

REPORT TO: TAYSIDE VALUATION JOINT BOARD – 27 AUGUST 2012

REPORT ON: BEST VALUE – PUBLIC PERFORMANCE REPORT 2011/12

REPORT BY: ASSESSOR

REPORT NO: TVJB 16-2012

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 2011/12, with reference to the Key Performance Indicators submitted to the Scottish Government in terms of the Best Value regime.

2 RECOMMENDATIONS

2.1 The Board is asked to:-

- i note the information submitted by the Assessor in respect of the Key Performance Indicators,
- ii note the Performance Standards in respect of Electoral Registration,
- iii note the results of the Customer Satisfaction Survey as contained in Appendix 5, and
- iv approve the Performance Report attached as Appendix 4 to this report.

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 At it's meeting on 21 August 2000 the Board noted the agreed information to be submitted annually to the Scottish Executive (now Scottish Government) by the Assessor in relation to Key Performance Indicators. The information relates to the activities of the Assessor with regard 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. Subsequently annual reports have been presented to the Board, detailing the actual performance of the Assessor in each year and the targets intended to be achieved in the following financial year.

5.2 Performance standards for Electoral Registration have been set by the Electoral Commission who monitor performance annually by assessing information provided by Electoral Registration Officers. Details of performance achieved in relation to Angus Council and Perth & Kinross Council are also included in this report.

5.3 Appendices 1 and 2 show the updated position in respect of Key Performance Indicators and detail the actual performance achieved in 2011/12, together with the targets set for 2012/13.

- 5.4 **Appendix 1** provides the information in relation to the non-domestic Valuation Roll. The aim is to issue Valuation Notices to ratepayers as soon as possible after the completion of alterations to non-domestic subjects, or the coming into existence of new properties. Minimising this period helps the rates collection process and allows businesses to avoid lengthy back payment periods. The time period referred to is therefore the difference between the effective date of such changes and the date of issue of the Notice.
- 5.5 The number of amendments to the Roll during 2010/11 was 1,325 compared to 1,577 in the previous year. These are amendments arising from new and altered properties. They do not include other changes, such as those arising from appeal settlements and changes to occupancy.
- 5.6 Performance in relation to Valuation Roll maintenance has slipped back following particularly good results in the previous year. This has been largely due to staff concentrating their efforts on an intensive programme of dealing with appeals listed for hearing by Valuation Appeal Committees.
- 5.7 During the course of the year, staff have been heavily 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. Over the past two years there has been an unprecedented number of appeals lodged on the basis that there has been a fall in rental values as a result of economic recession.
- 5.8 While the incidence of appeal work may again impact on performance during 2012/13, the aim is to improve the level achieved in 3 months to 62% and to have 85% processed within 6 months.
- 5.9 As at 31 March 2012, approximately 60% of appeals arising from the 2010 Revaluation had been settled. During 2011/12 3,021 revaluation appeals were settled, resulting in a loss of Rateable Value of approximately £3.4m. This represents 0.8% of the total Rateable Value, measured against an estimated loss of 1%.
- 5.10 The Rateable Values of outstanding appeal subjects are generally at a much higher level than those already settled and it is estimated that the total Rateable Value of the roll may be reduced by 2.5% during 2012/13 as a result of appeal settlements. The statutory final date for dealing with 2010 Revaluation appeals is 31 December 2013.
- 5.11 In addition to Revaluation appeals, other appeals are received regularly against altered values, new entries and perceived changes of circumstances relating to particular subjects. During 2011/12 approximately 230 such appeals were settled. The number of additional appeals received during 2011/12 was approximately 3,100.
- 5.12 **Appendix 2** provides the information in relation to the Council Tax Valuation List. During the year 1,325 new entries were added to the list, a reduction of 147 from the previous year, continuing a trend that reflects a decrease in the number of new houses being built.
- 5.13 The aim in relation to the Council Tax List is to raise entries as quickly as possible following completion or occupation of the new dwellings in order to minimise any backdating of payments.
- 5.14 During the year 97.5% of taxpayers received notification of their banding within 6 months of the property being completed. This is an improvement of 3.5% over the previous year and falls just short of the target of 98%. Performance improved by 5% for the period up to 3 months, with 88% of taxpayers receiving notification

within that period. For 2012/13 the aim is to deal with 98% of new houses within 6 months and 90% of those within 3 months.

- 5.15 The ability to achieve targets relies to some extent on the co-operation of house owners and occupiers. Staff continue to encounter difficulties in gaining access to some properties and in obtaining information timeously from taxpayers.
- 5.16 The statistical information in Appendices 1 and 2 will be provided to the Scottish Government as required and will be published in the local press and on the Board's website.
- 5.17 **Appendix 3** provides a summary of performance in relation to standards for Electoral Registration set by the Electoral Commission. Performance met or exceeded all standards set, with the exception of that relating to house-to-house enquiries.
- 5.18 Canvassers are employed to visit households which have failed to respond to enquiry forms. During the 2011 canvass of electors there were visits to 19,343 households, an increase of 2,231 visits over the previous year. Visits are carried out having regard to practicality and the best use of available resources. Generally these have concentrated on areas within towns and burghs where there has been a high level of non-responding households. The Electoral Registration Officer has considered it impractical and uneconomical to send canvassers to remote rural areas.
- 5.19 While the Electoral Commission have accepted this position in the past, and have previously agreed that the standard has been met, they requested additional information following the 2011 canvass and have now determined that the standard will not be met unless a personal visit is made to every non-responding household where information cannot be verified from another source.
- 5.20 Electoral Registration legislation requires the Electoral Registration Officer to take all steps that are necessary for the purpose of complying with his duty to maintain the register. In relation to house-to-house inquiries, the legislation states that the registration officer may "*make such house to house inquiries as he thinks fit*".
- 5.21 The names of non-responding electors are not automatically removed from the register. They are retained when details can be obtained from other sources and will only be removed if no response has been obtained after 2 years and details cannot be verified from another source.
- 5.22 The recommendations of the Electoral Commission have been taken into account in planning the 2012 annual canvass of electors. While utilising existing resources and budget, changes to canvass and data matching procedures have been implemented in an effort to meet the recommendations.
- 5.23 **Appendix 4** comprises an annual Performance Report incorporating the performance statistics and additional information in relation to other aspects of the Assessor's duties. This will be made available on the Board's website.
- 5.24 **Appendix 5** provides a report and analysis of the Customer Satisfaction Survey carried out during 2011/12. This will be made available and discussed with staff. It will also be published on the Board's website.
- 5.25 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.

**John M Galbraith FRICS
Assessor**

August 2012

TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

VALUATION ROLL		
Total No of Entries at 1 April 2011	18,657	
Total RV at 1 April 2011	£419.8m	
No of Amendments to Roll (2011/12)	1,325	
Total No of Entries at 31 March 2012	18,679	
Total RV at 31 March 2012	£418.8m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2010/11	Actual	Estimated
0-3 months	68%	62%
3-6 months	18%	23%
Over 6 months	14%	15%
2011/12	Actual	Estimated
0-3 months	55%	62%
3-6 months	24%	23%
Over 6 months	21%	15%
2012/13	Actual	Estimated
0-3 months	N/A	62%
3-6 months	N/A	23%
Over 6 months	N/A	15%
Adjustment to Valuation Roll arising from Revaluation Appeal Settlements expressed as a % of the total RV	Actual	Estimated
2010/11	0.001%	0.4%
2011/12	0.8%	1.0%
2012/13	N/A	2.5%

TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

COUNCIL TAX		
Total No of Entries at 1 April 2011	204,179	
Adjustment to Band "D" Equivalent at 1 April 2011	187,489	
New Entries added during year (2011/12)	1,325	
Total No of Entries at 31 March 2012	205,171	
Adjustment to Band "D" Equivalent at 31 March 2012	189,266	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2010/11	Actual	Estimated
0-3 months	83%	90%
3-6 months	11%	8%
Over 6 months	6%	2%
2011/12	Actual	Estimated
0-3 months	88%	90%
3-6 months	9.5%	8%
Over 6 months	2.5%	2%
2012/13	Actual	Estimated
0-3 months	N/A	90%
3-6 months	N/A	8%
Over 6 months	N/A	2%

GENERAL	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2010	£2.69m
As at 31 March 2011	£2.90m
As at 31 March 2012	£2.45m
Number of full time equivalent Staff employed	
As at 31 March 2010	73
As at 31 March 2011	70
As at 31 March 2012	64

SUMMARY OF ELECTORAL REGISTRATION PERFORMANCE 2011 Angus Council and Perth & Kinross Council

Performance Standards set and assessed by the Electoral Commission

Completeness and accuracy of electoral registration records	
Performance standard 1: Information sources	Above the standard
Performance standard 2: Property database	Above the standard
Performance standard 3: House-to-house inquiries	Not currently meeting the standard
Integrity	
Performance standard 4: Integrity	Above the standard
Performance standard 5: Supply and security	Above the standard
Participation	
Performance standard 6: Public awareness	Meets the standard
Performance standard 7: Working with partners	Meets the standard
Performance standard 8: Accessibility and communication	Meets the standard
Planning and organisation	
Performance standard 9: Planning	Meets the standard
Performance standard 10: Training	Meets the standard

Full details are available on the Electoral Commission website at www.electoralcommission.org.uk.



Tayside Valuation Joint Board PERFORMANCE REPORT 2011/12

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.

During 2011/12 there was a restructuring of the Assessor's management team, information technology section and administration staff, which resulted in a substantial review of procedures and responsibilities. Delivery of the service during the first quarter of the year was directed by N Clark Low who retired from his position as Assessor in June 2011. I record my thanks and appreciation for the leadership and advice he provided during his term as Assessor. I also wish to thank my Management Team and all staff for their support and assistance throughout the year and particularly for their co-operation in implementing the changes to the staff structure and working procedures.

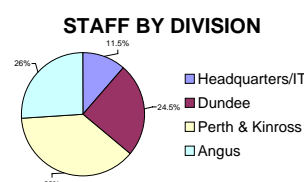
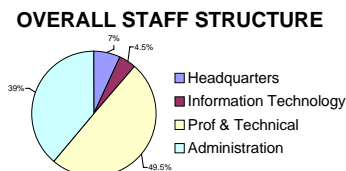
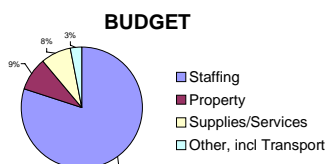
BUDGET & STAFFING

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 2011/12 the approved net revenue budget was £3.07m.

The Board's unaudited final accounts indicate that spending was again within budget. The net amount underspent will be returned to the 3 constituent Councils.

The number of full time equivalent staff employed during 2011/12 was 64, against a budgeted structure of 69. The following charts given 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 Revenues 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 2011/12 are detailed below.

Performance in relation to Valuation Roll maintenance has slipped back following a particularly good level in the previous year. This has been largely due to staff concentrating their efforts on an intensive programme of dealing with appeals listed for hearing by Valuation Appeal Committees.

The targets set for 2011/12 were 62% within 3 months and 85% within 6 months. These have been retained as the targets for 2012/13.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2009/10	1,430	58%	83%	17%
2010/11	1,577	68%	86%	14%
2011/12	1,325	55%	79%	21%

Local Authority Area	Total No of Subjects		Rateable Value	
	1/4/11	31/3/12	1/4/11	31/3/12
Angus	4,287	4,804	£76,568,387	£77,688,367
Dundee City	5,701	5,697	£197,449,055	£194,480,560
Perth & Kinross	8,129	8,178	£145,809,770	£146,592,825
Total	18,657	18,679	£419,827,212	£418,761,752

Valuation Appeals

During the course of the year, staff have been heavily 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. Over the past two years there has been an unprecedented number of appeals lodged on the basis that there has been a fall in rental values as a result of economic recession. A summary of appeal progress as at 31 March 2012 is shown below.

The loss of Rateable Value arising from 2010 Revaluation appeals settled during 2011/12 amounts to £3,384,480 which is 0.8% of the total Rateable Value in the roll. The statutory final date for disposal of 2010 Revaluation appeals is 31 December 2013.

	Appeals Received	Appeals Settled	Settled Appeals Rateable Value		Appeals Outstanding	
			Original RV	Settled RV	Appeals	RV
2010 Revaluation	6,016	3,577	£85,872,315	£82,096,100	2,439	£217,087,793
2010 Running Roll	2,914	214	£6,641,250	£6,462,500	2,700	£179,580,865
2011 Running Roll	2,820	19	£417,770	£360,420	2,801	£184,187,045

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. There has been a good improvement in performance over the previous year, with 97.5% of properties being entered on the Valuation List within 6 months. Only 34 properties were outwith the 6 month period.

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

The target set for 2011/12 were to deal with 98% of new houses within 6 months and 90% of those within 3 months. These have been retained as the target for 2012/13.

Year	Angus	Dundee	Perth & Kinross	Total
2009/10	55,876	76,592	71,711	204,179
2010/11	56,176	76,544	72,191	204,911
2011/12	56,428	76,710	72,573	205,711

Year	Number of New Entries	% of total new entries within the time period		
		With 3 months	Within 6 months	Over 6 months
2009/10	1,736	89%	96%	4%
2010/11	1,509	83%	94%	6%
2011/12	1,384	88%	97.5%	2.5%

ELECTORAL REGISTRATION

Registration of electors continued on a rolling basis throughout the year. The annual canvass of all electors was carried out from September to November 2011, prior to the publication of the Register of Electors on 1 December 2011. Where there have been no changes to the electors registered at a household, electors may choose to confirm the position by using a free telephone service, the internet or SMS text message. While the telephone service has been available for the past 4 years, the internet and text messaging facilities were introduced for the first time in 2011. Returns made by these three options represented approximately 20% of all returns made. Other records available to the Electoral Registration Officer were used to confirm and ascertain relevant information where returns were not made.

Household visits to follow up non-responses were made to 19,343 properties, an increase of 2,231 (13%) over the previous year.

The electorate as at 1 December 2011 for Angus and Perth & Kinross was 195,445 — a decrease of 5,258 from 1 December 2010. 18,386 electors (9.4%) exercised their right not to have their names included in the edited version of the register, resulting in an Edited Register total of 177,059.

Performance standards for Electoral Registration have been set by the Electoral Commission. Our performance met or exceeded all standards set, with the exception of that relating to house-to-house enquiries. While there was an increase in the number of household visits, which were carried out having regard to practicality and the best use of available resources, the Electoral Commission has determined that the standard will not be met unless a personal visit is made to every non-responding household where information cannot be verified from another source. Full details are available at <http://www.electoralcommission.org.uk>

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 OLG
Tel: 01738 630303

If you require any further information on this performance report please contact:-

John M Galbraith, Assessor and Electoral Registration Officer,
Whitehall House, 35 Yeaman Shore, DUNDEE DD1 4BU

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TAYSIDE VALUATION JOINT BOARD



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

Year 2011/12

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INTRODUCTION

1 GENERAL

This is the sixth 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 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. June 2011 – June 2012.

Total number of questionnaires issued	=	134
Total number of questionnaires returned	=	35

This gives an overall return of 26% which is an improvement on the 20.6% which was experienced in 2010/11. By way of comparison, 136 questionnaires were issued last year, 28 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
6	24	5	0

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 2011/12	
<p>2A Did you get through to a person who could deal with your query?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>21 - <hr style="width: 50px; margin: 0;"/>21</p>	<p>100%</p>
<p>2B Were you aware of the name of the person who spoke to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> <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>	<p>19 3 <hr style="width: 50px; margin: 0;"/>22</p> <p>1 2 <hr style="width: 50px; margin: 0;"/>3</p>	<p>86% 14%</p> <p>33.3% 66.6%</p>

If you have visited the office:	Number of Responses 2011/12	
<p>3A How convenient did you find the opening hours?</p> <ul style="list-style-type: none"> • Very convenient • Fairly convenient • Not very convenient • Not at all convenient <p style="text-align: right;">Total:</p>	<p>6 3 - - <hr style="width: 50px; margin: 0;"/>9</p>	<p>66.6% 33.3%</p>
<p>3B Was there ease of access to the building?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>7 - <hr style="width: 50px; margin: 0;"/>7</p>	<p>100%</p>
<p>3C Was there sufficient provision of facilities and information about our services available?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>6 - <hr style="width: 50px; margin: 0;"/>6</p>	<p>100%</p>

If you have received a visit from a member of our staff:	Number of Responses 2011/12	
<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 have been preferred?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>20 5</p> <hr style="width: 50%; margin: 0 auto;"/> <p>25</p> <p>19 1</p> <hr style="width: 50%; margin: 0 auto;"/> <p>20</p> <p>4 1</p> <hr style="width: 50%; margin: 0 auto;"/> <p>5</p>	<p>80% 20%</p> <p>95% 5%</p> <p>80% 20%</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>23 1</p> <hr style="width: 50%; margin: 0 auto;"/> <p>24</p>	<p>96% 4%</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>24 -</p> <hr style="width: 50%; margin: 0 auto;"/> <p>24</p>	<p>100%</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>24 -</p> <hr style="width: 50%; margin: 0 auto;"/> <p>24</p>	<p>100%</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 many customers and the practice of “cold calling” has led to some criticism – see the “Comments from customer questionnaires” below.

If your contact with the office was by letter, E-mail or Fax:	Number of Responses 2011/12	
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>	4 2 1 <hr style="width: 50%; margin: 0 auto;"/> 7	57% 29% 14%
5B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	6 1 <hr style="width: 50%; margin: 0 auto;"/> 7	86% 14%

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 2011/12	
<p>6A How long did it take to settle your appeal/proposal from the time you made it?</p> <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>	<p>4 1 1 - - -</p> <hr style="width: 100%;"/> <p>6</p>	<p>66.6% 16.7% 16.7%</p>
<p>6B Was this time acceptable to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>4 1</p> <hr style="width: 100%;"/> <p>5</p>	<p>80% 20%</p>
<p>6C When dealing with the office did we undertake to contact you within a specified period?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>2 2</p> <hr style="width: 100%;"/> <p>4</p>	<p>50% 50%</p>
<p>6D Did the office do so?</p> <ul style="list-style-type: none"> • Always • Usually • Rarely • Never <p style="text-align: right;">Total:</p>	<p>2 - - -</p> <hr style="width: 100%;"/> <p>2</p>	<p>100%</p>
<p>6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>5 1</p> <hr style="width: 100%;"/> <p>6</p>	<p>83% 17%</p>
<p>6F Following your appeal/proposal, was it upheld?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>4 1</p> <hr style="width: 100%;"/> <p>5</p>	<p>80% 20%</p>

Overall impression:	Number of Responses 2011/12	
<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 style="text-align: center;">27 5 1 - <hr/>33</p>	<p style="text-align: center;">82% 15% 3%</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 style="text-align: center;">27 4 2 - <hr/>33</p>	<p style="text-align: center;">82% 12% 6%</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 style="text-align: center;">25 3 3 - <hr/>31</p>	<p style="text-align: center;">80% 10% 10%</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 style="text-align: center;">2 1 <hr/>3</p>	<p style="text-align: center;">66.6% 33.3%</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 style="text-align: center;">2 - - - <hr/>2</p>	<p style="text-align: center;">100%</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 style="text-align: center;">26 4 <hr/>30</p>	<p style="text-align: center;">87% 13%</p>

Comments from Customer Questionnaires

The following is a list of all comments noted in the comments and suggestions box.

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

- The lady that I spoke to at the electoral office was very helpful.
- Satisfied with service, but we would have liked to know sooner what our banding was to be. In our case it was (a wait of) 8 months.
- Still don't agree that the house (should be) banded as G.
- I would like to say that ...X.... has been very helpful and told us about various things we weren't aware of.
- Very impressed with helpful way everybody listened to our concerns. Very good and wish all local authority departments were as helpful and efficient. Well done!
- Objection to "cold calling" for property inspection but thereafter found dealings to be reasonable and professional. Comments properly received and noted.
- Not really sure how banding is allocated. House smaller, more remote but same band as previous house.
- No issues, very helpful.
- We still haven't received an answer to our application.
- Inconsiderate to expect a householder to deal with a council official without any warning. However, your representative was both polite and professional.
- I found ...Y... to be extremely helpful in explaining the banding of our property and how the appeal would be dealt with.

CONCLUSIONS

For 2011/12, although the number of questionnaires issued was two less than the previous year the response rate of 26% shows a return to the average response rate expected from surveys such as this.

On this occasion 24 of the forms returned are connected with council tax, 5 with non-domestic rates and 6 relating to electoral registration. 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 100% of customers stating that they were “very satisfied” (87%) or “satisfied” (13%) with the service. This is a very encouraging response. As can be seen from the analysis, three people did express dissatisfaction with our service in respect of valuers “cold calling” for property inspections. The subsequent comments indicate that the responders were satisfied with the subsequent actions and this is borne out by no one expressing anything but overall satisfaction.

11 out of 35 customers took the opportunity to make comments. The majority of the comments were positive, although some criticisms relating to “cold calling” were made, as noted above. 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. Additionally, one person used the comment facility to query the council tax band of his property. The comments are reproduced as part of this report.

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 no recorded complaints.

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 2011/12 was carried out on the same basis as in previous years. Although there has been a small reduction in the number of forms issued there has been a better response rate with some useful comments made. It is recommended that staff be reminded of the value of the feedback obtained from the survey and asked to ensure forms are issued whenever possible.

It was recommended previously that consideration be given to extending the sample base by developing questionnaires suitable for sending to ratepayers agents, possibly after the bulk of the appeals arising from the 2010 Revaluation have been settled. Given that large numbers of appeals have continued to be received in the last two years it is recommended that the issuing of questionnaires to professional agents be considered at a later date.

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.

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

Please return in the envelope provided

Floor 6, Whitehall House
35 Yeaman Shore
DUNDEE DD1 4BU
Tel: 01382 221177 Fax: 01382 315600
Website address: www.tayside-vjb.gov.uk

TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

VALUATION ROLL		
Total No of Entries at 1 April 2011	18,657	
Total RV at 1 April 2011	£419.8m	
No of Amendments to Roll (2011/12)	1,325	
Total No of Entries at 31 March 2012	18,679	
Total RV at 31 March 2012	£418.8m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2010/11	Actual	Estimated
0-3 months	68%	62%
3-6 months	18%	23%
Over 6 months	14%	15%
2011/12	Actual	Estimated
0-3 months	55%	62%
3-6 months	24%	23%
Over 6 months	21%	15%
2012/13	Actual	Estimated
0-3 months	N/A	62%
3-6 months	N/A	23%
Over 6 months	N/A	15%
Adjustment to Valuation Roll arising from Revaluation Appeal Settlements expressed as a % of the total RV	Actual	Estimated
2010/11	0.001%	0.4%
2011/12	0.8%	1.0%
2012/13	N/A	2.5%

TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

COUNCIL TAX		
Total No of Entries at 1 April 2011	204,179	
Adjustment to Band "D" Equivalent at 1 April 2011	187,489	
New Entries added during year (2011/12)	1,325	
Total No of Entries at 31 March 2012	205,171	
Adjustment to Band "D" Equivalent at 31 March 2012	189,266	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2010/11	Actual	Estimated
0-3 months	83%	90%
3-6 months	11%	8%
Over 6 months	6%	2%
2011/12	Actual	Estimated
0-3 months	88%	90%
3-6 months	9.5%	8%
Over 6 months	2.5%	2%
2012/13	Actual	Estimated
0-3 months	N/A	90%
3-6 months	N/A	8%
Over 6 months	N/A	2%

GENERAL	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2010	£2.69m
As at 31 March 2011	£2.90m
As at 31 March 2012	£2.45m
Number of full time equivalent Staff employed	
As at 31 March 2010	73
As at 31 March 2011	70
As at 31 March 2012	64

SUMMARY OF ELECTORAL REGISTRATION PERFORMANCE 2011 Angus Council and Perth & Kinross Council

Performance Standards set and assessed by the Electoral Commission

Completeness and accuracy of electoral registration records	
Performance standard 1: Information sources	Above the standard
Performance standard 2: Property database	Above the standard
Performance standard 3: House-to-house inquiries	Not currently meeting the standard
Integrity	
Performance standard 4: Integrity	Above the standard
Performance standard 5: Supply and security	Above the standard
Participation	
Performance standard 6: Public awareness	Meets the standard
Performance standard 7: Working with partners	Meets the standard
Performance standard 8: Accessibility and communication	Meets the standard
Planning and organisation	
Performance standard 9: Planning	Meets the standard
Performance standard 10: Training	Meets the standard

Full details are available on the Electoral Commission website at www.electoralcommission.org.uk.



Tayside Valuation Joint Board PERFORMANCE REPORT 2011/12

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.

During 2011/12 there was a restructuring of the Assessor's management team, information technology section and administration staff, which resulted in a substantial review of procedures and responsibilities. Delivery of the service during the first quarter of the year was directed by N Clark Low who retired from his position as Assessor in June 2011. I record my thanks and appreciation for the leadership and advice he provided during his term as Assessor. I also wish to thank my Management Team and all staff for their support and assistance throughout the year and particularly for their co-operation in implementing the changes to the staff structure and working procedures.

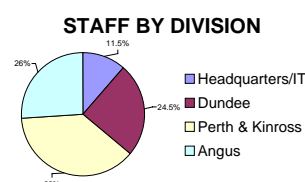
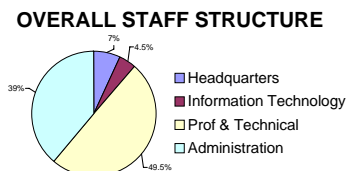
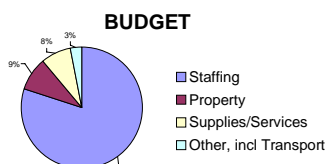
BUDGET & STAFFING

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 2011/12 the approved net revenue budget was £3.07m.

The Board's unaudited final accounts indicate that spending was again within budget. The net amount underspent will be returned to the 3 constituent Councils.

The number of full time equivalent staff employed during 2011/12 was 64, against a budgeted structure of 69. The following charts given 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 Revenues 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 2011/12 are detailed below.

Performance in relation to Valuation Roll maintenance has slipped back following a particularly good level in the previous year. This has been largely due to staff concentrating their efforts on an intensive programme of dealing with appeals listed for hearing by Valuation Appeal Committees.

The targets set for 2011/12 were 62% within 3 months and 85% within 6 months. These have been retained as the targets for 2012/13.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2009/10	1,430	58%	83%	17%
2010/11	1,577	68%	86%	14%
2011/12	1,325	55%	79%	21%

Local Authority Area	Total No of Subjects		Rateable Value	
	1/4/11	31/3/12	1/4/11	31/3/12
Angus	4,287	4,804	£76,568,387	£77,688,367
Dundee City	5,701	5,697	£197,449,055	£194,480,560
Perth & Kinross	8,129	8,178	£145,809,770	£146,592,825
Total	18,657	18,679	£419,827,212	£418,761,752

Valuation Appeals

During the course of the year, staff have been heavily 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. Over the past two years there has been an unprecedented number of appeals lodged on the basis that there has been a fall in rental values as a result of economic recession. A summary of appeal progress as at 31 March 2012 is shown below.

The loss of Rateable Value arising from 2010 Revaluation appeals settled during 2011/12 amounts to £3,384,480 which is 0.8% of the total Rateable Value in the roll. The statutory final date for disposal of 2010 Revaluation appeals is 31 December 2013.

	Appeals Received	Appeals Settled	Settled Appeals Rateable Value		Appeals Outstanding	
			Original RV	Settled RV	Appeals	RV
2010 Revaluation	6,016	3,577	£85,872,315	£82,096,100	2,439	£217,087,793
2010 Running Roll	2,914	214	£6,641,250	£6,462,500	2,700	£179,580,865
2011 Running Roll	2,820	19	£417,770	£360,420	2,801	£184,187,045

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. There has been a good improvement in performance over the previous year, with 97.5% of properties being entered on the Valuation List within 6 months. Only 34 properties were outwith the 6 month period.

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

The target set for 2011/12 were to deal with 98% of new houses within 6 months and 90% of those within 3 months. These have been retained as the target for 2012/13.

Year	Angus	Dundee	Perth & Kinross	Total
2009/10	55,876	76,592	71,711	204,179
2010/11	56,176	76,544	72,191	204,911
2011/12	56,428	76,710	72,573	205,171

Year	Number of New Entries	% of total new entries within the time period		
		With 3 months	Within 6 months	Over 6 months
2009/10	1,736	89%	96%	4%
2010/11	1,509	83%	94%	6%
2011/12	1,384	88%	97.5%	2.5%

ELECTORAL REGISTRATION

Registration of electors continued on a rolling basis throughout the year. The annual canvass of all electors was carried out from September to November 2011, prior to the publication of the Register of Electors on 1 December 2011. Where there have been no changes to the electors registered at a household, electors may choose to confirm the position by using a free telephone service, the internet or SMS text message. While the telephone service has been available for the past 4 years, the internet and text messaging facilities were introduced for the first time in 2011. Returns made by these three options represented approximately 20% of all returns made. Other records available to the Electoral Registration Officer were used to confirm and ascertain relevant information where returns were not made.

Household visits to follow up non-responses were made to 19,343 properties, an increase of 2,231 (13%) over the previous year.

The electorate as at 1 December 2011 for Angus and Perth & Kinross was 195,445 — a decrease of 5,258 from 1 December 2010. 18,386 electors (9.4%) exercised their right not to have their names included in the edited version of the register, resulting in an Edited Register total of 177,059.

Performance standards for Electoral Registration have been set by the Electoral Commission. Our performance met or exceeded all standards set, with the exception of that relating to house-to-house enquiries. While there was an increase in the number of household visits, which were carried out having regard to practicality and the best use of available resources, the Electoral Commission has determined that the standard will not be met unless a personal visit is made to every non-responding household where information cannot be verified from another source. Full details are available at <http://www.electoralcommission.org.uk>

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 OLG
Tel: 01738 630303

If you require any further information on this performance report please contact:-

John M Galbraith, Assessor and Electoral Registration Officer,
Whitehall House, 35 Yeaman Shore, DUNDEE DD1 4BU

Tel: 01382 315601 E-mail: jgalbraith:tayside-vjb.gov.uk Website: www.tayside-vjb.gov.uk

TAYSIDE VALUATION JOINT BOARD



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

Year 2011/12

Contents

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INTRODUCTION

1 GENERAL

This is the sixth 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 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. June 2011 – June 2012.

Total number of questionnaires issued	=	134
Total number of questionnaires returned	=	35

This gives an overall return of 26% which is an improvement on the 20.6% which was experienced in 2010/11. By way of comparison, 136 questionnaires were issued last year, 28 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
6	24	5	0

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 2011/12	
<p>2A Did you get through to a person who could deal with your query?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>21</p> <p>-</p> <hr style="width: 50px; margin: 0 auto;"/> <p>21</p>	<p>100%</p>
<p>2B Were you aware of the name of the person who spoke to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> <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>	<p>19</p> <p>3</p> <hr style="width: 50px; margin: 0 auto;"/> <p>22</p> <p>1</p> <p>2</p> <hr style="width: 50px; margin: 0 auto;"/> <p>3</p>	<p>86%</p> <p>14%</p> <p>33.3%</p> <p>66.6%</p>

If you have visited the office:	Number of Responses 2011/12	
<p>3A How convenient did you find the opening hours?</p> <ul style="list-style-type: none"> • Very convenient • Fairly convenient • Not very convenient • Not at all convenient <p style="text-align: right;">Total:</p>	<p>6</p> <p>3</p> <p>-</p> <p>-</p> <hr style="width: 50px; margin: 0 auto;"/> <p>9</p>	<p>66.6%</p> <p>33.3%</p>
<p>3B Was there ease of access to the building?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>7</p> <p>-</p> <hr style="width: 50px; margin: 0 auto;"/> <p>7</p>	<p>100%</p>
<p>3C Was there sufficient provision of facilities and information about our services available?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>6</p> <p>-</p> <hr style="width: 50px; margin: 0 auto;"/> <p>6</p>	<p>100%</p>

If you have received a visit from a member of our staff:	Number of Responses 2011/12	
<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 have been preferred?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>20 5</p> <hr/> <p>25</p> <p>19 1</p> <hr/> <p>20</p> <p>4 1</p> <hr/> <p>5</p>	<p>80% 20%</p> <p>95% 5%</p> <p>80% 20%</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>23 1</p> <hr/> <p>24</p>	<p>96% 4%</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>24 -</p> <hr/> <p>24</p>	<p>100%</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>24 -</p> <hr/> <p>24</p>	<p>100%</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 many customers and the practice of “cold calling” has led to some criticism – see the “Comments from customer questionnaires” below.

If your contact with the office was by letter, E-mail or Fax:	Number of Responses 2011/12	
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>	4 2 1 <hr/> 7	57% 29% 14%
5B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	6 1 <hr/> 7	86% 14%

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 2011/12	
<p>6A How long did it take to settle your appeal/proposal from the time you made it?</p> <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>	<p>4</p> <p>1</p> <p>1</p> <p>-</p> <p>-</p> <p>-</p> <hr style="width: 50%; margin: 0 auto;"/> <p>6</p>	<p>66.6%</p> <p>16.7%</p> <p>16.7%</p>
<p>6B Was this time acceptable to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>4</p> <p>1</p> <hr style="width: 50%; margin: 0 auto;"/> <p>5</p>	<p>80%</p> <p>20%</p>
<p>6C When dealing with the office did we undertake to contact you within a specified period?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>2</p> <p>2</p> <hr style="width: 50%; margin: 0 auto;"/> <p>4</p>	<p>50%</p> <p>50%</p>
<p>6D Did the office do so?</p> <ul style="list-style-type: none"> • Always • Usually • Rarely • Never <p style="text-align: right;">Total:</p>	<p>2</p> <p>-</p> <p>-</p> <p>-</p> <hr style="width: 50%; margin: 0 auto;"/> <p>2</p>	<p>100%</p>
<p>6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>5</p> <p>1</p> <hr style="width: 50%; margin: 0 auto;"/> <p>6</p>	<p>83%</p> <p>17%</p>
<p>6F Following your appeal/proposal, was it upheld?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>4</p> <p>1</p> <hr style="width: 50%; margin: 0 auto;"/> <p>5</p>	<p>80%</p> <p>20%</p>

Overall impression:	Number of Responses 2011/12	
<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 style="text-align: center;">27 5 1 - <hr/>33</p>	<p style="text-align: center;">82% 15% 3%</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 style="text-align: center;">27 4 2 - <hr/>33</p>	<p style="text-align: center;">82% 12% 6%</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 style="text-align: center;">25 3 3 - <hr/>31</p>	<p style="text-align: center;">80% 10% 10%</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 style="text-align: center;">2 1 <hr/>3</p>	<p style="text-align: center;">66.6% 33.3%</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 style="text-align: center;">2 - - - <hr/>2</p>	<p style="text-align: center;">100%</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 style="text-align: center;">26 4 <hr/>30</p>	<p style="text-align: center;">87% 13%</p>

Comments from Customer Questionnaires

The following is a list of all comments noted in the comments and suggestions box.

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

- The lady that I spoke to at the electoral office was very helpful.
- Satisfied with service, but we would have liked to know sooner what our banding was to be. In our case it was (a wait of) 8 months.
- Still don't agree that the house (should be) banded as G.
- I would like to say that ...X.... has been very helpful and told us about various things we weren't aware of.
- Very impressed with helpful way everybody listened to our concerns. Very good and wish all local authority departments were as helpful and efficient. Well done!
- Objection to "cold calling" for property inspection but thereafter found dealings to be reasonable and professional. Comments properly received and noted.
- Not really sure how banding is allocated. House smaller, more remote but same band as previous house.
- No issues, very helpful.
- We still haven't received an answer to our application.
- Inconsiderate to expect a householder to deal with a council official without any warning. However, your representative was both polite and professional.
- I found ...Y... to be extremely helpful in explaining the banding of our property and how the appeal would be dealt with.

CONCLUSIONS

For 2011/12, although the number of questionnaires issued was two less than the previous year the response rate of 26% shows a return to the average response rate expected from surveys such as this.

On this occasion 24 of the forms returned are connected with council tax, 5 with non-domestic rates and 6 relating to electoral registration. 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 100% of customers stating that they were “very satisfied” (87%) or “satisfied” (13%) with the service. This is a very encouraging response. As can be seen from the analysis, three people did express dissatisfaction with our service in respect of valuers “cold calling” for property inspections. The subsequent comments indicate that the responders were satisfied with the subsequent actions and this is borne out by no one expressing anything but overall satisfaction.

11 out of 35 customers took the opportunity to make comments. The majority of the comments were positive, although some criticisms relating to “cold calling” were made, as noted above. 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. Additionally, one person used the comment facility to query the council tax band of his property. The comments are reproduced as part of this report.

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 no recorded complaints.

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 2011/12 was carried out on the same basis as in previous years. Although there has been a small reduction in the number of forms issued there has been a better response rate with some useful comments made. It is recommended that staff be reminded of the value of the feedback obtained from the survey and asked to ensure forms are issued whenever possible.

It was recommended previously that consideration be given to extending the sample base by developing questionnaires suitable for sending to ratepayers agents, possibly after the bulk of the appeals arising from the 2010 Revaluation have been settled. Given that large numbers of appeals have continued to be received in the last two years it is recommended that the issuing of questionnaires to professional agents be considered at a later date.

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.

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

Please return in the envelope provided

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