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Public Performance Report 2008/09

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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 2009, the Assessor had a full-time equivalent staff of 65 and a staffing budget of £2.15m. A total of 706 days (4.91%) were lost through illness compared to 891.5 days (6.30%) in 2007/08.

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, 2009, the Council Tax Lists for Dunbartonshire and Argyll & Bute contained 140,260 subjects. Of the 1,126 houses added to the List between 1st April, 2008 and 31st March, 2009, the time between the date of occupation/completion and the issue of the banding notice is shown in the following table, and reflects the unavoidable diversion of resources to non-domestic revaluation preparation:

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

Due to ongoing revaluation demands, the targets we have set for 2009/10 are 90% within 3 months and 96% 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, 2009 the Valuation Rolls for Dunbartonshire and Argyll & Bute contained 12,394 subjects with a total rateable value of £249.1 million. Of the 1,046 amendments made to the Valuation Roll between 1st April, 2008 and 31st March, 2009, 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
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 2009/10 are 75% within 3 months and 90% within 6 months. The reduction from last year is due to the necessary resourcing of the 2010 Revaluation completion. 42 of the 2005 Revaluation appeals which had been referred to the Lands Tribunal remained outstanding at the end of 2008/09. 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 119,525 responses (87.9%) from 135,956 forms issued.

This return was up several points on previous years, mainly due to a different method of calculating returns which was introduced by the Electoral Commission.

The total return by County Constituency area was as shown below:

Constituency	2008 Canvass
Argyll & Bute County	89.48%
East Dunbartonshire County	90.62%
West Dunbartonshire County	83.51%
Cumbernauld, Kilsyth & Kirkintilloch County	85.85%
Total for VJB Area	87.91%

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.
- 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) of the returns indicating that our staff were found to be professional, courteous and helpful, and 96% (93% in 2007/08) 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.
- Formalised a 3-year Service Plan for 2008/11, which has been approved by the Valuation Joint Board, and introduced a range of Family Friendly policies, including Coping with Stress and Dealing with Alcohol & Substance Misuse.

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