

Factsheet:

Addressing, productivity and efficiency in local government



Addresses are essential to locate needs and demands to deliver local public services. Making the best use of data provides local authorities with an opportunity to realise significant savings and improve services to citizens.

All local authorities in England and Wales contribute local address data to the national hub at GeoPlace which in turn forms the largest shared service across local government and increasing the rest of the public sector, including the emergency services.

At the local level, many local authority functions are realising both cashable and non-cashable savings from the use of their address data.

When over 700 different service functions rely on a location it is not surprising that accurate and integrated address data is so crucial. A corporate master list of addresses, including records for properties without a postal address saves money and provides the bedrock for delivering a wide range of efficient services to citizens and businesses in the local area.

Service delivery has always had to have a location. Collecting waste from the correct location; getting the ambulance to the injured pedestrian or the fire crews to the block of flats has no room for error – time is of the essence.

A team of local government addressing experts developed the concept of the Unique Property Reference Number (UPRN). This enables services to be linked to a place using a unique key which is used to join up services .

Accurate and integrated address data enables authorities to:

- create efficiency savings and save money though providing more accurately targeted and joined up services
- improvements in the quality of council tax and non-domestic rate records
- improved electoral register records
- better coordination of information to and from citizens ensuring they get the correct services to the correct location at the correct time
- knowing where your customers are and which public services they are using
- supporting departmental back office systems such as CRM and online services
- create efficiency savings by maintaining one corporate address database which serves all departments rather than separate silos of address information

- supporting evidence based decision making
- improved partnership working between organisations at a local level

The use of local address data has already brought efficiency savings of £54 million per annum to local authorities and a proposed productivity increase of up to £24 million over the next 5 years¹.

About addresses

Local address data is captured and created from source by the Street naming and Numbering Officer and Local Land and Property Gazetteer (LLPG) Custodian - from the point property plans are submitted to the authority and standardises the data according to British Standards.

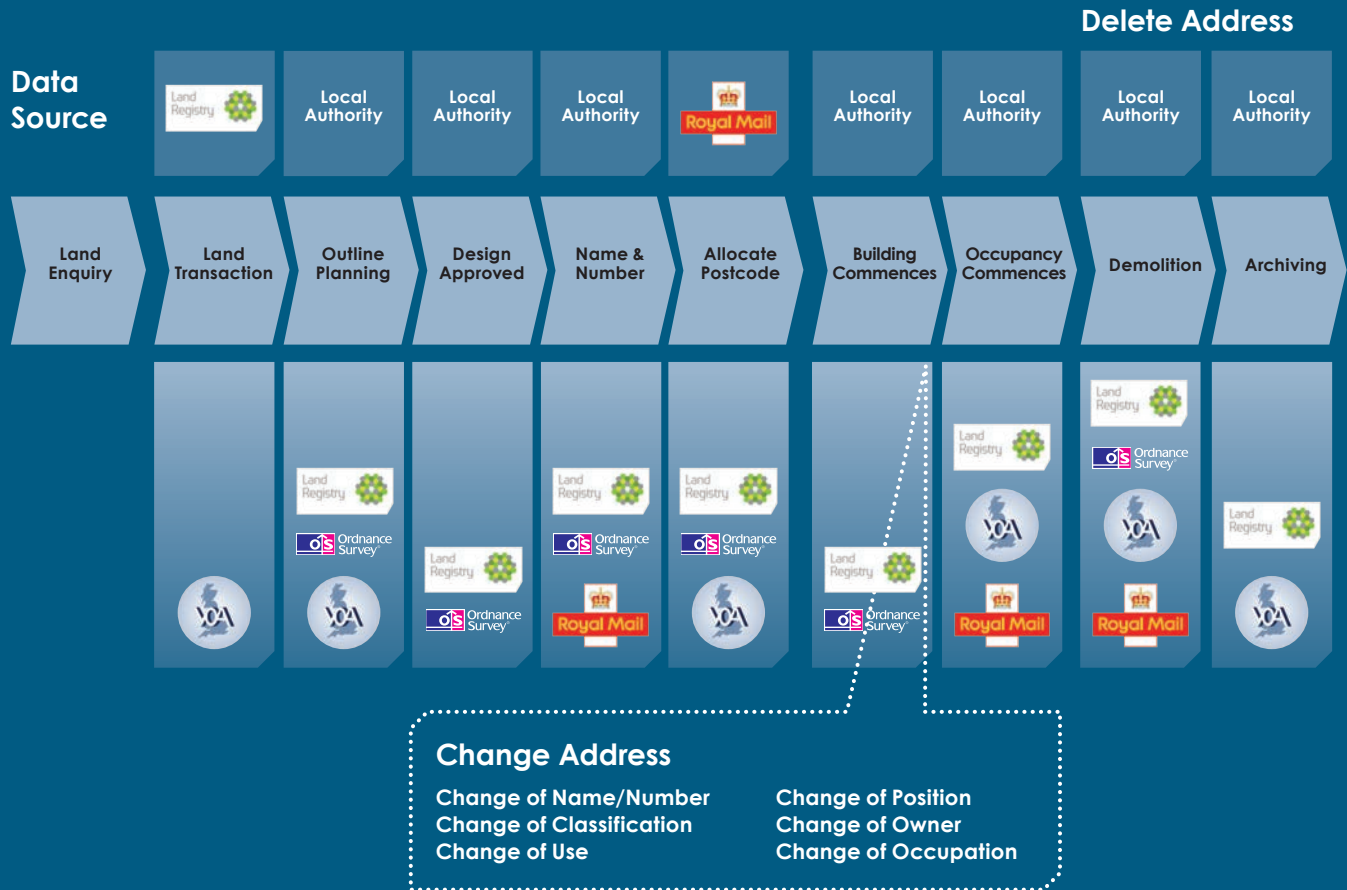
At the heart of this data is the fact that it is collected from authorities who have a statutory responsibility to name streets and number properties. As part of this, Street Naming and Numbering officers and the LLPG Custodians are the primary source of address information within an authority.

The address lifecycle diagram demonstrates the complexity of the development of an address and the various stakeholders involved. Of central importance to this process is the role of the local authority, through the SNN Officer and Authority Address Custodian.



¹ http://www.local.gov.uk/c/document_library/get_file?uuid=be7d32f3-7c5b-4c12-8a25-6da60534d82a&groupId=10171

Address Lifecycle



Use of local data at the national level

Local authority addressing data is supplied to GeoPlace who in turn combine this with other data sources and make the data available through Ordnance Survey in the form of the AddressBase® range of products which are in turn used across the public sector and beyond such as:

- The Department for Work and Pensions (DWP) are now adopting a UPRN for their data warehouse, this is a huge strategic step forward as DWP manage massive levels of government transactions with the public
- Tell Us Once have been a long-time supporter of the UPRN and are now committed to using AddressBase at the core of their transactions, across the public sector
- The Electoral Registration Reform Program is building on the matching work that you started under the core project and they see that the UPRN is vital to the long term rolling management of the Electoral Register
- The Department of Energy and Climate are using the UPRN in their energy certificate work
- The National Police Systems that were managed by the NPIA are taking AddressBase
- The Department of Education is rolling AddressBase out to over 20,000 schools as part of the Schools Admissions Program
- In Wales, Welsh Government is building UPRN in to the direct electronic information transfer program and this, in turn, has driven outstanding improvement in the quality of local address data within Wales
- and in Scotland a UPRN is used as part of the National Identity Card Program and the Citizen Account.

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GeoPlace LLP

GeoPlace LLP is a Limited Liability Partnership joint venture between the Local Government Association (LGA) and Ordnance Survey.

Following a Government announcement in December 2010 that there should be a single national definitive address list, GeoPlace commenced operations on the 1st April 2011, to provide one definitive and authoritative source of accurate spatial address and street data. The LLP is owned within the public sector, for use by the whole of the public sector and beyond. GeoPlace achieves delivery of the National Address Gazetteer (NAG) by bringing together data from councils, Ordnance Survey and from the Royal Mail Postcode Address File (PAF) and combining this with other address data from the Valuation Office Agency.

There had been a strong demand for a single definitive addressing solution from a very wide range of authoritative bodies – including the Treasury Select Committee, the Power of Information Task Force, the UK Statistics Authority and many others. This was also supported by the conclusions, reached in February 2011, by the Office of Fair Trading in reviewing the establishment of GeoPlace, that “virtually all third parties supported the creation of a single national addressing database as such in view of the resulting benefits.”

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GeoPlace is a public sector limited liability partnership between the Local Government Association and Ordnance Survey

