

REPORT TO: TAYSIDE VALUATION JOINT BOARD – 25 AUGUST 2014

REPORT ON: BEST VALUE – PUBLIC PERFORMANCE REPORT 2013/14

REPORT BY: ASSESSOR

REPORT NO: TVJB 18-2014

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 2013/14, 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 2013/14 (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),
- ii note the Performance Standards assessed by the Electoral Commission in respect of Electoral Registration (Appendix 3), and
- iii note the results of the Customer Satisfaction Survey (Appendix 4).

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 2013/14 is attached as **Appendix 1**.

5.2 In relation to the Board's functions in relation to 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 2013/14 is attached as **Appendix 2**.

- 5.3 In relation to the Board's functions in relation to Electoral Registration, Performance Standards have been set by the Electoral Commission who monitor performance annually by assessing information provided by Electoral Registration Officers. Details of the assessment of the performance achieved in relation to Angus Council and Perth & Kinross Council is attached as **Appendix 3**.
- 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 2013/14 is attached as **Appendix 4**.
- 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 2014



Tayside Valuation Joint Board PERFORMANCE REPORT 2013/14

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.

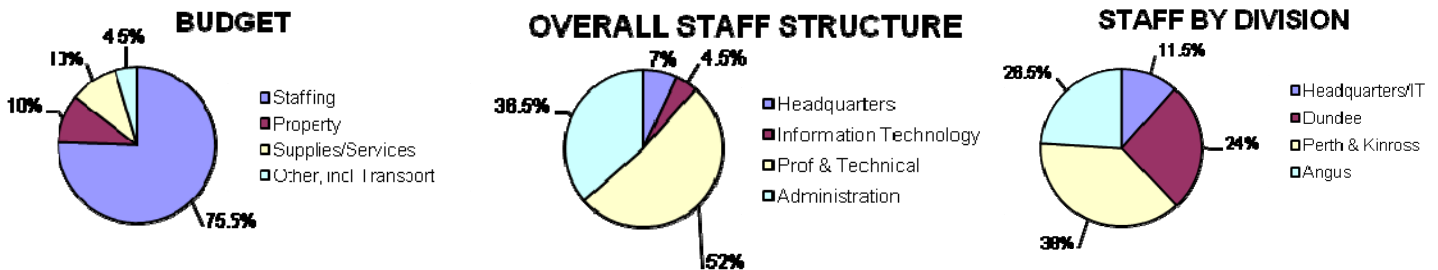
BUDGET & STAFFING

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 2013/14 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 carried forward to meet anticipated expenditure in connection with the introduction of Individual Electoral Registration.

The number of full time equivalent staff employed during 2013/14 was 67, 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 2013/14 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 2013/14 were 75% within 3 months and 88% within 6 months. These targets have been retained for 2014/15.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2011/12	1,325	55%	79%	21%
2012/13	1,458	76%	89%	11%
2013/14	1,344	77%	92%	8%

Local Authority Area	Total No of Subjects		Rateable Value	
	31/03/13	31/03/14	31/03/13	31/03/14
Angus	4,777	4,793	£77,552,072	£76,768,772
Dundee City	5,731	5,736	£189,247,460	£188,621,470
Perth & Kinross	8,248	8,354	£149,577,225	£147,490,880
Total	18,756	18,883	£416,376,757	£412,881,122

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 2014 is shown below.

The loss of Rateable Value arising from 2010 Revaluation Appeals settled during 2013/14 amounts to £6,495,943 (1.56% 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	5,974	£314,626,318	£255,409,475	43	£15,924,350
2010 Running Roll	2,919	2,873	£218,983,940	£217,126,400	46	£10,653,350
2011 Running Roll	3,016	2,999	£231,163,545	£229,865,220	17	£4,805,350
2012 Running Roll	471	452	£56,478,685	£53,349,135	19	£2,775,550
2013 Running Roll	159	27	£1,422,250	£1,259,145	132	£24,785,775

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 98.5% of properties being entered on the Valuation List within 6 months, compared with 96.7% in 2012/13. 1.5% of properties were outwith the 6 month period compared with 3.3% in 2012/13.

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 2013/14 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 2014/15.

Year	Angus	Dundee	Perth & Kinross	Total
2011/12	56,428	76,710	72,573	205,171
2012/13	56,634	76,356	72,930	205,920
2013/14	57,071	75,961	73,280	206,312

Year	Number of New Entries	% of total new entries within the time period		
		With 3 months	Within 6 months	Over 6 months
2011/12	1,384	88%	97.5%	2.5%
2012/13	1,194	87.3%	96.7%	3.3%
2013/14	1,367	94.4%	98.5%	1.5%

ELECTORAL REGISTRATION

Registration of electors continued on a rolling basis throughout the year. The delayed 2013 annual canvass of electors, which was carried out from October 2013 to February 2014, prior to the publication of the Register of Electors on 10 March 2014. Where there have been no changes to the electors registered at a household, electors may choose to confirm the position by using a free telephone service, the internet or SMS text message. While the telephone service has been available for the past 5 years, the internet and text messaging facilities were introduced for the first time in 2011. Returns made by these three options represented approximately 23% of all returns made. Other records available to the Electoral Registration Officer were used to confirm and ascertain relevant information where returns were not made. After this data matching household visits or follow-up enquiries by telephone were made to 20,284 properties, (approximately 16% of forms issued).

The electorate as at 10 March 2014 for Angus and Perth & Kinross was 205,142 - an increase of 5,311 from 1 December 2012. 21,028 electors (10.25%) exercised their right not to have their names included in the edited version of the register, resulting in an Edited Register total of 184,114.

The process of Electoral Registration is to undergo extensive change with the introduction of Individual Registration, which will come into effect on 19 September 2014. Significant planning and preparation to accommodate this change has been undertaken during this year.

Performance standards for Electoral Registration have been set by the Electoral Commission. Our performance met or exceeded standards set in all categories. Full details of the performance of Electoral registration Officers in Great Britain during 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 Website: www.tayside-vjb.gov.uk

TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

VALUATION ROLL		
Total No of Entries at 1 April 2013	18,756	
Total RV at 1 April 2013	£416.4m	
No of Amendments to Roll (2013/14)	1,344	
Total No of Entries at 31 March 2014	18,883	
Total RV at 31 March 2014	£412.9m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2012/13	Actual	Estimated
0-3 months	76%	62%
3-6 months	13%	23%
Over 6 months	11%	15%
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	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		
2012/13	Actual	Estimated
	1.57%	2.5%
2013/14	1.56%	2.5%
2014/15	N/A	2.5%

TAYSIDE VALUATION JOINT BOARD

Key Performance Indicators

COUNCIL TAX		
Total No of Entries at 1 April 2013	205,855 *	
Adjustment to Band "D" Equivalent at 1 April 2013	190,204	
New Entries added during year (2013/14)	1,367	
Total No of Entries at 31 March 2014	206,247 *	
Adjustment to Band "D" Equivalent at 31 March 2014	190,983	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2012/13	Actual	Estimated
0-3 months	87.3%	90%
3-6 months	9.4%	8%
Over 6 months	3.3%	2%
2013/14	Actual	Estimated
0-3 months	94.4%	90%
3-6 months	4.1%	8%
Over 6 months	1.5%	2%
2012/13	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.)

GENERAL	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2012	£2.45m
As at 31 March 2013	£2.50m
As at 31 March 2014	£2.50m
Number of full time equivalent Staff employed	
As at 31 March 2012	64
As at 31 March 2013	67.5
As at 31 March 2014	67

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

Performance Standards set and assessed by the Electoral Commission

Canvass 2013/14

Completeness and accuracy of electoral registration records	
Performance standard 1: Information sources	Above the standard
Performance standard 2: Property database	Above the standard
Performance standard 3: House-to-house inquiries	Meets the standard
Integrity	
Performance standard 4: Integrity	Above the standard
Performance standard 5: Supply and security	Above the standard
Participation	
Performance standard 6: Public awareness	Meets the standard
Performance standard 7: Working with partners	Meets the standard
Performance standard 8: Accessibility and communication	Meets the standard
Planning and organisation	
Performance standard 9: Planning	Meets the standard
Performance standard 10: Training	Meets the standard

Preparing for the introduction of Individual Electoral registration

Performance standard 1: Planning	Meets the standard
----------------------------------	--------------------

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

TAYSIDE VALUATION JOINT BOARD



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

Year 2013-14

Contents

Introduction	3
Results of Questionnaires Returned	4
Comments from Questionnaires	12
Conclusions	14
Recommendations	14
Copy of questionnaire	15

INTRODUCTION

1 GENERAL

This is the eighth 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 2013 – June 2014.

Total number of questionnaires issued	=	507
Total number of questionnaires returned	=	131

This gives an overall return of 25.8% which is very similar to the 25.5% which was experienced in 2012-13. By way of comparison, 471 questionnaires were issued last year, 120 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
19	62	33	17

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

Results of Questionnaires Returned

<u>If you have phoned the office:</u>	<u>Number of Responses</u> <u>2013/14</u>	
2A Did you get through to a person who could deal with your query? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	92 <hr style="width: 50%; margin: 0 auto;"/> 92	100%
2B Were you aware of the name of the person who spoke to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> If No , would knowing the name have been helpful to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	73 19 <hr style="width: 50%; margin: 0 auto;"/> 92 7 11 <hr style="width: 50%; margin: 0 auto;"/> 18	79% 21% 39% 61%

<u>If you have phoned the office:</u>	<u>Number of Responses</u> <u>2013/14</u>	
3A How convenient did you find the opening hours? <ul style="list-style-type: none"> • Very convenient • Fairly convenient • Not very convenient • Not at all convenient <p style="text-align: right;">Total:</p>	18 2 <hr style="width: 100%;"/> 20	90% 10%
3B Was there ease of access to the building? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	16 <hr style="width: 100%;"/> 16	100%
3C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	15 2 <hr style="width: 100%;"/> 17	88% 12%

<u>If you have received a visit from a member of our staff:</u>	<u>Number of Responses</u> <u>2013/14</u>	
4A Did we make an appointment for a visit? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> If Yes , were we punctual? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p> If No , would an appointment have been preferred? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	69 16 <hr/> 85 65 <hr/> 65 6 10 <hr/> 16	81% 19% 100% 37.5% 62.5%
4B Was the time of our visit convenient to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	83 <hr/> 83	100%
4C Did we properly identify ourselves? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	83 <hr/> 83	100%
4D Was the purpose of the visit clearly explained? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	82 <hr/> 82	100%

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.

<u>If your contact with the office was by letter, E-mail or Fax:</u>	<u>Number of Responses</u> <u>2013/14</u>	
5A Was it acknowledged in: <ul style="list-style-type: none"> • 1-5 days • 6-10 days • Longer than 10 days <p style="text-align: right;">Total:</p>	13 5 4 <hr style="width: 50%; margin: 0 auto;"/> 22	59% 23% 18%
5B Was this time acceptable to you? <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	17 2 <hr style="width: 50%; margin: 0 auto;"/> 19	89% 11%

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.

<u>Appeal/Proposal:</u>	<u>Number of Responses 2013/14</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"> • Up to 3 months • 3 to 6 months • 6 to 12 months • 12 to 18 months • 18 months + • Don't know/Can't remember <p style="text-align: right;">Total:</p>	<p>14</p> <p>1</p> <hr/> <p>15</p>	<p>93%</p> <p>7%</p>
<p>6B Was this time acceptable to you?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>14</p> <p>1</p> <hr/> <p>15</p>	<p>93%</p> <p>7%</p>
<p>6C When dealing with the office did we undertake to contact you within a specified period?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p>11</p> <p>2</p> <hr/> <p>13</p>	<p>85%</p> <p>15%</p>
<p>6D Did the office do so?</p> <ul style="list-style-type: none"> • Always • Usually • Rarely • Never <p style="text-align: right;">Total:</p>	<p>6</p> <p>4</p> <p>1</p> <hr/> <p>11</p>	<p>55%</p> <p>36%</p> <p>9%</p>

<u>Appeal/Proposal:</u>	<u>Number of Responses</u> <u>2013/14</u>	
6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions? • Yes • No <div style="text-align: right;">Total:</div>	13 <hr style="width: 50%; margin: auto;"/> 13	100%
6F Following your appeal/proposal, was it upheld? • Yes • No <div style="text-align: right;">Total:</div>	8 2 <hr style="width: 50%; margin: auto;"/> 10	80% 20%

<u>Overall impression:</u>	<u>Number of Responses</u> <u>2013/14</u>	
<p>7A How would you assess the helpfulness and friendliness of the people you dealt with?</p> <ul style="list-style-type: none"> • Excellent • Good • Fair • Poor <p style="text-align: right;">Total:</p>	<p style="text-align: center;">91 30 4</p> <hr style="width: 100%;"/> <p style="text-align: center;">125</p>	<p style="text-align: center;">73% 24% 3%</p>
<p>7B How would you assess the competence and efficiency of the people you dealt with?</p> <ul style="list-style-type: none"> • Excellent • Good • Fair • Poor <p style="text-align: right;">Total:</p>	<p style="text-align: center;">80 39 4</p> <hr style="width: 100%;"/> <p style="text-align: center;">123</p>	<p style="text-align: center;">65% 32% 3%</p>
<p>7C How satisfied were you with the time taken to deal with your enquiry?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total:</p>	<p style="text-align: center;">83 36 1 1</p> <hr style="width: 100%;"/> <p style="text-align: center;">121</p>	<p style="text-align: center;">68% 30% 1% 1%</p>
<p>7D If you were unhappy about the service you received, did you complain?</p> <ul style="list-style-type: none"> • Yes • No <p style="text-align: right;">Total:</p>	<p style="text-align: center;">2 2</p> <hr style="width: 100%;"/> <p style="text-align: center;">4</p>	<p style="text-align: center;">50% 50%</p>

<u>Overall impression:</u>	<u>Number of Responses</u> <u>2013/14</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"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total:</p>	<p>1</p> <hr/> <p>1</p>	<p>100%</p>
<p>7F Overall, how satisfied were you with the service you received from us?</p> <ul style="list-style-type: none"> • Very Satisfied • Satisfied • Dissatisfied • Very Dissatisfied <p style="text-align: right;">Total:</p>	<p>84</p> <p>37</p> <p>2</p> <hr/> <p>123</p>	<p>68%</p> <p>30%</p> <p>2%</p>

Comments from Customer Questionnaires

The following are some typical 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

- My enquiry was dealt with very quickly and staff were most helpful.
- Completed form – received notice of banding – all worked very well.
- My query was answered by pleasant, interested people.
- “X” was very helpful in dealing with our situation.
- My problem was resolved most efficiently and courteously... Very impressed with service received.
- It would have been helpful to have the rating process explained.
- Valuation letter sent out to my tenants before it was sent to me.
- I was most impressed by the visit I received.
- The service I received was excellent.the staff were very helpful and friendly.
- The service was punctual in visiting our property. This was a few weeks ago and we haven't heard anything yet about valuation for council tax.
- It took 3 phone calls to get an answer and 2 letters before correct form arrived.
- I have contacted you on 3 occasions regarding council tax and electoral registration and on each occasion staff have been very helpful and professional.
- The person I spoke to was pleasant, knowledgeable and took time to explain the situation.
- Am still awaiting confirmation of revised banding for council tax.
- An excellent service was provided.
- ... very impressed with the professionalism of the staff....polite and courteous....individuals are a credit to your department.
- “Y” was very helpful. I am very happy with the service I received.
- We have been delighted with the Tayside Valuation Joint Board service and with the open nature of this questionnaire.
- Extremely helpful, friendly and professional. All explained and dealt with quicker than I had thought.
- The website has no provision for change of address forms.
- Mr “Z” was extremely helpful and professional in his conduct.
- Good prompt service. Very professional.
- Excellent service but is this survey necessary? What value does it impart to ratepayers?
- Everything was done well and on time with a satisfactory outcome.
- He could have been quicker – 2 hours seems excessively long for the purpose of the visit.
- Good professional straightforward service.

CONCLUSIONS

For 20113-14 the number of questionnaires issued has increased to 507 compared with 471 the previous year. The response rate of 25.8% represents only a marginal increase and continues to be at the level of the average response rate expected from surveys such as this.

On this occasion 62 of the forms returned are connected with council tax, 33 with non-domestic rates, 19 relate to electoral registration and 17 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 98% of customers stating that they were "very satisfied" (68%) or "satisfied" (30%) 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.

41 out of 131 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. A selection of typical comments is 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 no recorded complaints.

RECOMMENDATIONS

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

The survey for 2013/14 was carried out on the same basis as in previous years and all staff were reminded to issue forms wherever possible. The result has been an increasing number of returns to analyse which has proved useful in providing a more meaningful basis for the conclusions and recommendations. 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 continued for 2014/15.

The possibility of extending the sample base by developing questionnaires suitable for sending to ratepayers agents remains to be considered.

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