

**REPORT TO: TAYSIDE VALUATION JOINT BOARD – 29 AUGUST 2022**

**REPORT ON: BEST VALUE – PUBLIC PERFORMANCE REPORT 2021/22**

**REPORT BY: ASSESSOR**

**REPORT NO: TVJB 11-2022**

## **1 PURPOSE OF REPORT**

1.1 The purpose of this report is to appraise the Joint Board of the performance levels achieved by the Assessor and his staff during financial year 2021/22, and to present the Board's Annual Public Performance Report.

## **2 RECOMMENDATIONS**

2.1 The Joint Board is asked to:-

- approve the Joint Board's Annual Public Performance Report for the year 2021/22 (Appendix 1),
- note the information submitted by the Assessor to the Scottish Government in respect of the Key Performance Indicators concerning the Valuation Roll and Council Tax Valuation List (Appendix 2), and
- note the position concerning the Customer Satisfaction Survey (Appendix 3).

## **3 FINANCIAL IMPLICATIONS**

3.1 None.

## **4 POLICY IMPLICATIONS**

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

## **5 BACKGROUND**

5.1 The Joint 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 Joint Board's Annual Performance Report 2021/22 is attached as Appendix 1.

5.2 In relation to the Joint Board's functions in respect of the Valuation Roll and Council Tax Valuation List, the Annual Performance Report draws upon information which is submitted annually to the Scottish Government by the Assessor with respect to Key Performance Indicators. These Key Performance Indicators relate to Valuation Roll amendments, appeal settlements and new entries added to the Valuation List, together with details of staff costs and number of staff employed. The information submitted to the Scottish Government for the year 2021/22 is attached as Appendix 2.

- 5.3 In addition to the above, the Assessor undertakes an analysis of the levels of Customer Satisfaction via a Customer Satisfaction Survey each year. The result of the analysis carried out during 2021/22 is attached as Appendix 3.
- 5.4 These Reports will be made available to 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.

**ROY CHRISTIE**  
Assessor

**August 2022**



## Tayside Valuation Joint Board PERFORMANCE REPORT 2021/22

### INTRODUCTION

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

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

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

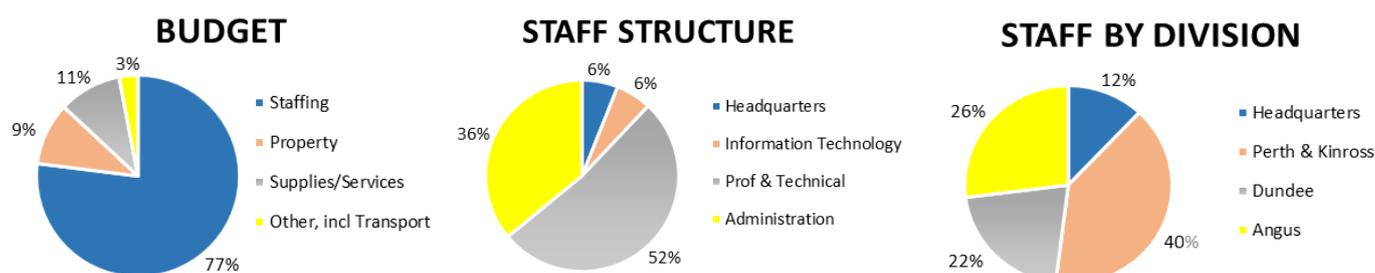
I would take this opportunity to record my grateful thanks to all staff for their contributions to the satisfactory levels of performance achieved throughout another particularly busy year.

### BUDGET & STAFFING

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

For 2021/22 the approved net revenue budget was £2.76m. The Board's unaudited final accounts indicate that spending was very slightly over budget.

The number of full time equivalent staff employed during 2021/22 was 66.5, against a budgeted structure of 70. 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 2021/22 are detailed below.

Year	Number of Amendments	% of amendments within time periods		
		Within 3 months	Within 6 months	More than 6 months
2019/20	1,263	81.10%	91.80%	8.20%
2020/21	1,216	62.90%	83.60%	16.40%
2021/22	1,392	77.10%	87.90%	12.10%

Local Authority Area	Total No of Subjects		Rateable Value	
	31/03/21	31/03/22	31/03/21	31/03/22
Angus	5,644	5,676	£80,150,395	£79,143,745
Dundee City	6,043	6,218	£188,603,560	£188,713,780
Perth & Kinross	10,133	10,244	£161,066,154	£160,744,004
Total	21,820	22,138	£429,820,109	£428,601,529

Performance in relation to Valuation Roll maintenance increased from the levels achieved in the previous year. The target was to process 72.5% of alterations within 3 months and 88% within 6 months. Performance was above target for 3 months and marginally below target for 6 months. The targets set for 2022-23 are unchanged at 72.5% <3 months, 88% <6 months & 12% > 6 months.

#### Valuation Appeals

During the course of the year staff have been dealing with both Revaluation appeals and Running Roll appeals. A summary of appeal progress as at 31 March 2022 is shown overleaf. Years 2019/20 and 2020/21 include a substantial number of additional appeals that relate to the Covid-19 pandemic. Legislation has been passed to prevent matters relating to Covid-19 that arose on or after 2 April 2020 being reflected in the Valuation Roll. It remains to be seen how effective these measures will be.

	Appeals Received	Appeals Settled	Settled Appeals Rateable Value		Appeals Outstanding	
			Original RV	Settled RV	Appeals	RV
2010 Revaluation	6,017	6,012	£330,436,768	£308,406,575	5	£113,900
2010/11 Running Roll	2,920	2,919	£229,545,190	£226,486,900	1	£103,000
2011/12 Running Roll	3,016	3,016	£235,968,895	£234,404,870	0	£0
2012/13 Running Roll	470	470	£59,231,235	£55,930,085	0	£0
2013/14 Running Roll	238	235	£33,473,325	£31,271,145	3	£128,500
2014/15 Running Roll	314	312	£32,467,300	£29,866,060	2	£59,300
2015/16 Running Roll	154	153	£12,261,400	£11,337,320	1	£71,400
2016/17 Running Roll	161	160	£17,366,625	£15,979,330	1	£38,400
2017 Revaluation	6,255	6,086	£324,961,776	£304,699,750	169	£6,609,900
2017/18 Running Roll	610	600	£33,755,940	£30,275,470	10	£384,000
2018/19 Running Roll	246	241	£30,469,130	£27,904,775	5	£450,550
2019/20 Running Roll	2,852	223	£38,423,900	£36,605,800	2,629	£190,013,330
2020/21 Running Roll	2,722	87	£9,965,195	£9,486,045	2,635	£186,541,184
2021/22 Running Roll	133	11	£915,350	£765,150	122	£3,283,900

## COUNCIL TAX VALUATION LIST

The Council Tax Valuation List contains all domestic properties and for each subject shows a Valuation Band which is used as a basis for calculating Council Tax charges. The number of Council Tax entries in each Council area are detailed below.

Performance in relation to Council Tax 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 in relation to Valuation List maintenance increased from the levels achieved in the previous year. The target was to process 93.0% of new entries within 3 months and 98% within 6 months. Performance achieved was marginally below target. The targets set for 2022-23 are unchanged at 93.0% <3 months, 98% <6 months & 2% > 6 months.

Year	Angus	Dundee	Perth & Kinross	Total
2019/20	59,018	76,921	76,763	212,702
2020/21	59,419	77,164	77,018	213,601
2021/22	59,847	77,591	77,273	215,161

Year	Number of New Entries	% of total new entries within the time period		
		Within 3 months	Within 6 months	Over 6 months
2019/20	1,916	96.30%	99.40%	0.60%
2020/21	1,482	88.1%	97.4%	2.60%
2021/22	1,976	92.5%	97.8%	2.20%

## Elections and Referenda 2021/22

A Scottish Parliamentary Election took place as scheduled on 6 May 2021. The ongoing Covid-19 pandemic presented a significant number of challenges for both electors and administrators in preparing for this election and the Scottish Government provided additional support including resources to engage temporary staff and an amended legislative timetable. Ten temporary additional staff members were engaged between January and April 2021 to assist with the expected increase in postal vote applications. The number of postal voters in Angus and Perth & Kinross rose from 41,388 on 4 January to 60,802 on 6 May 2021, an increase of 19,464. Notwithstanding these challenges, all appropriate procedures were delivered as agreed with the relevant Returning Officers. The lessons learned from the Scottish Parliamentary Election were helpful in preparing for the Scottish Local Government Elections on Thursday 5 May 2022. In the circumstances of an improving situation regarding Covid-19, the legislative timetable reverted to normal and there was no requirement to engage temporary staff ahead of these elections.

## 2021 Annual Canvass

The annual canvass of electors commenced in June 2021. Under new legislative procedures electors in both Angus and Perth & Kinross were data matched against Government Digital Service records. If an entire household matched a notification form was issued to confirm that the named electors were registered and they did not need to respond to the letter unless there was a change to report. 82% of households in Angus and Perth & Kinross were matched in this way which substantially reduced the number of reminder forms required. The remaining 23,900 households were sent a Route 2 form (similar to the Household Enquiry Form) and were asked to respond to confirm that the details of electors held were correct, or to report changes. Where no response was received canvassers visited properties in October and November 2021. For the first time the canvassers solely used tablets rather than paper forms to obtain information at the door and this proved to be very successful and more efficient than in previous years. A 60% response rate to Route 2 was received which was similar to that in 2020. Upon completion of the annual canvass the Electoral Registers for the two Council areas were published on 1 December 2021 with an increase in the electorate across both areas from 209,550 to 210,621.

## CONTACT DETAILS

The Assessor's service operates from two offices:-

Headquarters & East Division  
William Wallace House  
Orchard Loan  
Orchardbank Business Park  
FORFAR  
DD8 1WH  
Tel: 01307 499910

West Division  
Robertson House  
Whitefriars Crescent  
PERTH  
PH2 0LG  
Tel: 01738 630303

If you require any further information on this performance report please contact:- Roy Christie DipSurv, MRICS, AEA (Cert-Scotland) Assessor for Tayside and Electoral Registration Officer, Angus and Perth & Kinross William Wallace House, Orchard Loan, Orchardbank Business Park, FORFAR DD8 1WH

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

<b>VALUATION ROLL</b>		
Total No of Entries at 1 April 2021	21,820	
Total RV at 1 April 2021	£430m	
No of Amendments to Roll (2021/22)	1,392	
Total No of Entries at 31 March 2022	22,138	
Total RV at 31 March 2022	£429m	
Amendments within time periods expressed as a % of the total number of amendments for the year		
2019/20	Actual	Estimated
0-3 months	81.1%	72.5%
3-6 months	91.8%	88%
Over 6 months	8.2%	12%
2020/21	Actual	Estimated
0-3 months	62.9%	60.0%
3-6 months	83.6%	90.0%
Over 6 months	16.4%	10.0%
2021/22	Actual	Estimated
0-3 months	77.1%	72.5%
3-6 months	87.9%	88%
Over 6 months	12.1%	12%

## TAYSIDE VALUATION JOINT BOARD

### Key Performance Indicators

<b>COUNCIL TAX</b>		
Total No of Entries at 1 April 2021	213,579	
Adjustment to Band "D" Equivalent at 1 April 2021	207,846	
New Entries added during year (2021/22)	1,976	
Total No of Entries at 31 March 2022	215,151	
Adjustment to Band "D" Equivalent at 31 March 2022	209,812	
New Entries within time periods expressed as a % of the total number of new entries for the whole year		
2019/20	Actual	Estimated
0-3 months	96.3%	93%
3-6 months	99.4%	98%
Over 6 months	0.6%	2%
2020/21	Actual	Estimated
0-3 months	88.1%	93%
3-6 months	97.4%	98%
Over 6 months	2.6%	2%
2021/22	Actual	Estimated
0-3 months	92.5%	93%
3-6 months	97.8%	98%
Over 6 months	2.2%	2%

<b>GENERAL</b>	
Figure showing costs of all permanent staff including Salaries, NI contributions, Superannuation and Overtime payments	
As at 31 March 2020	£2.78m
As at 31 March 2021	£2.91m
As at 31 March 2022	£2.95m
Number of full time equivalent Staff employed	
As at 31 March 2020	68.5
As at 31 March 2021	66.5
As at 31 March 2022	66.5

**TAYSIDE VALUATION JOINT BOARD**



**Report on Issue of Customer Questionnaires  
By**

**Tayside Valuation Joint Board  
Year 2021-2022**

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# Introduction

## 1 GENERAL

This is the sixteenth twelve-month period during which users of our services have been asked to provide feedback on the service they received. The decision to issue customer satisfaction questionnaires annually flows from the Joint Board's commitment to Best Value and creating a customer focus.

Customer questionnaires are usually issued to a random sample of customers on a regular basis over a period of one year i.e. July 2021 – June 2022. Questionnaires are targeted towards:

- 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.

The period has seen the continuation of the Covid-19 pandemic which has reduced direct face to face contact with customers.

Total number of questionnaires issued	=	345
Total number of questionnaires returned	=	44

This gives an overall return of 12.75%, a significant reduction on the 21.3% returned in 2018-19 as the last full pre-pandemic year. It may be the case that customers feel less inclined to comment on services provided more remotely.

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>
5	19	8	12

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

## Results of Questionnaires Returned

If you have phoned the office	Number of Responses 2021-22	
2A Did you get through to a person who could deal with your query? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	30 2 32	94% 6%
2B Were you aware of the name of the person who spoke to you? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If <b>No</b>, would knowing the name have been helpful to you?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	24 4 28 4 4 8	86% 14% 50% 50%
If you your contact with the office was by letter or email	Number of Responses 2021-22	
3A Was it acknowledged in <ul style="list-style-type: none"> <li>• 1 – 5 Days</li> <li>• 6 – 10 Days</li> <li>• Longer than 10 Days</li> </ul> <p style="text-align: right;">Total:</p>	19 4 2 25	76% 16% 8%
3B Was this time acceptable to you <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	23 2	92% 8%

**Comment:** Whilst delay beyond 10 days is not an acceptable practice, in some cases, staff may respond to a written enquiry by telephone that may delay a formal written acknowledgement. A mail logging system remains in operation to allow monitoring of response times.

If you have visited the office	Number of Responses 2021-22	
4A How convenient did you find the opening hours? <ul style="list-style-type: none"> <li>• Very convenient</li> <li>• Fairly convenient</li> <li>• Not very convenient</li> <li>• Not at all convenient</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">0</p> <p style="text-align: center;">0</p> <p style="text-align: center;">0</p> <p style="text-align: center;">0</p>	
4B Was there ease of access to the building? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">0</p> <p style="text-align: center;">0</p>	
4C Was there sufficient provision of facilities and information about our services available? <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p style="text-align: center;">0</p> <p style="text-align: center;">0</p>	

If you have received a visit from a member of our staff	Number of Responses 2021-22	
<p>5A Did we make an appointment for a visit?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>Yes</b>, were we punctual?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p> <p>If <b>No</b>, would an appointment been preferred?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• No answer given</li> </ul> <p style="text-align: right;">Total:</p>	<p>4</p> <p>4</p> <hr/> <p>8</p> <hr/> <p>4</p> <hr/> <p>2</p> <p>0</p> <p>2</p> <hr/> <p>4</p>	<p>50%</p> <p>50%</p> <hr/> <p>100%</p> <hr/> <p>50%</p> <p>50%</p>
<p>5B Was the time of our visit convenient to you?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p>4</p> <hr/> <p>4</p>	<p>100%</p>
<p>5C Did we properly identify ourselves?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p>4</p> <hr/> <p>4</p>	<p>100%</p>
<p>5D Was the purpose of the visit clearly explained?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p>4</p> <hr/> <p>4</p>	<p>100%</p>

Appeal/Proposal	Number of Responses 2021-22	
<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>3</p> <hr/> <p>3</p>	<p>100%</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>3</p> <hr/> <p>3</p>	<p>100%</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>2</p> <p>1</p> <hr/> <p>3</p>	<p>67%</p> <p>33%</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>2</p> <p>1</p> <hr/> <p>3</p>	<p>67%</p> <p>33%</p>
<p>6E Do you feel a sufficient, clear and understandable explanation was given during your appeal discussions?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p>3</p> <hr/> <p>3</p>	<p>100%</p>
<p>6F Was the appeal/proposal successful?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p style="text-align: right;">Total:</p>	<p>3</p> <hr/> <p>3</p>	<p>100%</p>

Overall Impression	Number of Responses 2021-22	
<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>25 11 5</p> <hr/> <p>41</p>	<p>61% 27% 12%</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>26 11 2 1</p> <hr/> <p>40</p>	<p>65% 28% 5% 3%</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>28 10 2 1</p> <hr/> <p>41</p>	<p>68% 24% 5% 2%</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>7</p> <hr/> <p>7</p>	<p>100%</p>
<p>7E If you complained how satisfied were you with the way we dealt with your complaint?</p> <ul style="list-style-type: none"> <li>• Very Satisfied</li> <li>• Satisfied</li> <li>• Dissatisfied</li> <li>• Very Dissatisfied</li> </ul> <p style="text-align: right;">Total:</p>	<p>n/a</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>29 11 1</p> <hr/> <p>41</p>	<p>71% 27% 2%</p>

## Comments from Customer Questionnaires

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

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

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

### LIST OF COMMENTS

- Thanks from Invergowrie to Forfar, so have been in touch a couple of times with Perth and Kinross and Forfar offices. Each occasion everyone was helpful, friendly and assisted in getting addresses, Council Tax and voting sorted out. Thanks
- Extremely helpful and informative. I couldn't have asked for a better service. Thank you very much.
- Excellent service – prompt and clearly explained. Returned my call within 10 minutes with the information I required.
- No issues whatsoever.
- Just awaiting arrival of the postal voting paperwork for the May council elections before we leave for our holiday. Thanks.
- Unfortunately, I cannot recall the name of the lady who I dealt with but she was extremely helpful and informative. She listened to my query and offered visit. This visit helped to gain info needed to reassess my council tax banding from E to D. A first class experience received.
- I am unsure why I was sent this. I moved into a new build and contacted Dundee City Council re council tax and they had to check what banding my house was. Which I think is what triggered this.
- The TVJB is the best organisation (including service providers) that I deal with. Always helpful.
- Very happy with the service and with how helpful all I spoke to were. No complaints.
- Staff always very polite, helpful and informative.
- Very satisfied in the way my enquiry was dealt with. Could not fault the service given.

- I was happy with my dealing via email, however you have sent this letter to the wrong address. My address is XXX.
- Mr XXXX attends to any alterations promptly. Excellent service.
- After we purchased house there were various issues to sort re non-commercial status of church hall. XXXX dealt with them quickly and clearly. He also went the extra mile supporting us in sorting issues with SSE and Business Stream. So helpful! Can't praise him enough. Thank you!
- XXXX is very helpful and always responds in a timely manner and resolves any issues.
- Initial letter required a second sheet of paper just for the signature. Printing double sided or changing the layout/ format slightly would save you a piece of paper each time. Otherwise the actual service was excellent. Would recommend.
- Didn't receive the £150 off community charge that everyone is getting. Telephoned. They said they would amend it. Still waiting.
- We moved into a new build and you issued letters and set up our council tax within two months. We then set up a direct debit to pay and everyone I spoke to by phone was very helpful and no issues raised.
- Here at the Caledonian Bar we were very unsure about the paperwork. The people we spoke to were very helpful.
- The online service for change of address worked well.
- Nothing to add. Requests were dealt with in reasonable time without any need to chase.
- You have to navigate the telephone system. Why not put an option to talk to someone who can direct you to the correct department? I have had to dial numerous times to find a path to talk to someone. Email was faster but you then rely on getting a response.... Days later.
- Staff should be available more easily and in their office so they can be contacted.

## Conclusions

For 2021-22 the number of questionnaires issued has dropped but more noticeable has been the drop in the rate of return. The response rate of 12.7% is significantly lower than the pre-pandemic norm at just over 20% return.

It may well be the case that as service provision has adapted to the pandemic and accelerated changes in working practices, that the more remote nature of the work carried out has left customers less likely to respond to follow up enquiries.

On this occasion 19 of the forms returned are connected with Council Tax, 8 with Non-Domestic Rates, 5 relate to Electoral Registration and 12 cover more than one category. The return pattern is proportionately more weighted towards Electoral than at last reporting, most likely due to there having been council elections during the period covered.

The responses at Section 7F once again demonstrate a very high level of satisfaction with our service with 98% of responses being either "Very Satisfied" or "Satisfied". This maintains previous levels and it is encouraging that despite the changes imposed by the pandemic that the level of customer satisfaction remains consistently high.

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

The comments received are reproduced as part of this report.

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 3 recorded complaints. These were all dealt with satisfactorily by senior members of staff at a local level and none required further investigation by management.

## Recommendations

Staff should continue to be made aware of the existence and regular update of the report and encouraged to read it, and to discuss with their managers the lessons to be learned from 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 2021-22 was carried out on the same basis as in years prior to the pandemic. Although the outcome remains relatively constant compared with previous years, staff will be reminded of the value of the feedback obtained from the survey.

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

Management should continue to stress to staff the importance of customer service, and in light of altered working practices, of their individual roles in continuing to provide the best possible quality of service delivery.

## Equalities Monitoring

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

Responses were received on 40 of those returned. The responses indicated that those returning the forms were 100% white (ethnic group).

The gender divide was 22:18 (55%:45%) female/male.

The age group distribution is as follows:

Age Range	Returns	%
25-34	3	8%
35-44	5	12%
45-54	10	25%
55-64	14	35%
65-74	4	10%
75+	4	10%

One response stated that they consider themselves to have a disability.

This is the sixth year of gathering equalities information in respect of our customers. To date no specific issues relating to protected characteristics have been identified.



## 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:  
 East Division (Angus / Dundee)   
 West Division (Perth & Kinross)

**Section 2 – If you have phoned the Office**

(If you did not telephone 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 your contact with the Office was by letter or e-mail**

(If you have not made contact by letter or e-mail, please go to Section 4)

3A Was it acknowledged in:  
 ➤ 1 – 5 days .....   
 ➤ 6 – 10 days .....   
 ➤ Longer than 10 days .....

3B Was this time acceptable to you?  
 ➤ Yes .....   
 ➤ No .....

**Section 4 – If you have visited the Office**

(If you have not visited the office, please go to Section 5)

4A How convenient did you find the opening hours?  
 ➤ Very convenient .....   
 ➤ Fairly convenient .....   
 ➤ Not very convenient .....   
 ➤ Not at all convenient .....

- 4B Was there ease of access to the building?
- Yes .....
  - No .....  
(If No, please comment in Section 9)
- 4C Was there sufficient provision of facilities and information about our services available?
- Yes .....
  - No .....  
(If No, please comment in Section 9)

**Section 5 – If you have received a visit from a member of our staff**  
(If you have not received a visit, please go to Section 6)

- 5A 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 .....
- 5B Was the time of our visit convenient to you?
- Yes .....
  - No .....
- 5C Did we properly identify ourselves?
- Yes .....
  - No .....
- 5D Was the purpose of the visit clearly explained?
- Yes .....
  - No .....

**Section 6 – Appeal/Proposal**

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

- 6A How long did it take to settle your appeal/proposal from the time you made it?
- Up to 3 months .....
  - 3 to 6 months .....
  - 6 to 12 months .....
  - 12 to 18 months .....
  - 18 months + .....
  - Don't know/Can't remember .....
- 6B Was this time acceptable to you?
- Yes .....
  - No .....
- 6C When dealing with the office did we undertake to contact you within a specified period?  
(If you answer No, please go to Section 6E)
- Yes .....
  - No .....
- 6D Did the office do so?
- Always .....
  - Usually .....
  - Rarely .....
  - Never .....

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

**Section 7 – Overall Impression**

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

**Section 8 – Your comments and suggestions**

Please use separate sheet if required

Thank you for your comments

## EQUALITIES MONITORING

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

### 1 What is your ethnic group?

Chose one from Section A to G

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

### 2 How would you describe your gender?

- Female
- Male
- Prefer not to answer

### 3 What is your age

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

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

Do you consider that you have a disability? Yes  No

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