

AGENDA ITEM 3

CENTRAL SCOTLAND VALUATION JOINT BOARD

Subject: BEST VALUE REPORT 2011
Meeting: CENTRAL SCOTLAND VALUATION JOINT BOARD
Date: 17TH JUNE, 2011
Author: IAN BALLANCE, DEPUTE ASSESSOR

1. INTRODUCTION

- 1.1 Reports on performance have been submitted to Central Scotland Valuation Joint Board since the adoption of the Best Value regime in 2000. This report covers 2010/2011, and shows performance levels on work completed between 1st April 2010 and 31st March 2011. The Report follows the same format as previous years and the figures for the past three years are shown.

2. KEY PERFORMANCE INDICATORS

- 2.1 A key part of Best Value is measuring and monitoring performance. A report detailing the performance indicators was submitted to Central Scotland Valuation Joint Board on 6th October 2000. These indicators were agreed with the Scottish Executive and the Accounts Commission.

2.2 Targets Set – Valuation Roll (Non Domestic)Amending the Roll

Amendments to the Valuation Roll as a % of all changes			
Year	2008/09	2009/10	2010/11
In less than 3 months	75%	78%	80%
In less than 6 months	91%	92%	93%
In more than 6 months	9%	8%	7%

2.3 Performance Achieved

Total No. of Entries 11,161		Amended Entries 1004	
Changes Made	Achieved 2008/09	Achieved 2009/10	Achieved 2010/2011
In less than 3 months	83%	81%	84%
In less than 6 months	93%	95%	93%
More than 6 months	7%	5%	7%

The target for changes up to three months has been exceeded although the targets for up to six months and over six months have just been met. As this is a very busy time on the technical side as there are many non-domestic appeals to be dealt with, it is the result of hard work that the targets have been met.

2.4 Council Tax

The key performance indicator for Council Tax is a measure of how long it takes for a new house to enter the Valuation List. It is in the taxpayer's interest that the property appears in the List as soon as possible after completion to avoid a backdated bill. It is in the Council's interest to collect the tax as soon as possible. The number of entries in the List at 31.03.11 was 140,013.

2.5 Targets Set – Council Tax

New Entries:

New Entries on the Valuation List as a % of all new entries			
Year	2008/09	2009/10	2010/11
In less than 3 months	95%	95%	95%
In less than 6 months	99%	99%	99%
In more than 6 months	1%	1%	1%

2.6 Performance Achieved

Total new entries 2010/2011: 1,056

New Entries on the Valuation List as a % of all new entries			
Year	Achieved 2008/09	Achieved 2009/10	Achieved 2010/11
In less than 3 months	96%	98%	99%
In less than 6 months	99%	99%	100%
In more than 6 months	1%	1%	-

Working on maintaining the Council Tax List has a high priority throughout the year. It is particularly important for Electoral Registration that all properties are in the property file as this assists with the issue of electoral canvass documents. If the Valuation List is up to date the Electoral Register will also be up to date.

It is pleasing that such a high standard has been achieved with 99% of all new houses in the List within three months. This is a tribute to the hard work of the staff. We have increased our target in under three months this year so staff will have to work to keep up to these high standards. The targets set for 2011/12 are shown in the following paragraph.

- 2.7 Efforts in improving Council Tax performance will be aimed at trying to reduce the average time to make an entry for a new house. The average time is currently just under four weeks. Two years ago the average time was about five weeks. This statistic alone shows a considerable improvement.

2.8 Targets for 2011/12

Valuation Roll – Target 2011/12

Amendments to the Valuation Roll as % of all changes	
Year	2011/12
In less than 3 months	81%
In less than 6 months	93%
In more than 6 months	7%

Valuation List – Target 2011/12

Amendments to the Valuation Roll as % of all changes	
Year	2011/12
In less than 3 months	96%
In less than 6 months	99%
In more than 6 months	1%

The non-domestic targets set for this year (2011/12) have been increased as the best value regime suggests that we continually strive to improve performance where this is possible. In relation to Council Tax, we have increased the target this year although the very high performance which is currently achieved makes any improvement very difficult.

3. PUBLIC PERFORMANCE REPORTING

- 3.1 The Public Performance Reports have previously been published on the Councils' web sites. This was in order to make the information as widely available as possible at a reasonable cost. Last year they were available on the Assessors' Portal. This year they will again be available on the Portal as well as from the office.

4. SUMMARY

- 4.1 The Best Value regime has allowed Central Scotland Assessor to formally measure performance against indicators agreed with the Scottish Executive and Audit Scotland. The aim is to monitor and constantly improve our performance where feasible. In the event the targets were exceeded (see table 2.3) and the targets set for 2011/12 have again been increased.
- 4.2 In relation to Domestic properties you should also note that the targets had not been increased 2006/07 to 2010/11. The figure of 95% within the first three months is a high one and any significant increases here would require a disproportionate use of resources: it would not be best value. However in the light of the staffs' excellent performance on domestic property work we have moved the goalposts even higher. The average time to make an entry for a new house has been decreasing (although this is not a formal performance indicator) and is currently under four weeks.
- 4.3 Since the inception of the Best Value regime Central Scotland Assessor's staff have embraced the scheme and generally have demonstrated consistent improvement. Performance in relation to targets set has been high, and the staff have generally exceeded these targets. This has been achieved through hard work by many people and I believe that these high standards will continue to be achieved.

5.0 RECOMMENDATIONS

It is recommended that the Valuation Joint Board note the continuing progress in terms of Best Value.

.....
Depute Assessor