

UPRN System Integration “Snapshot” Infographic

What is it?

We have created an infographic that provides a graphical ‘snapshot’ of UPRN integrations with key systems within your local authority.

It illustrates information about:

- the name of the software being used
- the system’s reliance on the UPRN
- the address data currency within the system
- the method used to update the system with address data.

The infographic can be used for whatever purpose you like such as:

- highlighting which departments / suppliers to engage with to improve integration
- a tool to show senior management how well integrated the UPRN is
- a tool to gain buy-in from senior management / other teams to assist with integrating with the UPRN
- identifying specific areas to focus on to improve integration

What information has been used to create this?

The infographic utilises your responses to the address Improvement Schedule questionnaire 2025/26 and also 2024/25. It draws on the information submitted specifically around system integrations to create the visuals that you see.

What systems are included?

The 12 key systems listed below are represented:

- Building control
- Council tax
- Customer Relationship Management (CRM)
- Education management
- Electoral registration
- Environmental health
- Housing
- Land charges
- Planning
- Refuse collection
- Social care (Adult)
- Social care (Children’s)

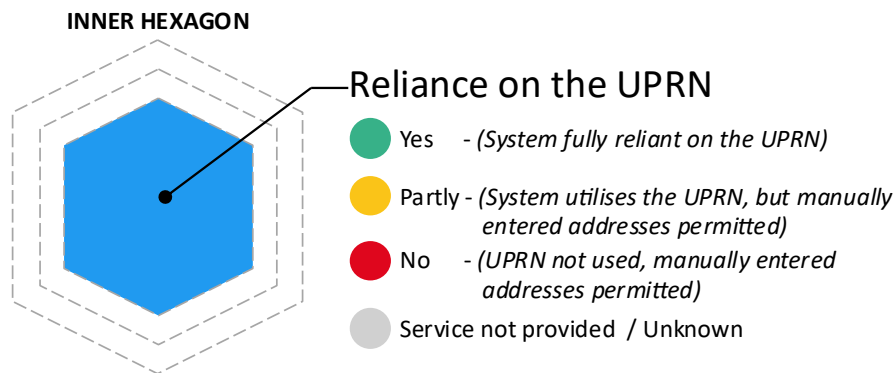
Please note that the infographic acknowledges and states that other systems may be integrated by the authority, but detailed information on these is not captured in the Improvement Schedule questionnaire and therefore cannot be represented in the infographic.

What information does the infographic show?

For each system listed above, the infographic displays the software supplier used plus a colour coded system (red, amber, green) depicting measures across 3x areas captured by the Improvement Schedule questionnaire:

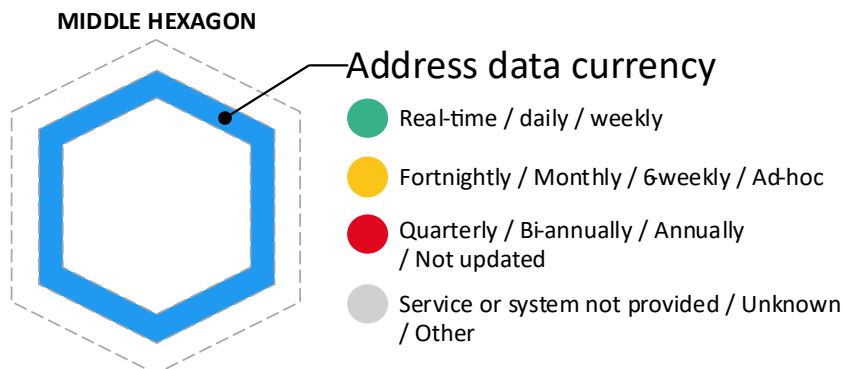
Measure 1: System reliance on the UPRN

Infographic key



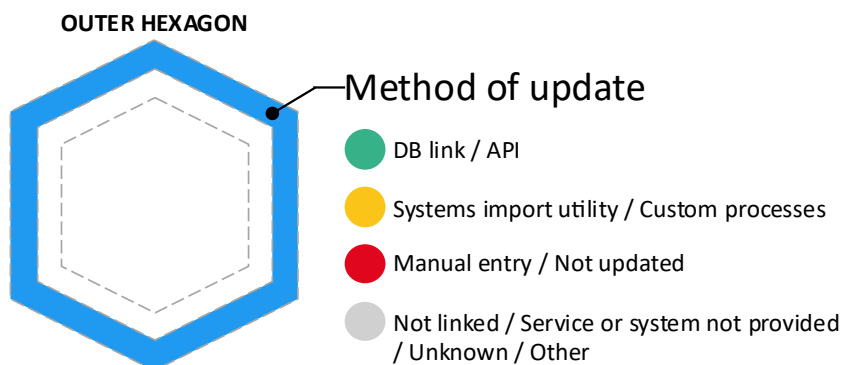
Measure 2: Address data currency

Infographic key



Measure 3: Method of update

Infographic key



Please note, some responses to the above, including the names of software systems in use have had to be standardised or generalised to be consistent.

Integration scores

Integration scores for the 3x below measures are calculated:

- **Measure 1:** System reliance on the UPRN (*maximum score of 10*)
- **Measure 2:** Address data currency (*maximum score of 10*)
- **Measure 3:** Method of update (*maximum score of 10*)

These have been calculated in the following way:

Step 1:

- Each response is categorised and scored on a scale of 0 – 10:

0 = Immediate improvement required

For example:

- *“System is not reliant on the UPRN in any way”*
- *“Currency of data is very low or not updated”*
- *“Method of update is manual or not updated”*

10 = Best possible response

For example:

- *“System is completely reliant on the UPRN”*
- *“Currency of data is the highest it can be (real-time)”*
- *“Method of update is via DB link / API”*

Step 2:

- The total “score” for each of the 3x measures across all systems or services which **are** provided by the authority is calculated.
- Systems and services that are marked as “Service not provided” are excluded.

Step 3:

- The respective total for each measure is divided by the number of systems / services provided by the authority (maximum is 12).
- The figure is denoted to 1 decimal place and rounded up to obtain the “score” for the specific measure.
- The maximum score that can be obtained is 10.

Calculation of the “Overall integration score”

- This is simply the average of the scores for the 3x measures.
- The overall figure is denoted to 1 decimal place and rounded up.
- The maximum score that can be obtained is 10.

Calculation of the “National averages”

- A national average for each of the 3x measures is calculated to provide context to each authority on how they compare to others at a national level. These are:
 - National average Integration score
 - National average score for “System reliance on the UPRN”
 - National average score for “Address data currency”
 - National average score for “Method of update”
- The “National average” is the average of all local authority scores for each respective measure, denoted to 1 decimal place.

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