

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

Kilbrannan House
 Bolgam Street
 CAMPBELTOWN
 PA28 6HZ
 Phone 01586 555300
 Fax 01586 55288

Public Performance Report 2009/10

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 2010, the Assessor had a full-time equivalent staff of 60 and a staffing budget of £2.07m. A total of 686 days (5%) were lost through illness compared to 706 days (4.91%) in 2008/09.

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, 2010, the Council Tax Lists for Dunbartonshire and Argyll & Bute contained 140,492 subjects. Of the 940 houses added to the List between 1st April, 2009 and 31st March, 2010, the time between the date of occupation/completion and the issue of the banding notice is shown in the following table, and reflects the diversion of resources to complete the non-domestic Revaluation.

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
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 2010/11 are 93% within 3 months and 97% 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, 2010 the Valuation Rolls for Dunbartonshire and Argyll & Bute contained 12,364 subjects with a total rateable value of £262.8 million. Of the 952 amendments made to the Valuation Roll between 1st April, 2009 and 31st March, 2010, 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 3 month and 6-month targets for the year were again achieved.

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
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%

The targets we have set for 2010/11 are 80% within 3 months and 90% within 6 months. The 42 2005 Revaluation appeals which had been referred to the Lands Tribunal remained outstanding at the end of 2009/10.

Around 62% of the total 2005 Revaluation appeals lodged were withdrawn without adjustment, and the loss of rateable value for the adjusted appeals was 2.86% of the total value.

Electoral Registration

In total, we received 125,846 responses (92.12%) from 136,617 forms issued.

This return was up from 87.9% in 2008/09 and compares reasonably with the national return rate of 92.5%

The total return by Council area was as shown below:

Constituency	2009 Canvass
Argyll & Bute Council	93.48%
East Dunbartonshire Council	93.96%
West Dunbartonshire Council	88.81%
Total for VJB Area	92.12%

Other Items of Note

During the year we also:

- Continued to provide information to the Assessors Portal (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 our own Web site (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 97% (as in 2007/08 & 2008/09) of the returns indicating that our staff were found to be professional, courteous and helpful, and 96% (97% in 2008/09) 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.
- 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