

# Valuation Tribunal Service

## Estate rationalisation



### THE CHALLENGE

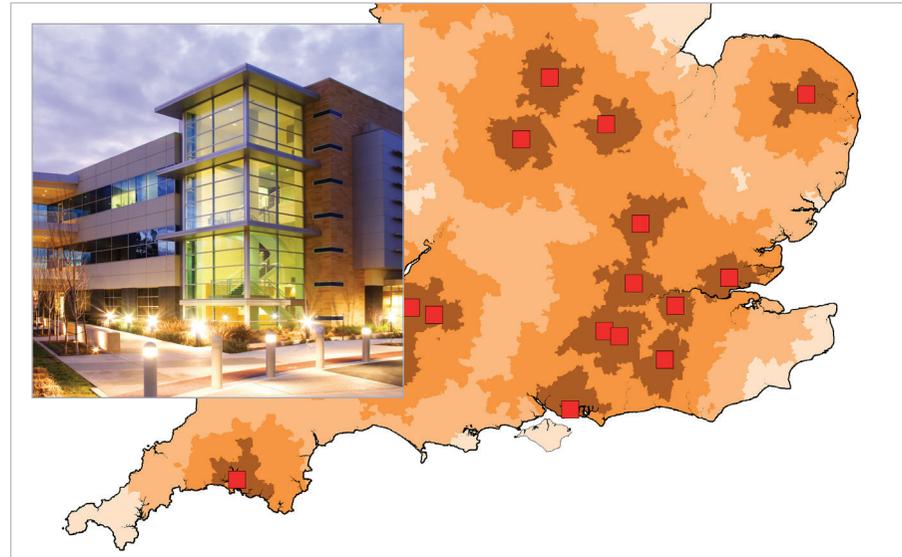
The Valuation Tribunal Service (VTS) was seeking to optimise its estate footprint and reduce its office locations from eight to two or three. It commissioned ORH to identify the best strategic locations for VTS offices in England, taking account of the organisation's financial constraints and the requirements of its 100 staff, 750 members and more than 100,000 annual users. In addition, VTS routinely hired 150 external venues in which hearings took place. ORH was required to identify an optimum network of locations across the UK that reduced the number of venues, while still providing adequate access for VTS users (the general public).

### ORH'S APPROACH

ORH set up a model with inputs including the UK road network, Census population data and current VTS office and venue locations. The distribution of travel times from population centres to VTS venues was analysed, then optimisation runs undertaken to minimise the number of venues. The results were analysed and mapped. The distribution of travel times between the venues and VTS offices was also analysed, for both private and public transport, and options for two or three offices were identified which would minimise the change in travel times.

### RESULTS

ORH identified a set of 80 potential venue locations which provided the same standard of population access as the existing 150 locations. Two separate solutions for three main offices were identified: one was a subset of the current eight office locations, the other introduced one new location while retaining two existing offices. Each solution was shown to be effective when mapped alongside both the current set of 150 venues and the optimum 80-venue configuration.



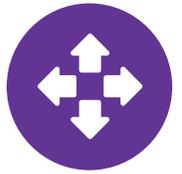
### KEY BENEFITS

- Modelling demonstrated the potential to make efficiency savings with little or no detriment to journey times and distances travelled by VTS staff and users
- ORH's optimisation software allowed many nationwide optimisation runs to be undertaken quickly, enabling comprehensive option appraisal
- Quantitative approach provided robust supporting evidence for each option, to ensure results could be taken forward with confidence



**ORH added science and evidence to our decision-making, enabling us to develop a robust and intellectually cogent estate strategy.**

Valuation Tribunal Service, UK



Optimising Locations – Public Sector Facilities  
**Valuation Tribunal Service**  
 Estate rationalisation



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