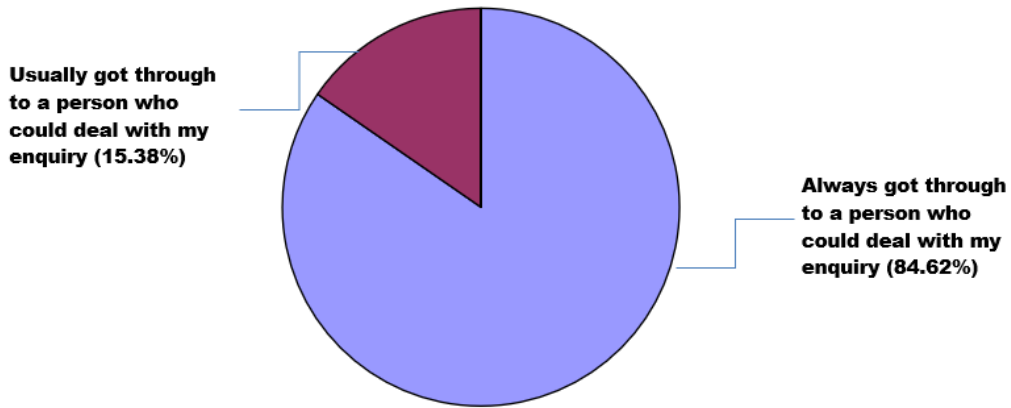
Users of the Joint Board's services were sampled at random throughout 2022/23 for their comments on the service LVJB provides. The questionnaires include a section on gender, ethnicity and disability to enable service monitoring on equalities issues.

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 2022/23 Customer Satisfaction Survey are contained in the graphs below.



**Customer Care Analysis 1 April 2022 to 31 March 2023  
( 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 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 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 2021 to 2025.

Under the specific employment duty LVJB as a listed authority are required to publish pay gap information every two years. A report on progress and pay gap information along with the information on occupational segregation will be published in April 2023.

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.



## Contacting LVJB

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