

135 Dunbarton Road
 DUNDEE
 DD1 4XJ
 Phone 0141 562 1200
 Fax 0141 562 1220
 Fax 0141 562 1255

Public Performance Report 2007/08

Kilbrannan House
 Bolgam Street
 CAMPBELTOWN
 PA28 6HZ
 Phone 01586 555300
 Fax 01586 552880

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 2007, the Assessor had a full-time equivalent staff of 65 and a staffing budget of £2.09m. A total of 191.5 days (6.30%) were lost through illness compared to 528.5 days (3.80%) in 2006/07.

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, 2008, the Council Tax Lists for Dunbartonshire and Argyll & Bute contained 139,614 subjects. Of the 1,128 houses added to the List between 1st April, 2007 and 31st March, 2008, the time between the date of occupation/completion and the issue of the banding notice is shown in the following table, along with previous years' data which demonstrates our maintenance of improved performance:

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
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%
2003/04	918	87%	75%	93%	93%

The targets we have set for 2008/09 are 92% 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, 2008 the Valuation Rolls for Dunbartonshire and Argyll & Bute contained 12,291 subjects with a total rateable value of £265.6 million. Of the 1,072 amendments made to the Valuation Roll between 1st April, 2007 and 31st March, 2008, 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 target for the year was again achieved, while the 6-month target was almost achieved.

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
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%
2003/04	1217	55%	51%	79%	74%

The targets we have set for 2008/09 are 80% within 3 months and 90% within 6 months.

Of 3,051 Revaluation appeals submitted against the values of 2,946 subjects, 1,047 were outstanding at 1st April 2007. During the year 822 were settled, with around 64% having been withdrawn without adjustment, leaving 225 outstanding at the end of the year. The total loss in Rateable Value resulting from appeal settlements since the 2005 Revaluation equates to 1.24% of the total Rateable Value.

The last date for disposal of outstanding appeals, either by discussion with the Assessor's staff or by formal hearing, is 31st December, 2008.

Electoral Registration

In total, we received 110,833 responses (81.9%) from 135,313 forms issued. This was again down from previous years despite the additional effort expended in completing a door-to-door canvass of non-returns for the second year running.

The annual canvass response rates (from a combination of returned forms, telephone and internet returns) for the register published on 1st December, 2007 are shown below along with the figures for the 2006 canvass.

Constituency	2006 Canvass	2007 Canvass
Argyll & Bute	84.81%	84.16%
East Dunbartonshire	89.79%	86.05%
West Dunbartonshire	76.60%	75.34%
Total	82.94%	81.9%

Other Items of Note

During the year we also:

- Continued our active participation in the development of the Assessors Portal (www.saa.gov.uk). This website, which has received awards for Excellence in Customer Service 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.
- Continued with a Customer Satisfaction Survey, with 97% (96% in 2006/07) of the returns indicating that our staff were found to be professional, courteous and helpful, and 93% (91% in 2006/07) 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.
- Approved a Gender Equality Scheme, and improved access and facilities for disabled persons in both of our offices.

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

