

# Address data integration report<sup>🔗</sup>

Example Local Authority

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# Did you know...

## It's your data, you already have it

- Every local authority in England and Wales helps to maintain the national address and street databases.
- Local authorities are the first to know about local changes. That's because you have the statutory responsibility for granting planning permission and the naming and numbering of new streets and properties. Every local authority uses this information to help maintain its Local Land and Property Gazetteer (LLPG), a database containing the official, legally known address and location for all properties within your authority.
- You have a Custodian who manages that data every day. It's your data so you already have it, along with access to experts who can show you how to use it.

## It's more than just an address on an envelope

- Every address in your authority contains a Unique Property Reference Number (UPRN). Unique and authoritative, the UPRN is like a National Insurance number for physical objects. Every property or addressable object in Great Britain can be identified with a UPRN.
- This authoritative 'code' can be used to create trusted connections between disparate sources of information providing absolute certainty that the property being referred to is correct.
- When departments use the UPRN, they can link matching records in different databases together. This means fewer errors in data exchange and communication. It also allows you to 'tie' all of its information together at the household level, revealing where and how to overcome both localised and authority-wide challenges.
- As addresses are located on the ground via precise geographic coordinates, it unlocks the ability for mapping and geographic analysis to take place. This allows you to see departmental data on a map showing exactly where it is being delivered and where it is needed - crucial intelligence.

## Utilising address data can lead to a Return On Investment (ROI) of 6:1

- A recent independent [cost benefit analysis](#) showed that wide adoption and use of address data will generate £384m savings for local authorities in England and Wales over the period 2022-2026
- Investment may be needed in some service areas to integrate this resource across your authority's systems, but those savings represent a ROI of approximately 6:1.

# So, how well are you using address data and its UPRN?

- This document walks you through how well your authority is utilising address data and its UPRN.
- The term “integration” refers to how well address data and its UPRN are being used (relied upon, updated and handled).
- Address data is typically used by software systems to deliver your authority’s services to its residents, but any department using an address has the potential to use the UPRN.
- The information is based upon your authority’s responses to the GeoPlace annual improvement schedule survey 2025/26 and previous years, completed by your designated Authority Address Custodian or other authorised individual.
- For further information, queries or advice on any part of this report, please contact [support@geoplace.co.uk](mailto:support@geoplace.co.uk)



## Local government’s best kept secret

The LGA’s Best Kept Secret programme shines a spotlight on the hidden potential of local authority address and street data, revealing how it can drive better decision-making, improve service delivery, and support local communities.

Read the [LGA guide](#) on how to ‘Realise best value from your data assets’.

The LGA advises that:

**“The Unique Property Reference Number – the unique identifier for every addressable location – is key to almost everything that’s delivered or achieved by councils”. [Find out more.](#)**

An independent report states that widespread adoption and use of address and street data in local authorities could generate £384 million savings over the period 2022-2026, with an enhanced return on investment of 6:1. [Find out more](#) about how you could discover your own ROI.

GeoPlace worked with Nottingham City Council and ConsultingWhere to [analyse Nottingham’s potential ROI from integration of its address and street data](#). The report shows that for every £1 invested in the use of accurate and integrated addressing, there lies the potential to make efficiency savings and increase revenue organisation-wide by up to £6. The report predicts that the benefits could generate a NPV of £5.7 million over the period 2023-2026.

# Summary of progress

Your overall integration score:

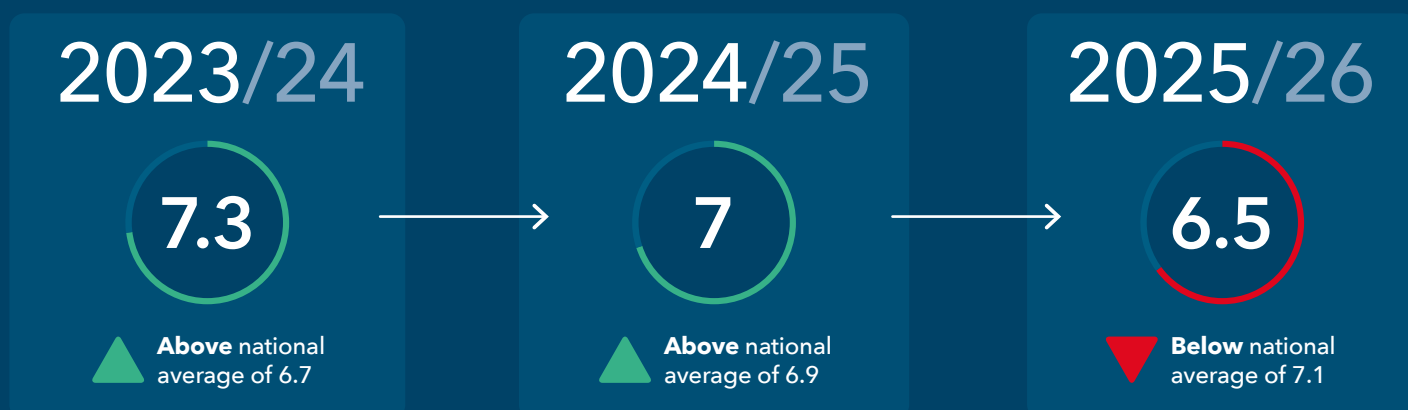


This is **below** the national average of **7.1/10** which reflects how well your authority is utilising address data and its UPRN.

In comparison to other **London boroughs**, the integration average for these types of authorities is **7.3/10**, which your authority is currently **below**.

## Your progress over the past three years indicates:

[Example Local Authority] has **significantly declined** in its utilisation of address data and the integration of the UPRN across the organisation. For more information on how to improve and the benefits of doing so, please see [page 12](#).



## In 2024/25, your Local Land and Property Gazetteer (LLPG) contained:



As well as being crucial to your own authority, your data is relied upon by:

- |                          |                  |
|--------------------------|------------------|
| The entire public sector | Finance sector   |
| Emergency services       | Insurance sector |
| Commercial sector        | Health sector    |
| Utilities sector         | Housing sector   |

# Your maturity level

Based on your authority's overall integration score of **6.5/10**, your level of UPRN maturity is categorised below.

Your level of UPRN integration maturity is:

## Level 2 of 5: **Forming**



### LEVEL 2 FORMING CHARACTERISTICS

46% of local authorities fall within the "Forming" category. Your authority is at the early stages of its integration journey. There is significant work to do in order to realise the key benefits address data can offer ([page 12](#)).

A number of systems are linked to and are utilising address data and its UPRN, but not all. The quality of integration is lacking and improvement is needed to ensure their correct handling of address data.

#### PRIORITY

Integrate the UPRN as far and wide as possible drilling down on each system in turn, ensuring they are able to handle address data and the UPRN ([page 11](#)). Any service area which handles an address should be using the UPRN in its software system(s). Address data should be updated as frequently as possible.

#### Reliance on the UPRN

The ability for the software system to use the UPRN

Manually entered addresses are permitted for the majority of systems. These are unverified and inaccurate which can lead to duplication, errors in recording and difficulty in sharing information with other departments. Some systems are completely unable to work with address data and the UPRN.

#### Currency of address data

How frequently address data is updated and kept current

For most systems there is no regular update cycle keeping on top of changes, for example systems may range from updating never to 6-weekly, weekly or daily. This inconsistency can lead to confusion, a breakdown in communication, duplication and impact service delivery.

#### Method of update

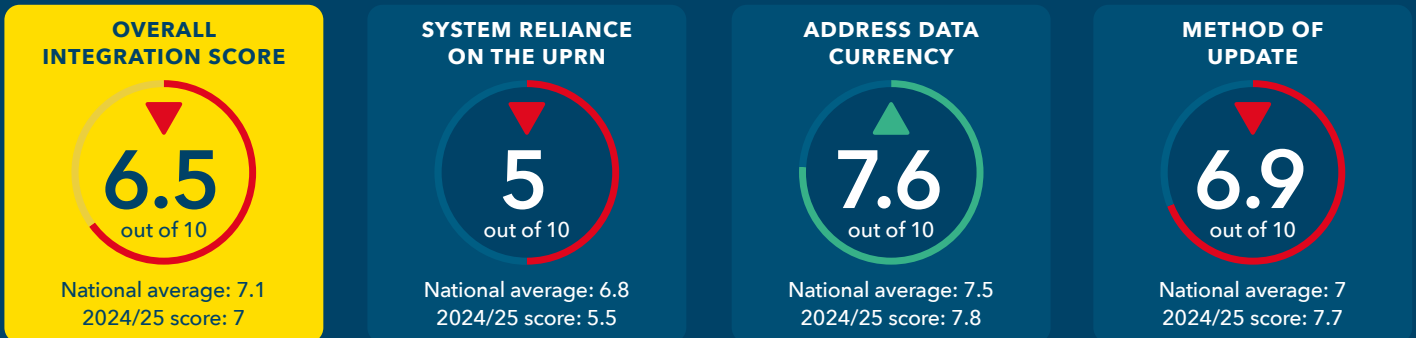
How automated the mechanism is to update address data and the UPRN

There is a lack of consistency in how address data is updated. Methods tend to favour laborious, supervised manual methods such as manual entry of individual records, file updates and custom processes rather than automated, "set and forget" mechanisms like APIs.

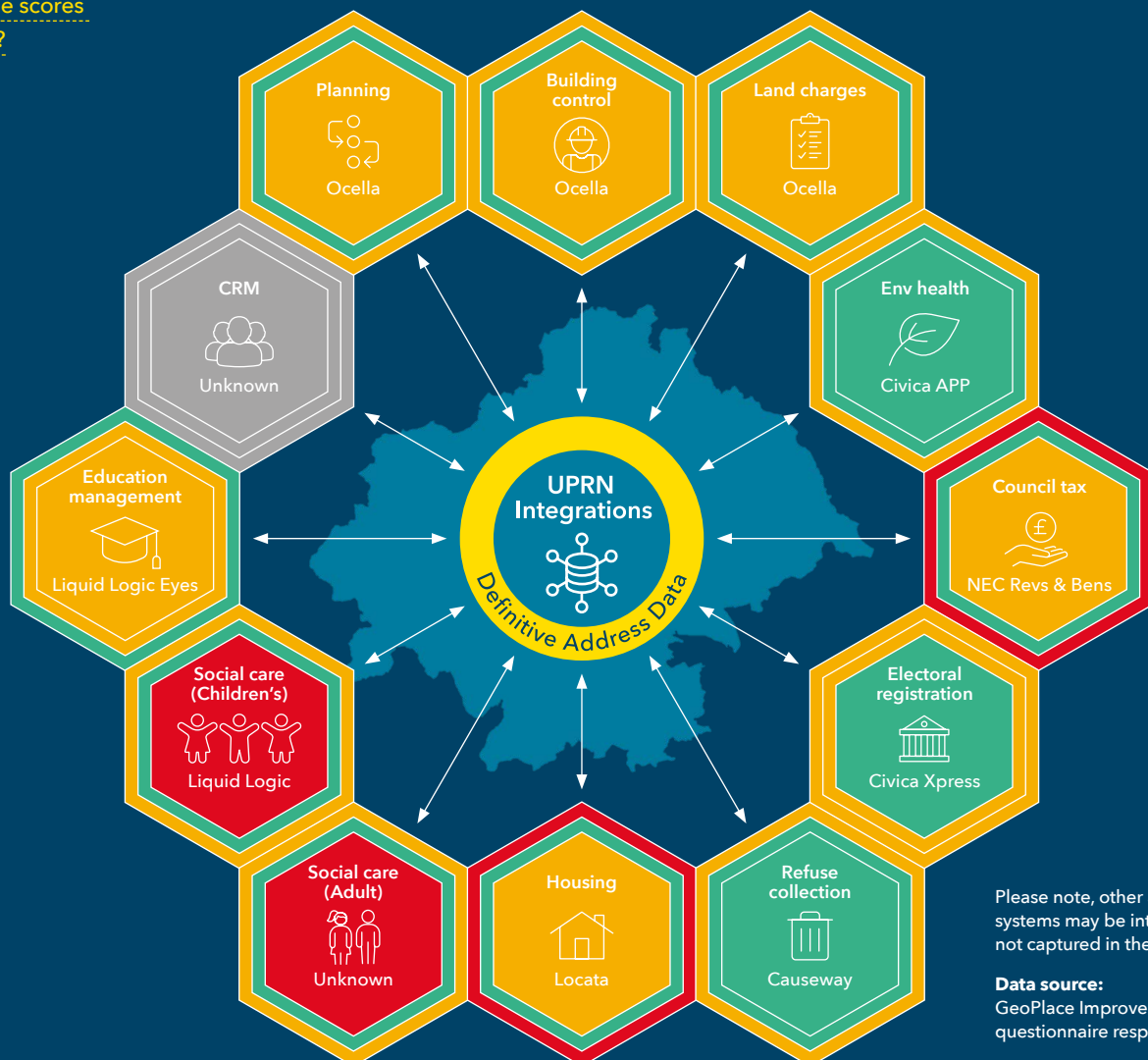
# UPRN integration 2025/26



## Integration scores vs national averages



## How are the scores calculated?



Please note, other authority systems may be integrated but are not captured in the questionnaire.

**Data source:**  
GeoPlace Improvement Schedule questionnaire response 2025/26.

## KEY



### Reliance on the UPRN

- Yes (System fully reliant on the UPRN)
- Partly (System utilises the UPRN, but manually entered addresses permitted)
- No (UPRN not used, manually entered addresses permitted)
- Service not provided / Unknown



### Address data currency

- Real-time/daily/weekly
- Fortnightly/Monthly/6-weekly/Ad-hoc
- Quarterly/Bi-annually/Annually/Not updated
- Service or system not provided/Unknown/Other



### Method of update

- DB link/API
- Systems import utility/Custom processes
- Manual entry/Not updated
- Not linked/Service or system not provided/Unknown/Other

# Your service scorecard:

## Performance

### Looking at each service area individually

- 4 services are **below** the national average and are not utilising address data in an effective way. The below services require attention to ensure you are obtaining the full benefits as listed on [page 12](#).
- Planning, building control, land charges, housing

SERVICE AREA	INTEGRATION MEASURES			INTEGRATION SCORE (MAX 10)	COMPARED TO SERVICE'S NATIONAL AVERAGE
	RELIANCE ON THE UPRN	CURRENCY OF ADDRESS DATA	METHOD OF UPDATE		
Planning	5	9	9	7.7/10	▽ Below (8.5)
Building control	5	9	9	7.7/10	▽ Below (8.4)
Land charges	5	9	9	7.7/10	▽ Below (8.4)
Housing	5	9	0	4.7/10	▽ Below (5.3)
Education management	5	4	10	6.3/10	△ Above (6.1)
Council tax	5	9	0	4.7/10	△ Above (4.4)
Social care (adult)	0	9	9	6/10	△ Above (5.5)
Social care (children's)	0	9	9	6/10	△ Above (5.5)
Environmental health	10	9	9	9.3/10	△ Above (8)
Electoral registration	10	6	9	8.3/10	△ Above (6.9)
Refuse collection	10	9	9	9.3/10	△ Above (7.9)
CRM	--	--	--	--/10	? Incomplete (7.7)



# Your service scorecard:

## Current state

Converting scores into values:

SERVICE AREA	INTEGRATION MEASURES			INTEGRATION SCORE (MAX 10)
	RELIANCE ON THE UPRN	CURRENCY OF ADDRESS DATA	METHOD OF UPDATE	
Planning	Partly	Daily	System utility	7.7/10
Building control	Partly	Daily	System utility	7.7/10
Land charges	Partly	Daily	System utility	7.7/10
Housing	Partly	Daily	Manual entry	4.7/10
Education management	Partly	Ad-hoc	DB link / API	6.3/10
Council tax	Partly	Daily	Manual entry	4.7/10
Social care (adult)	No	Daily	System utility	6/10
Social care (children's)	No	Daily	System utility	6/10
Environmental health	Yes	Daily	System utility	9.3/10
Electoral registration	Yes	Monthly	System utility	8.3/10
Refuse collection	Yes	Daily	System utility	9.3/10
CRM	Unknown	Unknown	Unknown	--/10

### KEY



**i** For context on how these values compare and the levels above/below, please see the [values and scores document](#)

# Your service scorecard:

## Progress

Since last year (2024/25) there have been:

▲ **2 improvements** made to integration.

● **30** areas of integration which have **stayed the same**.

▼ **1** area of integration which has **declined**.

● Denotes service not provided / comparison to last year not possible.

SERVICE AREA	INTEGRATION MEASURES			INTEGRATION SCORE (MAX 10)	
	RELIANCE ON THE UPRN	CURRENCY OF ADDRESS DATA	METHOD OF UPDATE		
Planning	● 0	● 0	● 0	● 0	7.7/10
Building control	● 0	● 0	● 0	● 0	7.7/10
Land charges	● 0	● 0	● 0	● 0	7.7/10
Housing	● 0	● 0	● 0	● 0	4.7/10
Education management	● 0	● 0	● 0	● 0	6.3/10
Council tax	● 0	● 0	● 0	● 0	4.7/10
Social care (adult)	● 0	▲ +5	● 0	▲ +1.7	6/10
Social care (children's)	● 0	▲ +5	● 0	▲ +1.7	6/10
Environmental health	● 0	● 0	● 0	● 0	9.3/10
Electoral registration	● 0	▼ -3	● 0	▼ -1	8.3/10
Refuse collection	● 0	● 0	● 0	● 0	9.3/10
CRM	● --	● --	● --	● --	--/10

# Integration measures and how to improve

The overall integration score is comprised up of 3 individual measures. Their importance and how to improve in each area is explained below.



## MEASURE 1: RELIANCE ON THE UPRN

### What do we mean:

The ability of the software system to solely rely on the UPRN and address

### What to aim for:

Software systems which mandate the usage of the UPRN and "official address"

### Why it's important:

Software not mandating the use of the UPRN or "official address" allow users to manually enter properties without validation or verification. This leads to errors in capture, confusion in communication, duplication of effort and is a barrier to data-linking and generating insights. It is therefore important to ensure software systems mandate the usage of the UPRN, otherwise address data needs to be constantly maintained, cleaned and audited.

### How you can improve:

1. Determine if the software system can utilise address data and the UPRN and mandate its use. You may need to ask your I.T dept or system supplier directly. [A list of key questions can be found here.](#)
2. Ensure manually entered addresses are periodically matched to a UPRN and retrospectively updated and corrected if required. This is key to ensuring address data remains trustworthy and accurate.



## MEASURE 2: CURRENCY OF ADDRESS DATA

### What do we mean:

How frequently address data is updated and kept current in the system

### What to aim for:

As frequently as possible to support the service areas function. Typically daily or weekly but in some cases real-time. It all depends what the service area requires.

### Why it's important:

Effective service delivery requires up-to-date address data. Old, stale data may not contain new addresses or reflect changes that should be present. This can lead to confusion, delay and services not being delivered if relied upon.

### How you can improve:

1. Determine how frequently the software system loads address data. You may need to ask your I.T dept or system supplier directly. [A list of key questions can be found here.](#)
2. Implement the most frequent option possible to support your various service's needs.



## MEASURE 3: METHOD OF UPDATE

### What do we mean:

How automated the mechanism is to update address data and the UPRN

### What to aim for:

As automated and "hands off" as possible

### Why it's important:

Manual, file-based update methods take time, effort and resources to operate. They are prone to errors and have multiple points of potential failure. In contrast, fully automated, dynamic mechanisms such as APIs enable address data to be updated seamlessly with zero or minimal effort and only needs to be configured once.

### How you can improve:

1. Determine how the software system loads address data. You may need to ask your I.T. dept or system supplier directly. [A list of key questions can be found here.](#)
2. Aim to implement the most automated option possible.

# Integration benefits for your authority

GeoPlace has gathered over 400 real-world case studies showing how councils are using address data and UPRNs to deliver more efficient services. Below are just some of the benefits local authorities have achieved, both within specific service areas and across their organisations, by integrating address data and the UPRN. Click on each benefit to explore the examples on the GeoPlace website.

SERVICE AREA	BENEFITS OF INTEGRATING FOR THE SERVICE	AUTHORITY WIDE BENEFITS
Building control	<ul style="list-style-type: none"> <li>1. Oxford: Detection of unauthorised developments</li> <li>2. Safer, more secure homes and buildings</li> <li>3. Warmer, more sustainable buildings</li> </ul>	<ul style="list-style-type: none"> <li>6:1 Return on Investment</li> <li>Provides foundation for digital transformation</li> </ul>
Council tax	<ul style="list-style-type: none"> <li>1. Identifying missing properties and revenue</li> <li>2. Bath and North East Somerset: Improving business rates collection</li> <li>3. Barnsley: Maximising general revenue collection</li> </ul>	<ul style="list-style-type: none"> <li>Hackney: Facilitates creation of single household views of service usage</li> <li>Welsh Government: Facilitates multi-agency intelligence sharing</li> </ul>
CRM	<ul style="list-style-type: none"> <li>1. Dudley: Address lookup containing legally known properties</li> <li>2. Northumberland: Creation of online reporting services</li> <li>3. Salford: Improved access to council services</li> </ul>	<ul style="list-style-type: none"> <li>Harrow: Streamlining of public-facing services through online citizen portals</li> </ul>
Education management	<ul style="list-style-type: none"> <li>1. Newham: Accurate school distance calculations</li> <li>2. East Riding of Yorkshire: Creation of School transport plans</li> </ul>	<ul style="list-style-type: none"> <li>Ability to geographically plot service related data and generate location intelligence</li> </ul>
Electoral registration	<ul style="list-style-type: none"> <li>1. Redbridge: Informing Ward boundary reviews</li> <li>2. Huntingdonshire: Modernisation and accuracy of the register</li> <li>3. Blackburn and Darwen: Service efficiencies and accurate property information</li> </ul>	<ul style="list-style-type: none"> <li>Camden: Makes data-linking possible through the use of persistent identifiers</li> <li>Barnsley: Improved interdepartmental communication</li> </ul>
Environmental health	<ul style="list-style-type: none"> <li>1. Croydon: Identifying potential unlicensed HMOs</li> <li>2. Blackpool: Service redesign through data and mobile devices for street scene staff</li> </ul>	<ul style="list-style-type: none"> <li>Barnsley: Avoidance of duplication, repeated effort, errors in maintaining individual "address lists"</li> </ul>
Housing	<ul style="list-style-type: none"> <li>1. Hackney: Damp and mould management</li> <li>2. Sefton: Improving the standard of living in rented accommodation</li> </ul>	<ul style="list-style-type: none"> <li>Use of the "official," legally known address</li> </ul>
Land charges	<ul style="list-style-type: none"> <li>1. Tower Hamlets: Automated land charge searches</li> <li>2. Bolton: Expedited property search process</li> </ul>	<ul style="list-style-type: none"> <li>Huntingdonshire: Prevention and detection of fraud</li> </ul>
Planning	<ul style="list-style-type: none"> <li>1. Huntingdonshire: Improved public access to planning</li> <li>2. City of London Corporation: Supports and informs policy making</li> <li>3. Planning reform and transformation</li> </ul>	<ul style="list-style-type: none"> <li>Kingston-upon-Thames: Accurate funding allocations</li> </ul>
Refuse collection	<ul style="list-style-type: none"> <li>1. Lewisham: Route balancing and optimisation</li> <li>2. Rushmoor: Transformation from paper based to digital processes</li> </ul>	
Social care (adult & children's)	<ul style="list-style-type: none"> <li>1. Proactive, evidence based service delivery</li> <li>2. Barnsley: Identification of vulnerable households</li> <li>3. Flintshire: Targeting local services more effectively</li> <li>4. Nottingham: Identifying families in need</li> </ul>	

# Key action points

1



## **ACTION: DISCOVER THE POTENTIAL**

It's much more than "just an address", it's the backbone for digital transformation, the foundation for data insights and the key to identifying vulnerable households and fraud.

Watch [this video](#) to understand how address data and the UPRN can help you realise all of these benefits.

2



## **ACTION: ENGAGE WITH YOUR SERVICE AREAS**

Speak to those responsible for the services indicated on [page 8](#) falling below or achieving their respective national integration average.

### **Ask them the following questions:**

1. What is preventing address data and its UPRN being used effectively by the system?
2. What is needed to overcome this?

3



## **ACTION: PROCURE EFFECTIVELY**

Ensure all newly procured systems are able to correctly handle address data and its UPRN.

This ensures the benefits of using address data ([page 12](#)) can be immediately realised without any additional spend or work.

We have created an interactive procurement statement generator tool to help achieve this: <https://www.geoplace.co.uk/Procurement>

4



## **ACTION: SUPPORT YOUR CUSTODIAN**

Address data is one of your most valuable assets. You have a designated officer within your authority who creates and maintains this data called an ["Authority Address Custodian"](#).

Supporting them is key to ensuring your data is kept accurate and current. Use the [LGAs tool](#) to find out who your Custodian is.



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

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