



VOA Data Transformation Update

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About the Valuation Office Agency

We are an executive agency of His Majesty's Revenue & Customs (HMRC).

Over 3,500 people – valuing properties for Council Tax and Non Domestic Rates in England and Wales. Public sector's property valuation experts and advisers.

What we do is vital - we're helping to secure around £60 billion of local government taxation to fund essential public services.

We value our people and ensure we have high quality training and interesting, varied work.



2+ million

commercial properties are valued for Business Rates, underpinning around £21.2bn (2021-22, Source: VOA, [DLUHC](#)) of revenue collected



26+ million

domestic properties are given valuations for deciding council tax totalling £34.6bn (2021-22, Source: [DLUHC](#))

Right to Buy

determining value for this initiative in England and Wales

LHA

Local Housing Allowance (LHA) setting rates of the allowance across England

Housing Benefit Claims

advising local authorities of the maximum subsidy level payable for claims

800 public sector clients

from Local Authorities, NHS Trusts and Central Government clients supporting the wider public sector

Our Statutory Duties

The VOA must create and value spaces over which a single occupier has 'paramount control' – known as Hereditaments.

The VOA must publish an Address for every Hereditament.

VOA data is covered by HMRC legislation about confidentiality of taxpayer information and can only be shared through specific legal gateways.



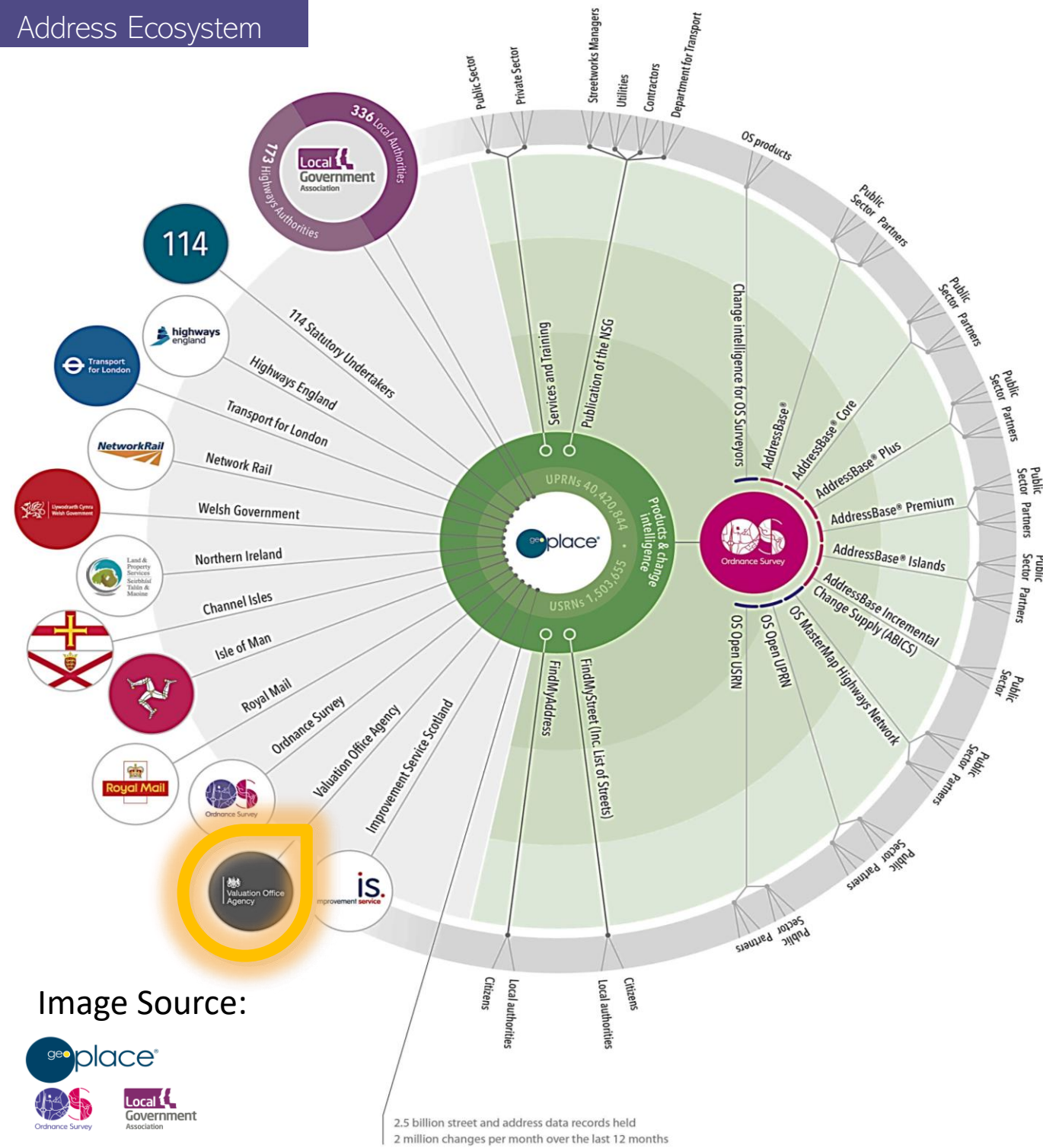
General Rate Act 1967

[UK Public General Acts](#) ▶ [1967 c. 9](#) ▶ [PART VII](#) ▶ [Section 115](#)

A screenshot of the legislation.gov.uk website showing the page for "The Non-Domestic Rating (Miscellaneous Provisions) Regulations 1989". The page title is "The Non-Domestic Rating (Miscellaneous Provisions) Regulations 1989" and the breadcrumb trail is "UK Statutory Instruments ▶ 1989 No. 1060 ▶ Regulation 2". The page has a navigation bar with "Table of Contents", "Content", and "More Resources" (with a help icon). Below the navigation bar are "Previous: Provision" and "Next: Provision" buttons. On the left side, there is a "What Version" section with two options: "Latest available (Revised)" and "Original (As made)" (which is selected). Below this is an "Opening Options" section with a help icon and a "More Resources" section with a dropdown arrow. The main content area has a "Status" section stating "This is the original version (as it was originally made). This item of legislation is currently only". Below this is an "Information in local rating lists" section with a heading "2. In respect of each hereditament shown in a list the list shall contain the following information:-". Under this heading, there are three sub-points: (a) a description of the hereditament; (b) its address; and (c) any reference number ascribed to it by the valuation officer. The text "(b) its address; and" is highlighted with a blue box.

VOA Role in GB Address Ecosystem

Address Ecosystem



- VOA has a legal gateway to share address data with Billing Authorities and Geoplace for the purpose of address changes. This supports the VOA purpose of maintenance of accurate council tax and business rates list. The addresses include properties that have been added or deleted or changed in the CT and NDR lists.
- VOA sends these changes to the National Address Gazetteer every week, and in return receives a set of BLPUs, UPRNs, X/Y Coordinates, and Representative Point Code correlated by GeoPlace. We also liaise with billing Authorities.
- There are known interoperability and operational issues caused by inconsistent data structures, time lags, variation amongst Billing Authorities and other legacy issues, so there is room for improvement.
- VOA has been working with GeoPlace and the OS to develop a deeper understanding of the issues.

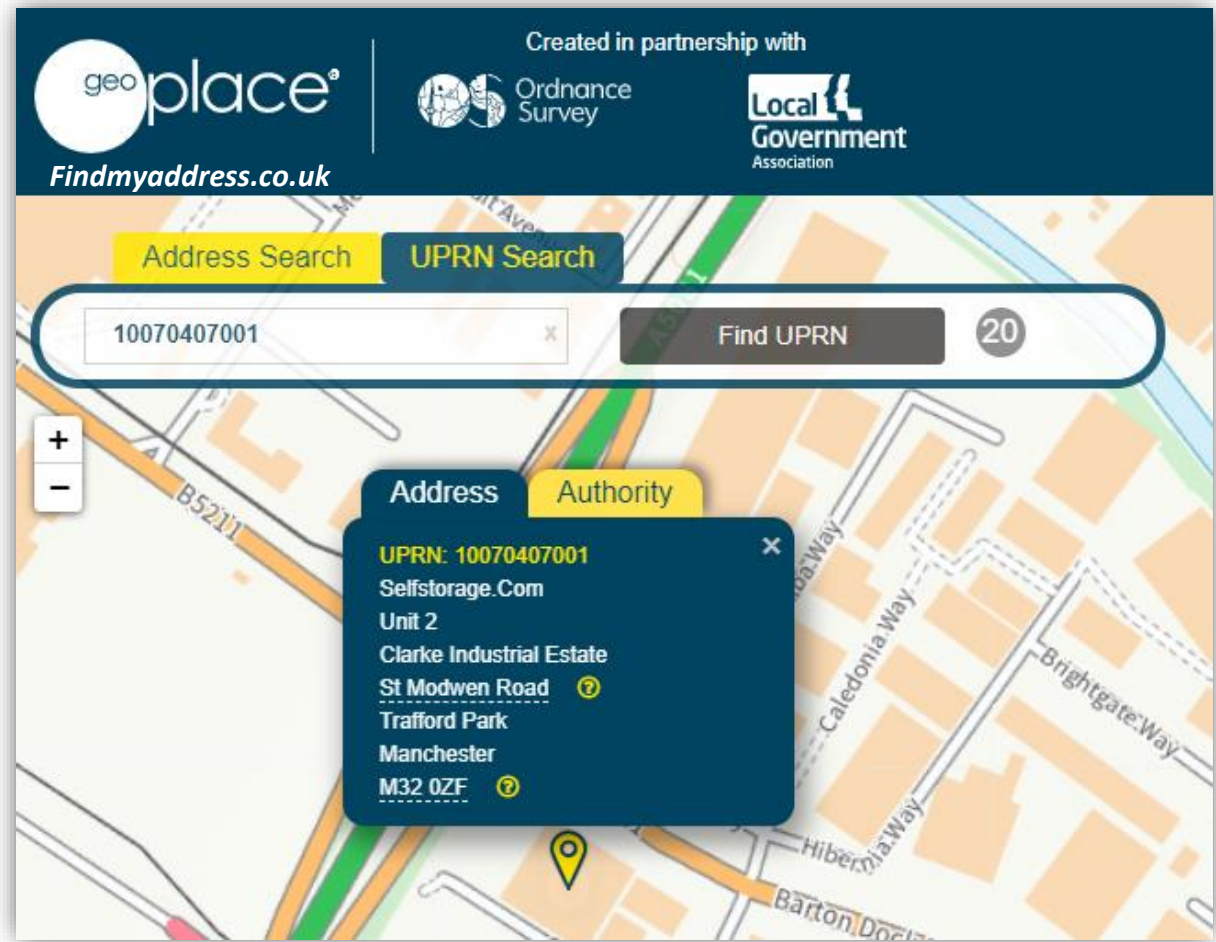
Image Source:



2.5 billion street and address data records held
2 million changes per month over the last 12 months

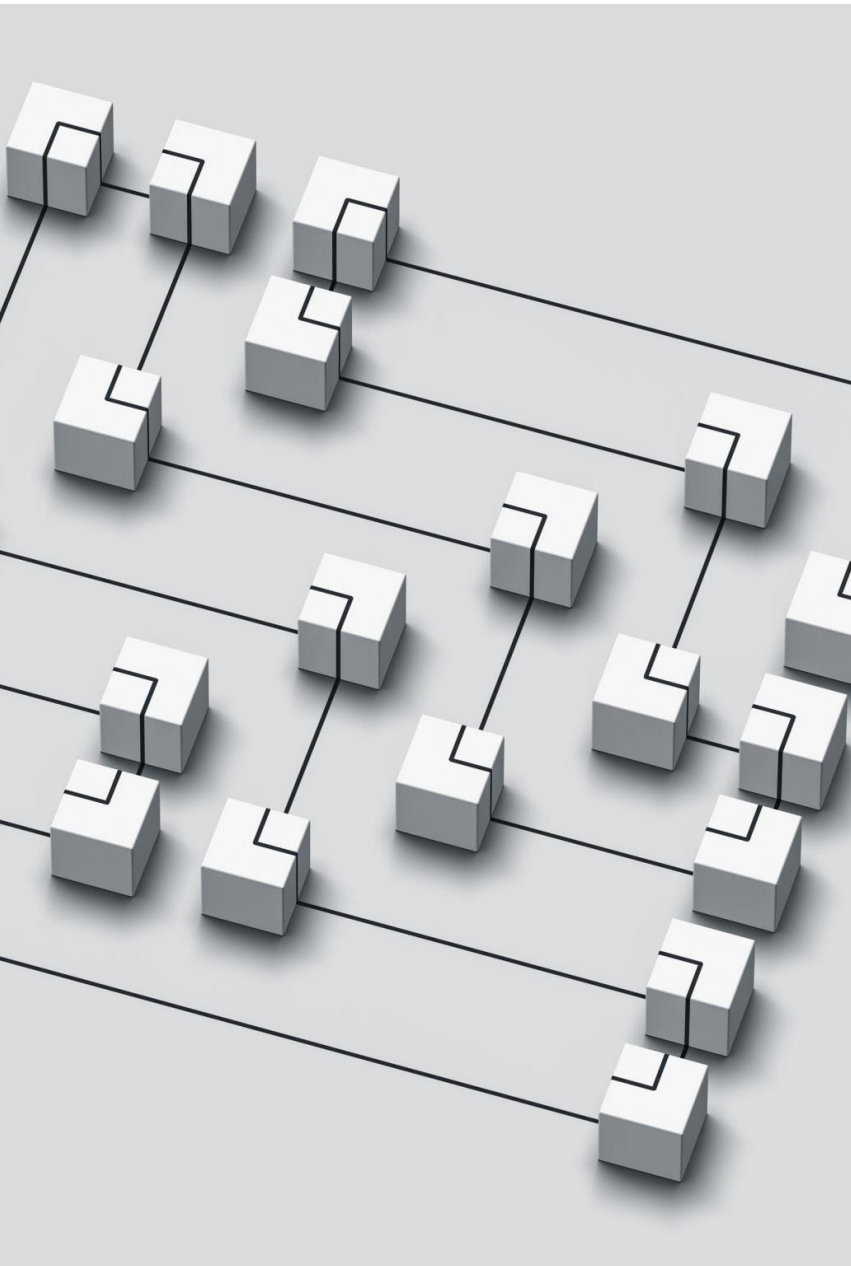
Where things work and where they don't

- Nearly all VOA Domestic Property Addresses can be matched 1:1 to their LA BLPUs address, though there are some legacy inconsistencies picked up through casework.
- However, correlation between a VOA Non-Domestic Property Address and the LA assigned property address to the business are often complex.
- The differences are most common when VOA has to create a new VOA Non-Domestic Property address.
- A business with a single postal address and UPRN could be split into several addresses representing the different individual “hereditaments” in the business.



PODS 131 & 132 BLOCK B GND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF
POD 139 BLOCK B GND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF
POD 002 BLOCK C GND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF
POD 032 BLOCK C GND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF
POD 054 BLOCK C GND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF
POD 071 BLOCK D 2ND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF
POD 036A BLOCK D 2ND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF
PODS 062 & 063 BLOCK D 2ND FLR	STORE FIRST UNIT 2	CLARKE INDUSTRIAL ESTATE	ST MODWEN ROAD	TRAFFORD PARK	MANCHESTER	M32 0ZF

A sample from the over 1000 unique VOA Property Addresses associated within the same BLPUs i.e., a single UPRN



Business Systems Transformation

A new case management system, valuation rules engine, data models and data storage capability.

A flexibly structured **Data Model** will manage how we create new hereditament data, and maintain quality through architecture guardrails, consistent standards and validation.

Delivered by VOA and HMRC; both have dedicated resource to deliver, with support from a number of external suppliers, specialists in their fields.

BST incorporates new state of the art geospatial capabilities.

Addressing Interoperability Improvements

What we can change...

- Adopt Government standards where we can, such using UPRN where it is feasible
- Ordnance Survey addressing API where feasible
- Standardised description for new addresses
- The interface for sharing data with Billing Authorities
- Approach to working in partnership for continuous improvement; aware of customer pain points

And what we can't change...

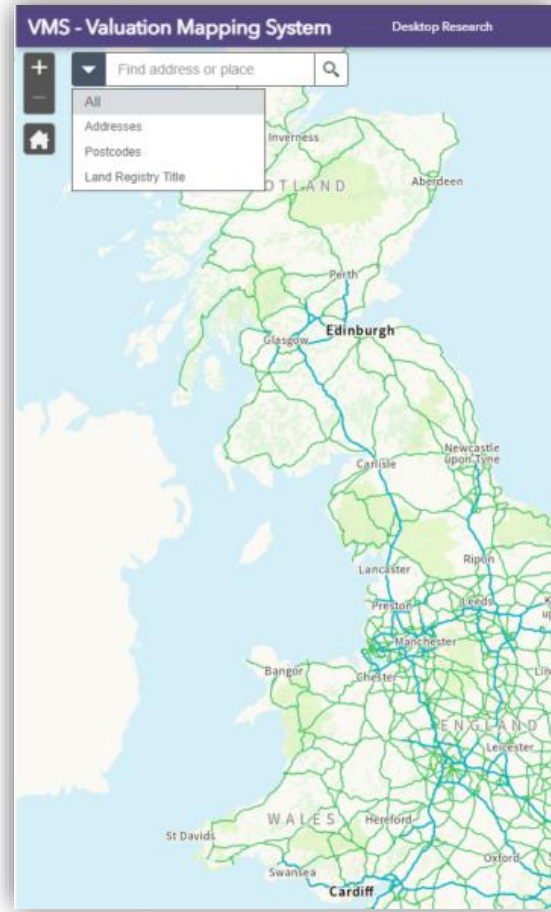
- Hereditament legal definition doesn't always match UPRN
- Complex mappings for non-domestic properties
- Large and complex addressing ecosystem; number of partners

VOA Improvements to Address Data Quality and Sharing

Improved Local Authorities Portal

- We are developing a new portal for submitting Local Authority reports to us (for purposes of updating CT and Rating Lists).
- We are working with groups of LAs in the rollout and implementation, and engaging in significant user research with LAs.

GIS for VOA Users



VOA Data Sharing

A screenshot of a GOV.UK webpage. The header shows the GOV.UK logo and a breadcrumb trail: 'Home > Brexit'. The main heading is 'Policy paper' followed by 'Brexit opportunities: regulatory reforms'. Below this is a sub-heading: 'Opportunities to review the laws which govern our nation and ensure that they are tailored to support the best interests of business and citizens.' At the bottom, it says 'From: Cabinet Office and The Rt Hon Lord Frost CMG' and 'Published 16 September 2021'. A large text block at the bottom reads: 'Expand access to property attribute data held by the Valuation Office Agency - The Geospatial Commission will introduce a new legislative data sharing gateway to enable building attribute data held by the Valuation Office Agency to be made accessible to the public and private sector. Expanding access to the data will support economic growth, delivery of better infrastructure and essential government functions. For example, it will aid firefighters by providing more information on likely hazardous areas within a burning building, improving responder safety. It will enable insurance companies to provide more competitive quotes and the energy sector to develop higher efficiency heating systems in support of Net Zero.'

Why? Good addressing enables VOA data to be connected for national priorities

