



## **RELATES TO AGENDA ITEM 5**

### **VALUATION JOINT BOARD FOR CENTRAL SCOTLAND**

**Subject:** Best Value - Performance Indicators  
**Meeting:** Central Scotland Valuation Joint Board  
**Date:** 6<sup>th</sup> October, 2000  
**Author:** K D Scott, Assessor & Electoral Registration Officer

#### **1. INTRODUCTION**

- 1.1 This Report presents the Key Performance Indicators [KPI's] submitted to the Scottish Executive by the Assessor on behalf of the Valuation Joint Board.
- 1.2 This Report follows on from the Best Value Submission to the First Minister by the Assessor and Electoral Registration Officer in October 1999 as reported to the Board in November 1999.

#### **2. PERFORMANCE MEASURING**

- 2.1 Section 5 of the Best Value Submission dealt with Performance Measuring and Monitoring of the Valuation and Registration Service and Section 5.4 noted specifically that "Key Performance Indicators need to be established and nationally agreed".
- 2.2 The Scottish Assessors' Association has now reached agreement with the Scottish Executive on indicators for two of the three functions of the Valuation Joint Board – Valuation for Rating and Council Tax. With the expected change from a fixed Electoral Register to a rolling Register imminent, KPI's for Electoral Registration have not yet been settled.

### 3. KEY PERFORMANCE INDICATORS

#### 3.1 Valuation Roll

The Valuation Roll contains an entry for every non-domestic subject within the valuation area. The range of values is very wide from large properties like B.P. Refinery with a rateable value of several million pounds to small workshops or sheds with values of only a few hundred pounds. Two separate indicators have been established for non-domestic rating work.

The **first** measures how quickly we respond to changes in properties by amending the Valuation Roll. Ratepayers have a keen interest in having changes made as soon after the event as possible – either to reduce their rates liability or, more often, to avoid having a large back dated rates bill. Local Authorities are also interested in minimising delay in altering the Valuation Roll – to avoid having to issue back-dated bills and to improve cash-flow. Non-domestic rates are, of course, pooled nationally but administered locally. The **second** indicator measures the amount of rateable value lost from the Valuation Roll as a result of appeal settlements within each financial year.

#### 3.2

## Valuation Roll                      Key Performance Indicators

### Amending the Roll

Number of entries in the 2000/2001 Valuation Roll **11,300**

Amendments to the Valuation Roll as a % of all changes			
Year	2000/2001	2001/2002	2002/2003
In less than 3 months	50%	53%	55%
In 3 to 6 months	25%	25%	25%
In more than 6 months	25%	22%	20%

### Dealing with Appeals

Number of entries in the 2000/2001 Valuation Roll **11,300**  
Total Rateable Value **£244,000,000**

Estimated loss on appeal as a % of Total Rateable Value			
Year	2000/2001	2001/2002	2002/2003
Estimated loss on appeal	1.0%	2.5%	3.5%

### 3.3 Council Tax

The Council Tax Valuation List contains an entry for every domestic subject in the valuation area. These are mainly dwellinghouses. Unlike non-domestic subjects, the valuations of houses are not subject to change when the property is altered, only when the house is sold. While a great many houses are sold in a year, and all sales need to be investigated, most are sold at prices within the price band at which they appear in the Valuation List so very few bands need to be altered. New houses do need to be entered onto the List, however, and the performance indicator for Council Tax is the speed at which new properties are added to the List. Taxpayers are keen to avoid having a Council Tax bill back-dated for a long time and local authorities are interested in minimising delay and improving cash flow. Council Tax makes an important contribution to the budgets of the three local councils.

### 3.4

## Council Tax Key Performance Indicators

### Dealing with new houses

Number of entries in the 2000/2001 Valuation List

**125,318**

New entries on the Valuation List as a % of all new entries			
Year	2000/2001	2001/2002	2002/2003
In less than 3 months	78%	80%	80%
In 3 to 6 months	15%	14%	15%
In more than 6 months	7%	6%	5%

## 4. COMPARISON WITH OTHER AREAS

- 4.1 While the purpose of the KPI's is to measure the performance of the service and to chart the improvements achieved against targets set, there is merit in comparing the performance of Central Scotland against other Valuation Joint Boards.
- 4.2 The spreadsheet attached shows the starting position of all Assessors in Scotland – the number of entries in each Valuation Roll and the total rateable value. Also shown are each Assessor's estimates of how quickly they will react to a change by altering the Valuation Roll, this is shown as a percentage of changes made within three months of a change happening, from three to six months and over six months. As well as estimates for the current year, targets for the following two years are given. The target is to reduce the delay in altering the Valuation Roll.

Also shown on spreadsheet A is an estimate of the potential loss in rateable value due to appeals against entries in the Valuation Roll in each of the next three years. The vast majority of these appeals arise as a result of the 2000 Revaluation. The statutory timetable for dealing with these appeals stretches over three financial years.

- 4.3 Spreadsheet B shows the position of all Assessors in Scotland at the start of the financial year – the number of entries on the Council Tax List, as a whole number and adjusted to a Band D equivalent number. Also shown are each Assessor's estimates of the time taken to make an entry in the Valuation List after a house is occupied in this current year and an indication of how they seek to improve over the next two years.

## **5. RECOMMENDATION**

- 5.1 The recommendation is that the Joint Valuation Board approves the Key Performance Indicators submitted by the Assessor and directs the Assessor to report annually on the progress of continual improvement in performance with the service.

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Assessor/Electoral Registration Officer

Date : 19<sup>th</sup> September 2000