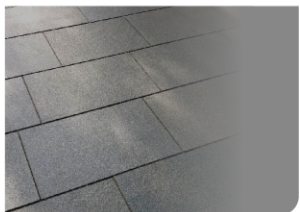


Unlocking revenue with location data

Department Collaboration between Revenues and Street Naming & Numbering





Laura Loughrey

Revenues Inspection Officer

Steven Harris

Street Naming & Numbering Officer



What We Do

Street Naming & Numbering

Street Naming and Numbering is provided by Surrey Heath Borough Council as a statutory function under the Public Health Act 1925. The role is the custodian of Surrey Heath's Local Land and Property Gazetteer (LLPG). This gazetteer holds Surrey Heath's street and address data. The role concerns itself with managing inserts, removals, edits and configurations to this LLPG.

Revenues Inspection

- Started this role in 2017
- proactively identify and monitor new properties to ensure accurate tax collection
- Bring new properties into listings by serving a Completion Notice
- Communicate with the VOA
- Inspect existing properties to verify claims for discounts or exemptions.
- Previously paper based
- Missing UPRN's. New addresses set up as "land at"



What Information We Require

Street Naming & Numbering

- Planning Data
- Developer/Applicant Contacts
- Site Location Data
- Build Updates
- Land/Property Ownership Details

Revenues Inspection

- Planning Data
- Developer/Applicant details
- Site location
- Build updates
- Land/Property ownership



Our Process – Pre Collaboration/Silo Working

Street Naming & Numbering

- Passively await applications
- Carry out policy checks
- Invoicing
- Address/Street Changes
- Completion processes

Revenues Inspection

- Manually go through the weekly planning development list
- Add the visit to an external system
- Conduct an announced, unscheduled visit – which often caused conflict
- Email Steven when I am ready to serve a Completion Notice and wait for the address and UPRN
- Serve the CN to the registered address or “land at” which I amend at a later stage. Causing errors.



Our Process – Post Collaboration

Street Naming & Numbering

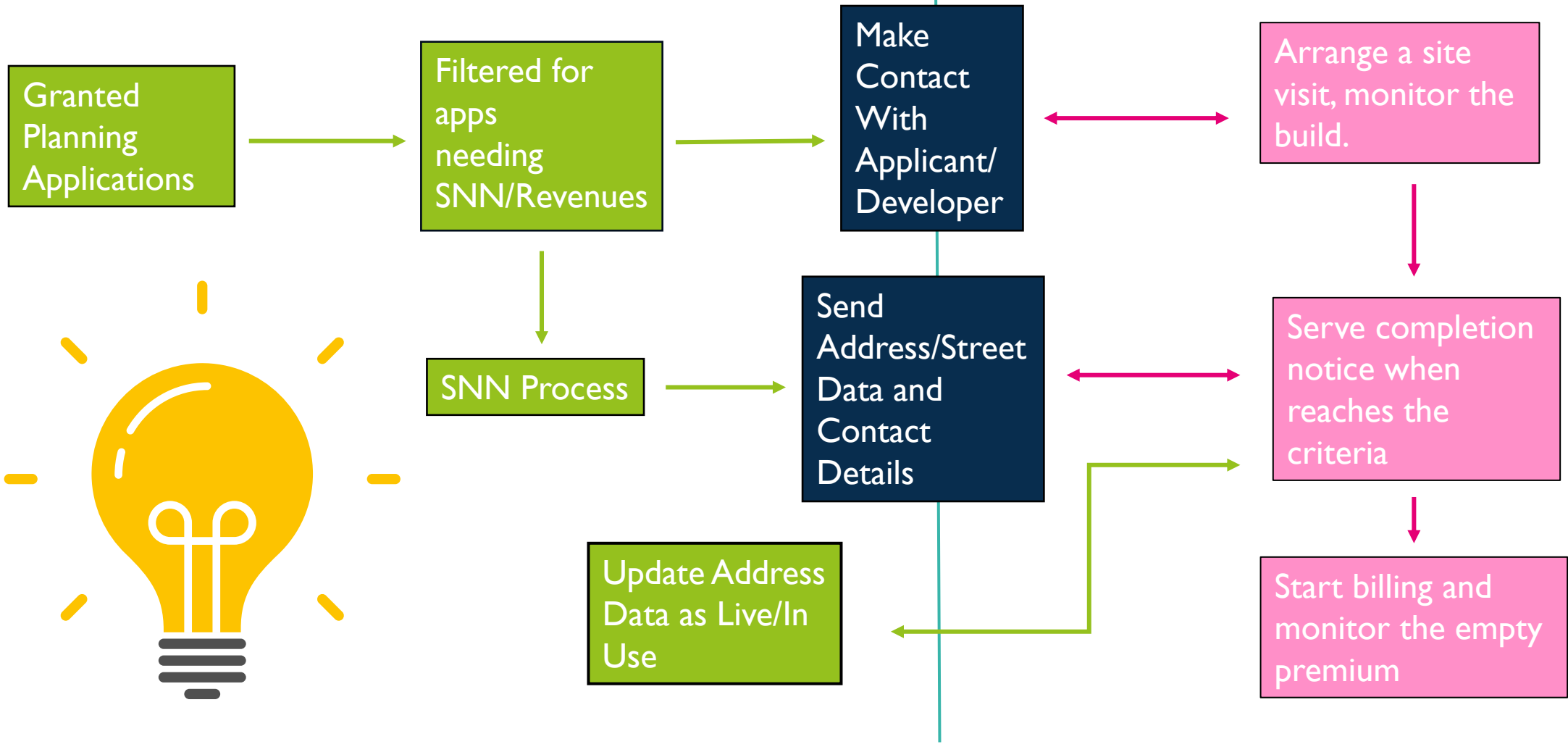
- Monitor weekly granted applications
- Make contact at granted planning stage
- Carry out SNN work
- Complete and pass addressing and contact details to Revenues
- Await Completion confirmation from Revenues

Revenues Inspection

- All granted applications get added to “pipeline”
- Steven and I collectively monitor this ensuring we are working from the same data
- Carry out visits but with applicants details
- Carry out joint visits on larger development sites
- Completion notice can be served to registered address as this has already been passed by Steven.

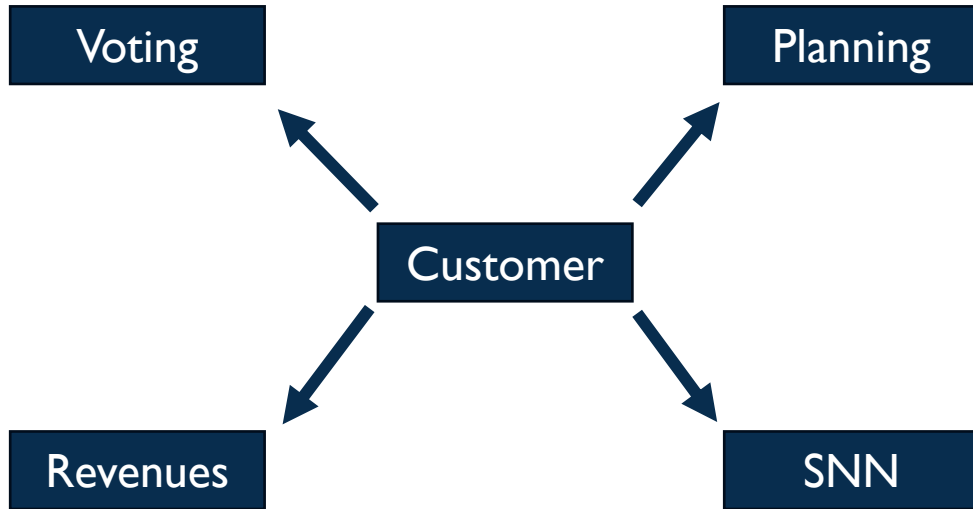


New Process

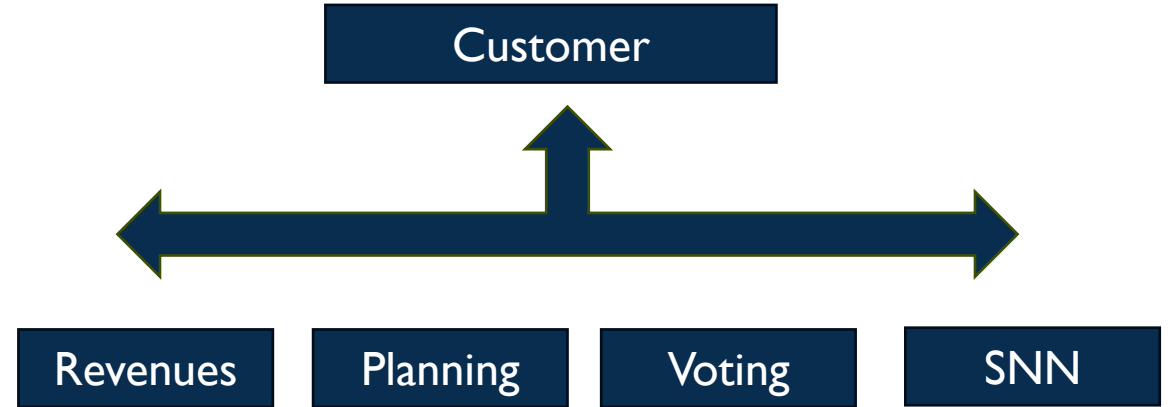


Customer Experience

Pre Collaboration



Post Collaboration



Planning Pipeline – Mapping data



Clearer view



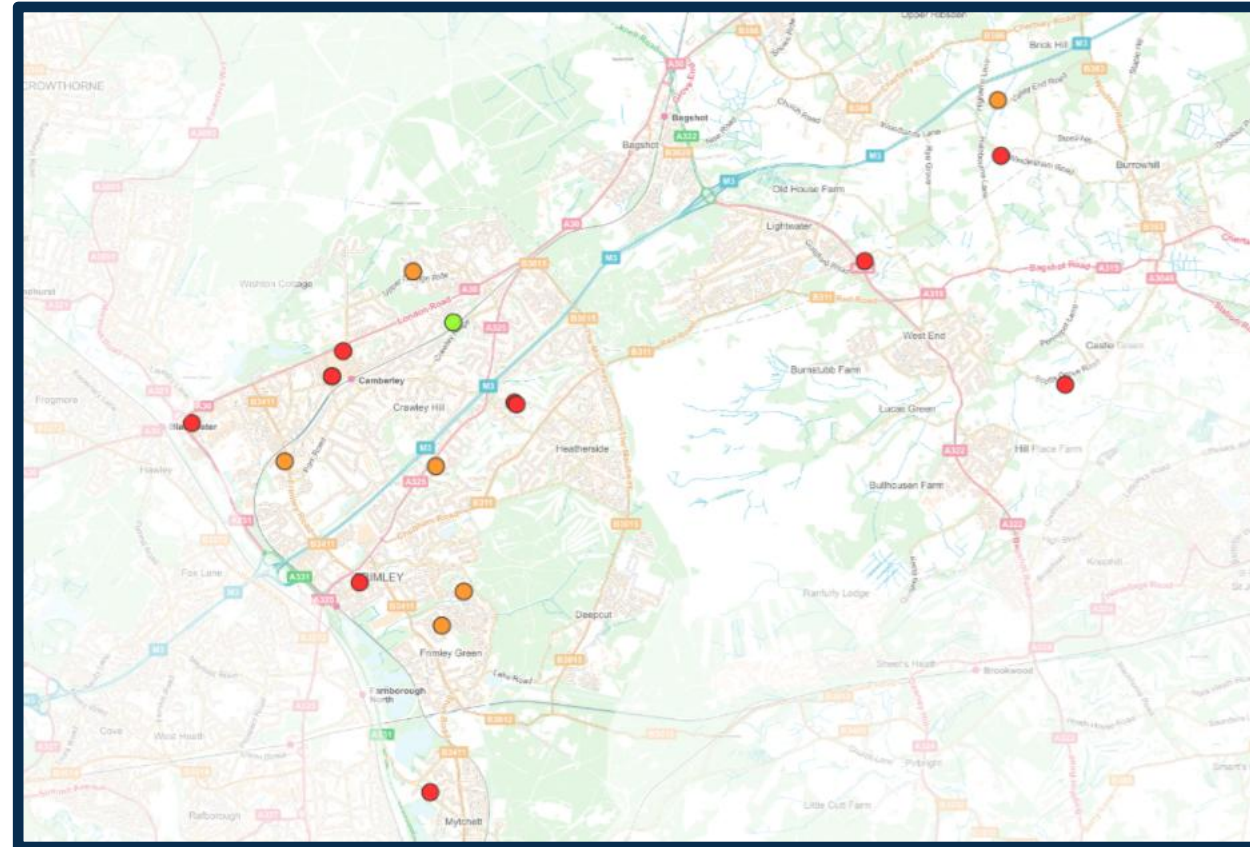
Improved travel plans



Easier tracking



Real time updates



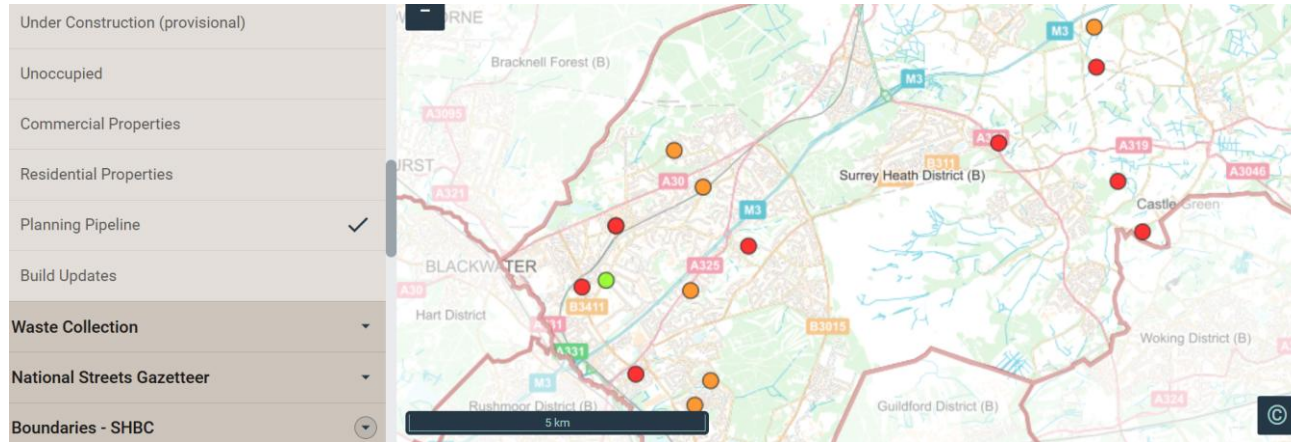
Visualising Data

Restricted Access Software

Data Filtered And Ordered

The screenshot shows a software interface with various fields and checkboxes. A green arrow points to a checkbox labeled "SNN Appl Reqd?" which is checked. Other visible fields include "EIA Required?", "Schedule", "CIL Liable?", "BNG Applicable?", "Work Started Date", "Work Completed Date", "Related Enforcement Reference", "SD Refs", "Date Ack. Sent", "Determination Date", "PPA Agreed", "Target Date", "Include on Weekly List", "Gateway One HRB", and "PPA or Extension Target Date".

The screenshot shows a list of active tasks grouped by type. The list includes items like "BLPU Under Construction Over 6 Months", "Pipeline", and "DM Decisions Last 2 Weeks". A green arrow points from the first screenshot to this one.



Case Studies proving collaboration works!

From: Laura Loughrey <laura.loughrey@surreyheath.gov.uk>
Sent: 06 March 2026 14:36
To: Sales [REDACTED]
Cc: Steven Harris <Steven.Harris@surreyheath.gov.uk>
Subject: RE: [REDACTED] SNN1221 [REDACTED]

Hi Katie

Ah okay, thank You.

Please can you advise your site team that we are unable to issue bins until they have been registered for council tax and the addresses made visible.

Kind Regards

Laura

✓ **Communication between three different departments**

✓ **No "free" provided services**

Developer contacted JWS to collect bins

JWS queried with Steven if the address is live

Steven checked to see if the properties were live on ctax

Laura contacted the site to query the build stage as bins were being requested

Established bins will be issued only when address and Ctax is LIVE

✓ **No more missed revenue**



Case Studies Cont:



**SNN fee
£764.49
received**

Hi Steven

Ellie has passed this on to planning enforcement and they have raised a case to investigate this too. Ellie has also contacted the owner of [REDACTED] as she is the same person listed as host on air BNB. Once she responds we can direct her to you because, as you say, the addresses she has taken upon herself to name them, might not be suitable.

Thanks

**7 Air BNB
guest houses
identified.**

**Current 2026 annual income
increase £12,581.71**

**Retrospective planning
fees and potential
enforcement fines**



Missing Data identified through joint working



Planning sharing appeal decisions – identified occupation of a bungalow



Property removed by VOA and address made redundant in 2017. Identified as rebuilt in 2019. Band H. Missed as data not being shared.



JWS by checking UPRN information identified commercial bins at a domestic site.



Domestic property identified through electoral role registration for a NNDR site.



Conclusion.....

Collaborative
working....works!

UPRN data
holds key
information

Reduces
the risk

Economical
effect with
reduced
mileage



Stakeholder
engagement
improves

Collab
working
is FREE!!

Effectively
manage
information

