

2017



2018

Annual statement



Contents

3

Introduction from the
Managing Director

5-7

Our vision, purpose
and strategic aims

8

Our values and culture

9

Our people

10

Our governance

12

Our stakeholders

14

Our business

15

Our work plan

16

Our special relationship
with Participating
Authorities

Introduction from the Managing Director

GeoPlace plays an important role in underpinning the UK's digital economy and the transformation of public services, to improve the lives of citizens. This was acknowledged by the Rt Hon Matthew Hancock MP, the then Minister for the Cabinet Office and Paymaster General in his keynote presentation at GeoPlace's 2016 annual conference.



Recognising the importance of addressing, the Minister stated that "Addresses are invaluable to our economy and our public services" before particularly highlighting the Unique Property Reference Number (UPRN) "The UPRN is the jewel at the heart of the addressing system, The UPRN facilitates greater accuracy and immediate data sharing and matching - delivering better services and better outcomes for citizens".

Recognition at the highest levels in Government that government, businesses and services need access to the very best address data and to be able to precisely pinpoint an address underpins our strategic objectives. We are determined to provide the data that can recast how businesses and government use address data to improve public services, benefit businesses and improve how the public receive goods.

Business as usual for GeoPlace is the maintenance of an end to end process starting with supporting local authorities in maximising their efficiency and opportunity for transformation through the maintenance and use of address and street data. We work closely with local authorities to support improvement and ever-increasing data quality through an ongoing annual process. This results in improved system and data integration and ultimately better, more cost-effective service delivery, as well as updates of standardised data being provided to GeoPlace.

We process local authority data, and other third-party datasets, continuously looking at how the data can be improved. We create the National Street Gazetteer – which feeds into the Ordnance Survey Highways product and the AddressBase products which are provided to users by Ordnance Survey. At the end of the process

we provide data matching and consultancy services, thus maximising the value to the user.

Our work is set against a landscape that is fast adopting 'location' as a key to linking information and delivering services as part of a wider digital environment. We are also working in a public sector environment where service expectations are high and real term budgets are being reduced. Local authorities, at the front line of service delivery, are being asked to do more for less. It is our aim that the work we do will help local authorities capitalise on the 4:1 return on investment we have independently identified as being available from good quality, integrated address and street data management.

Organisations in all sectors are now realising the power of standardised, uniquely referenced address and street data by adopting it in their systems. Using our data, particularly

the unique reference numbers we attribute, enables organisations to link systems and exchange data and information based on properties and streets. This provides an improved degree of accuracy and efficiency and opens up huge opportunities for service transformation and improvement.

Over the coming years, we will continue to deliver nationally consistent data to meet user requirements. Production of high quality data is a key objective and through detailed analysis and comparison with other national data, we focus on continuous improvement.

Several key product enhancements have been delivered over the last year. In addition to now being able to provide full UK coverage (England, Wales, Scotland Northern Ireland and now Jersey, Guernsey and the Isle of Man) of AddressBase, we can now produce daily updates of AddressBase data. This is currently being trialled with a number of organisations as a proof of concept and we are working with Ordnance Survey to be able to supply this more widely.

We have built processes to extract street data from our National Streets Gazetteer data. This extraction is provided to Ordnance Survey (OS) through an API service which enables OS to incorporate the data in their new Highways data product. This was released to the market in October last year and we expect this product to become a key enabler for future transport needs.

In addition to data and product improvements, we will be implementing a redesign of our IT estate to give us a flexible, extensible, modular and resilient framework of systems which will enable us to respond to future demands. A key output from this work will be the technical building blocks for Central Maintenance, which will provide an internet browser solution for the supply of address and street data from local authorities, and potentially other data providers, to GeoPlace. This will be completed in 2018/19.

We continue to be committed to supporting local authorities by making the case for good local address and street data management and providing direct technical support to local gazetteer custodians. Our study conducted with ConsultingWhere last year – 'Cost benefit analysis of address and street data for local authorities and emergency services in England and Wales' highlighted the efficiency, service transformation and improvement opportunities opened by data standardisation. Through developing and sharing case studies, our annual awards and conference event, provision of online resources, training and custodian community structures, we aim to maximise the return on investment that local government can achieve from our work with them.

To continue to be a successful business that has sustainable, secure revenue and is capable of growth, GeoPlace will diversify

and spread risk; create new opportunities and provide for future investment in the business.

With the expertise and knowledge within GeoPlace we will develop new commercial opportunities for the business and position us as the go-to experts in this domain. Through our contacts with the UPU (Universal Postal Union – an executive agency of the United Nations) we have already completed a small consultancy project for the government of Kenya and are now working closely with Ordnance Survey International supporting them in several other overseas opportunities.

We are also actively exploring opportunities to capture other types of data and make this available to the market. Licensed sales of such data will all be through OS.

Achievement of these successes to date has only been possible with the enthusiasm and commitment demonstrated daily by our staff and the custodians in the local authority community.



Richard Mason
Managing Director

Our vision

Our vision is: Driving improvement, excellence and innovation through data. GeoPlace is: Passionate about data

We were formed in 2010 which signalled a landmark change in the relationship between local and central government in the field of spatial information and a significant shift in government's acknowledgement of the importance of good address and street data as a national resource.

Most service delivery has a location. Whether it is managing school admissions, planning street works, getting an ambulance to an injured person or a fire crews to a block of flats, there is no room for error – completeness, accuracy and timeliness of information is of the essence. We provide the infrastructure and national focus for the collection of address and street data from source and the production of national data for onward use.

Ten years on, together with local government and Ordnance Survey, we provide one of the biggest shared services in Great Britain.

The day to day work is complex. As local government strives to improve against a backdrop of efficiency, users require even more accurate and up to date information. Our staff refine and develop the infrastructure and support both data contributors and users.

Our work has come a long way but there are further challenges ahead. The future of open data; further reductions in public sector spend and competition mean the future isn't completely certain. In a landscape where the size of the public sector is reducing and services need to be delivered by different service delivery partners in the public, private and voluntary sectors, a common information platform is more vital now than ever.

Our strength is our people and an infrastructure that is proven to work. GeoPlace has been built on the bedrock of the relationship between local government and Ordnance Survey and this relationship is growing in strength all the time. Crucially, we have a team of experts working centrally who demonstrate excellence in information management; technical IT and business skills and relationship management.

The initial goal of our journey is to efficiently achieve one united address and street index which is used across the entire UK public and private sectors. Our longer-term goal is to build the business through other opportunities by:

- applying our knowledge and experience in creating up-stream and down-stream services connected to address and street data, both domestically and internationally
- building the business by developing wider opportunities in the collection of other geographic data and delivery of supporting services.

Essentially, we intend to be efficient and economical in our work and drive further revenue.

Key to weathering future challenges is through continuing to combine the expertise and local knowledge of local authorities and other data providers, the distribution infrastructure and reach of Ordnance Survey, with the technical expertise, support and focus provided by our staff.

Our purpose

Our purpose is to bring together local and national data into comprehensive datasets that consistently meet current and future demand.

We lead a series of work programmes to build, develop and expand a national address and street information infrastructure that supports the needs of both the public sector and a wider commercial market. We aim to be world class experts in the field of address and street information management and work in collaboration with trusted partners to bring community benefit from the information that we manage.

This is undertaken against a baseline of operations.

Centre of excellence:

- Be world class in the application of innovative and creative information management solutions
- Maintain a centre of excellence for state of the art location related information management in the spatial address data and street information sector

Our strategic aims

As agreed with our Board, we have three strategic aims:

1. To deliver national benefit from the use of spatial addressing and streets data
2. To create efficiencies and improvements in the public sector
3. To strengthen the business to provide an operational surplus supporting investment.

These are carried out through the following operational objectives, all of which contribute to the achievement of our strategic aims:

1. Maintain a sustainable and profitable business by driving efficiency in the business by maintaining our core 'business as usual' costs, resourcing delivery of new opportunities, and develop new opportunities for revenue growth
2. Provide a highly professional service to the local authorities which meets both their and our business needs and improves access and update to the national datasets
3. Coordinate the address and street data maintenance processes from trusted data sources
4. Continue to maintain and enhance the definitive National Address and Street Gazetteer infrastructure for the UK
5. Employ the most appropriate technologies and processes to secure efficiencies in production and reduce current duplications of work across the addressing end to end process
6. Produce the AddressBase products and provide NSG data to Ordnance Survey for inclusion in the new Highways products for Ordnance Survey to take to market
7. Continue to deliver the NSG to meet statutory obligations and build upon this work to enhance the value of street information collected from local government
8. Support the utilisation of the data produced by GeoPlace
9. Work with Ordnance Survey to showcase GeoPlace's capability, expertise and knowledge around the management of addressing and street information
10. Provide data matching and consultancy services, both within the UK and internationally, to link third party and organisational datasets through the UPRN and USRN and help others benefit from good addressing systems.

Our values & culture

Our Values

We are:

- Enthusiastic about our work
- Rigorous in our delivery
- Continuously thinking about improvement
- Making a difference to society
- Excelling at what we do best
- Overall we take pride in what we achieve together.

Stakeholders

- GeoPlace works collaboratively with all stakeholders.

Our Culture

We aim to create a culture where:

- Our people are passionate, talented, and committed to GeoPlace
- Our people like working here because they feel challenged, they can collaborate with others and enjoy freedom in their work
- Our environment is a positive one.

GeoPlace is committed to employee engagement through fostering a culture where staff are valued and supported. We are an organisation whose actions are consistent with our values. We aim to provide a culture of openness and mutual respect in which a healthy work life balance can be achieved. We will provide an environment where all staff can develop to their full potential, whilst also providing a professional, efficient service to stakeholder and we seek to build on our existing Investors in People accreditation.

Our core skills

Creating and maintaining cross-referenced spatial address and street datasets to a high standard of currency and accuracy requires specialist intellectual capability and expertise. This has been built up over fifteen years and is now one of the core skills within GeoPlace and gives us a unique strategic advantage over other service providers. This expertise along with our ability to manage and define our work effectively and efficiently to meet changing business, user and industry needs in a robust, adaptable and professional manner allows us to achieve the results we do.

Our people

GeoPlace LLP Board

The Board set the overall strategic direction and policy of GeoPlace. This board consists of four non-executive members each of which have one vote. Two are appointed by Local Government (Local Government Association – LGA) one of whom will be nominated as Chairman (who will not have a casting vote) and two are appointed by Ordnance Survey:



Claire Holloway
(Chair), LGA, Head
of Corporate
Services



Juliet Whitworth
LGA, Research
and Information
Manager



John Kimmance
Ordnance Survey,
Director of
Government and
Partner Engagement



Will Davies
Ordnance Survey,
Director of Human
Resources



Richard Mason
Managing Director

*The Managing Director, Richard Mason reports to the GeoPlace LLP Board.
He attends board meetings but does not have a vote.*

Managing Director and Executive Management Team

GeoPlace is managed by the Managing Director and the Executive Management Team which consists of the Managing Director and five senior GeoPlace employees as listed below:



Radha Chandrasekaran
Executive Director
of IS Development



Simon Barlow
Executive Director
of Consultancy



Steve Brandwood
Executive Director
of Engagement



Nick Griffiths
Executive Director
of Informatics

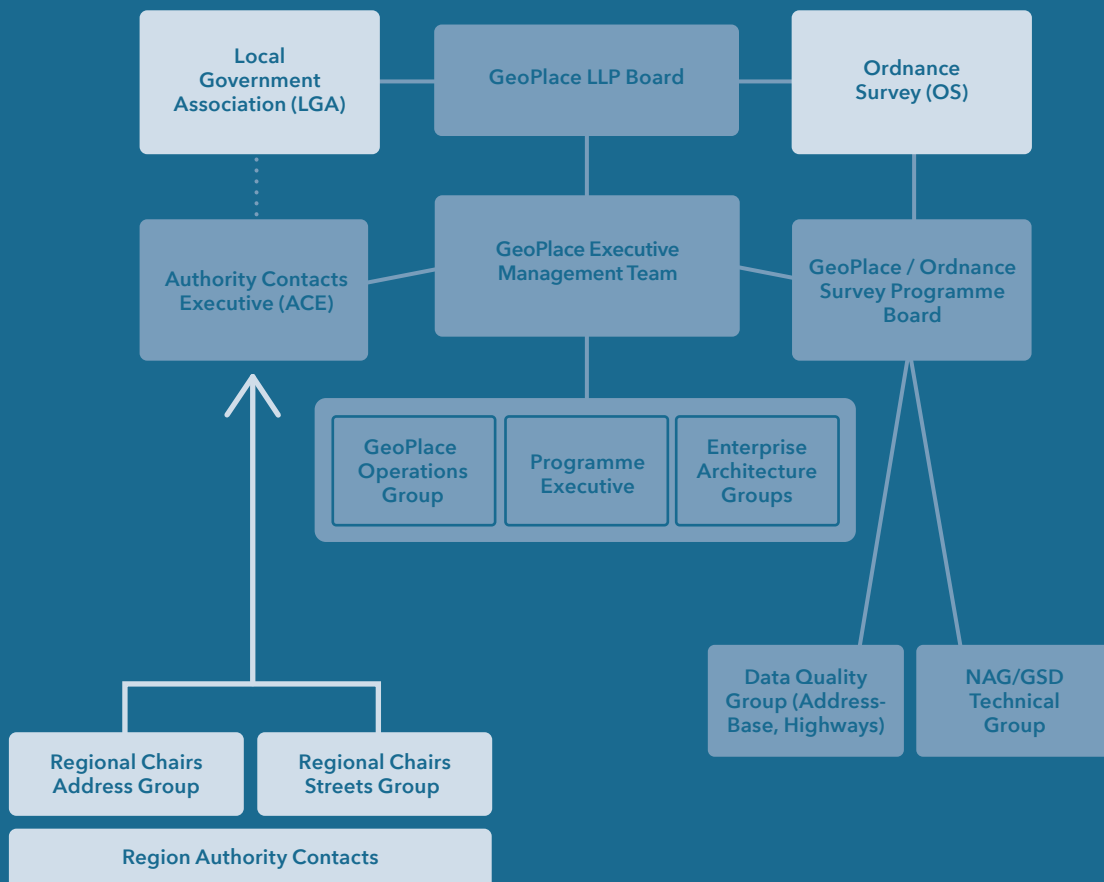


James Rodger
Executive Director
of IT Services

Our governance

Further to the GeoPlace LLP Board, close links are maintained with Ordnance Survey through the GeoPlace / Ordnance Survey Programme Board, and with local government through the Authority Contacts Executive (ACE). The governance model for GeoPlace consists of several internal and external groups whose members are chosen to appropriately represent the various work items.

The following is an overview of the governance model, giving an overview of the groups involved and their membership.



Governance	Purpose	Membership
LLP Board	To provide strategic direction to the GeoPlace business. Authorisation of the Business Plan.	Ordnance Survey and Local Government Association Representatives
GeoPlace Executive Management Team	To plan and manage the operations of GeoPlace	GeoPlace (internal)
Authority Contacts Executive (ACE)	To manage the DCA contract on behalf of Local Government.	Local Government with GeoPlace representation (2 votes for each party)
GeoPlace / Ordnance Survey Programme Board	This board is the focus point for the strategic management of NAG and NSG data delivery to OS and the OS AddressBase and New Highways Data product management	GeoPlace and Ordnance Survey (strategic and contractual)
NAG/AB Technical Group	To manage the on-going BAU and technical work for NAG and the AddressBase products.	GeoPlace and Ordnance Survey (technical)
New Highways Project Group	Coordination of the delivery and transition to BAU for the New Highways Data products	GeoPlace and Ordnance Survey (technical and commercial)
GeoPlace Operations Group	To manage internal business operations focused around the governance and communications with our data providers around data quality and new requirements.	GeoPlace (internal)
Programme Executive	To manage the overall work programme and coordinate project work within GeoPlace	GeoPlace (internal)
Enterprise Architecture groups	To manage the work being done to deliver Enterprise Architecture transition and implementation	GeoPlace (internal)

In addition to the above there is also a GI Customer group established as part of the PSMA. This group is chaired by someone appointed by BEIS and has representatives across the whole public sector. This group can request changes in the AddressBase product specification from Ordnance Survey. Through the Data Distribution Agreement between Ordnance Survey and GeoPlace, Ordnance Survey has the responsibility for developing the specifications, on the basis that all new specifications or changes to existing specifications will require agreement of the GeoPlace Board.

Our stakeholders

Local Government

DCA Participating Authorities are key stakeholders for GeoPlace. Their requirements for both the services we provide and the data they use and maintain is managed through the Authority Contacts Executive (ACE). We will continue to work in partnership with the DCA community to improve quality of services and data improvements.

ACE is primarily responsible for ensuring that the Data Cooperation Agreement is managed correctly and is represented by membership of both GeoPlace staff and the elected local authority national custodian chairs. This group is also responsible for agreeing data entry conventions and data quality improvement targets for participating local authorities and agreeing project work that impacts the supply and use of address and street data within DCA members.

We will work more closely with the LGA to form a closer strategic relationship that showcases the success of GeoPlace and the benefits this brings to the local government sector and develop closer collaboration in location/place based projects.

We will continue to grow our relationship with local government practitioner associations like SOCITM and 'think tanks' such as NESTA in order to highlight our work to wider local government audiences. We will organise a core group of local government influencers that we can work with to promote our work even wider.

Ordnance Survey

We continue to work with the Operations group of OS to enhance the interfaces which

1. provide GeoPlace and participating local authorities with change intelligence from surveying work
2. provide OS with change intelligence which allows for a more targeted approach to areas of the country that require surveying and specifically improve the cartographic text within OS MasterMap Topography based on official street naming and numbering.

Our aim is to reduce our direct costs for Operations and improve data quality across the organisations.

We shall also work with other divisions within OS to develop and grow market opportunities both in the UK and overseas in the specific areas of address and street data management.

ONS

Since the last Census, the ONS 'Beyond 2011' team have been evaluating AddressBase Premium as part of their review of options for the future Census in England and Wales. Although both the general review and specific evaluation are still on-going, GeoPlace understand that ONS are broadly satisfied that AddressBase Premium provides the ONS Census and Geography teams with the address based information they require. ONS Geography are growing into the addressing arena with a focus on Open Data by introducing products such as the National Statistics Address Lookup. It will be key for GeoPlace to work with ONS to ensure ongoing alignment.

Valuation Office Agency (VOA)

GeoPlace receives a weekly changes file covering both the Council Tax and Non-Domestic Rates data. Going forward VOA remains an important party in assisting us in verifying the data quality of our location information. This will become more so as VOA start to utilise the UPRN and AddressBase within their own operational environment. We are exploring the potential for more collaborative working between the VOA, GeoPlace and local authorities.

Government Digital Services (GDS)

The 2016 Budget announced that the Government would 'provide up to £5 million to develop options for an authoritative address register that is open and freely available – making wider use of more precise address data and ensuring it is frequently updated will unlock opportunities for innovation'. GDS with other key Government Stakeholders are leading on this work. GeoPlace has inputted into this work and eagerly awaits the outcomes of the investigations.

Scotland

The One Scotland Gazetteer (OSG) data is integrated into the GeoPlace processing and production systems for the NAG and this data was included in AddressBase product outputs from May 2012. We are in regular dialogue with the Improvement Service for Scotland to ensure a good quality and frequent data supply from each of the 32 Scottish councils.

JAG(UK) Joint Authorities Group(UK)

GeoPlace supports the Joint Authorities Group(UK) (JAGUK) in the promotion of UK local authorities in the formulation and adoption of highways management policies. Since our support of JAG(UK) its membership income has increased and its activities are seeing wider recognition as a result of the closer ties with local government. Improved relations with the Department for Transport (DfT) and greater collaboration with the Highways Authorities and Utilities Committee (HAUC(UK)) are leading to projects such as the HAUC(UK) Performance Scorecards being well received and being more widely used by DfT and HAUC(UK) for policy decisions and improvements in street works practices.

In collaboration with the JAG(UK) Board we developed a new JAG(UK) website to allow its members to be better informed of JAG(UK) work and share information across its community.

During 2016-2017 we strengthened our support in JAG(UK) with the secondment from Westminster City Council of their Street Works Manager as Deputy JAG(UK) Manager. This has enabled JAG(UK) to develop ideas and research in potential innovation in the street management sector. On the back of a Proof Of Concept we jointly developed with emapsite and Elgin, the DfT are now researching options for the development of a roads information and data platform supported by core reference datasets such as LSGs, OS Highways and MasterMap products which, supplemented with asset information from utilities, will provide access to more reliable information to support policy, street works management and a new breed of applications.

A newly constituted JAG(UK) board now has representation from GeoPlace on it which over the coming year allows both organisations to cement the partnership further and provides GeoPlace with the opportunity to have greater contribution to the governance and strategic direction of JAG(UK). This will be important for us in securing new relationships with key stakeholders across the road transport sector as well as improving our existing relationships with DfT and UK highway authorities.

Our business

Sustainable business

GeoPlace has developed a sustainable business that provides a return to the GeoPlace Members as defined in our financial model. GeoPlace is a commercial business that is expected to create profits for both long term investment in our business and financial returns to Ordnance Survey and the Local Government Association.

Our aim over the coming years is to ensure we drive efficiency in the business by focusing on our core 'business as usual' costs.

Revenue sources

GeoPlace revenues are derived from two main sources:

1. Public sector - an allocation from the Ordnance Survey PSMA contract
2. Private sector – based on existing and new Ordnance Survey contracts across a wide range of organisations. Private sector growth is anticipated in line with Ordnance Survey's business plan.

In addition, the provision of services for consultancy, data matching, training and data migration generates additional revenue and has the potential to grow in the future. We will be developing both upstream and downstream opportunities connected to existing address and street offering and exploring other areas of data collation that could generate revenue and further upstream and downstream opportunities.

Research and Development

As the user base for AddressBase and NSG derived products increases, particularly in the light of the extension of use by the consumer sector, we are continually increasing the overall content quality in the data and increase national consistency levels. This applies to data from England and Wales and as an alerting service to Scottish local authorities.

We continue to achieve this through internal research and development activities to allow for investigative and research based work around industry best practice and further developing our centre of excellence knowledge. Our financial model has been adapted to reflect this work and we are actively matching data against other third-party reference datasets.

Integrated Management Systems

GeoPlace operates two internationally recognised management systems to provide a supportive best practice framework for the work we do. These are a Quality Management System (QMS) which is certified to ISO 9001:2015 (Quality Management), and an Information Security Management System (ISMS) to ISO 27001:2013 (Information Security). These standards have been integrated within the company and form a basis for internal audits, processes and risk management.

Our continued compliance to the demands of these standards is verified every six months by the British Standards Institute (BSI) who undertake impartial audits of work done across the company.

As required by our ISMS GeoPlace maintains a Business Continuity Plan which has built upon the requirements of ISO 27001 to provide plans to maintain service throughout all but the most severe cases. These detailed plans cover all company services and assets including hardware availability, staff and offices and disaster recovery plans.

Office Accommodation

GeoPlace's office is based in the National Audit Offices in Buckingham Palace Road where one floor is shared between GeoPlace and Ordnance Survey.

GeoPlace provides an "Open House" facility for Ordnance Survey sales teams to bring prospective and current customers to GeoPlace's offices to fully understand the central hub operation and how the National Address Gazetteer infrastructure is built and maintained. Any new opportunities and sales leads for the products are passed to Ordnance Survey for action.

Our work plan

Beyond our business as usual activities, our continuing focus for 2017-2018 is on investing in and continuing development of the solid platform from which to develop future opportunities in line with our longer term strategic vision. This focus will be one of consolidation of existing and multifarious data management processes into a single data management environment. Our commitment to an Enterprise Architecture for the business will allow us to reduce technical debt and introduce enhanced data capture and management tools for our primary data suppliers.

Alongside this we will work with our Members to add further appropriate capacity to support new revenue opportunities as a result of exploiting other opportunities and wider use of the data, systems and processes that we manage.

Our specific work programme for the forthcoming year is listed below:

- Transformation to the new target architecture to further enhance supply chain data management
- Develop our strategic partnerships with OS and OS International to cultivate new opportunities both in the UK and overseas as well as explore new relationships within our existing network
- Drive forward and mature our market proposition around GeoPlace's expertise and knowledge in street data network management and policy
- Work in collaboration with street industry stakeholders to further develop and enhance systems for Traffic Regulation Order management, coordination of roadworks information and Public Rights of Way
- Changes to the NAG / AddressBase interfaces
- Continue to maintain and enhance the provision of GeoPlace data to Ordnance Survey for the generation of the Highways product
- Continuing to work with ONS to ensure AddressBase Premium can underpin the census test for 2017 and the 2021 census
- Working with the VOA to improve the incorporation of UPRNs into data flows
- Improving GeoPlace Help Desk , Communications, Marketing, Contact Management and Engagement services through further exploitation of Salesforce functionality
- To develop a five-year action plan achievements and deliverables benefiting all SNN Officers
- To identify, quantify and resolve targeted data quality issues to meet customer requirements
- Market research potential other datasets that could be collated from local government and the potential market size for such data.

Our special relationship with Participating Authorities

Vital to our success and the building of the National Address Gazetteer infrastructure and National Street Gazetteer (NSG) is engagement with the local authorities that produce address and street data.

There are 348 local authorities in England and Wales providing address updates and 174 authorities providing street updates to GeoPlace. These updates form the bulk of the National Address Gazetteer, AddressBase products and the NSG. The Data Co-operation Agreement (DCA) provides a contractual commitment between each authority (known as a Participating Authority) and GeoPlace.

Shared ownership of the DCA (including technical documentation, the continuous improvement programme and the performance management framework) with Participating Authorities is critical to ensure commitment by local government to our work. We actively work to balance Participating Authority requirements against requirements from other stakeholders.

Through this shared ownership, we have worked extremely successfully in building a Participating Authority community, committed to the success of the National Address Gazetteer and the NSG.

The DCA provides local government's operational contribution to the GeoPlace partnership. Contract management and governance arrangements have been put in place to reflect the need to manage a standard agreement across the large number of Participating Authorities. The DCA sets out a variation procedure whereby variation may be made to the DCA in writing between the Participating Authority and GeoPlace, where such amendment has the unanimous agreement of the Authority Contacts Executive (ACE) – the body formed from representatives of Participating Authorities, elected by their peers and representatives of GeoPlace.

The DCA specifically highlights areas where change may be expected, to reflect existing strategic thinking and discussion, operational development over time and to enable the utilisation of newer technologies – such as the planned introduction of Central Maintenance. It also puts in place processes for the agreement, management and evolution of the improvement targets and performance measures.

Due to the risks of implementing change via ACE, which may be challenged by individual authorities, it is extremely important that the sector is engaged through communication and consultation to build consensus before change is implemented. To this end we manage a network of officer contacts which, as detailed in the DCA governance, elect peers to represent them at regional level. These regional representatives elect the Participating Authority representatives on ACE who ultimately manage communication and consultation with Participating Authorities prior to any formal contract change process being implemented.

Local authorities gain benefit through efficiencies; savings; and a platform for transformation through this joint work. This central collation of data by is at no direct cost to authorities and adds value through standardisation and quality assurance, and we act as focus and leadership to ensure return on local investment. The wider public-sector benefits as a result and this opens the door for service transformation and efficiency between councils and other bodies they work with.

As a direct result of our special relationship with Participating Authorities and the DCA, the Authority Contacts Executive (ACE) and Regional Chairs Group(s) (RCGs) produce a complimentary business plan to that of GeoPlace's.

Data Co-operation Agreement Authority Contacts Executive (ACE) and Regional Chairs Group(s) (RCGs) Business Plan — 2017-18

Under the governance of the Data Co-operation Agreement (DCA) the overall aims and objectives of ACE and the RCGs is to:

1. Ensure 100% of DCA Participating Authorities remain signed up to the DCA
2. Ensure 100% of DCA Participating Authorities are sending quality updates to GeoPlace in accordance with DCA
3. Ensure 100% of DCA Participating Authorities are meeting the DCA frequency of authority updates sent to GeoPlace
4. Ensure 100% of GeoPlace's performance and service delivery is met
5. Ensure 100% are at RCGs meetings
6. Ensure 100% of DCA Participating Authorities are at least at Achieved National Standard.

Overall ongoing work programme

The elements GeoPlace's overall ongoing programme of work that are relevant to ACE and the RCGs follow, together with an outline on how they will work with GeoPlace to measure and support these activities.

GeoPlace Operational Objectives

1. Provide a highly professional service to the local authorities which meets both their and our business needs and improves access and update to the national datasets.
2. Coordinate the address and street data maintenance processes from trusted data sources.
3. Continue to maintain and enhance the definitive National Address Gazetteer and Street Gazetteer infrastructure for the UK.
4. Employ the most appropriate technologies and processes to secure efficiencies in production and reduce current duplications of work across the addressing and street end to end processes.
5. Produce the AddressBase products and provide NSG data to Ordnance Survey for inclusion in the new Highways products for Ordnance Survey to take to market.
6. Continue to deliver the NSG to meet statutory obligations and build upon this work to enhance the value of street information collected from local government.
7. Support the actual use of the data produced by GeoPlace.
8. Share with Ordnance Survey a full understanding of the knowledge and expertise around the management of addressing and street information available from GeoPlace.
9. Provide data matching and consultancy services, both within the UK and internationally, to link third party and organisational datasets through the UPRN and USRN.
10. Maintain a sustainable and profitable business.

DCA Governance Objectives for ACE and RCGs

1. Act as the primary decision-making body for managing the DCA.
2. Determine and promote the levels of exploitation of Authority Updates.
3. Balance the requirements of DCA Participating Authorities, GeoPlace and address and street data users.
4. Sign off changes to the DCA contractual relationship between DCA Participating Authorities and GeoPlace.
5. Manage the DCA and, subject to clause 14.2 of that Agreement and Annex 1 of the DCA policy and guidance, agree any changes to the Agreement or associated technical documentation through a Contract Change Control process.
6. Review GeoPlace monthly performance reports of GeoPlace Services.
7. Review DCA Participating Authority performance reports of Authority Services.
8. Review where appropriate GeoPlace Default(s), Authority Default(s), Essential Support, Emergency Measures and any request for consent to termination of the DCA by a DCA Participating Authority pursuant to DCA Clause 15.1.2.
9. Agree improvement programmes, engagement, meeting timetables and Authority Update data supply targets for DCA Participating Authorities.
10. Agree the strategic direction for the data entry conventions documents, data transfer formats and improvement schedules.
11. Direct the Regional Chairs Group(s) in any consultation required to resolve any issues and also receive requests from the RCGs to investigate and resolve any issues.
12. Direct the role and remit of the RCGs, sub-group(s), working party(s).
13. Review any relevant working arrangement involving GeoPlace, the Local Government Association (LGA), Ordnance Survey (OS), the Public-Sector Mapping Agreement (PSMA) Geographic Information (GI) Group, Valuation Office Agency (VOA), Royal Mail, Department for Business, Energy & Industrial Strategy (BEIS), Department for Transport (DfT) and Authority Contacts representatives.
14. Make representations to the GeoPlace LLP Board on Authority Update data supply, process and GeoPlace Service improvements.
15. Prepare and publish an annual (April to April) report detailing the previous year's achievements by 1st July each year.
16. Prepare and publish an annual (April to April) business plan by 1st September of the previous year.

Measures of Success

1. Costs of ACE, Regional Chairs Groups, and Regional and Area meetings meet budget.
2. Additional validation checks introduced.
3. Increase in usage of Khub and 10% reduction in email usage for communications.
4. New GeoPlace Services proposed, delivered and used.
5. 100% compliance with DEC, DTF and IS.
6. 100% commitment from DCA Participating Authorities for sending Authority Updates, with 99% at or above national standard.
7. Number of national / local meetings delivered in accordance with ToR.
8. 100% of Authorities in region not at BNS over financial year.
9. GeoPlace DCA performance and service delivery is 100%.
10. Level of Authority Contact satisfaction and year on year improvement.
11. 100% Attainment of agreed IS measures.
12. sub-group(s), working party(s) deliver tasks.
13. Maintain consistent number of chairs and deputies for regions.

2017
2018

GeoPlace
Annual statement



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