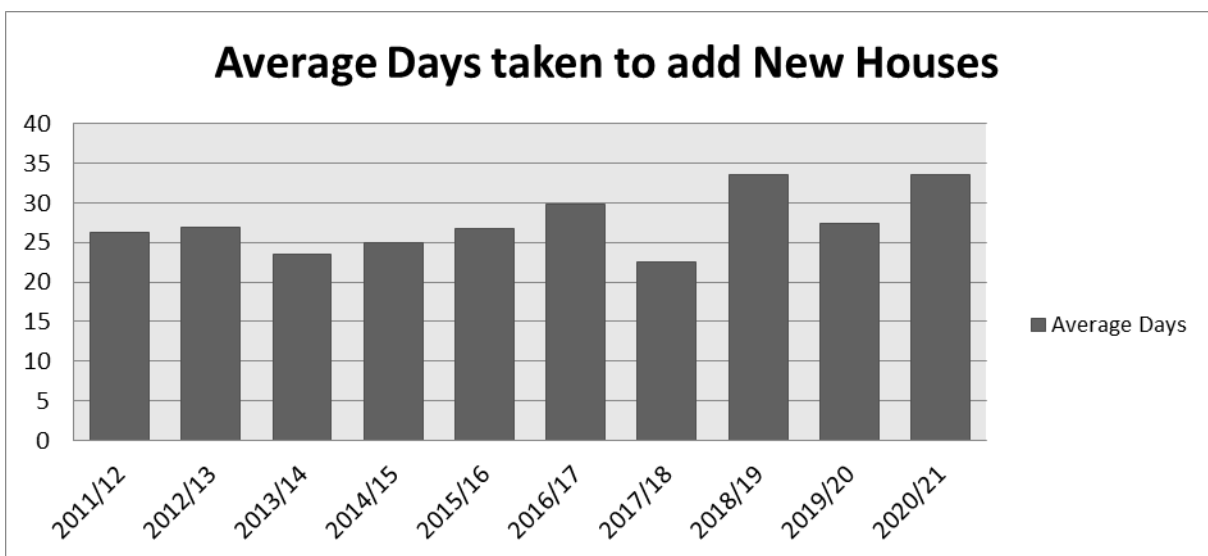


The Assessor also measures the average number of days taken to add a new house. The table below shows the average number of days between the effective date of change to the Council Tax List and the date of issue of a Council Tax Notice.

Council Tax - New Houses Added Average No. of Days									
2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
26.18	26.9	23.48	24.90	26.68	29.85	22.47	33.62	27.46	33.61

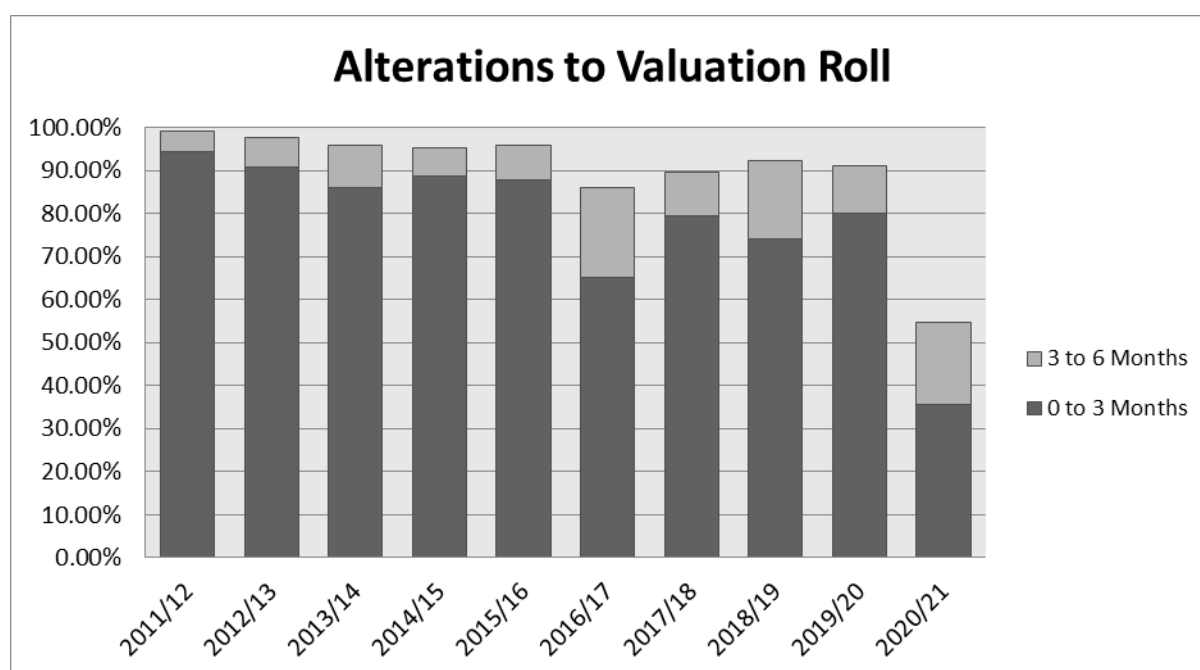
The average number of days taken to add a new house has continued to remain below the target set of 38 days throughout the 12 years that this measure has been in place.



## 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										
	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Achievement										
Within 3 Months	94.40%	90.90%	86.02%	88.77%	87.92%	65.21%	79.45%	74.21%	80.04%	35.54%
3-6 Months	4.80%	6.80%	9.76%	6.44%	8.06%	20.75%	10.28%	18.04%	11.09%	19.16%
Within 6 Months	99.20%	97.70%	95.78%	95.21%	95.98%	85.96%	89.73%	92.25%	91.13%	54.70%
Over 6 Months	0.80%	2.30%	4.21%	4.79%	4.02%	14.04%	10.27%	7.75%	8.87%	45.30%
Target										
Within 3 Months	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%
Within 6 Months	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	90.00%



When the performance levels for 2020/21 were set last May, the affect the restrictions imposed by the Covid 19 Pandemic would have on service delivery in relation to changes carried out to the valuation roll were unknown and as a result the targets set were unattainable. The actual targets achieved are well below normal performance levels sitting at 35.47% of changes carried out within 3 months compared to last year's performance of 80.04% and 54.70% within 6 months compared to 91.13%. The effects of the Government lock down restrictions have severely impaired our ability to carry out normal working practices and communications with ratepayers. This has had an impact on service delivery for our stakeholders.

In addition, staff were involved with the disposal of the remainder of the 2017 Revaluation Appeals which required to be conducted under lock down conditions. As at the 31<sup>st</sup> March 2021, staff have disposed of 96.53% of the 3542 subjects with 2017 Revaluation Appeals.

Jacqueline Murgatroyd Assistant Assessor & ERO