



## AGENDA ITEM 8

### CENTRAL SCOTLAND VALUATION JOINT BOARD

**Subject:** BEST VALUE REPORT 2012  
**Meeting:** CENTRAL SCOTLAND VALUATION JOINT BOARD  
**Date:** 22<sup>nd</sup> JUNE, 2012  
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#### 1. INTRODUCTION

- 1.1 Reports on performance have been submitted to the Central Scotland Valuation Joint Board on a regular basis since 2000. This report covers the financial year 2011/2012, and shows performance levels on work completed between 1<sup>st</sup> April 2011 and 31<sup>st</sup> March 2012. 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 6<sup>th</sup> 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

<b>Amendments to the Valuation Roll as a % of all changes</b>			
Year	2009/10	2010/11	2011/12
In less than 3 months	78%	80%	81%
In less than 6 months	92%	93%	93%
In more than 6 months	8%	7%	7%

### 2.3 Performance Achieved

Total No. of Entries as at June 2012 - 11,163		Amended Entries 987	
<b>Changes Made</b>	<b>Achieved 2009/10</b>	<b>Achieved 2010/2011</b>	<b>Achieved 2011/2012</b>
In less than 3 months	81%	84%	84%
In less than 6 months	95%	93%	94%
More than 6 months	5%	7%	6%

The targets have been exceeded in all cases albeit by a close margin. This has been a very busy time for the Valuation Team as they have also dealt with a significant number of non-domestic appeals. I would like to express my gratitude to the Valuation Team and their support teams for their hard work over the last twelve months; it is the result of this 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 Councils' interest to collect the tax as soon as possible. The number of dwellings in the List at June 2012 was 135,140. In addition there are approximately 5000 domestic garages and stores that appear in the list but these are exempt from Council Tax payment.

### 2.5 Targets Set – Council Tax

#### New Entries:

<b>New Entries on the Valuation List as a % of all new entries</b>			
Year	2009/10	2010/11	2011/12
In less than 3 months	95%	95%	96%
In less than 6 months	99%	99%	99%
In more than 6 months	1%	1%	1%

### 2.6 Performance Achieved

Total new entries 2011/2012: 969

<b>New Entries on the Valuation List as a % of all new entries</b>			
Year	Achieved 2009/10	Achieved 2010/11	Achieved 2011/12
In less than 3 months	98%	99%	98%
In less than 6 months	99%	100%	100%
In more than 6 months	1%	-	-

Working on maintaining the Council Tax List has a high priority throughout the year. It is particularly important for the Electoral Registration function that all new properties are added to the Valuation List as quickly as possible. This

ensures that forms asking people to register to vote are issued promptly and all domestic properties are included in the annual canvass. If the Valuation List is up to date it will help to ensure that the Electoral Register is also up to date.

It is pleasing that such a high standard has again been achieved with 98% of all new houses in the List within three months. This is a tribute to the hard work of the staff involved.

## 2.7 Targets for 2012/13

### Valuation Roll – Target 2012/13

<b>Amendments to the Valuation Roll as % of all changes</b>	
Year	2012/13
In less than 3 months	82%
In less than 6 months	93%
In more than 6 months	7%

### Valuation List – Target 2011/12

<b>Amendments to the Valuation Roll as % of all changes</b>	
Year	2012/13
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 (2012/13) have been increased as Best Value requires that we continually strive to improve performance where this is possible. In relation to Council Tax, we have kept the targets unchanged at their current high levels.

## 3. **PUBLIC PERFORMANCE REPORTING**

The Public Performance Report is published on the Assessors' Portal ([www.saa.gov.uk](http://www.saa.gov.uk)), it is also available from our office.

## 4. **SUMMARY**

- 4.1 The Best Value regime has allowed the Assessor for Central Scotland 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) in 2012/13 and the targets set for the non domestic Valuation Roll in 2012/13 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. But were increased in 2011/12 and I'm

pleased to report were met. Given the high level of these targets the aim in 2012/13 is to maintain the current levels of performance

- 4.3 Since the inception of the Best Value the Assessor's employees have embraced the scheme and generally have demonstrated consistent improvement. Performance in relation to targets set has been high, and the organisation has 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. RECOMMENDATION**

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

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**Depute Assessor**