

235 Dunbarton Road  
 CLYDEBANK  
 G81 4XJ  
 Phone 0141 562 1200  
 Fax 0141 562 1220  
 Fax 0141 562 1255  
 Textphone 0775 4813021

# Public Performance Report 2010/11

Kilbrannan House  
 CAMPBELTOWN  
 PA28 6HZ  
 Phone 01586 555300  
 Fax 01586 552883  
 Textphone 07821 643267

## Background

The Assessor for Dunbartonshire and Argyll & Bute is an independent statutory official who is responsible for the preparation and maintenance of the Valuation Rolls and Council Tax Valuation Lists for East and West Dunbartonshire and Argyll & Bute. The Assessor has also been appointed as the Electoral Registration Officer for these three areas and he is therefore required to prepare and maintain their Registers of Electors.

The Assessor's service is conducted from two main offices located at the addresses above. You can contact us by e-mail at 'assessor@dab-vjb.gov.uk'.

## General Information

During the year to 31st March 2011, the Assessor had a full-time equivalent staff of 57.53 and a staffing budget of £2.14m. A total of 393 days (2.4%) were lost through illness, a marked improvement compared to 686 days (5%) in 2009/10.

## Council Tax List

The Council Tax List contains all domestic properties showing an allocated Council Tax band which is based on the market value of the property as at 1991. The bands shown are used by the local authorities within the Joint Board's boundaries for the production of domestic Council Tax bills.

As at 31st March, 2011, the Council Tax Lists for Dunbartonshire and Argyll & Bute contained 140,976 subjects. Of the 989 houses added to the List between 1st April, 2010 and 31st March, 2011, the time between the date of occupation/completion and the issue of the banding notice is shown in the following table. The 6-month target was achieved.

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
2010/11	989	93%	90%	97%	98%
2009/10	940	90%	87%	96%	98%
2008/09	1084	92%	87%	97%	98%
2007/08	1128	92%	93%	97%	99%
2006/07	953	90%	93%	97%	98%
2005/06	1201	88%	89%	97%	96%
2004/05	996	85%	91%	97%	98%

The targets which we have set for 2011/12 are 92% within 3 months and 98% within 6 months.

## Valuation Roll

The Valuation Roll contains the rateable values of all non-domestic properties within the area. The rateable values shown are used by the Joint Board's constituent local authorities for the production of non-domestic rates bills.

As at 31st March, 2011 the Valuation Rolls for Dunbartonshire and Argyll & Bute contained 12,456 subjects with a total rateable value of £323.4 million. Of the 964 amendments made to the Valuation Roll between 1st April, 2010 and 31st March, 2011, the time between the effective date of the alteration and the issue of the Valuation Notice is shown in the following table, along with previous years' data. Our 6-month target for the year was again achieved.

The targets we have set for 2011/12 are 80% within 3 months and 92% within 6 months. The 42 2005 Revaluation appeals which had been referred to the Lands Tribunal remained outstanding at the end of 2010/11.

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
2010/11	964	80%	79%	90%	91%
2009/10	952	75%	77%	90%	93%
2008/09	1057	80%	80%	90%	93%
2007/08	1072	80%	82%	95%	94%
2006/07	1051	75%	76%	90%	96%
2005/06	1093	66%	80%	83%	96%
2004/05	1131	52%	66%	77%	83%

## Electoral Registration

In total, we received 126,567 responses (92.28%) from 137,162 forms issued. This return was up from 92.12% in 2009. The total return by Council area was as shown below:

Constituency	2010 Canvass
Argyll & Bute Council	93.85%
East Dunbartonshire Council	93.94%
West Dunbartonshire Council	88.91%
<b>Total for VJB Area</b>	<b>92.28%</b>

### Electoral Performance

The Electoral Administration Act 2006 (EAA) gave the EC powers to set standards of performance for EROs, Returning Officers (ROs) and Referendum Counting Officers (RCOs) in Great Britain. Following the 2010 annual canvass the Electoral Commission carried out its third electoral registration data collection and self-assessment exercise. The self-assessment covered 10 performance standards over 4 subject areas:-

- Completeness and accuracy of electoral registration records (Standards 1–3)
- Integrity of the registration process (Standards 4–5)
- Encouraging participation in the registration process (Standards 6–8)
- Planning and organisation (Standards 9–10)

Having been assessed as performing 'Above the Standard' in 8 of the 10 standards, the Board's own performance was as illustrated.

Standard	Below	Meets	Above
Using information sources to verify and identify electors for the register	√	√	√
Maintaining the property database	√	√	√
House to house enquiries	√	√	√
Maintaining the integrity of registration and absent vote applications	√	√	√
Supply and security of the register and absent voters list	√	√	√
Public awareness strategy	√	√	
Working with partners	√	√	√
Accessibility and communication of information	√	√	
Planning for rolling registration and the annual canvass	√	√	√
Training	√	√	√

## Other Items of Note

During the year we also:

- Continued to provide information to the Assessors Portal ([www.saa.gov.uk](http://www.saa.gov.uk)). This website provides an on-line search facility for Valuation Roll and Council Tax entries throughout Scotland and provides for the on-line submission of Valuation Roll appeals and Council Tax banding proposals. For the 2010 Revaluation entries for most shops, offices and industrial subjects have summarised valuations available online. A new Automated Appeals Logging System which allows for the receipt and acknowledgement of Revaluation appeals in bulk has been added.
- Further developed and updated our own Web site ([www.dab-vjb.gov.uk](http://www.dab-vjb.gov.uk)) where you can find helpful information on all of our functions, including a split of our Valuation Roll and Council Tax performance among our 3 constituent Councils. Various forms relating to Electoral Registration are also available.
- Conducted a further Customer Satisfaction Survey, with 98% (97% in the previous three years) of the returns indicating that our staff were found to be professional, courteous and helpful, and 96% (as in 2009/10) of the users of the Valuation Joint Board's services expressing their satisfaction with the information and/or advice given. Satisfaction levels amongst minority groups were generally similar to the overall figures.
- Further reviewed the management structure which resulted in a streamlining at the top levels to meet financial restrictions.

*A copy of the Assessor and Electoral Registration Officer's Annual Report is available on request from either office*



*Dunbartonshire and Argyll & Bute  
Valuation Joint Board*