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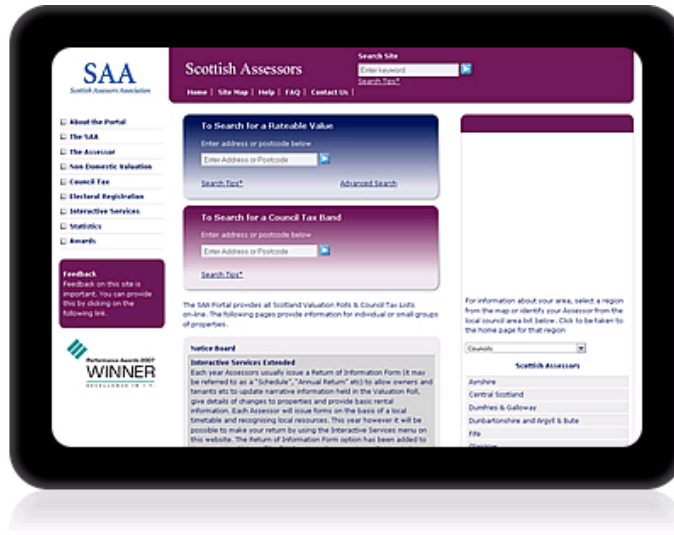
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National web project milestone

Portal for Scottish Valuation Auditors

The Challenge

To develop a single point Internet access to Valuation Roll and Council Tax information on Scotland's 2.7m properties, sourced from the locally managed and maintained databases held by each of the Assessors, via a user-friendly web interface, for use by diverse audiences.



The Solution

We developed a robust and secure portal allowing council tax banding and non-domestic rates data from each of the 14 regional assessors to be easily integrated into a single database. Further online services (such as online forms for valuation appeals and online proposals for alterations to Council Tax banding) have been introduced to enhance the service delivery by the Assessors. A user-friendly web interface provides easy access to the data by the target audiences, which include Assessors' staff (accessing and updating local information), government agencies (accessing 'All Scotland' data), the general public (accessing information and supporting material) and business users such as estate agents and property developers.

The Results

The results have been incredible, in terms of continuing improvement in online service delivery, as well as cost and time savings.

The amount of Assessor business being conducted online has gone from zero in 2004 prior to the portal launch, to 6.9% of all council tax proposals and 24.3% of all valuation roll appeals being received using the Portal in 2006 (when the online services were launched) rising to 61.1% and 31.1% respectively in the first quarter of 2007.

The portal now averages 750,000 page requests per month and is an important source of information for a wide variety of users. It won the Institute of Revenues, Rating, and Valuation 2007 awards for both 'Excellence in IT' and 'Best in Scotland' – as an ICT solution which has generated significant organisational or service improvement.

Significant cash (estimated to exceed £500,000) and time savings (minimum of 14 FTEs

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savings per annum) have been achieved by portal users who include the Assessors, the Scottish Government, local authority and business users.

About the Scottish Assessors

Each of the 32 local Councils within Scotland is a valuation authority and responsible for appointing an Assessor who must in turn compile and maintain a Valuation Roll and a Council Tax Valuation List. The Assessors are responsible for the valuation of all heritable properties for local taxation purposes within their respective valuation areas. There are fourteen Assessors in Scotland, four are appointed directly by a single Council and the remaining ten are appointed by Valuation Joint Boards comprising elected members appointed by two or more Councils.

<http://www.saa.gov.uk/> (opens new window)

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