

REPORT TO: TAYSIDE VALUATION JOINT BOARD – 28 AUGUST 2017

REPORT ON: BEST VALUE – PUBLIC PERFORMANCE REPORT 2016/17

REPORT BY: ASSESSOR

REPORT NO: TVJB 20-2017

1 PURPOSE OF REPORT

1.1 The purpose of this report is to appraise the Board of the performance levels achieved by the Assessor and his staff during financial year 2016/17, and to present the Board's Annual Public Performance Report.

2 RECOMMENDATIONS

2.1 The Board is asked to:-

- approve the Board's Annual Public Performance Report for the year 2016/17 (Appendix 1),
- note the information submitted by the Assessor to the Scottish Government in respect of the Key Performance Indicators concerning the Valuation Roll and Council Tax Valuation List (Appendix 2), and
- note the results of the Customer Satisfaction Survey (Appendix 3).

3 FINANCIAL IMPLICATIONS

3.1 None.

4 POLICY IMPLICATIONS

4.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

5 BACKGROUND

5.1 The Board is subject to the terms of the Local Government in Scotland Act 2003 which relates to Best Value and Accountability and includes, amongst other things, the requirement to report to the public on its performance in conducting its functions. The Board's Annual Performance Report 2016/17 is attached as Appendix 1.

5.2 In relation to the Board's functions in respect of the Valuation Roll and Council Tax Valuation List, the Annual Performance Report draws upon information which is submitted annually to the Scottish Government by the Assessor with respect to Key Performance Indicators. These Key Performance Indicators relate to Valuation Roll amendments, appeal settlements and new entries added to the Valuation List, together with details of staff costs and number of staff employed. The information submitted to the Scottish Government for the year 2016/17 is attached as Appendix 2.

- 5.3 In addition to the above, the Assessor undertakes an analysis of the levels of Customer Satisfaction Survey each year. The result of the analysis carried out during 2016/17 is attached as Appendix 3.
- 5.4 These Reports will be made available and discussed with staff. They will also be published on the Board's website. The Assessor will continue to report to the Board all future Best Value developments as they occur.

6 CONSULTATION

- 6.1 The Clerk and the Treasurer to the Board have been consulted on this report.

7 BACKGROUND PAPERS

- 7.1 None.

ALASTAIR KIRKWOOD
Assessor

August 2017



Tayside Valuation Joint Board PERFORMANCE REPORT 2016/17

INTRODUCTION

The Assessor for Tayside Valuation Joint Board is an independent statutory official who is responsible for compiling and maintaining the Valuation Rolls and Council Tax Valuation Lists for Local Authorities of Angus, Dundee City and Perth & Kinross.

The Tayside Assessor is also the Electoral Registration Officer for Angus Council and Perth & Kinross Council and in that capacity prepares and maintains the Registers of Electors (Voters' Rolls) for these Council areas.

The purpose of this report is to provide some background information on the services delivered and details of performance levels achieved.

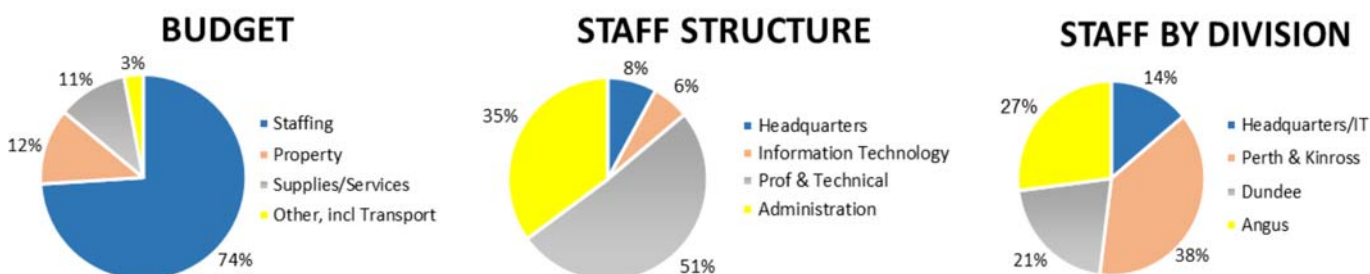
I would take this opportunity to record my grateful thanks to all staff for their contributions to the satisfactory levels of performance achieved throughout another particularly busy year.

BUDGET & STAFFING

The Board's Revenue and Capital funding is provided by the three constituent Councils. Draft budgets are prepared by the Assessor in consultation with the Board Treasurer and are presented annually to the Board for approval. Actual and committed expenditure is monitored closely throughout the Financial year and the position is reported to the Board every 3 months.

For 2016/17 the approved net revenue budget was £2.83m. The Board's unaudited final accounts indicate that spending was again within budget. The net amount underspent will be returned to the constituent Councils.

The number of full time equivalent staff employed during 2016/17 was 65.5, against a budgeted structure of 68. The following charts give an indication of breakdown of budget headings and the staff structure.



VALUATION ROLL

The Valuation Roll contains entries for non-domestic properties within the area and shows Rateable Values which are used by the constituent local authorities to calculate non-domestic rates charges.

The Revenue departments of each of the Councils are advised of changes to the Valuation Roll on a weekly basis. This helps to minimise any delay in the rates collection process.

Performance is measured by how quickly we respond to property changes by amending the Valuation Roll. Performance achieved over the past 3 years and the effect of changes to the Valuation Roll during 2016/17 are detailed below.

| Year | Number of Amendments | % of amendments within time periods | | |
|---------|----------------------|-------------------------------------|-----------------|--------------------|
| | | Within 3 months | Within 6 months | More than 6 months |
| 2014/15 | 1,705 | 83% | 92% | 8% |
| 2015/16 | 1,414 | 78% | 92% | 8% |
| 2016/17 | 1548 | 74% | 90% | 10% |

| Local Authority Area | Total No of Subjects | | Rateable Value | |
|----------------------|----------------------|----------|----------------|--------------|
| | 31/03/16 | 31/03/17 | 31/03/16 | 31/03/17 |
| Angus | 4,805 | 4,878 | £78,251,592 | £78,454,457 |
| Dundee City | 5,725 | 5,734 | £187,257,190 | £187,715,045 |
| Perth & Kinross | 8,482 | 8,594 | £148,348,350 | £149,288,510 |
| Total | 19,012 | 19,206 | £413,857,132 | £415,458,012 |

Performance in relation to Valuation Roll maintenance reduced a little from the levels achieved in the previous year and whilst slightly exceeding the 6 month target, fell narrowly below the target set for 3 months. This reduction was in line with that anticipated due to the increased time involved in preparing for the General revaluation, which came into effect on 1 April 2017. As appeals arising from the Revaluation will require to be dealt with these targets have been retained for 2017/18.

General Revaluation 2017

The general revaluation of all non domestic subjects in the Valuation Roll came into effect on 1 April 2017. Preparations were made during the course of the year to secure the revaluation of all subjects in the area and this included the ingathering and analysis of rental and cost information and the preparation of schemes of valuation. Valuations were prepared and valuation notices issued in respect of 19,358 entries appearing in the new Valuation Roll with a combined rateable value of £425,825,644.

Valuation Appeals

During the course of the year staff have been involved in dealing with appeals arising from the 2010 Revaluation. In addition to the right to lodge appeals against revaluation, ratepayers are also entitled, in certain specified circumstances, to lodge appeals on the basis that there has been a material change of circumstances affecting the value of their property. A summary of appeal progress as at 31 March 2017 is shown below.

| | Appeals Received | Appeals Settled | Settled Appeals Rateable Value | | Appeals Outstanding | |
|----------------------|------------------|-----------------|--------------------------------|--------------|---------------------|-------------|
| | | | Original RV | Settled RV | Appeals | RV |
| 2010 Revaluation | 6,017 | 5,988 | £326,786,118 | £306,200,925 | 29 | £3,764,550 |
| 2010/11 Running Roll | 2,921 | 2,882 | £220,897,240 | £219,026,900 | 39 | £8,793,750 |
| 2011/12 Running Roll | 3,016 | 3,008 | £233,443,545 | £231,966,020 | 8 | £2,525,350 |
| 2012/13 Running Roll | 470 | 464 | £57,385,135 | £54,140,685 | 6 | £1,846,100 |
| 2013/14 Running Roll | 238 | 231 | £31,216,225 | £29,715,745 | 7 | £2,385,600 |
| 2014/15 Running Roll | 316 | 304 | £30,257,700 | £28,178,460 | 12 | £2,506,400 |
| 2015/16 Running Roll | 155 | 139 | £7,895,300 | £7,465,120 | 16 | £4,438,600 |
| 2016/17 Running Roll | 122 | 23 | £1,513,500 | £1,064,650 | 99 | £14,819,650 |

COUNCIL TAX VALUATION LIST

The Council Tax Valuation List contains all domestic properties and for each subject shows a Valuation Band which is used as a basis for calculating Council Tax charges.

Performance is measured in relation to the speed at which new properties are added to the Valuation List. The ability to achieve targets relies to some extent on the co-operation of house owners and occupiers in responding to our enquiries and allowing access to their properties. Performance increased slightly from previous years and exceeded the target set (90% within 3 months and 98% within 6 months). The target for 3 months has been increased to 92% for 2017/18.

The tables below detail the number of entries in the Valuation List and the performance achieved over the past 3 years.

| Year | Angus | Dundee | Perth & Kinross | Total |
|---------|--------|--------|-----------------|---------|
| 2014/15 | 57,422 | 75,935 | 73,730 | 207,087 |
| 2015/16 | 57,696 | 76,049 | 74,295 | 208,040 |
| 2016/17 | 57,913 | 76,395 | 74,745 | 209,053 |

| Year | Number of New Entries | % of total new entries within the time period | | |
|---------|-----------------------|---|-----------------|---------------|
| | | Within 3 months | Within 6 months | Over 6 months |
| 2014/15 | 1,347 | 96.2% | 99.2% | 0.8% |
| 2015/16 | 1,377 | 94.5% | 98.3% | 1.7% |
| 2016/17 | 1,543 | 95.5% | 98.7% | 1.3% |

ELECTORAL REGISTRATION

The Scottish Parliament elections were held on 5 May 2016, and the European Union referendum was held on 23 June 2016. In addition, Local Government by-elections were held in Perth & Kinross Council on 7 April 2016 and in Angus Council on 28 November 2016 and 5 December 2016 respectively. All administrative procedures for each election/referendum were successfully dealt with and, in administration terms, the events passed without incident.

Legislation was passed to reduce the voting age for Scottish Parliamentary and Local Government elections in Scotland to include 16 & 17 year olds, effective from 5 May 2016. The voting age for UK Parliamentary and European elections remains at 18.

In August 2016 the annual canvass of electors commenced and Household Enquiry Forms were issued to 127,592 households across both local authority areas with a response rate of 80%.

All non-responders were issued with a reminder and, where no response was forthcoming, a door to door canvass visit was undertaken. Thirty-eight temporary canvassers were employed to visit 38,015 households.

The revised Register of Electors for Perth & Kinross was published on 1 December 2016. Due to the two Local Government by-elections the publication of the Register of Electors for Angus was delayed to 20 January 2017.

The total electorate upon publication of the Register across both areas was 204,537 electors.

The Electoral Commission has determined a set of standards against which Electoral Registration Officers are assessed in the performance of their duties. It is pleasing to note that the electoral registration service in Angus and Perth & Kinross has met or exceeded all standards that have been scrutinised so far for 2016/17.

CONTACT DETAILS

The Assessor's service operates from three offices:-

Headquarters & City of Dundee Division
Whitehall House
35 Yeaman Shore
DUNDEE
DD1 4BU
Tel: 01382 221177

Angus Division
Ravenswood
New Road
FORFAR
DD8 2ZA
Tel: 01307 462416

Perth & Kinross Division
Robertson House
Whitefriars Crescent
PERTH
PH2 0LG
Tel: 01738 630303

If you require any further information on this performance report please contact:-
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Assessor for Tayside and Electoral Registration Officer, Angus and Perth & Kinross
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TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

| VALUATION ROLL | | |
|---|---------|-----------|
| Total No of Entries at 1 April 2016 | 19,012 | |
| Total RV at 1 April 2016 | £413.3m | |
| No of Amendments to Roll (2016/17) | 1,548 | |
| Total No of Entries at 31 March 2017 | 19,206 | |
| Total RV at 31 March 2017 | £415.5m | |
| Amendments within time periods expressed as a % of the total number of amendments for the year | | |
| 2014/15 | Actual | Estimated |
| 0-3 months | 83% | 75% |
| 3-6 months | 9% | 13% |
| Over 6 months | 8% | 12% |
| 2015/16 | Actual | Estimated |
| 0-3 months | 78% | 75% |
| 3-6 months | 14% | 13% |
| Over 6 months | 8% | 12% |
| 2016/17 | Actual | Estimated |
| 0-3 months | 74% | 75% |
| 3-6 months | 16% | 13% |
| Over 6 months | 10% | 12% |
| Adjustment to Valuation Roll arising from Revaluation Appeal Settlements expressed as a % of the total RV | | |
| 2014/15 | 0.07% | 2.5% |
| 2015/16 | 0.04% | 1.0% |
| 2016/17 | 0.02% | 1.0% |

TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

| COUNCIL TAX | | |
|--|-----------|-----------|
| Total No of Entries at 1 April 2016 | 207,974 * | |
| Adjustment to Band "D" Equivalent at 1 April 2016 | 193,189 | |
| New Entries added during year (2016/17) | 1,543 | |
| Total No of Entries at 31 March 2017 | 208,991 | |
| Adjustment to Band "D" Equivalent at 31 March 2017 | 194,372 | |
| New Entries within time periods expressed as a % of the total number of new entries for the whole year | | |
| 2014/15 | Actual | Estimated |
| 0-3 months | 96.2% | 90% |
| 3-6 months | 3.0% | 8% |
| Over 6 months | 0.8% | 2% |
| 2015/16 | Actual | Estimated |
| 0-3 months | 94.5% | 90% |
| 3-6 months | 3.8% | 8% |
| Over 6 months | 1.7% | 2% |
| 2016/17 | Actual | Estimated |
| 0-3 months | 95.5% | 90% |
| 3-6 months | 3.2% | 8% |
| Over 6 months | 1.3% | 2% |

(* Note these figures exclude a number of "un-banded" entries on the Council Tax Valuation List: e.g. communal accommodation at sheltered housing complexes.)

| GENERAL | |
|--|--------|
| Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments | |
| As at 31 March 2015 | £2.5m |
| As at 31 March 2016 | £2.55m |
| As at 31 March 2017 | £2.58m |
| Number of full time equivalent Staff employed | |
| As at 31 March 2015 | 64.7 |
| As at 31 March 2016 | 66.3 |
| As at 31 March 2017 | 65.5 |

TAYSIDE VALUATION JOINT BOARD



**Report on Issue of Customer Questionnaires
by
Tayside Valuation Joint Board**

Year 2016-17

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INTRODUCTION

1 GENERAL

This is the eleventh twelve-month period during which users of our services have been asked to provide feedback on the service they received.

The decision was taken to issue customer satisfaction questionnaires as a result of Tayside Valuation Joint Board's commitment to Best Value and creating a customer focus. A copy of the questionnaire is attached as an Appendix to this report.

2 QUESTIONNAIRES WERE ISSUED TO THE FOLLOWING:

- 1 Customers who have telephoned the office.
- 2 Customers who have visited the office.
- 3 Customers who have received a visit from a member of staff.
- 4 Customers who have made contact with the office by letter, E-mail or Fax.
- 5 Customers who have settled an appeal/proposal.

It was accepted that customers may have had contact by one or more of the above and this is reflected in the results.

The questionnaire was issued to a random sample of customers on a regular basis over a period of one year i.e. July 2016 – June 2017.

| | | |
|---|---|-----|
| Total number of questionnaires issued | = | 328 |
| Total number of questionnaires returned | = | 96 |

This gives an overall return of 30% which is an improvement on the 29% which was experienced in 2015-16. By way of comparison, 216 questionnaires were issued last year, 62 of which were returned.

The number of customers who stated which service their contact with the office related to is as follows:

| Electoral Registration | Council Tax | Valuation for Non-Domestic Rates | Other/More than one |
|------------------------|-------------|----------------------------------|---------------------|
| 7 | 49 | 29 | 11 |

This report analyses the data returned by customers, lists comments made and offers recommendations as a result of this data.

Results of Questionnaires Returned

| If you have phoned the office | Number of Responses 2016-17 | |
|---|---------------------------------|--------------------------|
| 2A Did you get through to a person who could deal with your query? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 71 3 74 | 96% 4% |
| 2B Were you aware of the name of the person who spoke to you? <ul style="list-style-type: none"> • Yes • No <p>If No, would knowing the name have been helpful to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 56 12 68 5 13 18 | 82% 18% 28% 72% |
| If you have visited the office | Number of Responses 2016-17 | |
| 3A How convenient did you find the opening hours? <ul style="list-style-type: none"> • Very convenient • Fairly convenient • Not very convenient • Not at all convenient <p style="text-align: right;">Total:</p> | 8 3 11 | 73% 27% |
| 3B Was there ease of access to the building? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 11 11 | 100% |
| 3C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 10 10 | 100% |

| If you have received a visit from a member of our staff | Number of Responses 2016-17 | |
|--|--|---|
| <p>4A Did we make an appointment for a visit?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> <p>If Yes, were we punctual?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> <p>If No, would an appointment be preferred?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | <p>41</p> <p>23</p> <hr/> <p>64</p> <hr/> <p>39</p> <hr/> <p>9</p> <p>12</p> <hr/> <p>21</p> | <p>64%</p> <p>36%</p> <p>100%</p> <p>43%</p> <p>57%</p> |
| <p>4B Was the time of our visit convenient to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | <p>57</p> <p>3</p> <hr/> <p>60</p> | <p>95%</p> <p>5%</p> |
| <p>4C Did we properly identify ourselves?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | <p>60</p> <p>1</p> <hr/> <p>61</p> | <p>98%</p> <p>2%</p> |
| <p>4D Was the purpose of the visit clearly explained?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | <p>58</p> <p>1</p> <hr/> <p>59</p> | <p>98%</p> <p>2%</p> |

Comment: It has not historically been our normal practice to make appointments for carrying out routine survey work. However, the making of an appointment is now expected by some customers as the statistics above bear out.

| If your contact with the office was by letter, E-mail or Fax | Number of Responses 2016-17 | |
|--|---|---|
| 5A Was it acknowledged in: <ul style="list-style-type: none"> • 1-5 days • 6-10 days • Longer than 10 days <p style="text-align: right;">Total:</p> | <p style="text-align: center;">15</p> <p style="text-align: center;">5</p> <p style="text-align: center;">2</p> | <p style="text-align: center;">68%</p> <p style="text-align: center;">23%</p> <p style="text-align: center;">9%</p> |
| 5B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | <p style="text-align: center;">21</p> <p style="text-align: center;">1</p> | <p style="text-align: center;">95%</p> <p style="text-align: center;">5%</p> |

Comment: In some cases staff may respond to a written enquiry by telephone which may delay a formal written acknowledgement. A mail logging system is in operation which allows monitoring of response times.

| Appeal/Proposal | Number of Responses 2016-17 | |
|---|--------------------------------|------------|
| 6A How long did it take to settle your appeal/proposal from the time you made it? <ul style="list-style-type: none"> • Up to 3 months • 3 to 6 months • 6 to 12 months • 12 to 18 months • 18 months + • Don't know/Can't remember <p style="text-align: right;">Total:</p> | 16 | 100% |
| | 16 | |
| 6B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 16 | 100% |
| | 16 | |
| 6C When dealing with the office did we undertake to contact you within a specified period? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 11 3 | 79% 21% |
| | 14 | |
| 6D Did the office do so? <ul style="list-style-type: none"> • Always • Usually • Rarely • Never <p style="text-align: right;">Total:</p> | 11 | 100% |
| | 11 | |
| 6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 15 | 100% |
| | 15 | |
| 6F Following your appeal/proposal, was it upheld? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | 14 1 | 93% 7% |
| | 15 | |

| Overall Impression | Number of Responses 2016-17 | |
|--|--|----------------------------------|
| <p>7A How would you assess the helpfulness and friendliness of the people you dealt with?</p> <ul style="list-style-type: none"> • Excellent • Good • Fair • Poor <p style="text-align: right;">Total:</p> | <p>59 29 2</p> <hr/> <p>90</p> | <p>66% 32% 2%</p> |
| <p>7B How would you assess the competence and efficiency of the people you dealt with?</p> <ul style="list-style-type: none"> • Excellent • Good • Fair • Poor <p style="text-align: right;">Total:</p> | <p>60 28 2 1</p> <hr/> <p>91</p> | <p>66% 31% 2% 1%</p> |
| <p>7C How satisfied were you with the time taken to deal with your enquiry?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total:</p> | <p>48 36 2</p> <hr/> <p>86</p> | <p>56% 42% 2%</p> |
| <p>7D If you were unhappy about the service you received, did you complain?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> | <p>1 9</p> <hr/> <p>10</p> | <p>10% 90%</p> |
| <p>7E If you complained, how satisfied were you with the way we dealt with your complaint?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total:</p> | <p>2 4</p> <hr/> <p>6</p> | <p>33% 67%</p> |
| <p>7F Overall, how satisfied were you with the service you received from us?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total:</p> | <p>56 27 1</p> <hr/> <p>84</p> | <p>67% 32% 1%</p> |

Comments from Customer Questionnaires

The following are the comments noted in the comments and suggestions box, including any that expressed criticism or dissatisfaction of the Assessor's service.

Most of the feedback is provided anonymously, therefore there has been no follow up possible. Where customers provided their name and address in relation to a critical comment a full written response to the comments was made.

Where the member of staff was identified in the comments the appropriate line manager was informed in order that the staff member could be complimented, or otherwise, on the service provided. Staff names have been blanked out of the comments listed below.

LIST OF COMMENTS

- Gentleman was very pleasant to speak to & form received in mail as promised.
- The information we have received has been clear and explicit.
- Very helpful and friendly staff very efficient.
- Spoke to X in Perth Office. Very helpful.
- Y was extremely helpful and courteous.
- Mr Y was the man I dealt with. He was great. Very helpful and knows his stuff.
- I was very happy and satisfied Mr A and his boss who visited me were very professional and have submitted me a very good service
- Wouldn't fault your staff in anything I am a bit slow in walking and they were very understanding and had a lot of patience with me they were excellent.
- Mr A explained everything relating to my appeal clearly and comprehensively.
- I had contact with your office to make an appointment. No problem. When the Assessor came he was very polite and explained what he was doing.
- Very positive experience - easy for members of the public to make proposals.
- My experience of dealing with the Assessors was excellent.
- I found everyone that I contact was very helpful.
- Mr B was extremely helpful and his advice greatly appreciated.
- The staff I dealt with were very courteous and friendly and obviously knew their jobs...
- Excellent service, with the appointment arranged within a matter of days and at a convenient time. The officer took on board our comments and helped to explain the approach to a domestic valuation.
- Excellent could have done with the valuation being lower but otherwise very good.
- Very polite staff.
- The assessor we spoke to on the phone was very helpful and the assessors who visited were also very helpful.
- I registered a new address, it was very straightforward.
- Registered to vote / new address via internet.
- Registered on-line and did not speak to anyone. Registration quick and easy.

Conclusions

For 2016-17 the number of questionnaires issued has increased to 328 compared with 216 the previous year. The response rate of 30% is a slight increase on the average response rate expected from surveys such as this.

On this occasion 49 of the forms returned are connected with Council Tax, 29 with Non-Domestic Rates, 7 relate to Electoral Registration and 11 cover more than one category. The return pattern mirrors proportionately the numbers issued to customers under the three headings.

Section 7 continues to generate predominantly favourable responses. Although some dissatisfaction was expressed this did not prevent 67% of customers stating that they were "very satisfied" and 32% were "satisfied" with the service. This is a very encouraging response. As can be seen from the analysis, one person did express dissatisfaction with our service but on reading further comments made it appears that their problem lies with a Council department.

36 out of 96 customers took the opportunity to make comments. The majority of the comments were positive and it is gratifying to note that most people have a very positive experience when dealing with our staff. Where dissatisfaction regarding final outcome is noted or a request is made for information, these matters are followed up if possible. However, because the return can be made anonymously, it is not always possible to do so. The completed questionnaires are returned to the Assistant Assessors responsible for the administration of the Divisional offices so that feedback can be given to staff and improvements made to the service where required.

The comments received are reproduced as part of this report. Where comments were lengthy only the main statements of satisfaction/dissatisfaction have been noted.

It is very encouraging to note that the overall level of satisfaction that customers have with the services we provide remains high.

It should be noted that, in addition to the opportunity to comment via the customer questionnaires, our customers can also make use of the Board's Complaints Procedure to express dissatisfaction with any aspects of our service. During the period covered by this report there were 2 recorded complaints. These were all dealt with satisfactorily by senior members of staff at a local level and none required further investigation by management.

Recommendations

Staff should be made aware of the existence of the report and given the opportunity to read it. In addition, it should continue to be made available to the public and all stakeholders by publishing it on the Board's website.

The survey for 2016-17 was carried out on the same basis as in previous years and all staff reminded to issue forms wherever possible. This has resulted in the number of forms issued increasing substantially, although the statistical outcome remains constant compared with previous years. It is recommended that staff be reminded of the value of the feedback obtained from the survey and that the policy of issuing forms to as many customers as possible be reinforced for 2017-18.

The customer questionnaire for 2016-17 was supplemented with additional questions which asked customers if they fell into any of the protected characteristic groups as defined in the Equalities Act 2010. The responses received allowed us to assess how well our service meets the needs of these sections of society.

Management should continue to stress to staff the importance of customer service and of their individual roles in providing the best possible quality of service delivery.

Equalities Monitoring

As noted above, the customer questionnaire for 2016-17 was supplemented with additional questions which asked customers if they fell into any of the protected characteristic groups as defined in the Equalities Act 2010.

Responses were received on 86 of the 96 forms returned. The responses indicated that those returning the forms were exclusively white (ethnic group). The gender divide was almost 50:50 male/female and the age group was predominantly over 55. Eight responses indicated that the person had a disability.

As this is the third year of gathering equalities information in respect of our customers it is difficult to draw any firm conclusions from the responses.

TAYSIDE VALUATION JOINT BOARD



HAVE YOUR SAY ABOUT OUR SERVICE

This survey is to be completed anonymously. All details provided will only be used to improve our levels of service.

Please tick the appropriate box.

Please identify which service your contact with the office related to

Electoral Registration Council Tax Valuation for Non-Domestic Rates
 Other (Please specify)

Section 1 – Divisional Office

1A Please indicate which Divisional Office your contact was with:

Angus Division
 Dundee Division
 Perth & Kinross Division

Section 2 – If you have phoned the Office

(If you have never telephoned the office, please go to Section 3)

2A Did you get through to a person who could deal with your query?
 ➤ Yes
 ➤ No

2B Were you aware of the name of the person who spoke to you?
 ➤ Yes
 ➤ No
 If No, would knowing the name have been helpful to you
 ➤ Yes
 ➤ No

Section 3 – If you have visited the Office

(If you have never visited the office, please go to Section 4)

3A How convenient did you find the opening hours?
 ➤ Very convenient
 ➤ Fairly convenient
 ➤ Not very convenient
 ➤ Not at all convenient

3B Was there ease of access to the building?
 ➤ Yes
 ➤ No
 (If No, please comment in Section 8)

3C Was there sufficient provision of facilities and information about our services available?
 ➤ Yes
 ➤ No
 (If No, please comment in Section 8)

Section 4 – If you have received a visit from a member of our staff

(If you have never received a visit, please go to Section 5)

- 4A Did we make an appointment for a visit?
 - Yes
 - No
 - If Yes, were we punctual?
 - Yes
 - No
 - If No, would an appointment have been preferred?
 - Yes
 - No

- 4B Was the time of our visit convenient to you?
 - Yes
 - No

- 4C Did we properly identify ourselves?
 - Yes
 - No

- 4D Was the purpose of the visit clearly explained?
 - Yes
 - No

Section 5 – If your contact with the office was by letter, e-mail or fax

(If you have never made contact by letter, e-mail or fax, please go to Section 6)

- 5A Was it acknowledged in:
 - 1 – 5 days
 - 6 – 10 days
 - Longer than 10 days

- 5B Was this time acceptable to you?
 - Yes
 - No

Section 6 – Appeal/Proposal

(If your contact did not relate to an appeal or proposal, please go to Section 7)

- 6A How long did it take to settle your appeal/proposal from the time you made it?
 - Up to 3 months
 - 3 to 6 months
 - 6 to 12 months
 - 12 to 18 months
 - 18 months +
 - Don't know/Can't remember

- 6B Was this time acceptable to you?
 - Yes
 - No

- 6C When dealing with the office did we undertake to contact you within a specified period?
(If you answer No, please go to Section 6E)
 - Yes
 - No

- 6D Did the office do so?
 - Always
 - Usually
 - Rarely
 - Never

6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions?
 ➤ Yes
 ➤ No
 (If you wish to comment, please see Section 8)

6F Was the appeal/proposal successful?
 ➤ Yes
 ➤ No

Section 7 – Overall Impression

7A How would you assess the helpfulness and friendliness of the people you dealt with?
 ➤ Excellent
 ➤ Good
 ➤ Fair
 ➤ Poor

7B How would you assess the competence and efficiency of the people you dealt with?
 ➤ Excellent
 ➤ Good
 ➤ Fair
 ➤ Poor

7C How satisfied were you with the time taken to deal with your enquiry?
 ➤ Very Satisfied
 ➤ Satisfied
 ➤ Dissatisfied
 ➤ Very Dissatisfied

7D If you were unhappy about the service you received, did you complain?
 ➤ Yes
 ➤ No

7E If you complained, how satisfied were you with the way we dealt with your complaint?
 ➤ Very Satisfied
 ➤ Satisfied
 ➤ Dissatisfied
 ➤ Very Dissatisfied

7F Overall, how satisfied were you with the service you received from us?
 ➤ Very Satisfied
 ➤ Satisfied
 ➤ Dissatisfied
 ➤ Very Dissatisfied

Section 8 – Your comments and suggestions

Please use separate sheet if required

Thank you for your comments

EQUALITIES MONITORING

Tayside Valuation Joint Board is committed to eliminating discrimination and providing equality in all aspects of its services. In order to ensure that this is the case, detailed monitoring of feedback requires to be carried out. Your assistance would be appreciated in providing the following information, which will be treated in the strictest confidence.

1 What is your ethnic group?

Chose one from Section A to G

- A White**
- Scottish
- Other British
- Irish
- Gypsy/Traveller
- Eastern European (eg Polish)
- B Mixed or Multiple Ethnic Group**
- Any mixed or multiple ethnic group
- C Asian (including Scottish/British)**
- Pakistani, Pakistani Scottish or Pakistani British
- Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- Indian, Indian Scottish or Indian British
- Chinese, Chinese Scottish or Chinese British
- D African**
- African, African Scottish or African British
- Other
- E Caribbean or Black**
- Caribbean, Caribbean Scottish or Caribbean British
- Black, Black Scottish or Black British
- F Arab**
- Arab, Arab Scottish or Arab British
- Other
- G Prefer not to answer**
- Other (please specify)

2 How would you describe your gender?

- Female
- Male
- Prefer not to answer

3 What is your age

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 +

4 Under the terms of the Equality Act 2010, a disability is defined as a physical or mental impairment, which has a substantial and long-term adverse effect on a person's ability to carry out day-to-day tasks.

Do you consider that you have a disability? Yes No

THANK YOU FOR YOUR CO-OPERATION
Please return in the envelope provided

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Tel: 01382 221177 Fax: 01382 315600
Website address: www.tayside-vjb.gov.uk