

**REPORT TO: TAYSIDE VALUATION JOINT BOARD – 24 AUGUST 2015**

**REPORT ON: BEST VALUE – PUBLIC PERFORMANCE REPORT 2014/15**

**REPORT BY: ASSESSOR**

**REPORT NO: TVJB 17-2015**

## **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 2014/15, and to present the Board's Annual Public Performance Report.

## **2 RECOMMENDATIONS**

2.1 The Board is asked to:-

- i approve the Board's Annual Public Performance Report for the year 2014/15 (Appendix 1),
- ii 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),
- iii note that specific Performance Standards in relation to the transition to Individual Electoral Registration will be monitored by the Electoral Commission and that the Commission will report on the position when the transition is complete, and
- iv 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 2014/15 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 2014/15 is attached as **Appendix 2**.

- 5.3 In relation to the Board's functions in respect of Electoral Registration, specific Performance Standards relating to the transition to Individual Electoral Registration have been set by the Electoral Commission. All required data has been provided to the Commission who will continue to monitor and assess performance and will report on the performance achieved in relation to Angus Council and Perth & Kinross Council once the transition is complete.
- 5.4 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 2014/15 is attached as **Appendix 3**.
- 5.5 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 2015**



## Tayside Valuation Joint Board PERFORMANCE REPORT 2014/15

### 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 for the department.

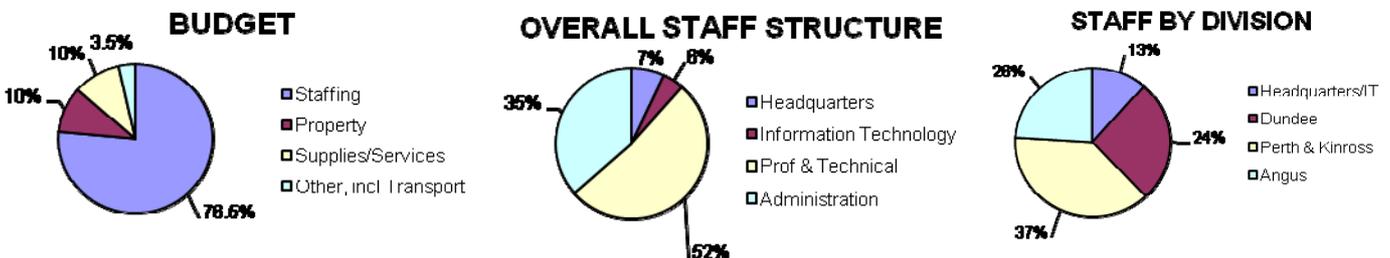
### BUDGET & STAFFING

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 2014/15 the approved net revenue budget was £2.86m.

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 2014/15 was 64.7, against a budgeted structure of 69. 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 2014/15 are detailed below.

Performance in relation to Valuation Roll maintenance has improved slightly over the level achieved in the previous year, the details are set out in the table below. The targets set for 2014/15 were 75% within 3 months and 88% within 6 months. These targets have been retained for 2015/16.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2012/13	1,458	76%	89%	11%
2013/14	1,344	77%	92%	8%
2014/15	1,705	83%	9%	8%

Local Authority Area	Total No of Subjects		Rateable Value	
	31/03/14	31/03/15	31/03/14	31/03/15
Angus	4,793	4,781	£76,768,772	£77,030,852
Dundee City	5,736	5,683	£188,621,470	£187,593,255
Perth & Kinross	8,354	8,430	£147,490,880	£148,693,075
Total	18,883	18,894	£412,881,122	£413,317,182

## 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. A summary of appeal progress as at 31 March 2015 is shown below.

The loss of Rateable Value arising from 2010 Revaluation Appeals settled during 2014/15 amounts to £309,000 (<0.1% of the total Rateable Value in the Valuation Roll).

	Appeals Received	Appeals Settled	Settled Appeals Rateable Value		Appeals Outstanding	
			Original RV	Settled RV	Appeals	RV
2010 Revaluation	6,017	5,977	£318,309,418	£298,764,425	40	£12,241,250
2010/11 Running Roll	2,919	2,874	£218,984,040	£217,126,500	45	£10,653,250
2011/12 Running Roll	3,016	3,000	£231,163,645	£229,865,320	16	£4,805,250
2012/13 Running Roll	471	464	£57,011,535	£53,860,085	7	£2,242,700
2013/14 Running Roll	238	229	£31,043,425	£29,551,345	9	£2,558,400
2014/15 Running Roll	272	40	£1,760,500	£1,584,550	232	£23,647,900

## 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 improved over the previous year, with 99.2% of properties being entered on the Valuation List within 6 months, compared with 98.5% in 2013/14. 0.8% of properties were outwith the 6 month period compared with 1.5% in 2013/14.

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 2014/15 was 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 2015/16.

Year	Angus	Dundee	Perth & Kinross	Total
2012/13	56,634	76,356	72,930	205,920
2013/14	57,071	75,961	73,280	206,312
205/15	57,422	75,935	73,730	207,087

Year	Number of New Entries	% of total new entries within the time period		
		With 3 months	Within 6 months	Over 6 months
2012/13	1,194	87.3%	96.7%	3.3%
2013/14	1,367	94.4%	98.5%	1.5%
2014/15	1,347	96.2%	99.2%	0.8%

## ELECTORAL REGISTRATION

Significant changes took place in the overall landscape for Electoral Registration during 2014/15. The European Parliamentary Election, which took place on 22 May 2014, was closely followed by the Scottish Independence Referendum on 18 September 2014. Both events generated greater activity than normal and the Referendum in particular reached unprecedented levels of public interest and engagement, the momentum of which was maintained throughout the year. Whilst this increased level of engagement presented some operational challenges, nevertheless, all electoral requirements were dealt with successfully.

Immediately following the Scottish Independence Referendum the method of Electoral Registration was substantially changed by the introduction of Individual Electoral Registration. Data matching was undertaken with the Department of Work and Pensions to confirm the identity of all existing electors and a total of 187,827 electors were transferred automatically into the revised Electoral Registers. Confirmation letters were issued to these electors and personalised Invitation to Register forms were issued to a further 18,719 non-confirmed electors. 12,066 Household Enquiry forms were issued to confirm the position with vacant properties and, where required, reminder letters were issued and/or a personal canvass visit was undertaken. The revised Registers of Electors were published on 27 February 2015 and included 201,654 electors.

Dedicated performance standards for Electoral Registration have been set by the Electoral Commission in relation to the transition to Individual Electoral Registration. All requested data has been supplied and a formal assessment will be undertaken by the Commission in due course. Full details of the performance of all Electoral Registration Officers in Great Britain in the years up to and including 2013/14 are available at the Commission's website <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 ZA  
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:-

Alastair Kirkwood BSc, MRICS (Dip Rating), IRRV (Hons), AEA  
Assessor for Tayside and Electoral Registration Officer, Angus and Perth & Kinross  
Whitehall House, 35 Yeaman Shore, DUNDEE DD1 4BU

Tel: 01382 315601 E-mail: [Alastair.Kirkwood@tayside-vjb.gov.uk](mailto:Alastair.Kirkwood@tayside-vjb.gov.uk) Website: [www.tayside-vjb.gov.uk](http://www.tayside-vjb.gov.uk)

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

<b>VALUATION ROLL</b>		
Total No of Entries at 1 April 2014	18,883	
Total RV at 1 April 2014	£412.9m	
No of Amendments to Roll (2014/15)	1,705	
Total No of Entries at 31 March 2015	18,894	
Total RV at 31 March 2015	£413.3m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2013/14	Actual	Estimated
0-3 months	77%	75%
3-6 months	15%	13%
Over 6 months	8%	12%
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	N/A	75%
3-6 months	N/A	13%
Over 6 months	N/A	12%
Adjustment to Valuation Roll arising from Revaluation Appeal Settlements expressed as a % of the total RV		
2013/14	Actual	Estimated
	1.56%	2.5%
2014/15	0.07%	2.5%
2015/16	N/A	2.5%

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

<b>COUNCIL TAX</b>		
Total No of Entries at 1 April 2014	206,247 *	
Adjustment to Band "D" Equivalent at 1 April 2014	190,983	
New Entries added during year (2014/15)	1,347	
Total No of Entries at 31 March 2015	207,024 *	
Adjustment to Band "D" Equivalent at 31 March 2015	191,988	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2013/14	Actual	Estimated
0-3 months	94.4%	90%
3-6 months	4.1%	8%
Over 6 months	1.5%	2%
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	N/A	90%
3-6 months	N/A	8%
Over 6 months	N/A	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.)

<b>GENERAL</b>	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2013	£2.5m
As at 31 March 2014	£2.5m
As at 31 March 2015	£2.5m
Number of full time equivalent Staff employed	
As at 31 March 2013	67.5
As at 31 March 2014	67
As at 31 March 2015	64.7

**TAYSIDE VALUATION JOINT BOARD**



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

**Year 2014-15**

# Contents

Introduction .....	3
Results of Questionnaires Returned .....	4
Comments from Questionnaires .....	9
Conclusions .....	10
Recommendations .....	11
Copy of questionnaire .....	12

# INTRODUCTION

## 1 GENERAL

This is the ninth 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 2014 – June 2015.

Total number of questionnaires issued	=	165
Total number of questionnaires returned	=	44

This gives an overall return of 27% which is very similar to the 25.8% which was experienced in 2013-14. By way of comparison, 507 questionnaires were issued last year, 130 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
9	21	8	6

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 2014/15	
2A Did you get through to a person who could deal with your query? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	31	97%
	1	3%
	32	
2B Were you aware of the name of the person who spoke to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If <b>No</b>, would knowing the name have been helpful to you?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	26	79%
	7	21%
	33	
	3	43%
	4	57%
7		
If you have visited the office	Number of Responses 2014/15	
3A How convenient did you find the opening hours? <ul style="list-style-type: none"> <li>• Very convenient</li> <li>• Fairly convenient</li> <li>• Not very convenient</li> <li>• Not at all convenient</li> </ul> <p style="text-align: right;">Total:</p>	7	78%
	2	22%
	0	
	0	
9		
3B Was there ease of access to the building? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	9	100%
	0	
	9	
3C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	7	88%
	1	12%
	8	

If you have received a visit from a member of our staff	Number of Responses 2014/15																	
<p>4A Did we make an appointment for a visit?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>Yes</b>, were we punctual?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>No</b>, would an appointment be preferred?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">23</td> <td style="text-align: center;">82%</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">18%</td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> <tr> <td style="text-align: center;">23</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">23</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">40%</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">60%</td> </tr> <tr> <td style="text-align: center;">5</td> <td></td> </tr> </table>	23	82%	5	18%	28		23	100%	23		2	40%	3	60%	5		
23	82%																	
5	18%																	
28																		
23	100%																	
23																		
2	40%																	
3	60%																	
5																		
<p>4B Was the time of our visit convenient to you?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">26</td> <td style="text-align: center;">93%</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">7%</td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	26	93%	2	7%	28												
26	93%																	
2	7%																	
28																		
<p>4C Did we properly identify ourselves?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	28	100%	0		28												
28	100%																	
0																		
28																		
<p>4D Was the purpose of the visit clearly explained?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	28	100%	0		28												
28	100%																	
0																		
28																		

**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 as the statistics above bear out.

If your contact with the office was by letter, E-mail or Fax	Number of Responses 2014/15	
5A Was it acknowledged in: <ul style="list-style-type: none"> <li>• 1-5 days</li> <li>• 6-10 days</li> <li>• Longer than 10 days</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">1 0 0</p> <hr/> <p style="text-align: center;">1</p>	100%
5B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">2 0</p> <hr/> <p style="text-align: center;">2</p>	100%

**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 2014/15	
6A How long did it take to settle your appeal/proposal from the time you made it? <ul style="list-style-type: none"> <li>• Up to 3 months</li> <li>• 3 to 6 months</li> <li>• 6 to 12 months</li> <li>• 12 to 18 months</li> <li>• 18 months +</li> <li>• Don't know/Can't remember</li> </ul> <p style="text-align: right;">Total:</p>	8 0 0 0 0 0 8	100%
6B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	7 0 7	100%
6C When dealing with the office did we undertake to contact you within a specified period? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	5 3 8	63% 37%
6D Did the office do so? <ul style="list-style-type: none"> <li>• Always</li> <li>• Usually</li> <li>• Rarely</li> <li>• Never</li> </ul> <p style="text-align: right;">Total:</p>	3 1 0 0 4	75% 25%
6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	7 1 8	87% 13%
6F Following your appeal/proposal, was it upheld? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	6 0 6	100%

Overall Impression	Number of Responses 2014/15	
7A How would you assess the helpfulness and friendliness of the people you dealt with? <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Fair</li> <li>• Poor</li> </ul> <p style="text-align: right;">Total:</p>	33 9 1 0 43	77% 21% 2%
7B How would you assess the competence and efficiency of the people you dealt with? <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Fair</li> <li>• Poor</li> </ul> <p style="text-align: right;">Total:</p>	31 10 1 1 43	72% 23% 2.5% 2.5%
7C How satisfied were you with the time taken to deal with your enquiry? <ul style="list-style-type: none"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul> <p style="text-align: right;">Total:</p>	32 6 2 1 41	78% 14.5% 5% 2.5%
7D If you were unhappy about the service you received, did you complain? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	0 1 1	100%
7E If you complained, how satisfied were you with the way we dealt with your complaint? <ul style="list-style-type: none"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul> <p style="text-align: right;">Total:</p>	0 0 0 0 0	
7F Overall, how satisfied were you with the service you received from us? <ul style="list-style-type: none"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul> <p style="text-align: right;">Total:</p>	33 7 1 0 41	80.5% 17% 2.5%

## Comments from Customer Questionnaires

The following are the comments noted in the comments and suggestions box, including the few that expressed criticism or dissatisfaction.

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

- I called to ask for clarification on a Council Tax banding. I was completely satisfied with the explanation.
- No complaints – good service – very efficient.
- Delay from moving in until payments started. Important that staff pass on information quickly to avoid delays in billing.
- Assessor turned up without appointment at inconvenient time. Making appointments would save time and money.
- Very pleased and happy with service.
- Phoned Electoral Registration office as postcode not on system so online service not available.
- Very good service from your officer.
- Concern at time taken to pass information between Assessor and Finance?
- .....X gave excellent customer service – helpful, prompt and friendly. BUT concerned at lack of follow up confirmation.
- .....Y from the Perth office was extremely professional and helpful. Thank you.
- Impressed by attitude of staff – cheerful, helpful, efficient and polite. Please pass this on to the staff because I would like them to know that they are appreciated.
- Phoned regarding Council Tax and Electoral – connected quickly and had positive and helpful response.
- Called regarding registration for voting – no confirmation received.
- Problems with incorrect address on correspondence. Situation now resolved. Ladies in the office were very polite and helpful which was appreciated.
- Good service, very helpful. ....Z on reception was very professional.
- We have had excellent service extended to us. The level of professionalism and quality of service has more than exceeded anything we received in ....X region.

## Conclusions

For 2014-15 the number of questionnaires issued has fallen back to 165 compared with 507 the previous year. The response rate of 27% continues to be at the level of the average response rate expected from surveys such as this.

On this occasion 21 of the forms returned are connected with Council Tax, 8 with Non-Domestic Rates, 9 relate to Electoral Registration and 6 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 97.5% of customers stating that they were “very satisfied” (80.5%) or “satisfied” (17%) with the service. This is a very encouraging response. As can be seen from the analysis, a small number of people did express dissatisfaction with our service.

16 out of 44 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 in 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.

A number of comments related to the actions of employees in other departments – these have not been counted as part of the feedback.

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 7 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 2014/15 was carried out on the same basis as in previous years and all staff reminded to issue forms wherever possible. Unfortunately the number of forms issued has fallen back significantly, 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 2015/16.

The customer questionnaire for 2015/16 is to be supplemented with additional questions which will ask customers if they fall into any of the protected characteristic groups as defined in the Equalities Act 2010. Any responses received will allow 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.

# 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](http://www.tayside-vjb.gov.uk)



## Tayside Valuation Joint Board PERFORMANCE REPORT 2014/15

### 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 for the department.

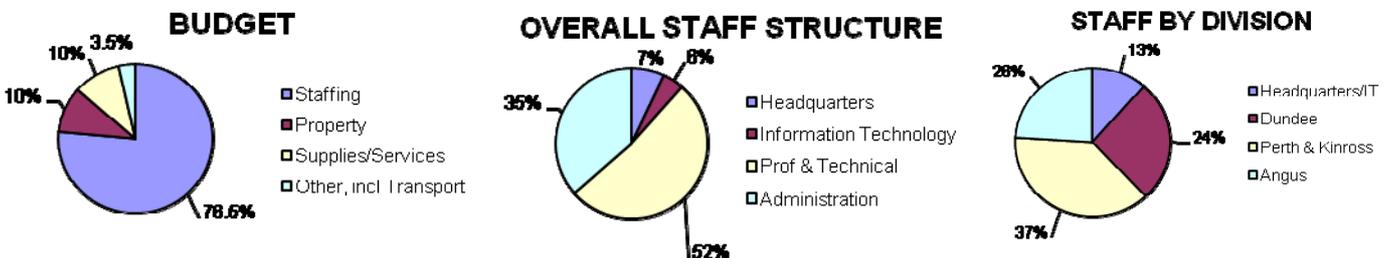
### BUDGET & STAFFING

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 2014/15 the approved net revenue budget was £2.86m.

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 2014/15 was 64.7, against a budgeted structure of 69. 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 2014/15 are detailed below.

Performance in relation to Valuation Roll maintenance has improved slightly over the level achieved in the previous year, the details are set out in the table below. The targets set for 2014/15 were 75% within 3 months and 88% within 6 months. These targets have been retained for 2015/16.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2012/13	1,458	76%	89%	11%
2013/14	1,344	77%	92%	8%
2014/15	1,705	83%	9%	8%

Local Authority Area	Total No of Subjects		Rateable Value	
	31/03/14	31/03/15	31/03/14	31/03/15
Angus	4,793	4,781	£76,768,772	£77,030,852
Dundee City	5,736	5,683	£188,621,470	£187,593,255
Perth & Kinross	8,354	8,430	£147,490,880	£148,693,075
Total	18,883	18,894	£412,881,122	£413,317,182

## 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. A summary of appeal progress as at 31 March 2015 is shown below.

The loss of Rateable Value arising from 2010 Revaluation Appeals settled during 2014/15 amounts to £309,000 (<0.1% of the total Rateable Value in the Valuation Roll).

	Appeals Received	Appeals Settled	Settled Appeals Rateable Value		Appeals Outstanding	
			Original RV	Settled RV	Appeals	RV
2010 Revaluation	6,017	5,977	£318,309,418	£298,764,425	40	£12,241,250
2010/11 Running Roll	2,919	2,874	£218,984,040	£217,126,500	45	£10,653,250
2011/12 Running Roll	3,016	3,000	£231,163,645	£229,865,320	16	£4,805,250
2012/13 Running Roll	471	464	£57,011,535	£53,860,085	7	£2,242,700
2013/14 Running Roll	238	229	£31,043,425	£29,551,345	9	£2,558,400
2014/15 Running Roll	272	40	£1,760,500	£1,584,550	232	£23,647,900

## 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 improved over the previous year, with 99.2% of properties being entered on the Valuation List within 6 months, compared with 98.5% in 2013/14. 0.8% of properties were outwith the 6 month period compared with 1.5% in 2013/14.

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 2014/15 was 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 2015/16.

Year	Angus	Dundee	Perth & Kinross	Total
2012/13	56,634	76,356	72,930	205,920
2013/14	57,071	75,961	73,280	206,312
205/15	57,422	75,935	73,730	207,087

Year	Number of New Entries	% of total new entries within the time period		
		With 3 months	Within 6 months	Over 6 months
2012/13	1,194	87.3%	96.7%	3.3%
2013/14	1,367	94.4%	98.5%	1.5%
2014/15	1,347	96.2%	99.2%	0.8%

## ELECTORAL REGISTRATION

Significant changes took place in the overall landscape for Electoral Registration during 2014/15. The European Parliamentary Election, which took place on 22 May 2014, was closely followed by the Scottish Independence Referendum on 18 September 2014. Both events generated greater activity than normal and the Referendum in particular reached unprecedented levels of public interest and engagement, the momentum of which was maintained throughout the year. Whilst this increased level of engagement presented some operational challenges, nevertheless, all electoral requirements were dealt with successfully.

Immediately following the Scottish Independence Referendum the method of Electoral Registration was substantially changed by the introduction of Individual Electoral Registration. Data matching was undertaken with the Department of Work and Pensions to confirm the identity of all existing electors and a total of 187,827 electors were transferred automatically into the revised Electoral Registers. Confirmation letters were issued to these electors and personalised Invitation to Register forms were issued to a further 18,719 non-confirmed electors. 12,066 Household Enquiry forms were issued to confirm the position with vacant properties and, where required, reminder letters were issued and/or a personal canvass visit was undertaken. The revised Registers of Electors were published on 27 February 2015 and included 201,654 electors.

Dedicated performance standards for Electoral Registration have been set by the Electoral Commission in relation to the transition to Individual Electoral Registration. All requested data has been supplied and a formal assessment will be undertaken by the Commission in due course. Full details of the performance of all Electoral Registration Officers in Great Britain in the years up to and including 2013/14 are available at the Commission's website <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 ZA

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:-

Alastair Kirkwood BSc, MRICS (Dip Rating), IRRV (Hons), AEA

Assessor for Tayside and Electoral Registration Officer, Angus and Perth & Kinross

Whitehall House, 35 Yeaman Shore, DUNDEE DD1 4BU

Tel: 01382 315601 E-mail: [Alastair.Kirkwood@tayside-vjb.gov.uk](mailto:Alastair.Kirkwood@tayside-vjb.gov.uk) Website: [www.tayside-vjb.gov.uk](http://www.tayside-vjb.gov.uk)

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

<b>VALUATION ROLL</b>		
Total No of Entries at 1 April 2014	18,883	
Total RV at 1 April 2014	£412.9m	
No of Amendments to Roll (2014/15)	1,705	
Total No of Entries at 31 March 2015	18,894	
Total RV at 31 March 2015	£413.3m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2013/14	Actual	Estimated
0-3 months	77%	75%
3-6 months	15%	13%
Over 6 months	8%	12%
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	N/A	75%
3-6 months	N/A	13%
Over 6 months	N/A	12%
Adjustment to Valuation Roll arising from Revaluation Appeal Settlements expressed as a % of the total RV		
2013/14	Actual	Estimated
	1.56%	2.5%
2014/15	0.07%	2.5%
2015/16	N/A	2.5%

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

<b>COUNCIL TAX</b>		
Total No of Entries at 1 April 2014	206,247 *	
Adjustment to Band "D" Equivalent at 1 April 2014	190,983	
New Entries added during year (2014/15)	1,347	
Total No of Entries at 31 March 2015	207,024 *	
Adjustment to Band "D" Equivalent at 31 March 2015	191,988	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2013/14	Actual	Estimated
0-3 months	94.4%	90%
3-6 months	4.1%	8%
Over 6 months	1.5%	2%
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	N/A	90%
3-6 months	N/A	8%
Over 6 months	N/A	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.)

<b>GENERAL</b>	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2013	£2.5m
As at 31 March 2014	£2.5m
As at 31 March 2015	£2.5m
Number of full time equivalent Staff employed	
As at 31 March 2013	67.5
As at 31 March 2014	67
As at 31 March 2015	64.7

**TAYSIDE VALUATION JOINT BOARD**



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

**Year 2014-15**

# Contents

Introduction .....	3
Results of Questionnaires Returned .....	4
Comments from Questionnaires .....	9
Conclusions .....	10
Recommendations .....	11
Copy of questionnaire .....	12

# INTRODUCTION

## 1 GENERAL

This is the ninth 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 2014 – June 2015.

Total number of questionnaires issued	=	165
Total number of questionnaires returned	=	44

This gives an overall return of 27% which is very similar to the 25.8% which was experienced in 2013-14. By way of comparison, 507 questionnaires were issued last year, 130 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
9	21	8	6

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 2014/15	
2A Did you get through to a person who could deal with your query? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	31 1	97% 3%
Total:	32	
2B Were you aware of the name of the person who spoke to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	26 7	79% 21%
If <b>No</b> , would knowing the name have been helpful to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	3 4	43% 57%
Total:	7	
If you have visited the office	Number of Responses 2014/15	
3A How convenient did you find the opening hours? <ul style="list-style-type: none"> <li>• Very convenient</li> <li>• Fairly convenient</li> <li>• Not very convenient</li> <li>• Not at all convenient</li> </ul>	7 2 0 0	78% 22%
Total:	9	
3B Was there ease of access to the building? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	9 0	100%
Total:	9	
3C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	7 1	88% 12%
Total:	8	

If you have received a visit from a member of our staff	Number of Responses 2014/15																	
<p>4A Did we make an appointment for a visit?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>Yes</b>, were we punctual?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>No</b>, would an appointment be preferred?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">23</td> <td style="text-align: center;">82%</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">18%</td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> <tr> <td style="text-align: center;">23</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">23</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">40%</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">60%</td> </tr> <tr> <td style="text-align: center;">5</td> <td></td> </tr> </table>	23	82%	5	18%	28		23	100%	23		2	40%	3	60%	5		
23	82%																	
5	18%																	
28																		
23	100%																	
23																		
2	40%																	
3	60%																	
5																		
<p>4B Was the time of our visit convenient to you?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">26</td> <td style="text-align: center;">93%</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">7%</td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	26	93%	2	7%	28												
26	93%																	
2	7%																	
28																		
<p>4C Did we properly identify ourselves?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	28	100%	0		28												
28	100%																	
0																		
28																		
<p>4D Was the purpose of the visit clearly explained?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">28</td> <td style="text-align: center;">100%</td> </tr> <tr> <td style="text-align: center;">0</td> <td></td> </tr> <tr> <td style="text-align: center;">28</td> <td></td> </tr> </table>	28	100%	0		28												
28	100%																	
0																		
28																		

**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 as the statistics above bear out.

If your contact with the office was by letter, E-mail or Fax	Number of Responses 2014/15	
5A Was it acknowledged in: <ul style="list-style-type: none"> <li>• 1-5 days</li> <li>• 6-10 days</li> <li>• Longer than 10 days</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">1 0 0</p> <hr/> <p style="text-align: center;">1</p>	100%
5B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">2 0</p> <hr/> <p style="text-align: center;">2</p>	100%

**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 2014/15	
6A How long did it take to settle your appeal/proposal from the time you made it? <ul style="list-style-type: none"> <li>• Up to 3 months</li> <li>• 3 to 6 months</li> <li>• 6 to 12 months</li> <li>• 12 to 18 months</li> <li>• 18 months +</li> <li>• Don't know/Can't remember</li> </ul> <p style="text-align: right;">Total:</p>	8 0 0 0 0 0 8	100%
6B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	7 0 7	100%
6C When dealing with the office did we undertake to contact you within a specified period? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	5 3 8	63% 37%
6D Did the office do so? <ul style="list-style-type: none"> <li>• Always</li> <li>• Usually</li> <li>• Rarely</li> <li>• Never</li> </ul> <p style="text-align: right;">Total:</p>	3 1 0 0 4	75% 25%
6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	7 1 8	87% 13%
6F Following your appeal/proposal, was it upheld? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	6 0 6	100%

Overall Impression		Number of Responses 2014/15	
7A How would you assess the helpfulness and friendliness of the people you dealt with?  <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Fair</li> <li>• Poor</li> </ul>	33	77%	
	9	21%	
	1	2%	
	0		
Total:	43		
7B How would you assess the competence and efficiency of the people you dealt with?  <ul style="list-style-type: none"> <li>• Excellent</li> <li>• Good</li> <li>• Fair</li> <li>• Poor</li> </ul>	31	72%	
	10	23%	
	1	2.5%	
	1	2.5%	
Total:	43		
7C How satisfied were you with the time taken to deal with your enquiry?  <ul style="list-style-type: none"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul>	32	78%	
	6	14.5%	
	2	5%	
	1	2.5%	
Total:	41		
7D If you were unhappy about the service you received, did you complain?  <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	0		
	1	100%	
Total:	1		
7E If you complained, how satisfied were you with the way we dealt with your complaint?  <ul style="list-style-type: none"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul>	0		
	0		
	0		
	0		
Total:	0		
7F Overall, how satisfied were you with the service you received from us?  <ul style="list-style-type: none"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul>	33	80.5%	
	7	17%	
	1	2.5%	
	0		
Total:	41		

## Comments from Customer Questionnaires

The following are the comments noted in the comments and suggestions box, including the few that expressed criticism or dissatisfaction.

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

- I called to ask for clarification on a Council Tax banding. I was completely satisfied with the explanation.
- No complaints – good service – very efficient.
- Delay from moving in until payments started. Important that staff pass on information quickly to avoid delays in billing.
- Assessor turned up without appointment at inconvenient time. Making appointments would save time and money.
- Very pleased and happy with service.
- Phoned Electoral Registration office as postcode not on system so online service not available.
- Very good service from your officer.
- Concern at time taken to pass information between Assessor and Finance?
- .....X gave excellent customer service – helpful, prompt and friendly. BUT concerned at lack of follow up confirmation.
- .....Y from the Perth office was extremely professional and helpful. Thank you.
- Impressed by attitude of staff – cheerful, helpful, efficient and polite. Please pass this on to the staff because I would like them to know that they are appreciated.
- Phoned regarding Council Tax and Electoral – connected quickly and had positive and helpful response.
- Called regarding registration for voting – no confirmation received.
- Problems with incorrect address on correspondence. Situation now resolved. Ladies in the office were very polite and helpful which was appreciated.
- Good service, very helpful. ....Z on reception was very professional.
- We have had excellent service extended to us. The level of professionalism and quality of service has more than exceeded anything we received in ....X region.

## Conclusions

For 2014-15 the number of questionnaires issued has fallen back to 165 compared with 507 the previous year. The response rate of 27% continues to be at the level of the average response rate expected from surveys such as this.

On this occasion 21 of the forms returned are connected with Council Tax, 8 with Non-Domestic Rates, 9 relate to Electoral Registration and 6 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 97.5% of customers stating that they were “very satisfied” (80.5%) or “satisfied” (17%) with the service. This is a very encouraging response. As can be seen from the analysis, a small number of people did express dissatisfaction with our service.

16 out of 44 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 in 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.

A number of comments related to the actions of employees in other departments – these have not been counted as part of the feedback.

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 7 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 2014/15 was carried out on the same basis as in previous years and all staff reminded to issue forms wherever possible. Unfortunately the number of forms issued has fallen back significantly, 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 2015/16.

The customer questionnaire for 2015/16 is to be supplemented with additional questions which will ask customers if they fall into any of the protected characteristic groups as defined in the Equalities Act 2010. Any responses received will allow 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.

# 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](http://www.tayside-vjb.gov.uk)