



Customer Care Policy

January 2018

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1.0 Introduction

1.1 LVJB works to serve the people of North and South Lanarkshire, those who live in the area and have businesses in the area. LVJB's Customer Care Policy reinforces its commitment to delivering the highest quality of public service and maintaining the highest level of customer care for the people who use our service.

1.2 Our Core Purpose

To prepare, maintain and update an accurate Valuation Roll, Valuation List (Council Tax) & Electoral Register having regard to statutory requirements.

1.3 Our Vision

Our vision is to deliver quality, efficient services to all service users, ensuring completeness and accuracy in the work which we undertake

In order that we fulfill our Core Purpose and achieve our Vision we will:

- Ensure that our services are delivered in accordance with all statutory requirements.
- Plan service development and delivery in accordance with the principles of efficient government and continuous improvement.
- Undertake customer care surveys to assist us in improving our service delivery.
- Recognise our employees as both stakeholders and our most important asset.
- Take individual and collective responsibility for the services provided by LVJB.
- Encourage innovation and recognise achievement within the organization.
- Monitor and report performance levels to stakeholders.
- Integrate Equalities issues into all aspects of our service provision.
- Build on our achievements to date.

1.4 Lanarkshire Valuation Joint Board Equal Opportunities Policy

We are committed to achieving equal opportunities in all our activities and responsibilities. This means ensuring that services, facilities and employment opportunities are accessible and receptive to the values and the diversity of needs within the community. In meeting this commitment, we shall aim to prevent - as

well as eliminate - any form of discrimination that occurs in the workplace or in service delivery.

We also aim to provide good quality services which users (and potential users) can access freely without prejudice, discrimination and/or harassment. "Equal Opportunities" means the prevention, elimination or regulation of discrimination between persons on the grounds of sex or marital status, or racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions such as religious beliefs or political opinions (The Scotland Act 1998, Section L2 Part II, Schedule 5).

1.5 **General Principles**

We aim to provide an equitable, customer focused, best value, high quality, professional valuation and electoral service for all stakeholders.

LVJB's general approach to customer care stresses that the following principles should apply:-

- Customers should have access to clear information about LVJB's services and how to access them.
- LVJB employees should have a clear understanding about our customer needs and how to meet them (recognising that customers may come from a minority group, have additional needs or lack understanding of the functions carried out by LVJB).
- Enquiries should be handled efficiently and effectively.
- Employees should be competent in their job.
- Employees should be competent in the core competences particularly commitment to quality customer care and achieving equal opportunity.
- Employees should be empowered to provide the best service to the customers.
- Customers should have the opportunity to comment, complain, or make compliments about the standard of service provided.
- All customers should be treated with the same care and consideration.

Our Customer Care commitment is supported by training and materials to enable all employees to provide the highest level of customer care.

1.6 **Customer Care in Service Delivery**

When delivering services, it is important to make sure that consistently high standards of service are maintained.

LVJB employees are expected to:-

- In the case of callers to the office, staff should acknowledge each customer as soon as possible, and ask how they can be of assistance.
- In the case of site meetings, inspections, or visits to their home or business premises, provide your name and clearly explain the reason for the visit.
- Be sensitive to each customer's needs, for example English may not be their first language, they may have hearing difficulties and require the services of a British Sign Language interpreter.
- Ensure that the customer's requirements are fully understood.
- Deal directly with the customer's request or find someone who can.
- Keep the customer up-to-date with what is happening.
- Agree a course of action with the customer for the delivery of the service.
- Respect the need for confidentiality or any special assistance.

Communication between service providers and customers is the key to good customer care and effective customer relations.

Customer Care Policy

This policy is in two parts:

- Part 1 – Expected Working Practice and Standards Required.
- Part 2 – Customer Care Questionnaires and Feedback.

Part 1

Guide to Expected Working Practices and Standards Required

1.0 Introduction

- 1.1 The purpose of this section is to provide employees with guidance on the standards expected in relation to customer care and the expected working practices to ensure that the customer receives the highest quality of service.

It is essential that all employees work in a manner and to the standards expected that conforms to Codes of Conduct, LVJB/SLC Policies and Procedures and with regard to LVJB core purpose and vision statements.

2.0 Customer Satisfaction

- 2.1 Lanarkshire Valuation Joint Board requires to perform to certain standards. It is essential that as an organisation we deliver a service that meets the needs of the electorate, council taxpayers and ratepayers while performing the Assessor & ERO's statutory duties within prescribed timetables. It is therefore essential to constantly monitor the services provided by LVJB, to re-assess the needs of the organisation to meet service delivery standards and strive to improve all services that we deliver. Best Value is an integral part of the organisation.
- 2.2 It is essential to strive to build and maintain good relationships, and good working practices with, Elected Members, Council departments, partner organisations, the public, private surveyors, the electorate, ratepayers, council taxpayers and colleagues.

3.0 Correspondence

- 3.1 All correspondence either by letter or email requiring a response must be answered. If a member of staff is in any doubt over whether a response is required, or how to respond, then they should raise with their line manager in the first instance.

3.2 Standards

- Written correspondence (not subject to different processes as a result of statutory regulations or procedures, such as Freedom of Information requests, Data Protection matters, Complaints, proposals/appeals, etc) to be acknowledged in writing within five working days of receipt of item, if a full response is not likely to be provided within that timescale.
- Full response in writing to be issued within twenty working days.
- If unable to meet the twenty working day timescale, customer to be advised in writing as to when a response can be expected.

3.3 Bespoke Letters

- All bespoke letters must be completed by LVJB Secretary.
- Letters should be prepared preferably electronically and forwarded to the appropriate line manager for approval.
- The line manager should ensure that they agree with the contents and then forward to the Secretaries for completion.
- The Secretary will complete the letter and pass to the writer for checking and then to the manager for initialing.
- The Assessor & ERO, or the appropriate Assistant Assessor and ERO, must sign all bespoke letters. In certain circumstances the Administration Manager

and Electoral Services and Support Manager can sign bespoke letters.

- All bespoke letters should be accompanied by the appropriate correspondence and the relevant completed file at the stages of initialing and signing.

3.4 Standard Letters from Assessor and ERO

- The Management Team must approve all standard letters before adding to the standard letter file.
- Amendments to the standard letters must be approved by the Management Team.
- Only standard letters approved by the Management Team and agreed with the Assessor and ERO that his signature is added, as a scanned image should appear as such on file.
- A scanned signature must only be added by the Audit and Information Team Leader.
- All letters must be in font Arial point 11, subject line must be in sentence case and not underlined to comply with plain English and equalities guidance.
- All inserts to standard letters must be in appropriate lower case lettering. Capital lettering must not be used in the addressing or in the body text.
- The Line Manager should initial all standard letters issued with the only exception being the standard acknowledgement letter and appeal acknowledgement letter.

3.5 Standard Letters from Approved Signatories

- The Management Team must approve all standard letters before adding to the standard letter file.
- All letters must be in font Arial point 11, subject line must be in sentence case and not underlined to comply with plain English and equalities guidance.
- All inserts to standard letters must be in appropriate lower case lettering. Capital lettering must not be used in the addressing or in the body text.
- The Line Manager should initial all standard letters issued.
- Only the approved designation from the list of approved signatories can sign standard letters as appropriate.

- The standard letter should be accompanied by the appropriate correspondence and the relevant completed file at the stages of initialing and signing.
- 3.6 All standard letters must be saved on the I drive/word template/service/type. A list of all standard letters will be maintained by the secretaries.
- 3.7 **Email Standards – note LVJB have a standard procedure to assist with the management of electronic communications (refer appendix 1)**
- Font size for body of email text is Arial 10 point with Arial font size 10 bold used for sign off/contact details.
 - Clear subject heading relevant to the topic should be used on emails.
 - Written communications standards apply equally to email communications.
 - Unnecessary attachments, wallpaper icons or other animated files must not be used.
 - Line Managers to ensure that generic email addresses, which are available for use for outgoing emails (requires management approval) are monitored effectively and arrangements made to ensure that these are covered when the usual employees are not in the office.
 - Use 'out of office assistant' when absent from the office for one day or more stating when you will be back in office and provide details of an alternative contact (refer LVJB guidance document, appendix 2).
 - If absent from the office for one day or more you may wish to also consider either setting up auto-forward on your 'out of office assistant' or allowing colleagues access to your inbox (which can be read only).

4.0 Telephones

- 4.1 Telephones should be answered within 5 rings. The answer should be courteous and as follows; *“good morning/good afternoon, Lanarkshire Valuation Joint Board, give first name, how may I help you?”* There should always be enough staff available within each service delivery area to answer telephone calls; line managers are to monitor and allocate resources accordingly.
- 4.2 The use of mobile phones should not interfere with service delivery. Mobile phones should preferably be switched off, or on silent mode, during meetings, surveys and interviews and while staff are at reception.
- 4.3 Language line, where interpretation service is required, should be used by all staff.
- 4.4 Telephone messages should be recorded on the “record of telephone message” template, filed on the I drive under the folder “Telephone Message” and emailed to the intended recipient with a hyperlink to the document (refer appendix 3).

5.0 Reception

- 5.1 The reception must be covered during all normal working hours; 08.45 – 16.45 Monday to Thursday; 08.45 – 16.15 Friday.

Part 2

Custom Care Questionnaires and Feedback

1.0 Introduction

- 1.1 Lanarkshire Valuation Joint Board aim to provide an equitable, customer focused, best value, high quality, professional valuation and electoral service for all stakeholders.
- 1.2 In keeping with its commitment to provide good quality services LVJB strive to continue to improve customer services.
- 1.3 In keeping with its commitment to provide good quality services, Lanarkshire Valuation Joint Board is continuing to develop a range of means by which it can:
- Inform the public and its employees about the Joint Board's aims, objectives and priorities.
 - Inform the public and its employees, about the Joint Board's core purpose, vision and service plan.
 - Respond to stakeholders' needs by listening to their views and wishes.
 - Ensure the services that the Joint Board provides continue to meet customers' needs.
- 1.4 LVJB wants to learn from the completed 'customer care' forms that it receives, and to use the feedback to help improve services. The customer care procedure will also be used as a tool to help monitor service performance and customer satisfaction.

2.0 Why have Formal Mechanisms for Customer Care?

- 2.1 LVJB has chosen to implement a formal Customer Care procedure because it recognises that it must be accountable to the people of North and South Lanarkshire who are stakeholders. This form of feedback is crucial as a means of keeping in touch with its service users and providing a mechanism through which comments can be considered.

- 2.2 The procedure provides an opportunity for customers to put in writing any positive or negative feedback that they may wish to give on how they feel that they have been treated by the organisation. This form of consultation will help to deliver an improved service that meets the needs of LVJB stakeholders.

3.0 The Stages of the Customer Care Procedure.

Stage 1 of the Joint Board's Procedure – Random Sampling

- 3.1 A random sample of customers will be selected for each of the functions, ie, Valuation Roll, Council Tax and Electoral Registration.

The questionnaires (which include an equal opportunities monitoring form) should be addressed to the member of public or person that has had direct contact with a member of staff from the organisation when discussing the relevant subject. Note, no information on the equal opportunities form should be recorded on that form which may link the information provided to any individual.

- 3.2 The sample will be identified by the Audit and Information Management (AIM) Team and should exclude any persons who may have already lodged a complaint for that subject. The random sample will be chosen on the basis of the following:

Valuation Roll

- 10% of running roll changes actioned each month.
The questionnaires for this sample should be addressed to the person who had direct communication with the responsible member of staff.
- 1% of settled appeals each month from agents.
The 1% sample should be randomly extracted and then further restricted to a maximum of one questionnaire to any one person ie, the sample may end up less than 1%.
- 100% of settled appeals each month from non-agents, unless specifically noted 'No Contact Made'.

Council Tax

- 10% of new houses entering the Council Tax List each month.
The 10% sample should be extracted from the houses where direct contact has been made.
- 10% of settled appeals after each VAC hearing to include all proposals/appeals settled in the intervening months.
- The 10% sample should be randomly extracted and then further restricted to exclude proposals/appeals that have had withdrawals before contact by a member of staff ie specifically noted 'No Contact Made'.

Electoral Registration

- 1% of absent voters dealt with at each by-election.
- 1% of absent voters dealt with at each UK General/Scottish Parliament/Local Government election.
- 1% of alterations to the monthly rolling register.
- 1% of Canvass Forms issued at the annual canvass in August.

Stage 2 of the Joint Board's Procedure – Issue and Content of Customer Care Questionnaire

- 3.3 The Aim Team will print, envelope and issue the questionnaires on a monthly basis. The questionnaire should be issued together with a reply paid private and confidential envelope.
- 3.4 The Management team will review the contents of the questionnaires every two years or as appropriate with changes in legislation or working practices.

Stage 3 of the Joint Board's Procedure – Receipt of Completed Questionnaires

- 3.5 On the return of completed questionnaires the AIM Team Leader will collate the forms and prepare them for input into an analysis system.
- 3.6 The AIM Team Leader will oversee the input of information and will ensure that all comments are correctly categorised and input. The completed questionnaires will be held in a password protected file on the I:drive for no more than three years.

Stage 4 of the Joint Board's Procedure – Formal Reporting to the Management Team

- 3.7 The Aim Team Leader will provide relevant information for inclusion in the annual public performance report that is presented to the Joint Board by the Assessor & ERO.
- 3.8 The AIM Team Leader will bring any problematic issues to the attention of the Management Team (ensuring confidential equalities monitoring information is redacted) on the receipt of any questionnaires that raise an issue that requires a reply. If a response is issued in light of issues raised in a questionnaire then a copy of the reply should be attached to the completed questionnaire.
- 3.9 The AIM Team Leader will bring any comments made about a particular member of staff to the attention of the Management Team (ensuring confidential equalities monitoring information is redacted) on the receipt of any questionnaires with such comments. The Management Team will assess the information provided and take appropriate action. The particular member of staff will be informed of the comments made.

4.0 Putting the Procedure into Practice

4.1 Monitoring Comments and Complaints

The monitoring of the positive and negative comments will hopefully give greater confidence to staff who perform their job well and will also help to identify where there are matters requiring attention or training. Comments and complaints are a necessary part of ongoing consultation in achievement of Best Value and improved efficiency.

4.2 Training and Guidance

Initial training and guidance on the comments and complaints procedure was given to coincide with the implementation of the Joint Board's procedure. Update training and guidance on the comments and complaints procedure will be given at any review of the procedure and by line managers during induction of new staff. Managers should demonstrate visible commitment to the principles underlying the scheme as well as giving practical support to staff in dealing with customer care comments on a day-to-day basis.

5.0 Co-ordination, Monitoring and Reporting Arrangements

5.1 Each Line Manager is required to assist in the implementation of the continual promotion of the Customer Care procedure and ensure that adequate systems are established to support it. This includes:

- Reminding staff of the procedure and its basic principle.
- Identifying training gaps in accordance with the policy and arranging appropriate training for staff where required.

5.2 The AIM Team Leader will have responsibility for ensuring the overall effectiveness of LVJB's recording and monitoring system, including:

- The statistical analysis of formal comments and complaints.
- Reports to the management team and provision of feedback to line managers for inclusion in their Team meetings, and
- Identification to the management team of occasions when there is a need to review policies, procedures or practice, or where other remedial action is required.

5.3 Customer care questionnaires should be analysed and reported to the Management Team on an annual basis and should be made available in time for the annual Performance and Development Review meetings where required.

Analysis of Customer Comments Questionnaires

- 5.4 The analysis of Customer Care Questionnaires will be based on the information contained in the completed questionnaires received. The pro-forma analysis sheet will be held on the network and should be completed by the Audit and Information Team Leader when a questionnaire is returned.
- 5.5 The AIM Team Leader will provide information on an annual basis on the Analysis of the Customer Care questionnaires received including any significant trends and policy issues that have arisen. The statistics will also report on number of questionnaires issued and returned in each category.

6.0 Outcomes from Customer Care

- 6.1 The comments and suggestions received, as a result of this policy, will be used in the development of service planning.

7.0 Customer Care Questionnaire

- Covering letter.
- Sample questionnaire for each service area.
- Equal opportunity monitoring form.

The questionnaire and monitoring form are printed duplex with no personal data (the name and address are excluded). A reply paid envelope marked private and confidential is provided.

Our Ref:
Your Ref:
Tel: (01698) 47 Fax: (01698) 47 6010
Date:
If calling ask for:

Dear Sir/Madam

Customer Care Survey: Altered Rateable Values
Subject:

I would be grateful if you could take the time to complete the questionnaire and return it to me in the pre-paid envelope provided.

You have been selected at random from the many service users that have had dealings with our organisation in the last two months. From our records I believe that you spoke with a member of our staff regarding the above subject and it is in regards to that conversation that I would ask you to complete the enclosed questionnaire.

As the Assessor and Electoral Registration Officer for Lanarkshire Valuation Joint Board, I am responsible for the compilation and maintenance of the Electoral Register, Valuation Roll and Council Tax List. Each of the three functions has formal appeal systems that are set down by statute to deal with any disagreement with the entries in the Register, Roll or List. I would therefore be grateful if you could answer the questions as appropriate and note any additional comments that you would like to bring to my attention separately.

In keeping with my commitment to provide good quality services we will analyse the responses that we receive from the random sample of customers and use the results to improve the delivery of the service.

If you have additional comments to make or you would like to speak with a member of staff regarding any matter please add appropriate comments at the end of the questionnaire, or contact us at the telephone number above.

Yours faithfully

Assessor and Electoral Registration Officer

Customer Care Questionnaire – Altered Rateable Values

Please tick the answer that best meets your opinion

1. Which of these phrases best describes how you were treated?

- Exceeded expectation
- Slightly better than expected
- As expected
- Below expectation
- Very poorly
- Not applicable

2. Overall, how satisfied were you with the service you received from Lanarkshire Valuation Joint Board?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

3. If you were waiting for notification of a Rateable Value, how satisfied were you with the time taken to receive your Valuation Notice?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

4. If you had to allow access to staff for survey purposes to assess your Rateable Value, how satisfied were you with the arrangements/appointment made for access?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

5. If you had to allow access to staff for survey purposes, how satisfied were you with their conduct during survey?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

6. If you phoned Lanarkshire Valuation Joint Board which of the following statements match your experience?

- I always got through to a person who could deal with my query
- I usually got through to a person who could deal with my query
- I sometimes got through to a person who could deal with my query
- I rarely got through to a person who could deal with my query
- I never got through to a person who could deal with my query
- Not applicable

Customer Care Questionnaire – Council Tax Appeals

Please tick the answer that best meets your opinion

1. Which of these phrases best describes how you were treated?

- Exceeded expectation
- Slightly better than expected
- As expected
- Below expectation
- Very poorly
- Not applicable

2. Overall, how satisfied were you with the service you received from Lanarkshire Valuation Joint Board?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

3. If you appealed against your Council Tax Banding, how satisfied were you with the time taken to resolve your appeal?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

4. If you appealed against your Council Tax Banding, how satisfied were you with the correspondence issued to you regarding your appeal?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

5. If you attended a Valuation Appeal Hearing regarding your Council Tax Banding, how satisfied were you with the procedures at the Hearing?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

6. If you phoned Lanarkshire Valuation Joint Board which of the following statements match your experience?

- I always got through to a person who could deal with my query
- I usually got through to a person who could deal with my query
- I sometimes got through to a person who could deal with my query
- I rarely got through to a person who could deal with my query
- I never got through to a person who could deal with my query
- Not applicable

Customer Care Questionnaire – Council Tax New House

Please tick the answer that best meets your opinion

1. Which of these phrases best describes how you were treated?

- Exceeded expectation
- Slightly better than expected
- As expected
- Below expectation
- Very poorly
- Not applicable

2. Overall, how satisfied were you with the service you received from Lanarkshire Valuation Joint Board?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

3. If you were waiting for notification of a Council Tax band, how satisfied were you with the time taken to receive your Notice of Banding?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

4. If you had to allow access to staff for survey purposes to assess your Council Tax band, how satisfied were you with the arrangements/appointment made for access?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

5. If you had to allow access to staff for survey purposes, how satisfied were you with their conduct during survey?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

6. If you phoned Lanarkshire Valuation Joint Board which of the following statements match your experience?

- I always got through to a person who could deal with my query
- I usually got through to a person who could deal with my query
- I sometimes got through to a person who could deal with my query
- I rarely got through to person who could deal with my query
- I never got through to a person who could deal with my query
- Not applicable

Customer Care Questionnaire – Valuation Roll Appeals

Please tick the answer that best meets your opinion

1. Which of these phrases best describes how you were treated?

- Exceeded expectation
- Slightly better than expected
- As expected
- Below expectation
- Very poorly
- Not applicable

2. Overall, how satisfied were you with the service you received from Lanarkshire Valuation Joint Board?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

3. If you appealed against your Rateable Value, how satisfied were you with the time taken to resolve your appeal?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

4. If you appealed against your Rateable Value, how satisfied were you with the correspondence issued to you regarding your appeal?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

5. If you attended a Valuation Appeal Hearing regarding your Rateable Value, how satisfied were you with the procedures at the Hearing?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

6. If you phoned Lanarkshire Valuation Joint Board which of the following statements match your experience?

- I always got through to a person who could deal with my query
- I usually got through to a person who could deal with my query
- I sometimes got through to a person who could deal with my query
- I rarely got through to a person who could deal with my query
- I never got through to a person who could deal with my query
- Not applicable

Customer Care Questionnaire – Electoral Registration

Please tick the answer that best meets your opinion

1. Which of these phrases best describes how you were treated?

- Exceeded expectation
- Slightly better than expected
- As expected
- Below expectation
- Very poorly
- Not applicable

2. Were you satisfied with the advice and information provided by the member of staff who dealt with your enquiry?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

3. If your enquiry required you to complete and return an application form were the accompanying guidance notes helpful in completing the form?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

4. If you phoned the LVJB and an application form was requested, were you satisfied with the response time taken to reply to your enquiry?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

5. Application forms are available in Large Print, Braille, Audio Tape and various foreign languages, please indicate if you would have preferred any of these versions.

- Large Print
- Braille
- Audio Tape
- Foreign Language

6. If you phoned Lanarkshire Valuation Joint Board which of the following statements match your experience?

- I always got through to a person who could deal with my query
- I usually got through to a person who could deal with my query
- I sometimes got through to a person who could deal with my query
- I rarely got through to a person who could deal with my query
- I never got through to a person who could deal with my query
- Not applicable

Customer Care Questionnaire – Door to Door Personal Canvass

Please tick the answer that best meets your opinion

1. Did the Canvasser who called at your address show their Identity Card?

- Yes
- No
- Don't remember

2. Which of these phrases best describes how you were treated?

- Exceeded expectation
- Slightly better than expected
- As expected
- Below expectation
- Very poorly
- Not applicable

3. Were you satisfied with the advice and information provided by the Canvasser who called at your address?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

4. Please indicate if you would have preferred the Canvass Form in any of these versions.

- Large print
- Braille
- Audio tape
- Foreign language

5. Do you consider the time of day the Canvasser called to be:

- Too late in the evening
- Too early
- Correct

Customer Care Survey

Month:

Please complete this section for Equal Opportunities monitoring (the classifications used match those of the 2001 Census and identifiers used within Equalities legislation).

Age: What is your age range? 16-25 26-35 36-45 46-55 Over 56

Gender:- Male Female Transgender Prefer not to say

(For the purposes of this question “transgender” is defined as an individual who lives, or wants to live, in the gender opposite to that assigned at birth)

Ethnic Group (please tick one box only):-

a) White Scottish Other British Irish

Any other white background, please write in:

b) Mixed Any mixed background, please write in:

c) Asian, Asian Scottish or Asian British Indian Pakistan Bangladeshi Chinese

Any other Asian background, please write in:

d) Black, Black Scottish or Black British Caribbean African

Any other Black background, please write in:

e) Other ethnic Background Any other background, please write in:

Sexual Orientation: Which of the following best describes your sexual orientation?

Hetrosexual/Straight Bisexual Lesbian/Gay Other Prefer not to say

Under the Equality Act 2010, disability is defined as the following: “a physical or mental impairment and the impairment has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities”

Do you have a disability as defined under the Equality Act: Yes No

Additional Comments:

Information provided on this form is used for equalities monitoring purposes only and is held confidentially

Appendix 1



The Office of the Assessor & Electoral Registration Officer

Electronic Communications

If you have received this document it is likely that you have sought to communicate directly with a member of staff by email.

Much of the business of our organisation involves the carrying out of statutory duties in relation to Non Domestic Rating, Council Tax and Electoral Registration. Often this involves representations being required to be made in writing. Where it is possible to conduct such business electronically, systems have been put in place (see below).

Items of mail received each year requiring to be processed and answered number in the tens of thousands. Many of these require formal statutory acknowledgements to be issued and many trigger statutory timetables within which certain duties require to be carried out. There is a growing tendency for some individuals to seek to conduct their communications by email with individual staff members and there is an expectation of instant responses which can lead to difficulties in achieving the efficient handling of correspondence, and indeed affect the effective management of other workload, particularly as some staff members have flexible working arrangements.

Therefore, the following procedures have therefore been set up to ensure that all electronic communication with LVJB is both managed effectively and responded to as efficiently as possible:

Lodging a Non Domestic Rating Appeal Electronically

An appeal must normally be made in writing to the Assessor. However a facility has been created to allow you to make an appeal electronically if you wish. You can do so by using the Assessors' portal (www.saa.gov.uk). Use the "Search for a Rateable Value" function to find your property, click "More Information" then click "Make an Appeal" and follow the instructions.

Alternatively you can make an appeal electronically by submitting it to appeals&withdrawals@lanarkshire-vjb.gov.uk. However any appeal made to this address must comply with the requirements of regulation 3 of the Valuation Appeal Committee (Procedure in Appeals under the Valuation Acts) (Scotland) Regulations 1995. This requires that you specify the lands and heritages in respect of which the appeal is made, the name and postal address of the appellant (including postcode) and, where an agent is appointed, the name and postal address of the agent (including postcode). Additionally, grounds and comparisons may be lodged electronically at groundsandcomparisons@lanarkshire-vjb.gov.uk. Again, these must comply with the aforementioned appeal regulations.



Lodging a Council Tax Proposal Electronically

A proposal to reduce the band of your house must normally be made in writing to the Assessor. However a facility has been created to allow you to make a proposal electronically if you wish. You can do so by using the Assessors' portal (www.saa.gov.uk). Use the "Search for a Council Tax Band" function to find your property, click "Select Property" then click "Make a Proposal" and follow the instructions.

Providing Electoral Registration Information Electronically

It is possible to register to vote online at www.gov.uk/register-to-vote. The service is quick and simple. You will need to have your National Insurance number and date of birth details available when using this service.

Applications to vote by post or proxy must, however, continue to be signed by the elector. Application forms are available on our website www.lanarkshire-vjb.gov.uk

At the time of the annual canvass of electors (usually July/August-November), electors can use our telephone, text and online service to confirm to the ERO that the details of the electors in their household have not changed. Full details on using this service are provided with the Household Enquiry Form which is sent to each household.

Other matters

If your communication is in respect of any other electoral registration matter, you can send your e-mail to ero@lanarkshire-vjb.gov.uk

If your communication is in respect of any other matter, including non domestic rates or council tax, you can send your e-mail to assessor@lanarkshire-vjb.gov.uk

Your co-operation with the above would be appreciated.

Assessor & ERO

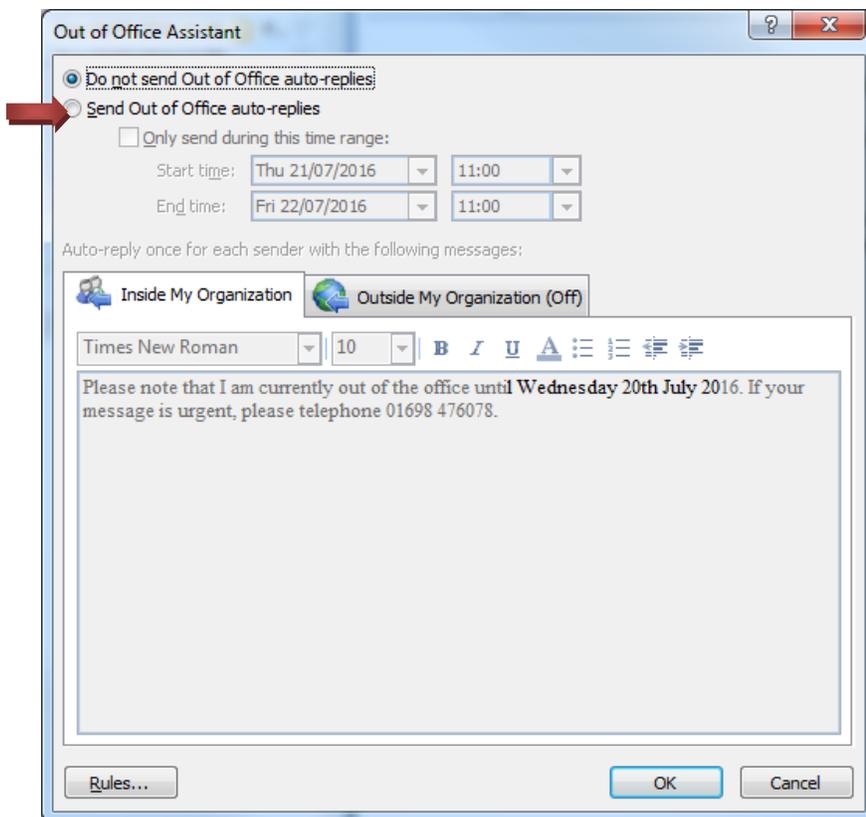
Appendix 2

Instruction on the use of the Out of Office Assistant

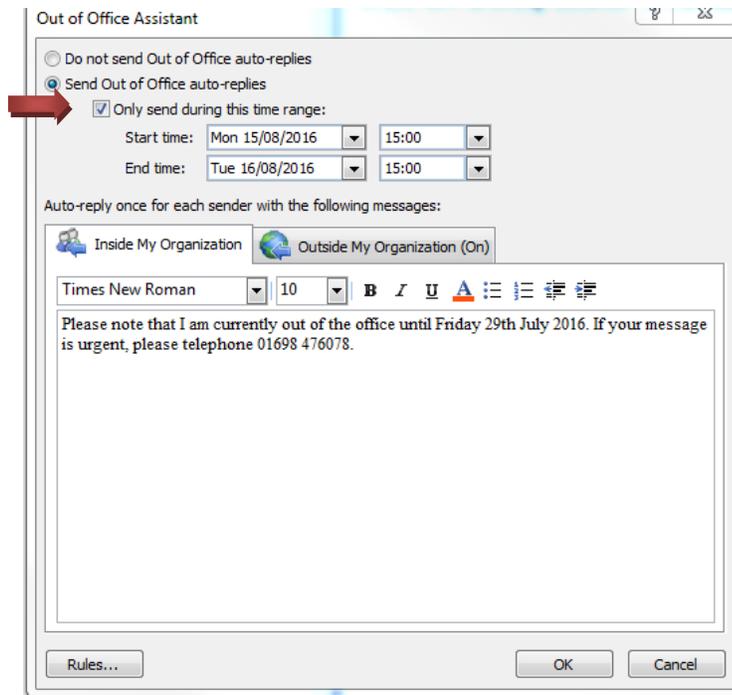
The latest version of Office included an upgrade to the Out of Office Assistant.

The following is a brief instruction on how to set this up when you are absent from the office:

1. In Outlook with your mail folders open click on “Tools” on the top menu.
2. Click on “Out of Office Assistant”
3. The following pop-up appears -

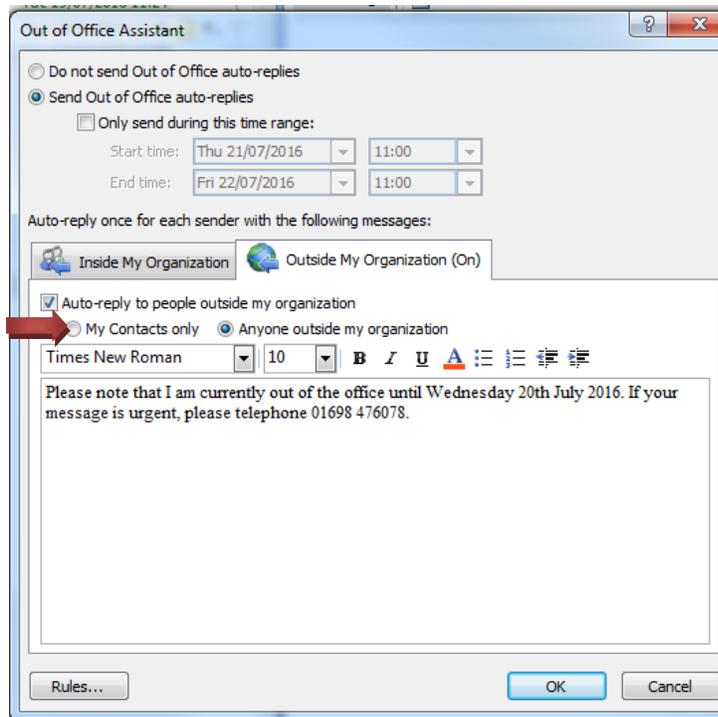


4. Click on the “Send Out of Office auto-replies” radio button
5. This opens the first tab “Inside My Organisation” – appropriate information should be input at this point (as shown).
6. At this stage you have the option to set a time range during which the message will be sent. This is done by clicking on the square to the left of “Only send during this time range” and entering the appropriate start and end times, as shown below:



Should you not want to use this facility simply move to the next point (7.)

7. Click on the “Outside My Organisation” radio button – appropriate information should be input at this point (as shown).
8. Note that at this stage two new radio buttons have appeared: “My Contacts only” and “Anyone outside My organisation” – as shown below.



9. "My Contacts only" enables a message to be sent to those outside our organisation but within your Contact List.
10. "Anyone outside My organisation" enables a message to be sent to anyone at all who tries to email you from outside our organisation: **it is this radio button that should be clicked to ensure everyone who emails you knows that you are not in the office.**
11. Click "OK" and the system is set.
12. On your return, at your PC's start up, unless you set a particular time range, you will be prompted to the fact that your Out of Office Assistant is on. By clicking on this message you will be taken to it, where you simply click the "Do not send Out of Office auto-replies" radio button then click "OK". The system will then be turned off.

Appendix 3



Record of Telephone Message

Name of Caller:

Company/Organisation:

Property Address/Reference:

Telephoned

Requesting you call them back

Returned your call

Will telephone again

Urgent

Details of Message:

Message Taken By:

Date:

Time: