

Renfrewshire Valuation Joint Board



Summary of Performance Returns

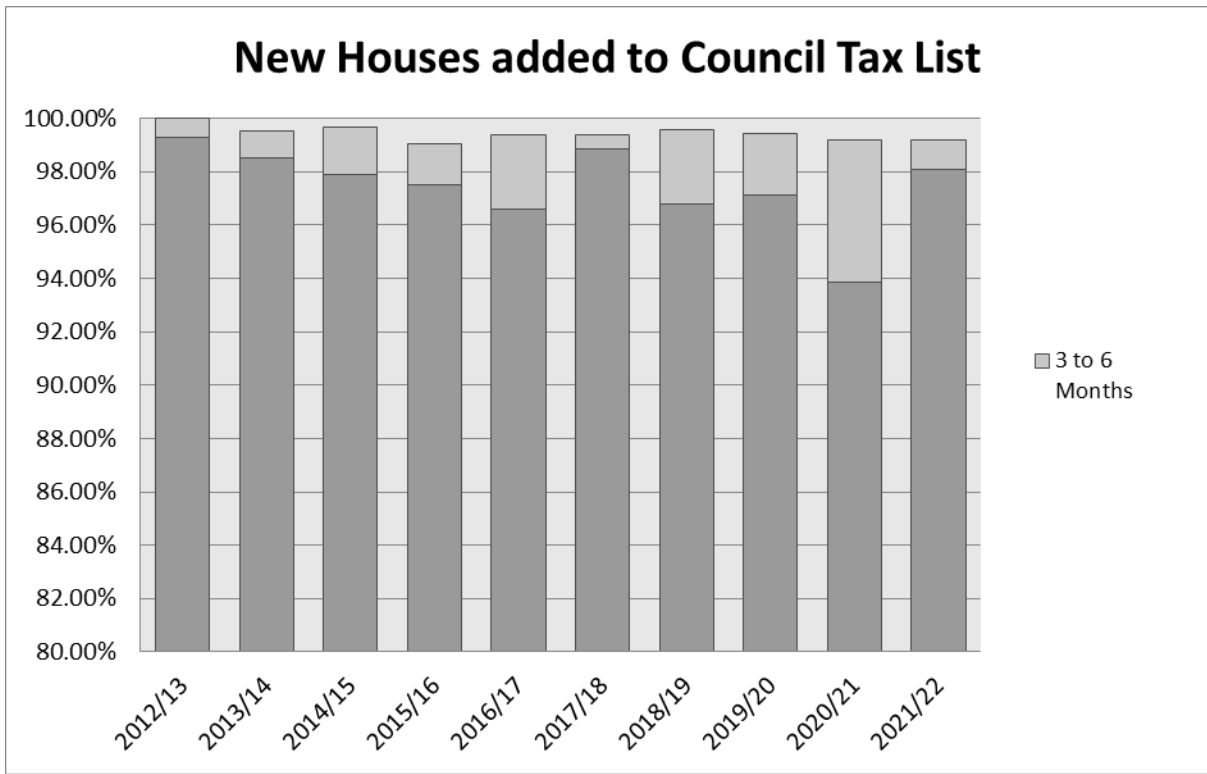
2012/13 – 2021/22

The Following data and charts summarise the Assessor’s performance in relation to targets set over the past 10 years for alterations and amendments to the Council Tax List and the Valuation Roll. Please note that the delivery of our services for the Period 2020/21 and 2021/22 have been conducted under Government restrictions due to the Covid 19 Pandemic.

1.0 Addition of New Houses to the Council Tax List

The main, ongoing work in relation to Council Tax is the addition of new houses to the Council Tax List. This year the number of houses added to the Council Tax List is approximately 60% higher than last year and is a significant increase on the long-term norm of between 1200 and 1300 per annum. This performance exceeds our targets of 95% of within three months and 97% within 6 months.

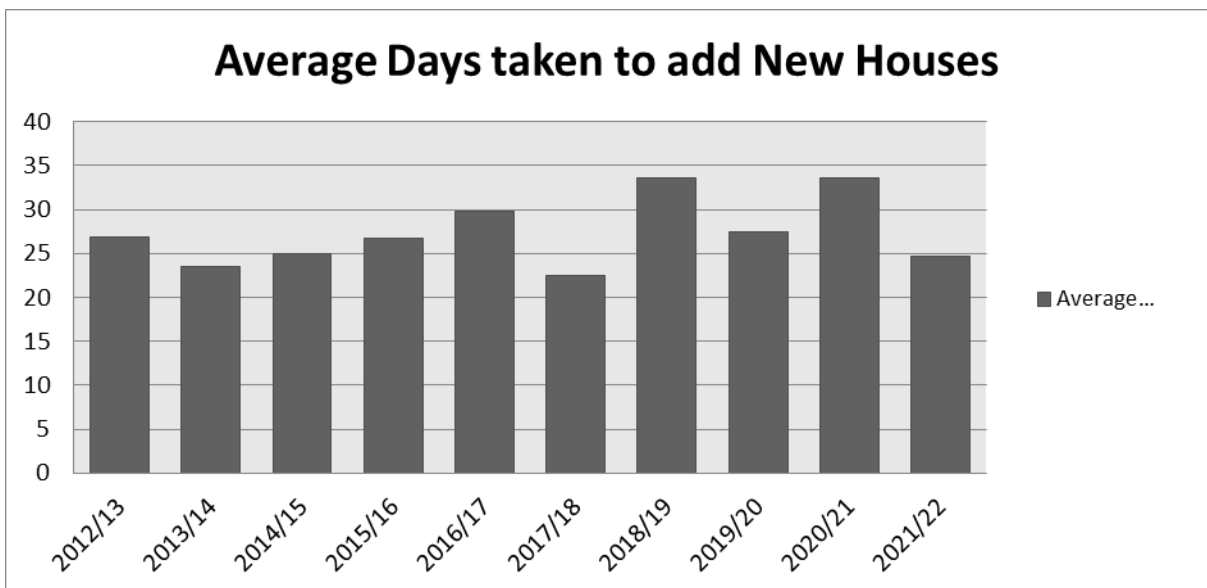
Council Tax - New Houses Added										
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Achievement										
Within 3 Months	99.30%	98.53%	97.89%	97.51%	96.60%	98.84%	96.81%	97.13%	93.84%	98.07%
Between 3-6 Months	0.70%	0.98%	1.79%	1.53%	2.78%	0.54%	2.75%	2.32%	5.33%	1.12%
Within 6 Months	100.00%	99.51%	99.68%	99.04%	99.38%	99.38%	99.56%	99.45%	99.17%	99.19%
Over 6 Months	0.00%	0.49%	0.32%	0.96%	0.62%	0.25%	0.25%	0.55%	0.81%	0.81%
Target										
Within 3 Months	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
Within 6 Months	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	99.50%	97.00%	97.00%



The Assessor also measures the average number of days taken to add a new house. The table below shows the average number of days between the effective date of change to the Council Tax List and the date of issue of a Council Tax Notice.

Council Tax - New Houses Added Average No. of Days									
2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
26.9	23.48	24.90	26.68	29.85	22.47	33.62	27.46	33.61	24.72

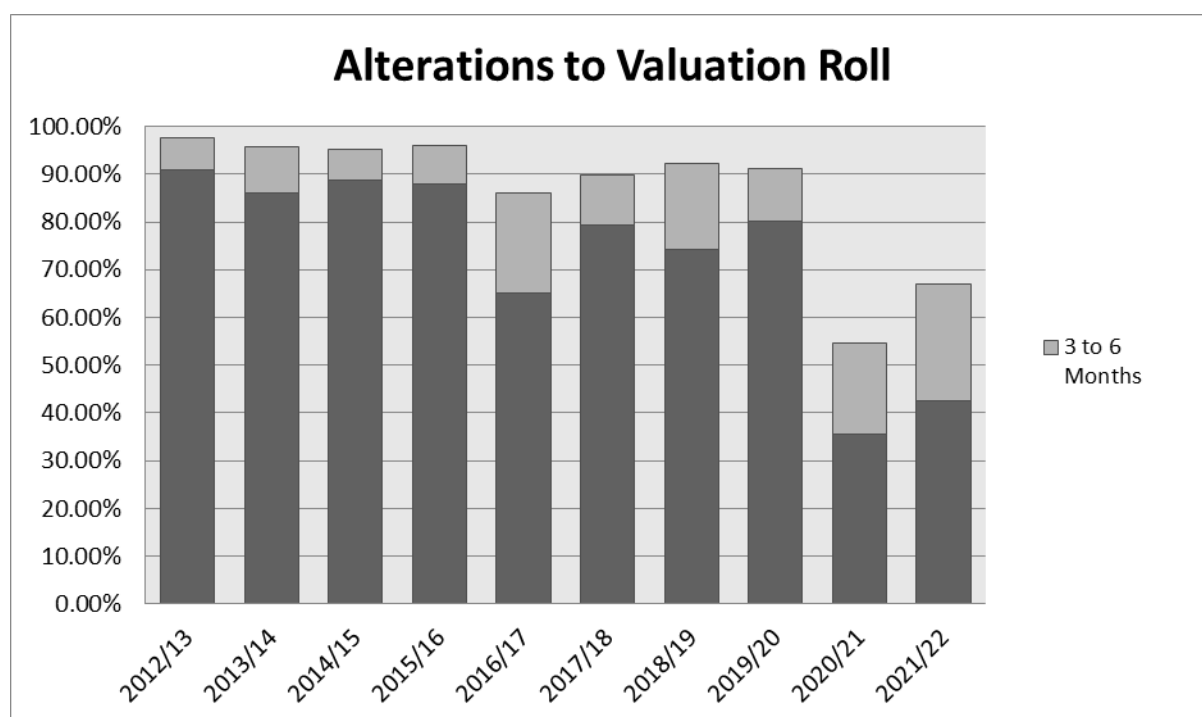
The average number of days taken to add a new house has continued to remain below the target set of 38 days throughout the 13 years this measure has been in place.



2.0 Amendments to the Valuation Roll.

The following table provides a summary of how long it has taken to amend the Valuation Roll following changes to Lands and Heritages (excluding appeal settlements and changes to prescribed entries).

Non Domestic Alterations to the Valuation Roll										
	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Achievement										
Within 3 Months	90.90%	86.02%	88.77%	87.92%	65.21%	79.45%	74.21%	80.04%	35.54%	42.63%
3-6 Months	6.80%	9.76%	6.44%	8.06%	20.75%	10.28%	18.04%	11.09%	19.16%	24.46%
Within 6 Months	97.70%	95.78%	95.21%	95.98%	85.96%	89.73%	92.25%	91.13%	54.70%	67.09%
Over 6 Months	2.30%	4.21%	4.79%	4.02%	14.04%	10.27%	7.75%	8.87%	45.30%	32.91%
Target										
Within 3 Months	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	50.00%
Within 6 Months	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	90.00%	75.00%



The performance targets of 50% to be actioned within 3 months and 75% within 6 months have not been met. In relation to the performance targets, the Board's COVID health and safety protocols to protect staff and the general public combined with the COVID safety measures put in place by each occupier, has had an impact on service delivery over 2021/22. Throughout most of this financial year there has been limits on how many non-domestic inspections can be carried out within a day as well as the time taken to complete the actual inspection which has had an impact on workload.

Valuation staff have also been heavily involved in preparing estimates of non-domestic values for the 2023 Revaluation as required by the Scottish Government. This involved collecting the relevant information, analysing the evidence, and subsequently valuing a wide range of subjects in each of the 3 constituent authorities' valuation rolls. This has been extremely resource intensive for the valuation team but staff met the deadline of the 15th March to provide these robust estimates to the Scottish Government.

The ongoing Coronavirus pandemic has and will continue to have an impact on Renfrewshire Valuation Joint Board in the short term. However, as most restrictions have been lifted, normal service delivery for all 3 functions will resume although there are a large number of competing demands placed on our service which are ever increasing, and the Management Team are continuously reviewing processes and systems to improve efficiency and service delivery

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