

“STRIVING FOR EXCELLENCE IN REGISTRATION AND VALUATION”

ASSESSOR & ELECTORAL REGISTRATION OFFICER

SERVICE STATEMENT 2010/2015

INTRODUCTION

Over the next five years we face a number of challenges.

We face the challenge of maintaining our current level of service and meeting statutory obligations while facing a reduction in funding commensurate with that applied to the rest of the Local Government sector.

We face a Scottish Parliamentary Elections in 2011 and Local Government Elections in 2012, a European Parliamentary Election in 2014, a General Election in 2015 and a referendum on voting reform scheduled to coincide with the Scottish Parliamentary Election in May 2011. In all of these we must handle, and indeed promote, a likely significant increase in postal voting applications in a shortened timescale. We must also deal with new electoral boundaries and, possibly, new systems of voting.

The UK Government has published its intention to Individual Electoral Registration in 2014 and work towards fulfilment of that aim has already started. We must therefore continue to be flexible and ready to adapt at short notice to changes in the electoral system.

We must carry out the annual canvass in a much shorter time frame than in the past while at the same time continuing to strive for high levels of accuracy. We must continue to develop methods of reaching those citizens who currently do not register to vote.

Following the successful completion of the valuation phase of the 2010 Revaluation of non-domestic subjects we also now face the challenge of dealing with the resultant appeals.

In common with all Assessors, we have produced and made public Summary Values for Retail, Office and Industrial subjects. The aim is now to add other subject types by 2015.

The Assessor for Renfrewshire is now the “Designated Assessor” for all Fixed-line Telecommunications Subjects in Scotland where the Telecommunications Company is named in the relevant Order. This has added another layer of complexity to the existing workload.

There is an ever-present prospect of a change or reform to Council Tax so we must also consider carefully our current approach to Council Tax and be prepared to adapt quickly to any future political announcements. At the same time, we need to maintain the Council Tax Valuation List through additions, deletions, changes and appeals.

“Best Value” challenges us to demonstrate excellence in the provision of these services and to ensure that this provision is sensitive to the requirements of our stakeholders. We have achieved significant year on year improvements on service delivery over the past 3 years and must continue in the same vein.

We must continue to look at new ways of delivering our services and in particular to embrace new technology in doing so. We have already made advances with the development of the Assessors portal and must develop this further to provide further enhancements to our service delivery.

Alasdair MacTaggart

Assessor & Electoral Registration Officer

RVJB GENERAL SERVICE AIMS AND VALUES

- To deal courteously, promptly and professionally with all users of the service.
- To consult our stakeholders.
- Adopt the principles of Best Value, generally to adopt best working practices, and to promote continuous improvement in the provision of the service.
- To continue progress in formalising the service planning process within the context of Best Value.
- To ensure that equal opportunities and social inclusion are central elements of our service delivery.

ELECTORAL REGISTRATION

- To implement the Representation of the People Act 2000.
- To efficiently carry out the annual canvass.
- To efficiently and proactively implement Rolling Registration.
- To deal with all claims and objections relating to the Register.
- To deal with applications for absent votes and maintain the relevant lists.
- To produce and make available free and for sale where appropriate copies of the Electoral Register in accordance with statutory arrangements and data protection and human rights legislation.
- To implement efficiently changes to electoral boundaries.
- To efficiently implement individual registration

NON-DOMESTIC RATING

- To carry out a general revaluation every 5 years.
- To compile timeously and to maintain the Valuation Roll in accordance with the relevant legislation, to take account of new properties, properties which no longer should enter the Roll, properties which have been altered, appeal settlements, changes to the parties shown in the Roll, and other changes arising from statute or decisions of the Courts.
- To issue Valuation Notices to the appropriate parties shown in the Valuation Roll.
- To publish the Valuation Roll, make it available to the rating authority, the Keeper of Records, and other interested parties.
- To deal with appeals by discussion with ratepayers or their agents or by hearing of appeals before the appropriate valuation appeal courts.

COUNCIL TAX

- To timeously compile and maintain the Valuation List in accordance with the relevant legislation, to take account of new properties, properties which no longer should enter the List, properties which have been altered and sold, proposal/appeal settlements, and other changes arising from statute or decisions of the Courts.
- To issue Notices of Bandings to the appropriate parties.
- To maintain the Valuation List, make it available to the rating authority, the Keeper of Records, and other interested parties.
- To deal with proposals/appeals by discussion with taxpayers or their agents or by hearing of appeals before the appropriate valuation appeal courts.
- To prepare for a Council Tax revaluation.