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# Public Performance Report 2006/07

## 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 528.5 days (3.80%) were lost through illness compared to 501.5 days (3.53%) in 2005/06.

## 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, 2007, the Council Tax Lists for Dunbartonshire and Argyll & Bute contained 138,993 subjects. Of the 953 houses added to the List between 1st April, 2006 and 31st March, 2007, 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
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 2007/08 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, 2007 the Valuation Rolls for Dunbartonshire and Argyll & Bute contained 12,274 subjects with a total rateable value of £265.8 million. Of the 1,051 amendments made to the Valuation Roll between 1st April, 2006 and 31st March, 2007, 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 targets for the year were again achieved.

Year	Number	Within 3 Months		Within 6 Months	
		Target	Achieved	Target	Achieved
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 2007/08 are 80% within 3 months and 95% within 6 months.

Of 3,051 Revaluation appeals submitted against the values of 2,946 subjects, 2,323 were outstanding at 1<sup>st</sup> April 2006. During the year 1,265 were settled, with around 70% having been withdrawn without adjustment, leaving 1,058 outstanding at the end of the year. The total loss in Rateable Value resulting from appeal settlements since the 2005 Revaluation equates to 0.5% 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 111,757 responses (82.9%) from 134,229 forms issued. This was down from previous years despite the additional effort expended in completing a door-to-door canvass of non-returns for the first time in several years.

The annual canvass response rates (from a combination of returned forms, telephone and internet returns) for the register

published on 1st December, 2006 are shown below along with the figures for the 2005 canvass.

Constituency*	2005 Canvass	2006 Canvass
Argyll & Bute	86.39%	84.81%
Cumbernauld, Kilsyth & Kirkintilloch	80.04%	78.56%
East Dunbartonshire	89.07%	89.79%
West Dunbartonshire	77.06%	76.60%
Total	83.56%	82.94%

\* The constituencies have now been altered by Parliamentary Order.

## Other Items of Note

During the year we also:

- Continued our active participation in the development of 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.
- Further developed 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. Various forms relating to Electoral Registration are also available there.
- Developed our Race and Disability Equality Schemes and implemented an Equalities Impact Assessment procedure.
- Continued with a Customer Satisfaction Survey in order to assess our stakeholders' perception of the services we provide. 96% (95% in 2005/06) of the returns indicated that our staff were found to be professional, courteous and helpful, and 91% of the users of the Valuation Joint Board's services expressing their satisfaction with the information and/or advice given (compared to 88% the previous year). Satisfaction levels amongst minority groups were generally similar to the overall figures.

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



Dunbartonshire and Argyll & Bute  
 Valuation Joint Board