



## Hearing venues we use

In the first six months of the financial year 2016-17, 88% of the hearing rooms we used were either free or cost us £250 or less to hire.

In autumn this year, we ran a survey to obtain the views of all those who attended hearings during a 10-week period. We had over 540 responses from appellants and their representatives, staff from the VOA and the councils, VTE members and VTS staff on 44 of our venues, covering a range of issues:

- travelling
- parking
- accessibility
- signage
- ambience
- safety
- layout
- facilities

The overall view of the venue was “adequate” or better in 94% of the responses. However, we have looked at additional, individual comments and as a result there is ongoing work:

- investigating some alternative venues
- looking at whether there is suitable public transport service to some of the venues
- ensuring we are always allocated rooms with disabled access
- reminding our clerks to carry portable signs to help those attending to locate the hearing if reception staff are not available