



REPORT TO: Grampian Valuation Joint Board on 1 November 2019

SUBJECT: Public Performance Report

BY: The Assessor & ERO

1. Reason for Report

- 1.1 To seek approval for the publication of the eighteenth public performance report.

2. Recommendation

- 2.1 **The Board note the content and agree to the publication of the Public Performance Report provided as an appendix to this report.**

3. Background

- 3.1 The Board's Code of Corporate Governance requires publication of an annual report incorporating financial and performance information.

4. Current Position

- 4.1 The public performance report provides financial, staffing and sickness absence data along with statistical data relative to the organisation's three service strands; council tax, valuation roll and electoral register. The report does not drill down to the level of detail provided in the quarterly and annual performance reports to the Board. It does however seek to provide an overview of the organisation's performance.
- 4.2 The report focusses on the priorities identified in the management commentary to the audited accounts and provides statistical information that shows how the organisation has performed over recent years.
- 4.3 The net budget out-turn of £4.088M against a budget of £4.292M reflects the fact that recruitment has proved to be particularly challenging during 2018/19, an operational aspect that continues into 2019/20. It also reflects the successful justification led bid for additional funding from the Cabinet Office.

- 4.4 The establishment has been maintained at 2017/18 levels and the increase in deployment of temporary canvassers during the canvass period that was trialled in 2017/18 has been repeated for a second year. This approach has shown benefits in terms of improved capacity to meet the demand for household visits that peak during the canvass period. As at 31 March 2019 there were 71 full time equivalent posts filled against an establishment of 75.
- 4.5 The overall percentage of days lost to ill-health absence shows an increase from 1.7% to 2.5%. This increase does not give rise to concern as the background to the increase in days of absence relates to known and unavoidable incidences of ill health that are not occupation-related.

5. Conclusion

- 5.1 The organisation has shown improvements in its business-as-usual performance for council tax and electoral registration. Whilst valuation roll update activity has not met local targets, the same resources that are allocated to this activity have been prioritised towards valuation appeal resolution activity where the professionals involved have delivered outstanding appeal resolution performance in terms of volumes and value. In meeting these, and the other priorities identified in the public performance report for 2018/19, the members of this organisation have again demonstrated an extremely high degree of versatility and professionalism.

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