

**REPORT TO: TAYSIDE VALUATION JOINT BOARD – 22 AUGUST 2011**

**REPORT ON: BEST VALUE – PUBLIC PERFORMANCE REPORT 2010/11**

**REPORT BY: ASSESSOR**

**REPORT NO: TVJB 18-2011**

## **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 2010/11, with reference to the Key Performance Indicators submitted to the Scottish Executive 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 results of the Customer Satisfaction Survey as contained in Appendix 4, and
  - iii approve the Public Performance Report attached as Appendix 3 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. Annual reports have subsequently 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 Since 2005/06, information in respect of appeal settlements has been provided separately to the Scottish Government and not as part of the performance information. However, such information will continue to be included in the Best Value Report to the Board so that members are kept apprised of the situation.
- 5.3 Appendices 1 and 2 show the updated position in respect of Key Performance Indicators and detail the actual performance achieved in 2010/11, together with the targets set for 2011/12.

- 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 1,577 compared to 1,430 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 the time taken to alter the Roll exceeded the targets set and is an improvement on the achievements of previous years. 86% of ratepayers received notification of value changes within 6 months of the effective date from which the change would take effect.
- 5.7 The targets set for 2011/12 have regard to the amount of work arising from valuation appeals, which may impact on the ability to maintain the performance achieved last year. Nevertheless, the target is to process at least 85% of changes within 6 months.
- 5.8 Valuation appeals in respect of 5,652 properties have been lodged as a result of the 2010 Revaluation, which took effect from 1 April 2010. The final date for receipt of such appeals was 30 September 2010.
- 5.9 Staff have now commenced a programme for dealing with these and during the year 321 appeals were settled. The loss of Rateable Value amounted to approximately £352,000, which is a very small proportion of the total Rateable Value in the Roll, the figure against which performance is measured.
- 5.10 A far greater number of appeals will be dealt with during 2011/12 and it is estimated that the total Rateable Value of the Roll may be reduced by 1% next year 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 2010/11 approximately 700 such appeals were dealt with. Falling property values and rents resulting from the economic recession have caused ratepayers to lodge further appeals. The number of additional appeals received last year was unusually high, at approximately 3,200.
- 5.12 Appendix 2 provides the information in relation to the Council Tax Valuation List. During the year 1,509 new entries were added to the list, a reduction of 227 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 94% of taxpayers received notification of their banding within 6 months of the property being completed. This is a 2% drop from the previous year. The ability to achieve targets relies to some extent on the co-operation of house owners and occupiers. The drop in the level of performance over the past year can in part be attributed to difficulties encountered in gaining access to properties and the failure of taxpayers to provide information timeously.

- 5.15 The target set for 2011/12 is to deal with 98% of new houses within 6 months and for 90% of those within 3 months.
- 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. In addition, it is included in the Public Performance Report which is attached as Appendix 3 to this report. The performance report provides additional information in relation to other aspects of the Assessor's duties, and will be made available for public inspection on the Board's website.
- 5.17 As part of the Board's ongoing commitment to Best Value, the Assessor has continued with the Customer Satisfaction Survey which he introduced during 2006/07. Questionnaires were randomly issued to ratepayers, council tax payers and electors who had made contact with the department during the year. A report on the survey is attached at Appendix 4, and will be published along with the Public Performance Report.
- 5.18 The Assessor will continue to report to the Board all future Best Value developments as these 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 2011**

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

VALUATION ROLL		
Total No of Entries at 1 April 2010	18,562	
Total RV at 1 April 2010	£416.8m	
No of Amendments to Roll (2010/11)	1,577	
Total No of Entries at 31 March 2011	18,657	
Total RV at 31 March 2011	£419.8m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2009/10	Actual	Estimated
0-3 months	58%	62%
3-6 months	25%	23%
Over 6 months	17%	15%
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	N/A	65%
3-6 months	N/A	20%
Over 6 months	N/A	15%
Adjustment to Valuation Roll arising from Revaluation Appeal Settlements expressed as a % of the total RV	Actual	Estimated
2009/10	0.36%	0.4%
2010/11	0.001%	0.4%
2011/12	N/A	1.0%

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

COUNCIL TAX		
Total No of Entries at 1 April 2010	204,179	
Adjustment to Band “D” Equivalent at 1 April 2010	187,489	
New Entries added during year (2010/11)	1,509	
Total No of Entries at 31 March 2011	204,911	
Adjustment to Band “D” Equivalent at 31 March 2011	188,576	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2009/10	Actual	Estimated
0-3 months	89%	90%
3-6 months	7%	8%
Over 6 months	4%	2%
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	N/A	90%
3-6 months	N/A	8%
Over 6 months	N/A	2%

<b>GENERAL</b>	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2009	£2.50m
As at 31 March 2010	£2.69m
As at 31 March 2011	£2.90m
Number of full time equivalent Staff employed	
As at 31 March 2009	72.5
As at 31 March 2010	73.0
As at 31 March 2011	70.0



# Tayside Valuation Joint Board PUBLIC PERFORMANCE REPORT 2010/11

## 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.

Delivery of the service during 2010/11 was directed by N Clark Low who retired from his position as Assessor in June 2011, his career having spanned over 42 years in the Assessor's offices in Tayside. I take this opportunity to thank him for his dedicated service over that time and in particular for his leadership as Assessor over the past 7 years. I also wish to record my thanks and appreciation to all staff members for their contributions to the service during another busy year.

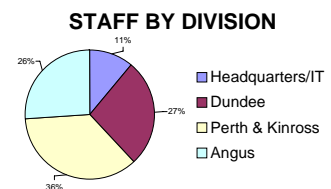
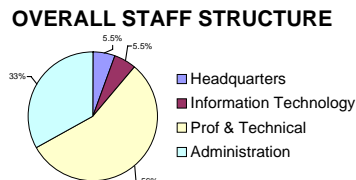
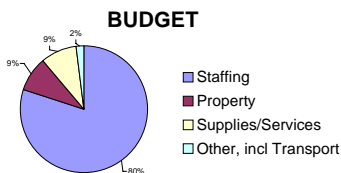
## BUDGET & STAFFING

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

For 2010/11 the approved net revenue budget was £3.11m.

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 2010/11 was 70, against a budgeted structure of 75. 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 is shown below.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2008/09	1,823	60%	79%	21%
2009/10	1,430	58%	83%	17%
2010/11	1,577	68%	86%	14%

A breakdown of the number of amendments made is shown below.

Year	Local Authority Area			Total
	Angus	Dundee City	Perth & Kinross	
2010/11	331	536	710	1,577

The effect of changes to the Valuation Roll during 2010/11 is detailed below.

Local Authority Area	Total No of Subjects		Rateable Value	
	1/4/10	31/3/11	1/4/10	31/3/11
Angus	4,817	4,827	£ 76,716,995	£ 76,568,387
Dundee City	5,664	5,701	£196,497,025	£197,449,055
Perth & Kinross	8,081	8,129	£143,585,108	£145,809,770
Total	18,562	18,657	£416,799,128	£419,827,212

There was a good improvement in performance in relation to changes to the Valuation Roll and the targets set were exceeded.

The targets set for 2011/12 are 65% within 3 months and 85% within 6 months.

## Valuation Appeals

At the end of 2010/11 5 appeals arising from the 2005 Revaluation remained outstanding, having been referred to the Lands Tribunal for Scotland. During the year 6 appeals from the 2005 Revaluation were settled resulting in Rateable Value loss of £25,500 from the original Rateable Values of £861,500, representing a very small proportion of the total Rateable Value of the roll.

In respect of the 2010 Revaluation, appeals were submitted for 5,652 subjects. During the course of the year 321 of these were settled, resulting in a loss of only 0.001% of the total Rateable Value in the Roll, the figure against which appeal loss is measured. A far greater number of appeals will be dealt with during 2011/12. The statutory final date for disposal of 2010 Revaluation appeals is 31 December 2013.

## 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.

The following table details the number of entries in the Valuation List over the past 3 years.

Year	Angus	Dundee	Perth & Kinross	Total
2008/09	55,545	76,232	71,289	203,066
2009/10	55,876	76,592	71,711	204,179
2010/11	56,176	76,544	72,191	204,911

Details of the number of new entries added during 2010/11 are shown below.

Area	No of New Entries
Angus	402
Dundee City	469
Perth & Kinross	638
Total	1,509

Performance is measured in relation to the speed at which new properties are added to the Valuation List. The table below indicates performance levels over the past 3 years.

Year	Number of New Entries	% of total new entries within the time period		
		With 3 months	Within 6 months	Over 6 months
2008/09	2,396	88%	97%	3%
2009/10	1,736	89%	96%	4%
2010/11	1,509	83%	94%	6%

The ability to achieve targets relies to some extent on the co-operation of house owners and occupiers. The drop in the level of performance over the past year can in part be attributed to difficulties encountered in gaining access to inspect properties and the failure of taxpayers to provide information timeously. Banding enquiries and appeals continue to take up a good deal of staff time.

The target set for 2011/12 is to deal with 98% of new houses within 6 months and 90% of those within 3 months.

## ELECTORAL REGISTRATION

The annual canvass of electors was carried out from September to November 2010, prior to the publication of the Register of Electors on 1 December 2010. The number of house-to-house canvassers employed to follow up on non-returned postal forms in an effort to increase registration levels was increased from the number employed in 2009. The third year of the free telephone registration service saw 22,450 households take advantage of this option - very similar to the previous year and equating to 21.5% of all returns. This service is only available to households where there are no changes to the existing details. This will be extended in 2011 to provide opportunities to confirm registration via the internet and SMS (text) messaging.

Additionally, staff made extensive efforts to contact electors where returns of information were not made. Other records legally available to the Electoral Registration Officer were also

inspected to ascertain the relevant information. Advertising campaigns were conducted at national and local levels to raise awareness of the importance of registration. At the close of the canvass period a return rate of around 95% across the two Council areas was achieved.

The electoral as at 1 December 2010 for Angus and Perth & Kinross was 200,703—an increase of 2,757 from 1 December 2009. There were 22,095 (11%) electors who exercised the opt-out provisions resulting in an Edited Register total of 178,608.

Performance standards for Electoral Registration have been agreed with the Electoral Commission. Our performance met or exceeded all standards set. Full details are available at [www.electoralcommission.org.uk/performance-standards-and-analysis/assessment](http://www.electoralcommission.org.uk/performance-standards-and-analysis/assessment).

## 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:-

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## **TAYSIDE VALUATION JOINT BOARD**



**Report on Issue of Customer Questionnaires  
by  
Tayside Valuation Joint Board  
Year 2010/11**



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# INTRODUCTION

## 1 GENERAL

This is the fifth 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 ie June 2010 – June 2011.

Total number of questionnaires issued	=	136
Total number of questionnaires returned	=	28

This gives an overall return of 20.6%, which is the lowest response rate encountered since the survey began in 2006/07. The total number of forms issued compares with 154 issued in 2009/10.

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

<b>Electoral Registration</b>	<b>Council Tax</b>	<b>Valuation for Non-Domestic Rates</b>	<b>Other/ More than one</b>
1	18	7	2

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

## Results of Questionnaires Returned

<p><b><u>If you have phoned the office:</u></b></p>	<p><b><u>Number of Responses</u></b> <b><u>2010/11</u></b></p>	
<p>2A Did you get through to a person who could deal with your query?</p> <p>• Yes .....</p> <p>• No .....</p> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">23 0 <hr/>23</p>	<p style="text-align: center;">100% 0%</p>
<p>2B Were you aware of the name of the person who spoke to you?</p> <p>• Yes .....</p> <p>• No .....</p> <p style="text-align: right;">Total:</p> <p>If <b>No</b>, would knowing the name have been helpful to you?</p> <p>• Yes .....</p> <p>• No .....</p> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">19 4 <hr/>23</p> <p style="text-align: center;">1 2 <hr/>3</p>	<p style="text-align: center;">83% 17%</p> <p style="text-align: center;">33.3% 66.6%</p>

**Comment:** The responses indicate that customers telephoning the office have a positive experience.

<u><b>If you have visited the office:</b></u>	<u><b>Number of Responses</b></u> <u><b>2010/11</b></u>	
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> <div style="text-align: right;">Total:</div>	<div style="text-align: right;">4 1 - - <hr/>5</div>	<div style="text-align: right;">80% 20%</div>
3B Was there ease of access to the building?  <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <div style="text-align: right;">Total:</div>	<div style="text-align: right;">7 0 <hr/>7</div>	<div style="text-align: right;">100% 0%</div>
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> <div style="text-align: right;">Total:</div>	<div style="text-align: right;">5 1 <hr/>6</div>	<div style="text-align: right;">83% 17%</div>

<u>If you have received a visit from a member of our staff:</u>	<u>Number of Responses</u> <u>2010/11</u>	
<p>4A Did we make an appointment for a visit?</p> <p>• Yes ..... 17</p> <p>• No ..... 2</p> <p style="text-align: right;">Total: 19</p> <p>If <b>Yes</b>, were we punctual?</p> <p>• Yes ..... 16</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 16</p> <p>If <b>No</b>, would an appointment have been preferred?</p> <p>• Yes ..... 1</p> <p>• No ..... 1</p> <p style="text-align: right;">Total: 1</p>		<p>89%</p> <p>11%</p> <p>100%</p> <p>50%</p> <p>50%</p>
<p>4B Was the time of our visit convenient to you?</p> <p>• Yes ..... 19</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 19</p>		<p>100%</p>
<p>4C Did we properly identify ourselves?</p> <p>• Yes ..... 19</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 19</p>		<p>100%</p>
<p>4D Was the purpose of the visit clearly explained?</p> <p>• Yes ..... 19</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 19</p>		<p>100%</p>

**Comment:** It is not our normal practice to make appointments for carrying out routine survey work; however the incidence of staff being required to make appointments is increasing.

<u>If your contact with the office was by letter, E-mail or Fax:</u>	<u>Number of Responses</u> <u>2010/11</u>	
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> <div style="text-align: right;">Total:</div>	<div style="text-align: center;">             4 1 2 <hr/>7           </div>	<div style="text-align: center;">             57% 14% 29%           </div>
5B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <div style="text-align: right;">Total:</div>	<div style="text-align: center;">             7 - <hr/>7           </div>	<div style="text-align: center;">100%</div>

**Comment:** In some cases staff may respond to a written enquiry by telephone which may delay a formal written acknowledgement.

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2010/11</u>	
<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"> <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>	<p>4 1 - - - 1</p> <hr/> <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"> <li>Yes .....</li> <li>No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>5 1</p> <hr/> <p>6</p>	<p>83% 17%</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"> <li>Yes .....</li> <li>No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>4 1</p> <hr/> <p>5</p>	<p>80% 20%</p>
<p>6D Did the office do so?</p> <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>	<p>1 3 -</p> <hr/> <p>4</p>	<p>25% 75%</p>

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2010/11</u>	
<p>6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions?</p> <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;">5 - <hr/>5</p>	<p style="text-align: center;">100%</p>
<p>6F Following your appeal/proposal, was it upheld?</p> <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;">5 - <hr/>5</p>	<p style="text-align: center;">100%</p>



<u>Overall impression:</u>	<u>Number of Responses</u> <u>2010/11</u>	
<p>7A How would you assess the helpfulness and friendliness of the people you dealt with?</p> <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>	<p>23 6 - 1</p> <hr/> <p>30</p>	<p>77% 20%  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"> <li>• Excellent .....</li> <li>• Good .....</li> <li>• Fair .....</li> <li>• Poor .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>21 6 - 1</p> <hr/> <p>28</p>	<p>75% 21%  4%</p>
<p>7C How satisfied were you with the time taken to deal with your enquiry?</p> <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>	<p>21 4 1 -</p> <hr/> <p>26</p>	<p>81% 15% 4%</p>
<p>7D If you were unhappy about the service you received, did you complain?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>1 1</p> <hr/> <p>2</p>	<p>50% 50%</p>

<u>Overall impression:</u>	<u>Number of Responses 2010/11</u>	
<p>7E If you complained, how satisfied were you with the way we dealt with your complaint?</p> <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>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <hr/> <p>-</p>	
<p>7F Overall, how satisfied were you with the service you received from us?</p> <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>	<p>18</p> <p>9</p> <p>-</p> <p>-</p> <hr/> <p>27</p>	<p>66.66%</p> <p>33.33%</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

- Whilst I am happy with the service I received on the telephone, my query is still unresolved. I am desperate to pay my council tax but you have not yet banded my property.
- Our chief concern has been with the delay in receiving our council tax banding and the consequent setting up of payments to Angus Council. You will see that we are, overall, satisfied with the service we received once we got through to the Assessor's office.
- I would like to thank you all for your help, also to [REDACTED] who dealt with it and told me what was happening along the way.
- [REDACTED] was extremely helpful with every part of the valuation process. Thank you.
- We felt the response to our valuation request was dealt with very quickly and good information was provided all the way through. Thank you very much indeed for such a good response.
- Excellent professionalism shared by both the rating gentlemen.
- On my first visit I felt the person I dealt with spoke down to me and his interpersonal skills were very poor – had he looked into my enquiry he would have easily found out that my grounds were justified. I followed up with a second visit and was dealt with with courtesy and respect by [REDACTED] and my enquiry was to my gain.
- Very approachable, straight forward and helpful staff.
- Some difficulty finding out about the appeal process although when contact was made the staff were helpful.
- I contacted Dundee City Council regarding the change of circumstances in January and was told it would take a while before somebody from your office would be able to come out. It took six months until we received any notification regarding the valuation or the new rates we would have to pay. This seems like a very long time to me.

- Paperwork (return of rental information) a bit hard to follow for the layman. Received a reminder to return a form that was quite “stern” - had not realised how important a reply was.
- Person who dealt directly with my query was excellent. Office staff however I felt were a bit snooty and tried hard to offer me a resolution to my council tax query before I had the chance to speak to the officer who could help. Office staff need to know their place, once you get past them service was superb.
- I was very happy with the help I received and confident that the person would do as promised.

## **CONCLUSIONS**

For 2010/11, the number of questionnaires issued decreased by around 12%. A pre-paid return envelope was provided but even so the return rate has been disappointing at 20.6%. This rate of return is at the lower end of rates achieved for similar surveys.

On this occasion 18 of the forms returned are connected with council tax, 7 with non-domestic rates and only 1 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” (66.66%) or “satisfied” (33.33%) with the service. This is a very encouraging response. As can be seen from the analysis, one person did report poor service although this seems to have been offset by subsequent contact.

13 out of 28 customers took the opportunity to make comments. This is a similar percentage response to that of 2009/10. The majority of the comments were positive, although some criticisms relating to delays in the council tax banding process were made. 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 two occasions when complaints were made. One complaint was considered by the Assessor to be justified in part and the other not. Both were resolved after investigation and providing the complainants with written responses.

## **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 2010/11 was carried out on the same basis as in previous years. The decline in the number of forms issued has been noted, particularly in regard to electoral registration. 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. It may be appropriate to consider such a questionnaire for issue after the bulk of the appeals arising from the 2010 Revaluation have been settled.

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 .....	<input type="checkbox"/>
➤	Good .....	<input type="checkbox"/>
➤	Fair .....	<input type="checkbox"/>
➤	Poor .....	<input type="checkbox"/>
7B	How would you assess the competence and efficiency of the people you dealt with?	
➤	Excellent .....	<input type="checkbox"/>
➤	Good .....	<input type="checkbox"/>
➤	Fair .....	<input type="checkbox"/>
➤	Poor .....	<input type="checkbox"/>
7C	How satisfied were you with the time taken to deal with your enquiry?	
➤	Very Satisfied .....	<input type="checkbox"/>
➤	Satisfied .....	<input type="checkbox"/>
➤	Dissatisfied .....	<input type="checkbox"/>
➤	Very Dissatisfied .....	<input type="checkbox"/>
7D	If you were unhappy about the service you received, did you complain?	
➤	Yes .....	<input type="checkbox"/>
➤	No .....	<input type="checkbox"/>
7E	If you complained, how satisfied were you with the way we dealt with your complaint?	
➤	Very Satisfied .....	<input type="checkbox"/>
➤	Satisfied .....	<input type="checkbox"/>
➤	Dissatisfied .....	<input type="checkbox"/>
➤	Very Dissatisfied .....	<input type="checkbox"/>
7F	Overall, how satisfied were you with the service you received from us?	
➤	Very Satisfied .....	<input type="checkbox"/>
➤	Satisfied .....	<input type="checkbox"/>
➤	Dissatisfied .....	<input type="checkbox"/>
➤	Very Dissatisfied .....	<input type="checkbox"/>

## **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

### Key Performance Indicators

VALUATION ROLL		
Total No of Entries at 1 April 2010	18,562	
Total RV at 1 April 2010	£416.8m	
No of Amendments to Roll (2010/11)	1,577	
Total No of Entries at 31 March 2011	18,657	
Total RV at 31 March 2011	£419.8m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2009/10	Actual	Estimated
0-3 months	58%	62%
3-6 months	25%	23%
Over 6 months	17%	15%
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	N/A	65%
3-6 months	N/A	20%
Over 6 months	N/A	15%
Adjustment to Valuation Roll arising from Revaluation Appeal Settlements expressed as a % of the total RV	Actual	Estimated
2009/10	0.36%	0.4%
2010/11	0.001%	0.4%
2011/12	N/A	1.0%

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

COUNCIL TAX		
Total No of Entries at 1 April 2010	204,179	
Adjustment to Band “D” Equivalent at 1 April 2010	187,489	
New Entries added during year (2010/11)	1,509	
Total No of Entries at 31 March 2011	204,911	
Adjustment to Band “D” Equivalent at 31 March 2011	188,576	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2009/10	Actual	Estimated
0-3 months	89%	90%
3-6 months	7%	8%
Over 6 months	4%	2%
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	N/A	90%
3-6 months	N/A	8%
Over 6 months	N/A	2%

<b>GENERAL</b>	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2009	£2.50m
As at 31 March 2010	£2.69m
As at 31 March 2011	£2.90m
Number of full time equivalent Staff employed	
As at 31 March 2009	72.5
As at 31 March 2010	73.0
As at 31 March 2011	70.0



# Tayside Valuation Joint Board PUBLIC PERFORMANCE REPORT 2010/11

## 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.

Delivery of the service during 2010/11 was directed by N Clark Low who retired from his position as Assessor in June 2011, his career having spanned over 42 years in the Assessor's offices in Tayside. I take this opportunity to thank him for his dedicated service over that time and in particular for his leadership as Assessor over the past 7 years. I also wish to record my thanks and appreciation to all staff members for their contributions to the service during another busy year.

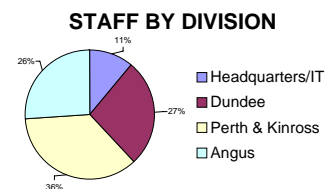
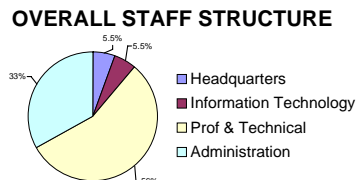
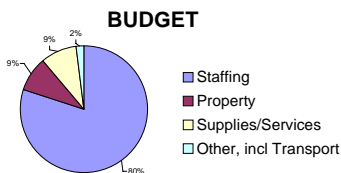
## BUDGET & STAFFING

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

For 2010/11 the approved net revenue budget was £3.11m.

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 2010/11 was 70, against a budgeted structure of 75. 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 is shown below.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2008/09	1,823	60%	79%	21%
2009/10	1,430	58%	83%	17%
2010/11	1,577	68%	86%	14%

A breakdown of the number of amendments made is shown below.

Year	Local Authority Area			Total
	Angus	Dundee City	Perth & Kinross	
2010/11	331	536	710	1,577

The effect of changes to the Valuation Roll during 2010/11 is detailed below.

Local Authority Area	Total No of Subjects		Rateable Value	
	1/4/10	31/3/11	1/4/10	31/3/11
Angus	4,817	4,827	£ 76,716,995	£ 76,568,387
Dundee City	5,664	5,701	£196,497,025	£197,449,055
Perth & Kinross	8,081	8,129	£143,585,108	£145,809,770
Total	18,562	18,657	£416,799,128	£419,827,212

There was a good improvement in performance in relation to changes to the Valuation Roll and the targets set were exceeded.

The targets set for 2011/12 are 65% within 3 months and 85% within 6 months.

## Valuation Appeals

At the end of 2010/11 5 appeals arising from the 2005 Revaluation remained outstanding, having been referred to the Lands Tribunal for Scotland. During the year 6 appeals from the 2005 Revaluation were settled resulting in Rateable Value loss of £25,500 from the original Rateable Values of £861,500, representing a very small proportion of the total Rateable Value of the roll.

In respect of the 2010 Revaluation, appeals were submitted for 5,652 subjects. During the course of the year 321 of these were settled, resulting in a loss of only 0.001% of the total Rateable Value in the Roll, the figure against which appeal loss is measured. A far greater number of appeals will be dealt with during 2011/12. The statutory final date for disposal of 2010 Revaluation appeals is 31 December 2013.

## 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.

The following table details the number of entries in the Valuation List over the past 3 years.

Year	Angus	Dundee	Perth & Kinross	Total
2008/09	55,545	76,232	71,289	203,066
2009/10	55,876	76,592	71,711	204,179
2010/11	56,176	76,544	72,191	204,911

Details of the number of new entries added during 2010/11 are shown below.

Area	No of New Entries
Angus	402
Dundee City	469
Perth & Kinross	638
Total	1,509

Performance is measured in relation to the speed at which new properties are added to the Valuation List. The table below indicates performance levels over the past 3 years.

Year	Number of New Entries	% of total new entries within the time period		
		With 3 months	Within 6 months	Over 6 months
2008/09	2,396	88%	97%	3%
2009/10	1,736	89%	96%	4%
2010/11	1,509	83%	94%	6%

The ability to achieve targets relies to some extent on the co-operation of house owners and occupiers. The drop in the level of performance over the past year can in part be attributed to difficulties encountered in gaining access to inspect properties and the failure of taxpayers to provide information timeously. Banding enquiries and appeals continue to take up a good deal of staff time.

The target set for 2011/12 is to deal with 98% of new houses within 6 months and 90% of those within 3 months.

## ELECTORAL REGISTRATION

The annual canvass of electors was carried out from September to November 2010, prior to the publication of the Register of Electors on 1 December 2010. The number of house-to-house canvassers employed to follow up on non-returned postal forms in an effort to increase registration levels was increased from the number employed in 2009. The third year of the free telephone registration service saw 22,450 households take advantage of this option - very similar to the previous year and equating to 21.5% of all returns. This service is only available to households where there are no changes to the existing details. This will be extended in 2011 to provide opportunities to confirm registration via the internet and SMS (text) messaging.

Additionally, staff made extensive efforts to contact electors where returns of information were not made. Other records legally available to the Electoral Registration Officer were also

inspected to ascertain the relevant information. Advertising campaigns were conducted at national and local levels to raise awareness of the importance of registration. At the close of the canvass period a return rate of around 95% across the two Council areas was achieved.

The electoral as at 1 December 2010 for Angus and Perth & Kinross was 200,703—an increase of 2,757 from 1 December 2009. There were 22,095 (11%) electors who exercised the opt-out provisions resulting in an Edited Register total of 178,608.

Performance standards for Electoral Registration have been agreed with the Electoral Commission. Our performance met or exceeded all standards set. Full details are available at [www.electoralcommission.org.uk/performance-standards-and-analysis/assessment](http://www.electoralcommission.org.uk/performance-standards-and-analysis/assessment).

## 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  
Telephone: 01382 315601  
E-mail: [jgalbraith:tayside-vjb.gov.uk](mailto:jgalbraith:tayside-vjb.gov.uk)  
Website: [www.tayside-vjb.gov.uk](http://www.tayside-vjb.gov.uk)

## **TAYSIDE VALUATION JOINT BOARD**



**Report on Issue of Customer Questionnaires  
by  
Tayside Valuation Joint Board  
Year 2010/11**

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# INTRODUCTION

## 1 GENERAL

This is the fifth 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 ie June 2010 – June 2011.

Total number of questionnaires issued	=	136
Total number of questionnaires returned	=	28

This gives an overall return of 20.6%, which is the lowest response rate encountered since the survey began in 2006/07. The total number of forms issued compares with 154 issued in 2009/10.

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

<b>Electoral Registration</b>	<b>Council Tax</b>	<b>Valuation for Non-Domestic Rates</b>	<b>Other/ More than one</b>
1	18	7	2

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

## Results of Questionnaires Returned

<p><b><u>If you have phoned the office:</u></b></p>	<p><b><u>Number of Responses</u></b> <b><u>2010/11</u></b></p>	
<p>2A Did you get through to a person who could deal with your query?</p> <p>• Yes .....</p> <p>• No .....</p> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">23 0 <hr/>23</p>	<p style="text-align: center;">100% 0%</p>
<p>2B Were you aware of the name of the person who spoke to you?</p> <p>• Yes .....</p> <p>• No .....</p> <p style="text-align: right;">Total:</p> <p>If <b>No</b>, would knowing the name have been helpful to you?</p> <p>• Yes .....</p> <p>• No .....</p> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">19 4 <hr/>23</p> <p style="text-align: center;">1 2 <hr/>3</p>	<p style="text-align: center;">83% 17%</p> <p style="text-align: center;">33.3% 66.6%</p>

**Comment:** The responses indicate that customers telephoning the office have a positive experience.

<u><b>If you have visited the office:</b></u>	<u><b>Number of Responses</b></u> <u><b>2010/11</b></u>	
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> <div style="text-align: right;">Total:</div>	<div style="text-align: right;">4</div> <div style="text-align: right;">1</div> <div style="text-align: right;">-</div> <div style="text-align: right;">-</div> <hr style="width: 100%;"/> <div style="text-align: right;">5</div>	<div style="text-align: right;">80%</div> <div style="text-align: right;">20%</div>
3B Was there ease of access to the building?  <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <div style="text-align: right;">Total:</div>	<div style="text-align: right;">7</div> <div style="text-align: right;">0</div> <hr style="width: 100%;"/> <div style="text-align: right;">7</div>	<div style="text-align: right;">100%</div> <div style="text-align: right;">0%</div>
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> <div style="text-align: right;">Total:</div>	<div style="text-align: right;">5</div> <div style="text-align: right;">1</div> <hr style="width: 100%;"/> <div style="text-align: right;">6</div>	<div style="text-align: right;">83%</div> <div style="text-align: right;">17%</div>

<u><b>If you have received a visit from a member of our staff:</b></u>	<u><b>Number of Responses</b></u> <u><b>2010/11</b></u>	
<p>4A Did we make an appointment for a visit?</p> <p>• Yes ..... 17</p> <p>• No ..... 2</p> <p style="text-align: right;">Total: 19</p> <p>If <b>Yes</b>, were we punctual?</p> <p>• Yes ..... 16</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 16</p> <p>If <b>No</b>, would an appointment have been preferred?</p> <p>• Yes ..... 1</p> <p>• No ..... 1</p> <p style="text-align: right;">Total: 1</p>		<p>89%</p> <p>11%</p> <p>100%</p> <p>50%</p> <p>50%</p>
<p>4B Was the time of our visit convenient to you?</p> <p>• Yes ..... 19</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 19</p>		<p>100%</p>
<p>4C Did we properly identify ourselves?</p> <p>• Yes ..... 19</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 19</p>		<p>100%</p>
<p>4D Was the purpose of the visit clearly explained?</p> <p>• Yes ..... 19</p> <p>• No ..... -</p> <p style="text-align: right;">Total: 19</p>		<p>100%</p>

**Comment:** It is not our normal practice to make appointments for carrying out routine survey work; however the incidence of staff being required to make appointments is increasing.

<u>If your contact with the office was by letter, E-mail or Fax:</u>	<u>Number of Responses</u> <u>2010/11</u>	
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> <div style="text-align: right;">Total:</div>	<div style="text-align: center;">             4 1 2 <hr/>7           </div>	<div style="text-align: center;">             57% 14% 29%           </div>
5B Was this time acceptable to you? <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <div style="text-align: right;">Total:</div>	<div style="text-align: center;">             7 - <hr/>7           </div>	<div style="text-align: center;">100%</div>

**Comment:** In some cases staff may respond to a written enquiry by telephone which may delay a formal written acknowledgement.

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2010/11</u>	
<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"> <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>	<p>4 1 - - - 1</p> <hr/> <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"> <li>Yes .....</li> <li>No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>5 1</p> <hr/> <p>6</p>	<p>83% 17%</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"> <li>Yes .....</li> <li>No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>4 1</p> <hr/> <p>5</p>	<p>80% 20%</p>
<p>6D Did the office do so?</p> <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>	<p>1 3 -</p> <hr/> <p>4</p>	<p>25% 75%</p>

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2010/11</u>	
<p>6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions?</p> <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;">5 - <hr/>5</p>	<p style="text-align: center;">100%</p>
<p>6F Following your appeal/proposal, was it upheld?</p> <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;">5 - <hr/>5</p>	<p style="text-align: center;">100%</p>

<b><u>Overall impression:</u></b>	<b><u>Number of Responses</u> <u>2010/11</u></b>	
<p>7A How would you assess the helpfulness and friendliness of the people you dealt with?</p> <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>	<p>23 6 - 1</p> <hr/> <p>30</p>	<p>77% 20%  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"> <li>• Excellent .....</li> <li>• Good .....</li> <li>• Fair .....</li> <li>• Poor .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>21 6 - 1</p> <hr/> <p>28</p>	<p>75% 21%  4%</p>
<p>7C How satisfied were you with the time taken to deal with your enquiry?</p> <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>	<p>21 4 1 -</p> <hr/> <p>26</p>	<p>81% 15% 4%</p>
<p>7D If you were unhappy about the service you received, did you complain?</p> <ul style="list-style-type: none"> <li>• Yes .....</li> <li>• No .....</li> </ul> <p style="text-align: right;">Total:</p>	<p>1 1</p> <hr/> <p>2</p>	<p>50% 50%</p>



<u>Overall impression:</u>	<u>Number of Responses</u> <u>2010/11</u>	
<p>7E If you complained, how satisfied were you with the way we dealt with your complaint?</p> <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>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <hr/> <p>-</p>	
<p>7F Overall, how satisfied were you with the service you received from us?</p> <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>	<p>18</p> <p>9</p> <p>-</p> <p>-</p> <hr/> <p>27</p>	<p>66.66%</p> <p>33.33%</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

- Whilst I am happy with the service I received on the telephone, my query is still unresolved. I am desperate to pay my council tax but you have not yet banded my property.
- Our chief concern has been with the delay in receiving our council tax banding and the consequent setting up of payments to Angus Council. You will see that we are, overall, satisfied with the service we received once we got through to the Assessor's office.
- I would like to thank you all for your help, also to [REDACTED] who dealt with it and told me what was happening along the way.
- [REDACTED] was extremely helpful with every part of the valuation process. Thank you.
- We felt the response to our valuation request was dealt with very quickly and good information was provided all the way through. Thank you very much indeed for such a good response.
- Excellent professionalism shared by both the rating gentlemen.
- On my first visit I felt the person I dealt with spoke down to me and his interpersonal skills were very poor – had he looked into my enquiry he would have easily found out that my grounds were justified. I followed up with a second visit and was dealt with with courtesy and respect by [REDACTED] and my enquiry was to my gain.
- Very approachable, straight forward and helpful staff.
- Some difficulty finding out about the appeal process although when contact was made the staff were helpful.
- I contacted Dundee City Council regarding the change of circumstances in January and was told it would take a while before somebody from your office would be able to come out. It took six months until we received any notification regarding the valuation or the new rates we would have to pay. This seems like a very long time to me.

- Paperwork (return of rental information) a bit hard to follow for the layman. Received a reminder to return a form that was quite “stern” - had not realised how important a reply was.
- Person who dealt directly with my query was excellent. Office staff however I felt were a bit snooty and tried hard to offer me a resolution to my council tax query before I had the chance to speak to the officer who could help. Office staff need to know their place, once you get past them service was superb.
- I was very happy with the help I received and confident that the person would do as promised.

## **CONCLUSIONS**

For 2010/11, the number of questionnaires issued decreased by around 12%. A pre-paid return envelope was provided but even so the return rate has been disappointing at 20.6%. This rate of return is at the lower end of rates achieved for similar surveys.

On this occasion 18 of the forms returned are connected with council tax, 7 with non-domestic rates and only 1 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” (66.66%) or “satisfied” (33.33%) with the service. This is a very encouraging response. As can be seen from the analysis, one person did report poor service although this seems to have been offset by subsequent contact.

13 out of 28 customers took the opportunity to make comments. This is a similar percentage response to that of 2009/10. The majority of the comments were positive, although some criticisms relating to delays in the council tax banding process were made. 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 two occasions when complaints were made. One complaint was considered by the Assessor to be justified in part and the other not. Both were resolved after investigation and providing the complainants with written responses.

## **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 2010/11 was carried out on the same basis as in previous years. The decline in the number of forms issued has been noted, particularly in regard to electoral registration. 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. It may be appropriate to consider such a questionnaire for issue after the bulk of the appeals arising from the 2010 Revaluation have been settled.

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 .....	<input type="checkbox"/>
➤	Good .....	<input type="checkbox"/>
➤	Fair .....	<input type="checkbox"/>
➤	Poor .....	<input type="checkbox"/>
7B	How would you assess the competence and efficiency of the people you dealt with?	
➤	Excellent .....	<input type="checkbox"/>
➤	Good .....	<input type="checkbox"/>
➤	Fair .....	<input type="checkbox"/>
➤	Poor .....	<input type="checkbox"/>
7C	How satisfied were you with the time taken to deal with your enquiry?	
➤	Very Satisfied .....	<input type="checkbox"/>
➤	Satisfied .....	<input type="checkbox"/>
➤	Dissatisfied .....	<input type="checkbox"/>
➤	Very Dissatisfied .....	<input type="checkbox"/>
7D	If you were unhappy about the service you received, did you complain?	
➤	Yes .....	<input type="checkbox"/>
➤	No .....	<input type="checkbox"/>
7E	If you complained, how satisfied were you with the way we dealt with your complaint?	
➤	Very Satisfied .....	<input type="checkbox"/>
➤	Satisfied .....	<input type="checkbox"/>
➤	Dissatisfied .....	<input type="checkbox"/>
➤	Very Dissatisfied .....	<input type="checkbox"/>
7F	Overall, how satisfied were you with the service you received from us?	
➤	Very Satisfied .....	<input type="checkbox"/>
➤	Satisfied .....	<input type="checkbox"/>
➤	Dissatisfied .....	<input type="checkbox"/>
➤	Very Dissatisfied .....	<input type="checkbox"/>



## **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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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)