



Dear Councillor

Lanarkshire Valuation Joint Board

The Members listed below are requested to attend a meeting of the above Board to be held as follows:-

Date: Monday, 02 March 2020

Time: 14:00

Venue: Committee Room 1, Council Offices, Almada Street, Hamilton, ML3 0AA

The business to be considered at the meeting is listed overleaf.

Yours sincerely

Cleland Sneddon
Clerk to the Board

Members

Alex McVey (Convener), Lynsey Hamilton (Depute Convener), Lynne Anderson, Bob Burgess, Tom Castles, Jim Reddin, William Shields, Caroline Stephen, Annette Valentine, Walter Brogan, Poppy Corbett, Peter Craig, Isobel Dorman, Geri Gray, Ann Le Blond, Jim Wardhaugh

Substitutes

Meghan Gallacher, Mary Gourlay, Nicky Shevlin, Ann Weir, Margaret Cowie, Mary Donnelly, Joe Lowe, Jim McGuigan, Lynne Nailon, Richard Nelson, Graham Scott, Josh Wilson

BUSINESS

- 1 **Declaration of Interests**
- 2 **Minutes of Previous Meeting** 3 - 6
Minutes of the meeting of Lanarkshire Valuation Joint Board held on 2 December 2019 submitted for approval as a correct record. (Copy attached)

Monitoring Item(s)

- 3 **Revenue Budget Monitoring and Probable Outturn Position 2019/2020 - 7 - 10**
Lanarkshire Valuation Joint Board
Report dated 31 January 2020 by the Treasurer, Lanarkshire Valuation Joint Board. (Copy attached)

Item(s) for Noting

- 4 **Risk Register Update 2020** 11 - 30
Report dated 13 February 2020 by the Assessor and Electoral Registration Officer, Lanarkshire Valuation Joint Board. (Copy attached)
- 5 **Progress Update** 31 - 46
Report dated 13 February 2020 by the Assessor and Electoral Registration Officer, Lanarkshire Valuation Joint Board. (Copy attached)

Urgent Business

- 6 **Urgent Business**
Any other items of business which the Chair decides are urgent.

For further information, please contact:-

Clerk Name: Pauline MacRae

Clerk Telephone: 01698454108

Clerk Email: pauline.macrae@southlanarkshire.gov.uk

LANARKSHIRE VALUATION JOINT BOARD

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Minutes of meeting held in Committee Room 5, Council Offices, Almada Street, Hamilton on 2 December 2019

Convener:

Councillor Lynsey Hamilton (Depute), South Lanarkshire Council

Councillors Present:

North Lanarkshire Council

Councillor Bob Burgess, Councillor Tom Castles, Councillor Jim Reddin, Councillor William Shields

South Lanarkshire Council

Councillor Walter Brogan, Councillor Peter Craig, Councillor Isobel Dorman, Councillor Jim Wardhaugh

Councillors' Apologies:

North Lanarkshire Council

Councillor Lynne Anderson, Councillor Alex McVey (Convener), Councillor Caroline Stephen, Councillor Annette Valentine

South Lanarkshire Council

Councillor Poppy Corbett, Councillor Geri Gray, Councillor Ann Le Blond

Attending:

Assessor and Electoral Registration Service

G Bennett, Assessor and Electoral Registration Officer; J Neason, Assistant Assessor and Electoral Registration Officer

Clerk's Office

P MacRae, Administration Officer, South Lanarkshire Council

Treasurer's Office

L O'Hagan, Finance Manager (Strategy), South Lanarkshire Council

Also Attending:

Audit Scotland

B Gillespie, Lead Auditor

1 Declaration of Interests

No interests were declared.

2 Minutes of Previous Meeting

The minutes of the meeting of the Board held on 2 September 2019 were submitted for approval as a correct record.

The Board decided: that the minutes be approved as a correct record.

3 Revenue Budget Monitoring and Probable Outturn Position 2019/2020 - Lanarkshire Valuation Joint Board

A report dated 28 October 2019 by the Treasurer was submitted comparing the Board's actual expenditure at 11 October 2019 against the budgeted expenditure for 2019/2020 and providing a forecast for the year to 31 March 2020.

As at 11 October 2019, there was an underspend on the Board's revenue budget of £0.331 million. The underspend reflected a significant level of staff turnover and the current level of spend in relation to the recommendations arising from the Barclay Review.

The financial forecast to 31 March 2020 showed a Transfer to Reserves of £0.465 million.

At the end of the 2018/2019 financial year, the Board carried forward £0.424 million into 2019/2020. Taking into account the financial forecast of a Transfer to Reserves of £0.465 million, a balance of £0.889 million would be carried into 2020/2021.

The Board decided:

- (1) that it be noted that, following the probable outturn exercise, there would be a Transfer to Reserves of £0.465 million for the current financial year, as detailed in Appendix A to the report;
- (2) that the underspend on the Board's revenue budget of £0.331 million at 11 October 2019, as detailed in Appendix A to the report, be noted; and
- (3) that it be noted that, following the Transfer to Reserves of £0.465 million, £0.889 million would be carried to the Balance Sheet at the end of March 2020.

[Reference: Minutes of 3 June 2019 (Paragraph 3)]

4 Revenue Budget 2020/2021 – Lanarkshire Valuation Joint Board

A report dated 29 October 2019 by the Treasurer was submitted on the draft revenue budget for Lanarkshire Valuation Joint Board (LVJB) for 2020/2021.

A financial strategy for LVJB for 2019/2020 to 2021/2022 had been submitted to the meeting of the Board held on 5 March 2018 when an expenditure budget of £4.108 million for 2020/2021 had been approved.

Details were given on:-

- ◆ the budget assumptions which had been used in the preparation of the financial strategy for 2020/2021
- ◆ the budget for 2020/2021
- ◆ the Reserves position

The original strategy for 2020/2021, agreed by the Board at its meeting on 5 March 2018, showed a funding shortfall of £0.045 million. It had been agreed at that time that Requisition payments would be increased by a further £0.045 million into 2020/2021, taking the total to £3.796 million. A number of external influences had meant that changes to the strategy were required. The original strategy had assumed a 2% pay award, however, the 3 year award, settled in February 2019, set the award at a higher level of 3.5% in 2018/2019 and 3% for 2019/2020 and 2020/2021 respectively. The cost of the additional pay award would be funded by the Board through the use of Reserves.

The Board's revised expenditure budget of £4.283 million for 2020/2021 would be funded as follows:-

- ◆ £3.796 million from Requisitions (apportioned to North and South Lanarkshire Councils at a level of 50% each)
- ◆ £0.312 million from the Cabinet Office for Individual Electoral Registration
- ◆ £0.175 million from Reserves

Officers responded to members' questions on various aspects of the report and, where information was unavailable at the meeting, undertook to provide this to the relevant members.

The Board decided:

- (1) that the additional Requisition of £0.045 million for 2020/2021, as agreed by the Board in March 2018, be noted; and
- (2) that the budget strategy, resulting in the budget of £4.283 million being set for 2020/2021 for Lanarkshire Valuation Joint Board, be approved.

[Reference: Minutes of 3 December 2018 (Paragraph 4)]

5 2017 Revaluation Appeal Disposal

A report dated 14 November 2019 by the Assistant Assessor and Electoral Registration Officer was submitted on progress in the disposal of Revaluation Appeals in respect of the 2017 Revaluation.

Lanarkshire Valuation Joint Board had received 9,281 appeals in respect of the 2017 Revaluation, an increase of almost 23% compared to the number received as a result of the 2010 Revaluation. The appeals required to be disposed of by the Valuation Appeal Committee by 31 December 2020. Details of the categories of appeals were given in Appendix 1 to the report.

At 1 November 2019, 6,210 appeals had been disposed of, leaving 3,071 to be dealt with by 31 December 2020. Details were given on the strategy to ensure that the remaining appeals were disposed of within the relevant timescale.

Officers responded to a member's question on the categorisation of appeals

The Board decided: that the report be noted.

7 Progress Update

A report dated 15 August 2019 by the Assessor and Electoral Registration Officer was submitted on:-

- ◆ an overview of the Service
- ◆ current issues and Service priorities
- ◆ an update on performance
- ◆ issues affecting the future direction of the Joint Board
- ◆ complaints received and dealt with since the last quarterly report
- ◆ the closure of the Lanarkshire Valuation Joint Board offices on 27, 30 and 31 December 2019

Statistical information, illustrating progress made in terms of key areas of the work undertaken by Lanarkshire Valuation Joint Board, was provided in the appendices to the report.

Following a staff consultation process, it had been agreed that, for employees of Lanarkshire Valuation Joint Board, 4 public holidays would be converted to 4 “floating days”, with effect from 1 January 2020. The public holidays to be added to each employee’s annual leave, on a pro rata basis, where applicable, were:-

- ◆ the early May Monday
- ◆ the late May Monday
- ◆ “Fair” Monday in July
- ◆ September weekend Monday

However, for 2020, the early May holiday, which had been moved to Friday 8 May to commemorate the 75th anniversary of VE Day, would remain as a public holiday with the resultant reduction of the 4 floating days to 3 for that year only.

The Board decided: that the report be noted.

[Reference: Minutes of 2 September 2019 (Paragraph 8)]

8 Urgent Business

There were no items of urgent business.

Report

3

| | |
|------------------|---|
| Report to: | Lanarkshire Valuation Joint Board |
| Date of Meeting: | 2 March 2020 |
| Report by: | Treasurer to Lanarkshire Valuation Joint Board |

| | |
|----------|--|
| Subject: | Revenue Budget Monitoring and Probable Outturn Position 2019/2020 - Lanarkshire Valuation Joint Board |
|----------|--|

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide a forecast for the year to 31 March 2020.
- ◆ provide information on the actual expenditure measured against the revenue budget for the period 1 April 2019 to 31 January 2020.

2. Recommendation(s)

2.1. The Board is asked to approve the following recommendation(s):-

- (1) that an underspend to date of £0.545 million on Lanarkshire Valuation Joint Board's revenue budget (section 5.1), be noted;
- (2) that following the probable outturn exercise, the anticipated underspend of £0.635 million resulting in a Transfer to Reserves of £0.465 million (section 5.3), be noted; and
- (3) that it be noted that following the transfer to Reserves of £0.465 million, the Reserves balance at the end of March 2020 will be £0.889 million (section 5.4)

3. Background

3.1. This is the fourth revenue budget monitoring report presented to the Lanarkshire Valuation Joint Board for the financial year 2019/2020.

3.2. The report details the financial position for Lanarkshire Valuation Joint Board as at 31 January 2020 on Appendix A, for both the current period, and the probable outturn for the year.

4. Employee Implications

4.1. None

5. Financial Implications

5.1. **Monitoring Position:** As at 31 January 2020, the variance from phased budget to date is an underspend of £0.545 million. This is shown in Appendix A.

5.2. The level of underspend mainly reflects the level of turnover experienced in staffing, and the continued appointment of trainee valuation staff as a consequence of the difficulties experienced in the recruitment and retention of qualified staff, as well as the impact of the Barclay funding position. Recruitment of a number of additional

Divisional Valuers has commenced with further posts to be advertised during 2020/2021. In addition, further costs associated with implementation of Barclay recommendations will draw on the Reserves balance during 2020/2021.

- 5.3. This is a continuation of the previously reported position, and reflects the probable outturn position anticipated for the full year.
- 5.4. As reported previously, the probable outturn position is an underspend of £0.635 million. Instead of the budgeted transfer from Reserves of £0.170 million, there will therefore be a transfer to Reserves of £0.465 million. This is shown in Appendix A.
- 5.5. At the end of 2018/2019, the Board carried forward £0.424 million into 2019/2020. Based on the probable outturn noted in 5.4. above, a transfer to Reserves of £0.465 million will leave a balance of £0.889 million to be carried into 2020/2021.

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. The main risk associated with the Board's Revenue Budget is that there is an overspend. The risk has been assessed as low given the detailed budget management applied. The risk is managed through four weekly Budget Monitoring meetings at which any variance is analysed. In addition, the probable outturn exercise endures early warning for corrective action to be taken where appropriate.

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.
- 8.2. There is also no requirement to undertake any consultation in terms of the information contained in the report.

Paul Manning
Treasurer

31 January 2020

Previous References

- ◆ Revenue Budget Monitoring 2019/2020 - Lanarkshire Valuation Joint Board – 3 June 2019
- ◆ Revenue Budget Monitoring 2019/2020 - Lanarkshire Valuation Joint Board – 2 September 2019
- ◆ Revenue Budget Monitoring and Probable Outturn Position 2019/2020 - Lanarkshire Valuation Joint Board – 2 December 2019

List of Background Papers

- ◆ Revenue Budget 2019/2020 – Lanarkshire Valuation Joint Board – 3 December 2018

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Lorraine O'Hagan

Ext: 2601 (Tel: 01698 452601)

E-mail: lorraine.o'hagan@southlanarkshire.gov.uk

Appendix A

LANARKSHIRE VALUATION JOINT BOARD

Revenue Budget Monitoring Report

Period Ended 31 January 2020 (No.11)

| | Annual Budget | Forecast for Year | Annual Forecast Variance | Budget Proportion 31/01/20 | Actual 31/01/20 | Variance 31/01/20 | | % Variance 31/01/20 | Note |
|---|---------------|-------------------|--------------------------|----------------------------|-----------------|-------------------|------------------------|---------------------|----------|
| | £000 | £000 | £000 | £000 | £000 | £000 | | | |
| Budget Category | | | | | | | | | |
| Employee Costs | 3,350 | 2,686 | 664 | 2,735 | 2,167 | 568 | under | 20.8% | 1 |
| Property Costs | 5 | 5 | 0 | 5 | 5 | 0 | - | 0.0% | |
| Supplies & Services | 147 | 149 | (2) | 141 | 145 | (4) | over | (2.8%) | |
| Transport & Plant | 0 | 0 | 0 | 0 | 0 | 0 | - | n/a | |
| Administration Costs | 657 | 671 | (14) | 568 | 570 | (2) | over | (0.4%) | |
| Payments to Other Bodies | 32 | 32 | 0 | 30 | 32 | (2) | over | (6.7)% | |
| Payments to Contractors | 0 | 0 | 0 | 0 | 0 | 0 | - | n/a | |
| Transfer Payments | 0 | 0 | 0 | 0 | 0 | 0 | - | n/a | |
| Financing Charges | 14 | 14 | 0 | 15 | 17 | (2) | Over | (13.3)% | |
| Total Expenditure | 4,205 | 3,557 | 648 | 3,494 | 2,936 | 558 | under | 16.0% | |
| Total Income | (318) | (303) | (15) | (303) | (288) | (15) | under recovered | 5.0% | 2 |
| Net Expenditure | 3,887 | 3,254 | 633 | 3,191 | 2,648 | 543 | under | 17.0% | |
| Add: | | | | | | | | | |
| Central Support Costs | 490 | 488 | 2 | 340 | 338 | 2 | under | 0.6% | |
| Total Budget | 4,377 | 3,742 | 635 | 3,531 | 2,986 | 545 | under | 15.4% | |
| Funded By: | | | | | | | | | |
| North Lanarkshire Council | (2,104) | (2,104) | 0 | (1,791) | (1,791) | 0 | - | 0.0% | |
| South Lanarkshire Council | (2,103) | (2,103) | 0 | (1,790) | (1,790) | 0 | - | 0.0% | |
| Transfer To / (From) monies held in reserve | (170) | 465 | (635) | 0 | 0 | 0 | - | n/a | |
| Net Budget | 0 | 0 | 0 | (50) | (595) | 545 | under | (1,090)% | |

Variance Explanations

1. Employee Costs

The underspend reflects a combination of the turnover of staff and the current level of spend in relation to the implementation of the Barclay recommendations. Recruitment is ongoing for posts made vacant through staff turnover, and posts required to undertake the workload associated with the Barclay Review. As the filling of these posts will be part year, an underspend is anticipated this financial year.

2. Income

The under recovery of income is in respect of reduced Cabinet Office Funding for Individual Electoral Registration, and is offset by reduced spend levels.

Report

4

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|------------------|--|
| Report to: | Lanarkshire Valuation Joint Board |
| Date of Meeting: | 2 March 2020 |
| Report by: | Assessor and Electoral Registration Officer |

| | |
|----------|----------------------------------|
| Subject: | Risk Register Update 2020 |
|----------|----------------------------------|

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Present to members of the Joint Board, for information, notice that the Board's Risk Register has been reviewed and updated for 2020.

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 – Risk Register Update 2020' and the Risk Register is attached as Appendix 1. The Risk Scoring Matrix is also attached, as Appendix 2.

3.2. Lanarkshire Valuation Joint Board's (LVJB) Organisational Risk Register has been fully reviewed by LVJB's management team and updated to reflect a reassessment of existing risks on the register and to document new risks which have emerged over the recent period. Each risk within the register has been allocated to individual members of the management team to monitor on an ongoing basis. The Risk Scoring Matrix explains how the Inherent and Residual Risks are decided.

3.3. LVJB's management team identifies and controls risk which LVJB is exposed to. At the review in January 2020, 41 risks were identified and they can be summarised as follows:

| <u>Residual Risk Score</u> | <u>Number</u> |
|----------------------------|---------------|
| High (7 – 9) | 3 |
| Medium (4 – 6) | 18 |
| Low (1 – 3) | 20 |

The high risks are:

| Risk reference number | Classification | Key risk | Residual risk score |
|------------------------------|-----------------------|--|----------------------------|
| LVJB/18/20 | Financial | Lack of funding for dealing with appeals relating to electricity subjects. | 8 |
| LVJB/19/20 | Financial | Lack of funding for valuation of electricity subjects. | 7 |
| LVJB/23/20 | People | Failure to recruit and/or retain qualified valuation staff. | 8 |

4. Employee Implications

4.1 None.

5. Financial Implications

5.1. Financial issues in relation to the Risk Register are covered annually as part of the budgetary process and in discussions with the Treasurer to the Board.

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. Failure to demonstrate that risk is actively considered and managed can not only lead to avoidable financial loss but could also adversely affect delivery of services and could affect LVJB's reputation.

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.

8.2 There is no requirement for consultation in respect of this report.

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**

13 February 2020

Previous References

Report to Board for 4 March 2019 meeting entitled – Risk Register Update 2019

List of Background Papers

None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Gary Bennett, Assistant Assessor and Electoral Registration Officer

Phone: 01698 476078

E-mail: assessor@lanarkshire-vjb.gov.uk

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|---|---|---|---------------------|---|---------------------|
| LVJB/01/20 | IN/SL | Operational, Continuity and Performance | Large reductions in rating valuations. | Large reductions in rating valuations. | 8 | 1) Ensure adequate checking and authorising procedures are in place in relation to valuations of non-domestic subjects. 2) Actively participate within Scottish Assessors Association to ensure consistency. | 3 |
| LVJB/02/20 | IN/SL | Operational, Continuity and Performance | Inability to deal with increase in non-domestic appeals activity. | Upsurge in non-domestic appeal activity. This leads to greater time spent by LVJB staff on handling appeals. | 8 | 1) Structured non domestic appeal disposal programme. 2) Regular case review meetings. 3) Follow agreed disposal strategy of non-domestic appeals with SAA where appropriate. 4) Monitored by Valuation Managers and Utilities Group Meetings. | 3 |
| LVJB/03/20 | JN | Operational, Continuity and Performance | Lack of central IT support. | Lack of central IT support for LVJB provided by constituent authorities. | 9 | 1) Service Level Agreement with constituent authority currently under review. 2) IT Business Systems Manager attend relevant part of LVJB Management Team meetings. | 4 |
| LVJB/04/20 | JN | Operational, Continuity and Performance | Lack of comprehensive business continuity programme, includes loss of services (gas, water, electricity). | Lack of comprehensive business continuity programme, includes damage to building, loss of services (gas, water, electricity). | 4 | 1) Business Continuity Plan developed in 2012 & reviewed annually. 2) SLA with SLC IT currently under review. | 2 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|---|--|--|---------------------|---|---------------------|
| LVJB/05/20 | GB | Operational, Continuity and Performance | Failure to revise/maintain/update service plan. | Failure to revise/maintain/update service plan on an annual basis. | 4 | 1) Service Plan reviewed annually and reported to Board. A new service plan is devised for the period April 2019 to April 2022. | 2 |
| LVJB/06/20 | TR | Operational, Continuity and Performance | SLC payroll staff make changes. | SLC payroll staff make changes to salaries or deductions without prior LVJB authorisation. | 3 | 1) Use of the monthly payroll and establishment list. 2) Budget Monitoring Process: check of monthly salaries to estimates. 3) Budget Monitoring Process: check of monthly salaries to PDR rises/incremental rises. | 1 |
| LVJB/07/20 | JN/RP | Operational, Continuity and Performance | Comply with boundary reviews as determined by the Boundary Commission. | Properties/electors in wrong wards and/or polling stations; non-domestic properties and properties subject to Council Tax in wrong wards. | 8 | 1) Any boundary reviews to be managed via specific project, consisting of Project Manager and Project Team. 2) Project leader to report directly to LVJB Management Team. | 2 |
| LVJB/08/20 | GB | Operational, Continuity and Performance, Political, Financial | Insufficient funding from Cabinet Office for Individual Electoral Registration leading to failure to achieve statutory duties. | Failure to obtain adequate funding for Individual Electoral Registration could lead to failure to meet additional duties as a result of the introduction of IER. | 9 | 1) Continue to make representations to the Cabinet Office where additional funding for IER is required. 2) Submission of Joint Led Bids to Cabinet Office where appropriate. | 4 |
| LVJB/09/20 | GB | Operational, Continuity and Performance, Political, Financial | Insufficient funding from constituent authorities to undertake electoral registration duties. | Failure to obtain adequate funding for delivery of electoral registration duties. | 7 | 1) Continue to make representations to the Treasurer to the Joint Board where it is felt that funding is inadequate to deal with electoral registration. | 3 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|---|--|---|---------------------|---|---------------------|
| LVJB/10/20 | JN | Operational, Continuity and Performance, Political, Financial | Failure to comply with Public Service Network criteria and effect on ability of LVJB staff to carry out their duties. | Failure to comply with PSN requirements and thus losing accreditation. | 2 | 1) Ongoing dialogue with SLC IT Business Systems Manager. 2) Continuous monitoring of PSN compliance for LVJB. 3) SLC, and therefore LVJB, was re-accredited with PSN compliance from July 2019. 4) Accreditation is renewed annually. | 1 |
| LVJB/11/20 | RP | Operational, Continuity and Performance, Political, Financial | Failure to fully comply with Disclosure Scotland and effect on ability of LVJB staff to carry out their duties. | Complying with Disclosure Scotland requirements. | 9 | 1) All existing staff Disclosed in 2014. 2) Disclosure for new staff part of recruitment process. 3) LVJB staff are required to notify senior management of any criminal charges or convictions. | 3 |
| LVJB/12/20 | RP | Operational, Continuity and Performance, Political, Financial | Failure to comply with the Public Service Network (PSN) requirement that canvassers fully comply with Disclosure Scotland and the subsequent effect on ability of LVJB to recruit sufficient canvassers to carry out their duties. | Complying with Disclosure Scotland requirements. | 9 | 1) All new canvass staff Disclosed. 2) Re-employed canvassers required to supply a completed criminal convictions form. | 3 |
| LVJB/13/20 | GB | Operational, Continuity and Performance, Political, Financial | Failure to deliver Registers and data exports in time for elections. | Inability to deliver Registers to ROs in connection with elections and other data extracts such as for Absent Vote and Poll Card files. | 9 | 1) Election plan, including a specific risk register, in place for each election. 2) Meeting with RO staff in run-up to elections. | 4 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|---|--|--|---------------------|--|---------------------|
| | | | | | | 3) Attendance at ERCOM, AEA & EC meetings. 4) Rigorous software testing. 5) Staff training. 6) Continuing reviews with SLC IT and Idox support service to ensure optimal efficiency in processing and file production. | |
| LVJB/14/20 | GB | Operational, Continuity and Performance, Political, Financial | Inability to process registration applications due to voluminous levels received in the run up to an election. | Receipt of voluminous registration applications, in the run-up to a major or snap election/referendum, leading to difficulties in timeously processing these. Exacerbated by the inability of the Digital Service to provide a registration look-up service which leads to a significant increase in duplicate applications. | 9 | 1) LVJB's Management Team will consider the use of other staff, outwith electoral registration staff, to deal with any spike in registration applications. 2) Election plan, including a specific risk register, in place for each election. 3) Facilitate extra hours working for staff at an early stage in the election process. 4) Continuous workload monitoring meetings. 5) Increase in frequency of send and fetch to DWP. 6) Improved e-communication including web, telephone and emails, including FAQs. 7) Continuing reviews with SLC IT and Idox support service to ensure optimal efficiency in processing and file production. | 4 |
| LVJB/15/20 | RP | Operational, Continuity and Performance, Political, Financial | Failure to comply with statutory duties as a result of inability to source adequate bulk | Unable to source supplier for printing, mailing and scanning. | 7 | 1) New bulk printing, mailing and scanning contract in place from 1/4/19. 2) Liaison with SLC procurement. | 4 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|----------------|--|---|---------------------|--|---------------------|
| | | | mailing, printing and scanning supplier. | | | 3) Project team to be put in place to ensure business continuity beyond contract end date of April 2023. | |
| LVJB/16/20 | GB | Financial | Insufficient budget from SLC/NLC. | Insufficient budget from SLC/NLC could lead to statutory duties not being undertaken. | 9 | 1) Realignment of budgets. 2) Quarterly meeting with Treasurer to the Board to discuss budgetary matters. 3) Notification to Clerk as part of budget planning. 4) Notification to the board as part of budget planning. 5) Monitor Revenue budget at monthly management meetings. 6) Three year budgetary planning. | 4 |
| LVJB/17/20 | GB | Financial | Lack of control over non-controllable costs. | Lack of control over costs - Valuation Appeal Panel, Central Recharges, Print Contracts, Property & additional workload due to legislative changes. | 9 | 1) Realignment of budgets. 2) Quarterly meeting with Treasurer to the Board to discuss budgetary matters. 3) Notification to the board as part of budget planning. 4) Monitor Revenue budget at monthly management meetings. 5) Three year budgetary planning. | 6 |
| LVJB/18/20 | GB | Financial | Lack of funding for dealing with appeals relating to electricity subjects. | Current LVJB budget does not include funding for appeal cases which proceed to the Lands Tribunal in relation to electricity subjects. | 9 | 1) Regular meetings of LVJB's in house Utilities Team to ensure values are robust. 2) Continue dialogue with relevant agents and companies in relation to the valuation of electricity subjects. | 8 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|----------------|--|---|---------------------|--|---------------------|
| | | | | | | <p>3) A fee structure has been agreed with various chambers for representation by counsel.</p> <p>4) The Treasurer has been made aware of this risk.</p> <p>5) Extensive discussions with industry representatives for the 2017 Revaluation for these subjects, resulting in agreements reached for certain Valuation Roll entries.</p> <p>6) Dialogue with the SAA Utilities Committee.</p> | |
| LVJB/19/20 | GB | Financial | Lack of funding for valuation of electricity subjects. | Lack of funding for valuation of electricity subjects which fall under the non-domestic ratings (Valuation of Utilities) (Scotland) Order 2005. Failure to comply with the statutory duty could lead to a potential loss of income for the Scottish Government. | 9 | <p>1) Notification to the Treasurer as part of budget planning.</p> <p>2) Funding received for financial year 2019/20, in relation to anticipated work linked to the Barclay recommendations. Further funding bids for subsequent years have been made.</p> | 7 |
| LVJB/20/20 | TR | Financial | Lack of adequate insurance cover in place for LVJB. | Lack of adequate insurance cover in place for LVJB. | 8 | <p>1) Annually review levels of insurance cover.</p> <p>2) Insurance policies subject to tender process. Five year agreement currently in place and due for renewal in 2021.</p> <p>3) LVJB consults with SLC Insurance Risk Section to obtain professional advice on level of cover.</p> <p>4) Annual check to ensure cover is continued and premiums paid on time.</p> | 2 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|----------------|---|---|---------------------|---|---------------------|
| LVJB/21/20 | GB | People | Industrial action. | Industrial action by staff as a result of Government budget savings, pension changes, tax rises, pay freezes etc. | 8 | 1) Partnership working with stakeholders. 2) Grievance procedures in place. 3) Joint Trades Union Congress participation. 4) Joint Consultative Committee Structures. | 5 |
| LVJB/22/20 | GH/AB | People | Difficulty in recruiting canvassers (temporary staff). | Difficulty in recruiting canvassers. The fees paid insufficient to attract temporary canvassers. | 7 | 1) Ensure payment structure is adequate. 2) Regular meetings with SLC/NLC to contact all Council employees if additional canvassers required. 3) Contact Returning Officers' staff if additional canvassers required. 4) Regular meetings with Personnel Services about recruitment policies. 5) Canvasser assessment framework ensures effective canvassers re-employed. | 4 |
| LVJB/23/20 | RP | People | Failure to recruit and/or retain qualified valuation staff. | Failure to retain or recruit staff including those with appropriate qualifications. | 9 | 1) Work life balance/conditions of service/personnel policies/job families. 2) PDR process. 3) Recruitment of trainee valuers, employed when appropriate, with structured training scheme in place. 4) Offer to existing staff of training/professional qualifications where deemed appropriate. | 8 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|----------------|--|---|---------------------|---|---------------------|
| LVJB/24/20 | RP | People | Health epidemic. | Health epidemic could lead to staff shortages and reduction in service provided. | 5 | <ul style="list-style-type: none"> 1) Personnel Circulars monitored and reported to management team meetings and bulleted to staff. 2) Provision of controls as advised by HSE (e.g. antiseptic hand gel). 3) Information via email/MTM bullet points. 4) Promotion by SLC of healthy living. 5) Availability of flu vaccine. | 2 |
| LVJB/25/20 | IN/SL | People | Injury/death/physical or verbal assault of Valuation/ERO staff or service users. | Injury/death/assault of Valuation/ERO staff whilst undertaking duties, or service users. | 6 | <ul style="list-style-type: none"> 1) Risk Assessments carried out. 2) Personal Safety Policy in place. 3) Occupational Health and Safety Management System in operation. 4) Training and instruction provided to staff. 5) Communication with SLC in relation to common areas. 6) Implementation of Traffic Management Plan. 7) Surveying Safely Guidance Note has been reviewed and issued to staff. | 3 |
| LVJB/26/20 | RP | People | Changes to conditions of service. | Changes to conditions of service, pensions, holidays, etc. could cause general staffing issues. | 7 | <ul style="list-style-type: none"> 1) Maintain contact with Personnel in relation to any changes. Monthly meetings with SLC Personnel representative. 2) Maintain awareness of such issues across industry in general. 3) Maintain effective communication with staff and | 4 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|----------------------------|---|---|---------------------|---|---------------------|
| | | | | | | staff representatives (industrial relations). 4) Allow staff time to attend briefings on legislative changes likely to impact conditions of service (e.g. pension changes). 5) Personnel Bulletins/Team briefing notes provided to all employees. | |
| LVJB/27/20 | RP | People | Lack of adequate skills/qualifications/training | Lack of adequate skills/qualifications/training in existing workforce. | 7 | 1) Personal Development Review Process. 2) Training strategy (3 year plan). 3) APC/RICS Training. 4) Continual appraisal of organisational structure. 5) AEA training. 6) Training guide for both trainee technicians and trainee valuers updated in autumn 2019. | 2 |
| LVJB/28/20 | TR | Regulatory/ Legislative | Failure to comply with FOI & Data Protection legislation. | Failure to comply with legislation – leading to consequent failure to achieve statutory duties. | 6 | 1) FOI Policy & Procedures in place. 2) Monitor via LVJB Management Team Meetings. 3) Staff training and employee guide on GDPR issues. 4) Data Protection Policy & procedures in place and reviewed and updated to ensure compliance with GDPR and the UK Data Protection Act 2018. Additional Breach Notification procedures, Special Category Data Policy document and an Employee Guide on the | 1 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|----------------------------|---|---|---------------------|---|---------------------|
| | | | | | | <p>Right of Access have been put in place.</p> <p>5) Information retention schedules in place.</p> <p>6) Privacy Impact Assessments procedure in place and have been reviewed and updated for GDPR and UK Data Protection Act 2018. Undertaken when appropriate.</p> <p>7) Adhere to SLC's Information Security Policy. Disclosure Scotland procedure in place. Conditions of Service require that staff notify management of any criminal convictions.</p> <p>8) Office wide clear desk procedure implemented.</p> <p>9) New data sharing staff guidelines developed in January 2018.</p> <p>10) Manager qualified as a Certified Data Protection Practitioner.</p> <p>11) Data protection privacy statement on LVJB website reviewed and updated for GDPR and UK Data Protection Act 2018.</p> <p>12) Appointment of a Data Protection Officer.</p> | |
| LVJB/29/20 | JN | Regulatory/ Legislative | Failure to comply with Part 1 of the Public Records (Scotland) Act 2011 to prepare and submit a records management plan | Failure to prepare a Plan that is agreed by the Keeper of Records and ensuring that LVJB's public records are managed in accordance with the agreed plan. | 6 | <p>1) Dedicated Records Manager.</p> <p>2) Prepare approved retention schedules replace with "Business classification scheme, retention schedule and disposal arrangements".</p> <p>3) Approved records</p> | 3 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|--------------------------|--|---|---------------------|--|---------------------|
| | | | for approval by the Keeper of Records and to ensure that LVJB's public records are managed in accordance with the agreed plan. | Plan approved by Keeper of Records. | | management policy and plan in place. 4) Records management issues monitored via monthly management team meetings. 5) Manager qualified as a Certified Data Protection Practitioner. 6) Adhere to SLC's Information Security Policy. All staff subject to Disclosure Scotland checks. 7) Business Continuity Plan. 8 Data Protection Policy. 9) Office wide clear desk procedure implemented. 10) Comply with Progress Update Review requests. | |
| LVJB/30/20 | GH/AB | Information & Technology | Failure of Eros Software during canvass/election. | Failure of Eros Software during canvass/election. | 7 | 1) Attend software provider workshops. 2) Software support and maintenance agreement in place. 3) Regular back-ups of system data taken. 4) Testing prior to elections/ canvass to ensure system resilience. 5) Regular dialogue with software suppliers and attendance at supplier run events. 6) Regular software updates. 7) IT support in place for elections. | 4 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|--------------|--------------------------|---|--|---------------------|---|---------------------|
| LVJB/31/20 | JN | Information & Technology | Total computer/communications failure. | Total computer/communications failure could cause disruption to the services provided. | 9 | 1) Disaster recovery in place for servers – an additional backup copy of data is retained off-site as backups taken at the main SLC datacentre in Caird are also copied to the standby datacentre located in Council HQ. The reverse is also in place, i.e. backups taken at Council HQ are duplicated to the Caird datacentre. Backup servers have been tested to work in the event of a failure at the main datacentre, or loss of specific IT infrastructure, and meet the requirements of the Business Continuity Plan. 2) SLA with constituent authority in place and currently being reviewed. | 4 |
| LVJB/32/20 | JN | Information & Technology | Failure of the Scottish Assessors' Association portal web site. | Failure of the Scottish Assessors' Association portal web site could lead to a significant increase in enquiries from service users to LVJB. | 4 | 1) Portal suppliers have documented procedures for dealing with such situations. | 2 |
| LVJB/33/20 | TR | Reputation | Claims submitted against LVJB. | Claims submitted against LVJB for negligence or failure to comply with legislation. | 7 | 1) Service Plan identifies responsible officers for key undertakings to ensure ownership. 2) Monitor via LVJB team meetings. 3) Provision of Training Guidance to Employees/Managers on | 4 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|----------------------|---|---|--|---------------------|---|---------------------|
| | | | | | | appropriate legislative matters such as Equality and Diversity legislation, FOI and Data Protection. 4) Compliance with statutory duties as determined by relevant legislation. 5) Ensure adequate Public Liability insurance is in place. | |
| LVJB/34/20 | RP | Environmental | Severe weather. | Severe weather could result in surveys & canvassing etc. being unable to be carried out due to unsafe conditions or staff unable to travel to work place. | 5 | 1) Skeleton staff availability. 2) Reduced hours working. 3) Alternative working arrangements sought with SLC Personnel in such circumstances. 4) Comply with OHSMS. 5) Winter Awareness/Adverse Weather Statement in place. 6) Surveying Safely Guidance Note reviewed and issued to staff. | 3 |
| LVJB/35/20 | LVJB Mgt Team | Operational, Continuity and Performance, Political, Financial | Implementation of recommendations set out in Barclay Review | Implementation of three yearly Revaluations, with a one year tone date. Requirement to achieve consistency between Assessors. Review of Plant and Machinery regulations with a focus on renewable energy sector valuations. Possibility of requirement to enter subjects in the Valuation Roll that are currently excluded by legislation. | 9 | 1) SAA Action Plan developed. 2) SAA Issues log in place to promote consistency. 3) SAA Executive meet with Scottish Government officials and are involved in various forums formed as a result of the Barclay Review. 4) Three year budgetary planning. 5) Meetings of LVJB's Utilities Group. 6) Meetings of Revaluation Strategy Group. | 5 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|----------------------|---|---|--|---------------------|--|---------------------|
| | | | | | | 7) Meetings of Valuation Managers. | |
| LVJB/36/20 | LVJBSMT | Operational, Continuity and Performance, Political, Financial | Lease of current office expires in May 2021. | Possibility of not agreeing new terms of lease. | 9 | 1) Discussions have commenced to re-negotiate the lease with the landlord and explore options. | 5 |
| LVJB/37/20 | LVJB Mgt Team | Operational, Continuity and Performance, Political, Financial | Inadequate staff numbers to undertake all statutory duties. | Statutory functions not undertaken. Change to pension regulations which now allow staff to have access to their pensions at 55 years old, and in turn potentially retire from the service | 7 | 1) Workforce Plan implemented. 2) Flexible Retirement Policy & Flexible Working Policy available and utilised to retain experienced staff. | 4 |
| LVJB/38/20 | LVJB Mgt Team | Operational, Continuity and Performance, Political, Financial | Vulnerability of LVJB assets to attack by third parties. | Possibility of cyber or/and physical attack on LVJB assets. | 7 | 1) SLC is PSN compliant and has also achieved the Scottish Government's Cyber Essentials Plus certification as of November 2019. 2) "Run, hide, tell" guidance issued to staff. 3) Responding to Suspect Items and Threatening and Suspicious Behaviour" guidance issued to staff. 4) Business Continuity Plan. 5) Buildings have secure access. | 4 |
| LVJB/39/20 | LVJB Mgt Team | Operational, Continuity and Performance, | Effect on LVJB of Electoral Reform. | Inability of LVJB to implement legislative Electoral Reform measures. | 7 | 1) Formation of Project Plans. 2) Participation in SAA meetings. 3) Reviewing of Legislation | 3 |

| Risk reference number | Allocated to | Classification | Key risk | Description of risk | Inherent risk score | Controls in place | Residual risk score |
|-----------------------|----------------------|---|---|---|---------------------|---|---------------------|
| | | Political, Financial | | | | 4) Adherence to Cabinet Office and Electoral Commission guidance. 5) Participation in Electoral Commission and other relevant events. 6) Project team formed in relation to the reform of the annual canvass. | |
| LVJB/40/20 | LVJB Mgt Team | Operational, Continuity and Performance, Political, Financial | Failure to deliver services as a result of UK withdrawal from the European Union. | UK exit from the EU leads to the inability of LVJB to deliver its statutory duties. | 7 | 1) LVJB Management Team have carried out a risk assessment in accordance with the guidelines issued by Audit Scotland, which also covers issues as raised by the Audit Scotland Briefing paper of December 2019 titled "Preparing for withdrawal from the European Union". | 5 |
| LVJB/41/20 | LVJB Mgt Team | Operational, Continuity and Performance, Political, Financial | Fraudulent actions within LVJB. | Fraudulent actions being undertaken by LVJB staff. | 4 | 1) Review and implementation of fraud policies <ul style="list-style-type: none"> • Fraud Response Plan and Procedures • Fraud whistleblowing for third parties • Confidential reporting procedures • Counter Fraud, Bribery and Corruption Policy Statement and Strategy | 2 |

Risk Scoring

Impact 1 to 3

1. Will cause some problems but could be managed
2. Will cause significant delay or interruption to our service
3. Could cause our service to fail

Likelihood 1 to 3

1. Unlikely but could happen
2. Likely to happen
3. Very likely or already happening

Scoring matrix

| | | | | |
|--|--|------------------------------|---------------------|-------------------------------------|
| I M P A C T | 3. Could cause our service to fail | 4 | 7 | 9 |
| | 2. Will cause significant delay or interruption to our service | 2 | 5 | 8 |
| | 1. Will cause some problems but could be managed | 1 | 3 | 6 |
| | | 1. Unlikely but could happen | 2. Likely to happen | 3. Very likely or already happening |
| likelihood | | | | |

Initial scoring is without controls or mitigation.

Residual score reflects outcome after controls are in place and tested.

For new risks controls/mitigation is normally being put in place.

Residual scores should therefore still be high until these are fully in place and tested.

Report

5

| | |
|------------------|--|
| Report to: | Lanarkshire Valuation Joint Board |
| Date of Meeting: | 2 March 2020 |
| Report by: | Assessor and Electoral Registration Officer |

| | |
|----------|------------------------|
| Subject: | Progress Update |
|----------|------------------------|

1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide an overview of the service to members
- ◆ Outline current issues and service priorities
- ◆ Provide an update on performance
- ◆ Highlight issues affecting the future direction of the Joint Board

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. Service Overview and Priorities

3.1. Electoral Registration

3.1.1 Annual Canvass Reform

Preparations for the annual canvass reform continue, with the Cabinet Office providing training on changes to the annual canvass of electors process in preparation for its implementation this year.

3.1.2 Individual Electoral Registration (IER)

A funding bid has been made to the Cabinet Office, as has been the case in previous years, in relation to the work undertaken in connection with IER during 2019.

3.1.3 Absent Voting Security Arrangements

Electoral Registration Officers are required to maintain absent voting security arrangements, involving writing every five years to electors who have a postal vote seeking to obtain an updated version of their signature. Some 10,000 letters have been issued to date.

3.1.4 Elections Held Since Last Board Meeting

Since the last meeting of the Board, a UK Parliamentary snap election was held on 12 December 2019. Whilst no significant issues were reported, such elections continue to pose challenges in terms of resourcing all associated duties that are required to be undertaken to help deliver such an event. In particular, the increase in registration applications via the government digital service when such elections are called, many of which are duplicate applications, together with pressing timescales set by printing contractors around final postal voting and poll card file production, are leading to a strain on resources. Such matters have been raised by the Scottish Assessors Association's Electoral Registration Committee to relevant parties.

3.2. Non Domestic Valuation

A summary of information in this area can be found in Appendices 1.1 to 1.5.

3.2.1 Changes to the 2017 Valuation Roll (Running Roll)

These are highlighted in Appendices 1.1 and 1.2 for the period 1 April 2019 to 1 February 2020.

3.2.2 2005 Valuation Roll Appeals (Revaluation and Running Roll)

A summary of the position with 2005 Revaluation and Running Roll appeals is contained in Appendix 1.3.

3.2.3 2010 Valuation Roll Appeals (Revaluation and Running Roll)

A summary of the position with 2010 Revaluation and Running Roll appeals is contained in Appendix 1.4.

3.2.4 2017 Valuation Roll Appeals (Revaluation and Running Roll)

A summary of the position with regards to 2017 Revaluation and Running Roll appeals is contained in Appendix 1.5.

3.3. Council Tax

A summary of information in this area can be found in Appendices 2.1 to 2.4.

3.3.1 New Houses

A summary of the position for the period 1 April 2019 to 1 February 2020 is contained at Appendix 2.2.

3.3.2 Proposals and Appeals

Appendices 2.3 and 2.4 contain information on Council Tax proposals and appeals.

4. Staffing

4.1. Since the last Board meeting, following a successful recruitment and selection process, four vacant Clerical Assistant posts have been filled by external candidates. Lanarkshire Valuation Joint Board's (LVJB) management team continue to assess staffing requirements in line with service needs, and in particular the anticipated changes to workload as a result of the Non-Domestic Rates (Scotland) Bill.

4.2. Staff absence levels for the last year are summarised in Appendix 3.0.

5. Other Matters

5.1. Complaints Received and Dealt with Since Last Progress Update Report

Since the last update provided for the Board meeting, nine complaints have been received, a summary of which is as follows:

| Service Area | Nature of Complaint | Outcome |
|--|--|---|
| Electoral Registration (ref: 2019/20 – 8) | Complaint in respect of not receiving a Postal Vote for the UK Parliamentary General Election (UKPGE). | Letter issued explaining that the application for a Postal Vote was not returned to LVJB. |

| | | |
|---|--|---|
| <p>Electoral Registration (ref: 2019/20 – 9)</p> | <p>Complainant had requested a waiver and postal vote for a relative for the UKPGE but LVJB staff did not action this request correctly.</p> | <p>A letter of apology issued to the complainant explaining that LVJB received both the application for a waiver and the application to receive a postal vote but only the latter had been processed.</p> |
| <p>Council Tax (ref: 2019/20 – 10)</p> | <p>Complaint in respect of a notice of banding being issued to the incorrect house name.</p> | <p>Letter issued advising that LVJB use constituent local authorities for such details and that the matter of addressing should be referred to the appropriate local authority department, with contact details provided.</p> |
| <p>Electoral Registration (ref: 2019/20 – 11)</p> | <p>Complaint relating to a request for a Proxy Vote in connection with the UKPGE.</p> | <p>Letter issued to complainant explaining that on receiving the email requesting a Proxy Vote, it was noted that there was no application form attached. It was acknowledged that the name on the response email from LVJB was incorrect, however the email was sent to the correct email address.</p> |
| <p>Electoral Registration (ref: 2019/20 – 12)</p> | <p>Complaint relating to the non receipt of a Postal Vote for the UKPGE.</p> | <p>Letter issued explaining that application to be shown as a British Citizen and application for a Postal Vote were received, however only the latter had been processed. It was further explained that the postal voting pack was issued to the Returning Officer's staff when issue raised. The letter included an apology for the confusion caused.</p> |
| <p>Electoral Registration (ref: 2019/20 – 13)</p> | <p>Complaint relating to an accident occurring at the polling place as a result of attendance due to Postal Vote not being received for the UKPGE.</p> | <p>Letter issued apologising for the significant inconvenience caused as a result of a member of staff advising the elector that they could cast their vote at the polling station as their Postal Vote application had not been processed.</p> |

| | | |
|---|---|--|
| Electoral Registration (ref: 2019/20 – 14) | Complaint in respect of not receiving a polling card for the UKPGE. | Letter issued explaining that there had been a delay in processing the complainant's registration, due to a software fault, which had been reported to the supplier. However the complainant had not responded to LVJB requests to supply information which would allow registration at the new address. |
| Council Tax (ref: 2019/20 – 15) | Complainant lodged a proposal to reduce their council tax band, which resulted in a band reduction, and requested that interest be paid on the refunded council tax payments. | Letter issued advising that there are no provisions within the Council Tax legislation that allows the Assessor to recompense the taxpayer in such circumstances. |
| Electoral Registration (ref: 2019/20 – 16) | Complaint in relation to not receiving a Proxy Vote for the UKPGE. | Letter issued advising that the Proxy Vote application was sent to the incorrect Electoral Registration office. |

5.2. **Complaints to the Ombudsman**

No decisions have been issued by the Scottish Public Services Ombudsman since the last progress update report to the Board.

5.3. **Public Records (Scotland) Act 2011 – Progress Update**

An interim report on the progress update review has been received from National Records of Scotland advising that their Assessment Team has reviewed LVJB's Progress Update submission and agrees that the proper record management arrangements outlined by the fourteen elements in the authority's plan continue to be properly considered, with the Assessment Team commending LVJB's efforts to keep its Records Management Plan under review.

The progress update also notes that LVJB continues to take its records management obligations seriously and is working to bring all elements into full compliance.

Furthermore, the review considers that LVJB continues to take its statutory obligations seriously and is working hard to bring all the elements of its records management arrangements into full compliance with the Act and fulfil the Keeper's expectations.

5.4. **Barclay Review Implementation**

The Non-Domestic Rates Bill continues to make its way through the required Scottish Parliamentary process. A number of amendments have been included within stage 2 of the Bill which are the subject to further discussion at stage 3 in the process. These can be viewed, together with other related information on the Bill, on the Scottish Parliament website at <https://www.parliament.scot/parliamentarybusiness/Bills/111337.aspx>.

The Scottish Assessors Association remains in dialogue with both Scottish Government officials, and also elected members of the Scottish Parliament in respect of a number of matters in connection with the Bill.

6. Employee Implications

6.1. See 4 above.

7. Financial Implications

7.1. None.

8. Climate Change, Sustainability and Environmental Implications

8.1 There are no climate change, sustainability or environmental implications in terms of the information contained in this report.

9. Other Implications

9.1. There are no implications for risk in terms of the information contained in this report.

10. Equality Impact Assessment and Consultation Arrangements

10.1. 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.

10.2 There is no requirement for consultation in respect of this report.

11. Privacy Impact Assessment

11.1. 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**

13 February 2020

Previous References

Progress Update Report for Board meeting of 2 December 2019.

List of Background Papers

None.

Contact for Further Information

If you require further information, please contact:-

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E-mail: assessor@lanarkshire-vjb.gov.uk

Alterations made to the Valuation Roll (including appeal adjustments) between 01/04/2019 and 01/02/2020

| Area | AS AT 01/04/19 | | ADDED | | DELETED | | ALTERED | | AS AT 01/02/2020 | |
|--------------------------|----------------|-----------------------|------------|--------------------|------------|-------------------|--------------|--------------------|------------------|-----------------------|
| | SUBJECTS | RV | SUBJECTS | RV | SUBJECTS | RV | SUBJECTS | RV | SUBJECTS | RV |
| North Lanarkshire | 10,207 | 293,774,975 | 154 | 6,989,955 | 99 | 790,225 | 732 | -5,670,975 | 10,262 | 294,303,730 |
| South Lanarkshire | 10,450 | 753,182,085 | 327 | 6,240,750 | 139 | 1,186,480 | 459 | -4,299,705 | 10,638 | 753,936,650 |
| LVJB total | 20,657 | £1,046,957,060 | 481 | £13,230,705 | 238 | £1,976,705 | 1,191 | -£9,970,680 | 20,900 | £1,048,240,380 |

Summary of time taken to make alterations (excluding appeal adjustments) to the Valuation Roll

Period : 1 April 2019 to 1 February 2020

| Area | Total altered | altered < 3 months | | altered 3 to 6 months | | altered > 6 months | |
|--------------------------|---------------|--------------------|---------------|-----------------------|---------------|--------------------|--------------|
| | No. | No. | %age | No. | %age | No. | %age |
| North Lanarkshire | 359 | 307 | 85.52% | 39 | 10.86% | 13 | 3.62% |
| South Lanarkshire | 567 | 477 | 84.13% | 57 | 10.05% | 33 | 5.82% |
| LVJB totals | 926 | 784 | 84.67% | 96 | 10.37% | 46 | 4.96% |

Valuation Roll Appeals: Revaluation and Running Roll 2005

1. Revaluation Appeals

| Area | Appeals received since 2005 Valuation Roll | Appeals resolved as at 1 February 2020 | Appeals heard but awaiting stated case for appeal to Lands Valuation Appeal Court | Rateable Value of Appeals in process of appeal to LVAC | Appeals outstanding awaiting determination of Lands Tribunal for Scotland | Rateable Value of Outstanding Appeals awaiting determination of LT | Appeals Outstanding as at 1 February 2020 |
|-------------------|--|--|---|--|---|--|---|
| North Lanarkshire | 3,921 | 3,917 | 0 | £0 | 4 | £85,250 | 4 |
| South Lanarkshire | 3,148 | 3,146 | 0 | £0 | 2 | £82,400 | 2 |
| LVJB total | 7,069 | 7,063 | 0 | £0 | 6 | £167,650 | 6 |

2. Running Roll Appeals

| Area | Appeals received since 2005 Valuation Roll | Appeals resolved as at 1 February 2020 | Appeals heard but awaiting stated case for appeal to Lands Valuation Appeal Court | Rateable Value of Appeals in process of appeal to LVAC | Appeals outstanding awaiting determination of Lands Tribunal for Scotland | Rateable Value of Outstanding Appeals awaiting determination of LT | Appeals Outstanding as at 1 February 2020 |
|-------------------|--|--|---|--|---|--|---|
| North Lanarkshire | 2,023 | 2,022 | 0 | £0 | 1 | £36,500 | 1 |
| South Lanarkshire | 1,695 | 1,693 | 0 | £0 | 2 | £90,050 | 2 |
| LVJB total | 3,718 | 3,715 | 0 | £0 | 3 | £126,550 | 3 |

Valuation Roll Appeals: Revaluation and Running Roll 2010

1. Revaluation Appeals

| Area | Appeals received since 2010 Valuation Roll | Appeals resolved as at 1 February 2020 | Appeals heard but awaiting stated case for appeal to Lands Valuation Appeal Court | Rateable Value of Appeals in process of appeal to LVAC | Appeals outstanding awaiting determination of Lands Tribunal for Scotland | Rateable Value of Outstanding Appeals awaiting determination of LT | Appeals Outstanding as at 1 February 2020 |
|-------------------|--|--|---|--|---|--|---|
| North Lanarkshire | 4,460 | 4,458 | 0 | £0 | 2 | £18,600 | 2 |
| South Lanarkshire | 3,103 | 3,100 | 0 | £0 | 3 | £100,300 | 3 |
| LVJB total | 7,563 | 7,558 | 0 | £0 | 5 | £118,900 | 5 |

2. Running Roll Appeals

| Area | Appeals received since 2010 Valuation Roll | Appeals resolved as at 1 February 2020 | Appeals heard but awaiting stated case for appeal to Lands Valuation Appeal Court | Rateable Value of Appeals in process of appeal to LVAC | Appeals outstanding awaiting determination of Lands Tribunal for Scotland | Rateable Value of Outstanding Appeals awaiting determination of LT | Appeals Outstanding as at 1 February 2020 |
|-------------------|--|--|---|--|---|--|---|
| North Lanarkshire | 5,480 | 5,478 | 0 | £0 | 2 | £28,900 | 2 |
| South Lanarkshire | 6,727 | 6,724 | 0 | £0 | 3 | £100,000 | 3 |
| LVJB total | 12,207 | 12,202 | 0 | £0 | 5 | £128,900 | 5 |

Valuation Roll Appeals: Revaluation and Running Roll 2017

1. Revaluation Appeals

| Area | Appeals received since 2017 Valuation Roll | Appeals resolved as at 1 February 2020 | Appeals heard but awaiting stated case for appeal to Lands Valuation Appeal Court | Rateable Value of Appeals in process of appeal to LVAC | Appeals outstanding awaiting determination of Lands Tribunal for Scotland | Rateable Value of Outstanding Appeals awaiting determination of LT | Appeals Outstanding as at 1 February 2020 |
|-------------------|--|--|---|--|---|--|---|
| North Lanarkshire | 4,728 | 3,783 | 0 | £0 | 0 | £0 | 945 |
| South Lanarkshire | 4,553 | 3,450 | 0 | £0 | 0 | £0 | 1,103 |
| LVJB total | 9,281 | 7,233 | 0 | £0 | 0 | £0 | 2,048 |

2. Running Roll Appeals

| Area | Appeals received since 2017 Valuation Roll | Appeals resolved as at 1 February 2020 | Appeals heard but awaiting stated case for appeal to Lands Valuation Appeal Court | Rateable Value of Appeals in process of appeal to LVAC | Appeals outstanding awaiting determination of Lands Tribunal for Scotland | Rateable Value of Outstanding Appeals awaiting determination of LT | Appeals Outstanding as at 1 February 2020 |
|-------------------|--|--|---|--|---|--|---|
| North Lanarkshire | 470 | 283 | 0 | £0 | 0 | £0 | 187 |
| South Lanarkshire | 485 | 200 | 0 | £0 | 0 | £0 | 285 |
| LVJB total | 955 | 483 | 0 | £0 | 0 | £0 | 472 |

Council Tax Subjects as at 01/02/2020

| BAND | ENTRIES AS AT 01/04/19 | | | ADDITIONS | | | DELETIONS | | | CURRENT ENTRIES | | | BAND 'D' EQUIVALENT | | |
|--------------|------------------------|---------------|---------------|-------------|-------------|-------------|------------|------------|------------|-----------------|---------------|---------------|---------------------|---------------|---------------|
| | NORTH | SOUTH | TOTAL | NORTH | SOUTH | TOTAL | NORTH | SOUTH | TOTAL | NORTH | SOUTH | TOTAL | NORTH | SOUTH | TOTAL |
| A | 53212 | 36349 | 89561 | 28 | 25 | 53 | 71 | 209 | 280 | 53169 | 36165 | 89334 | 35448 | 24111 | 59559 |
| B | 37515 | 30365 | 67880 | 110 | 174 | 284 | 13 | 17 | 30 | 37612 | 30522 | 68134 | 29255 | 23740 | 52995 |
| C | 19597 | 26004 | 45601 | 83 | 176 | 259 | 5 | 11 | 16 | 19675 | 26169 | 45844 | 17489 | 23262 | 40751 |
| D | 16858 | 20867 | 37725 | 333 | 290 | 623 | 5 | 8 | 13 | 17186 | 21149 | 38335 | 17186 | 21149 | 38335 |
| E | 16523 | 19539 | 36062 | 275 | 268 | 543 | 3 | 4 | 7 | 16795 | 19803 | 36598 | 22067 | 26019 | 48086 |
| F | 9143 | 12190 | 21333 | 426 | 376 | 802 | 5 | 4 | 9 | 9564 | 12562 | 22126 | 15542 | 20413 | 35955 |
| G | 2962 | 6363 | 9325 | 103 | 156 | 259 | 3 | 2 | 5 | 3062 | 6517 | 9579 | 5996 | 12762 | 18578 |
| H | 147 | 549 | 696 | 13 | 12 | 25 | 0 | 0 | 0 | 160 | 561 | 721 | 392 | 1374 | 1766 |
| TOTAL | 155957 | 152226 | 308183 | 1371 | 1477 | 2848 | 105 | 255 | 360 | 157223 | 153448 | 310671 | 143375 | 152830 | 296205 |
| 'D' EQIV. | 141661 | 151120 | 292781 | 1798 | 1896 | 3695 | 85 | 186 | 271 | 143375 | 152830 | 296205 | | | |

**JOINT BOARD
TOTALS**

| | | 01/04/2019 | 01/02/2020 | Increase |
|---------------------------------|--------------|-------------------|-------------------|-----------------|
| TOTAL CHARGEABLE ENTRIES | North | 155957 | 157223 | 1266 |
| | South | 152226 | 153448 | 1222 |
| | Total | 308183 | 310671 | 2488 |
| BAND 'D' EQUIVALENT | North | 141661 | 143375 | 1714 |
| | South | 151120 | 152830 | 1710 |
| | Total | 292781 | 296205 | 3424 |

Summary of time taken to enter new houses in Valuation (Council Tax) List

Period : 1 April 2019 to 1 February 2020

| Area | Total added | added < 3 months | | added 3 to 6 months | | added > 6 months | |
|--------------------------|-------------|------------------|---------------|---------------------|--------------|------------------|--------------|
| | | | | | | | |
| North Lanarkshire | 1371 | 1335 | 97.37% | 31 | 2.27% | 5 | 0.36% |
| South Lanarkshire | 1477 | 1422 | 96.28% | 50 | 3.38% | 5 | 0.34% |
| LVJB totals | 2848 | 2757 | 96.80% | 81 | 2.85% | 10 | 0.35% |

Summary of Council Tax Proposals/Appeals received and dealt with as at 1 February 2020

| Valid | Proposals/Appeals outstanding @ 1 April 2019 | Proposals/Appeals received since 1 April 2019 | Proposals/Appeals completely resolved 01/04/2019 to 01/02/2020 | Outstanding balance |
|--------------------------|--|---|--|---------------------|
| North Lanarkshire | 14 | 40 | 36 | 18 |
| South Lanarkshire | 23 | 65 | 68 | 20 |
| LVJB total | 37 | 105 | 104 | 38 |

| Invalid | Proposals/Appeals outstanding @ 1 April 2019 | Proposals/Appeals received since 1 April 2019 | Proposals/Appeals completely resolved 01/04/2019 to 01/02/2020 | Outstanding balance |
|--------------------------|--|---|--|---------------------|
| North Lanarkshire | 45 | 75 | 74 | 46 |
| South Lanarkshire | 70 | 127 | 159 | 38 |
| LVJB total | 115 | 202 | 233 | 84 |

| Combined | Proposals/Appeals outstanding @ 1 April 2019 | Proposals/Appeals received since 1 April 2019 | Proposals/Appeals completely resolved 01/04/2019 to 01/02/2020 | Outstanding balance |
|--------------------------|--|---|--|---------------------|
| North Lanarkshire | 59 | 115 | 110 | 64 |
| South Lanarkshire | 93 | 192 | 227 | 58 |
| LVJB total | 152 | 307 | 337 | 122 |

Summary of resolution of Council Tax Proposals/Appeals Between 1 April 2019 and 1 February 2020

| Valid | Proposals/Appeals completely resolved 01/04/2019 to 01/02/2020 | Number withdrawn | Number abandoned | Number adjusted | Number dismissed by VAC | Number adjusted by VAC |
|--------------------------|--|------------------|------------------|-----------------|-------------------------|------------------------|
| North Lanarkshire | 36 | 15 | 0 | 9 | 6 | 6 |
| South Lanarkshire | 68 | 43 | 0 | 14 | 11 | 0 |
| LVJB total | 104 | 58 | 0 | 23 | 17 | 6 |

| Invalid | Proposals/Appeals completely resolved 01/04/2019 to 01/02/2020 | Number withdrawn | Number abandoned | Number adjusted | Number dismissed by VAC | Number adjusted by VAC |
|--------------------------|--|------------------|------------------|-----------------|-------------------------|------------------------|
| North Lanarkshire | 74 | 3 | 61 | 0 | 10 | 0 |
| South Lanarkshire | 159 | 20 | 132 | 0 | 7 | 0 |
| LVJB total | 233 | 23 | 193 | 0 | 17 | 0 |

| Combined | Proposals/Appeals completely resolved 01/04/2019 to 01/02/2020 | Number withdrawn | Number abandoned | Number adjusted | Number dismissed by VAC | Number adjusted by VAC |
|--------------------------|--|------------------|------------------|-----------------|-------------------------|------------------------|
| North Lanarkshire | 110 | 18 | 61 | 9 | 16 | 6 |
| South Lanarkshire | 227 | 63 | 132 | 14 | 18 | 0 |
| LVJB total | 337 | 81 | 193 | 23 | 34 | 6 |

ABSENCE MANAGEMENT STATISTICS

| Month | Self Certified | | Medically Certified | | Unauthorised Absence | | Total | | | Total | | | |
|-------------------------------|----------------|------|---------------------|------|----------------------|------|------------|-----------------|------|-----------------------|------------|---------------------|------|
| | No of Days | % | No of Days | % | No of Days | % | No of Days | Work Days Avail | % | Month | No of Days | Work days available | % |
| February 2019 | 11 | 0.9% | 13 | 1.1% | Nil | 0.0% | 24 | 1200 | 2.0% | February 2018 | 3 | 1242 | 0.2% |
| March 2019 | 43 | 3.4% | 30 | 2.4% | Nil | 0.0% | 73 | 1248 | 5.8% | March 2018 | 35 | 1352 | 2.6% |
| April 2019 | 4 | 0.3% | 44 | 3.4% | Nil | 0.0% | 48 | 1277 | 3.8% | April 2018 | 24 | 1263 | 1.9% |
| May 2019 | 15 | 1.2% | 46 | 3.7% | Nil | 0.0% | 61 | 1259 | 4.8% | May 2018 | 42 | 1364 | 4.8% |
| June 2019 | 13 | 1.2% | 24 | 2.2% | Nil | 0.0% | 37 | 1071 | 3.5% | June 2018 | 15 | 1230 | 1.2% |
| July 2019 | 27 | 2.3% | 37 | 3.1% | Nil | 0.0% | 64 | 1186 | 5.4% | July 2018 | 10 | 1277 | 0.8% |
| August 2019 | 5 | 0.4% | 30 | 2.5% | Nil | 0.0% | 35 | 1181 | 3.0% | August 2018 | 27 | 1323 | 2.0% |
| September 2019 | 5 | 0.4% | 21 | 1.7% | Nil | 0.0% | 26 | 1207 | 2.2% | September 2018 | 44 | 1163 | 3.8% |
| October 2019 | 20 | 1.5% | 59 | 4.4% | Nil | 0.0% | 79 | 1329 | 5.9% | October 2018 | 28 | 1337 | 2.1% |
| November 2019 | 21 | 1.7% | 68 | 5.5% | Nil | 0.0% | 89 | 1228 | 7.2% | November 2018 | 59 | 1257 | 4.7% |
| December 2019 | 23 | 1.8% | 55 | 4.3% | Nil | 0.0% | 78 | 1290 | 6.0% | December 2018 | 40 | 1261 | 3.2% |
| January 2020 | 11 | 0.8% | 46 | 3.4% | Nil | 0.0% | 57 | 1347 | 4.2% | January 2019 | 41 | 1392 | 2.9% |
| Averages for 12 months | 17 | 1.3% | 39 | 3.2% | Nil | 0.0% | 56 | 1235 | 4.5% | | 31 | 1288 | 2.4% |

