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I&DeA
improvement and development agency

Underpinning Transformational Government –

everything happens somewhere

Case studies from the 2008 NLPG and NSG Exemplar Awards

Demonstrating the importance of definitive data in transforming government

Intelligent
ADDRESSING

nlpg
The National
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nsg
The National
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Underpinning
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everything happens somewhere

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Foreword

It gives me great pleasure to present the winners of the 2008 National Land and Property Gazetteer (NLPG) and National Street Gazetteer (NSG) awards.

All councils in England and Wales contribute data to the NLPG and NSG, as part of the IDeA's Mapping Services Agreement, forming perhaps the largest shared service in local government. At the local level, many local authority business areas are now realising both tangible and intangible benefits from the use of the gazetteers, and the last year has shown that these benefits are being extended into partner organisations, such as the emergency services, through access to the gazetteers via a centrally managed service.

The ground breaking successes of the Mapping Services Agreement, the NLPG and the NSG demonstrate how authorities can deliver better services to citizens and save money by underpinning business and service transformation. This is at the heart of transformational government – changing the way we work to suit our customers. The Exemplar Awards demonstrate that accurate and reliable location information is at the heart of delivering the government's Transformational Government agenda.

The winners of the awards are a prime example of where shared information is used to make a real difference. The recent developments at home and in Europe demonstrate we really are ahead of the game in the geographical information sector.

Geographical information is becoming increasingly recognised as vital in the delivery of service and business transformation, both by local authorities themselves, and also by Government.

This recognition is highlighted by the recent ministerial backing of the Location Strategy for the UK which supports a single address and street register to underpin and join information relating to any given place.

We do have challenging times ahead. We are faced with tighter resources, and high targets to maintain. It is crucial that we continue to pool our knowledge and share our experiences to ensure service delivery doesn't suffer.

I would like to extend my congratulations to every single council for supporting the gazetteers and working so hard towards the single vision of a national address database.

John Hayes
Director Services
Improvement and Development Agency

Underpinning Transformational Government -

Foreword from the Exemplar Awards co-sponsor

Intelligent Addressing is delighted to once again be joint sponsor with IDeA of the National Land & Property Gazetteer (NLPG) and National Street Gazetteer (NSG) Exemplar Awards.
We congratulate the worthy winners and all those Authorities who made such excellent submissions illustrating the value of their work.

There are, of course, already many other winners from both the NLPG and NSG processes, as both projects can offer unique benefits to virtually all those initiatives requiring joined-up service delivery.

This year saw a shift in the entries for awards. Whilst in 2007 the entries were focused primarily upon quality improvement and data consistency, in 2008 it was noticeable that the entries were mainly focused upon imaginative uses of the data in other applications and the benefits of cost-saving and improved service delivery that the gazetteers can support.

On behalf of the projects, Intelligent Addressing monitors data quality. Some of the monitoring is derived from authorities own "Improvement Schedules" but the work we have done matching to the Electoral Register, Council Tax and National non-Domestic rating list, and other work preparing for the 2011 Census, all confirm the data is robust and of generally outstanding quality without peer.

Consequently the NLPG and NSG are moving ever closer to centre-stage as both central and local government continue to wrestle with achieving efficiencies coupled with better service and see the definitive identification of location as being a key element in achieving their goals.

In July 2009 we shall celebrate ten years of association with these projects. During that time the projects have moved from the drawing board - and an audience of doubters - to a very valuable reality and growing appreciation.

We look forward to seeing the use of both the NLPG and NSG being broadened exponentially for the benefit of an ever-wider community of users.

Michael Nicholson
Managing Director
Intelligent Addressing

About the awards

The importance of location

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Location is all important when it comes to service delivery – knowing where your customers are is vital when focusing on the best way to deliver services or connecting and engaging with the community.

The NLPG and NSG are two key initiatives aiming to improve efficiency and service delivery. The sharing of accurate address information across local government departments, emergency services, national and regional government is a vital component in the drive to facilitate and improve efficiency and service delivery.

The Exemplar Awards recognise the innovation, commitment and achievement of the local authority community, including the police and fire authorities in the creation, maintenance and utilisation of the NLPG and NSG. The Awards also present the opportunity to publicise the value of what is being done by the local government community for the local government and wider community and, above all, the citizens they serve.

This year attracted a record number of entries which demonstrate that accurate and reliable locational information really is at the heart of delivering the government's Transformational Government agenda. Through the Awards process, local authorities showed how they are using the gazetteers for projects ranging from;

Avoidable contact

Flood risk analysis and prevention

Targeting of resources to areas of social deprivation

Promoting energy efficiency

Mapping and monitoring borough migration

Investigation of fraudulent benefit claims

CRM partnerships

Crime and disorder reduction

Street scene services

Unifying tool for local government reorganization

National concessionary bus pass schemes

'Fit Britain'

Recycling and waste management

Preparations for FiReControl

Safeguarding wildlife and ancient monuments

Management of street works

Enforcement of the Environmental protection Act

These case studies illustrate the innovative practices by local authorities and the emergency services, showing the resultant efficiency savings and new citizen centered services made possible by the successful corporate deployment of their locational data.

NLPG Award Section

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Targeting energy efficiency
Dartford Borough Council
Winner – Most creative use

Monitoring migration to meet service expectations
London Borough of Barking and Dagenham
Runner-up – Most creative use

Building intelligence for council contracts
Royal Borough of Kingston upon Thames
Runner-up – Most creative use

A community in profile
Chorley Council
Highly commended – Most creative use

The ultimate mailing list
Shepway District Council
Highly commended – Most creative use

Improved service delivery through avoidable contact
South Tyneside Council
Winner – Best business process transformation

Long term business process re-engineering
Chiltern District Council
Runner-up – Best business process transformation

Award winning recycling
Mid Devon District Council
Runner-up – Best business process transformation

NLPG to the rescue
Surrey Fire and Rescue
Runner-up – Best business process transformation

At the frontline of service delivery
Blackpool Council
Highly commended – Best business process transformation

At the heart of government
Caradon District Council
Highly commended – Best business process transformation

Enabling informed decision making
Nottingham City Council
Winner – Best use of NLPG data by a partner

Fighting the fear of crime
Sedgefield Borough Council
Runner-up – Best use of NLPG data by a partner

Together we are stronger
City of Durham Council
Runner-up – Best use of NLPG data by a partner

NLPG Exemplar Award - Most Improved
London Borough of Lewisham

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Targeting energy efficiency
Dartford Borough Council

NLPG Exemplar Award
Winner – Most creative use

In 2007 the Government introduced a bill to combat global warming and climate change by tackling rising carbon dioxide emissions. The Climate Change Act, which became law in November 2008, commits the UK to cutting emissions by at least 80% by 2050 and at least 26% by 2020.

Local Authorities have an important role to play in achieving these targets by promoting energy efficiency. Dartford Borough Council in partnership with Creative Environmental Networks (CEN), British Gas, Powergen and National Energy Action has adopted a 'Sustainable Homes Energy Strategy' that aims to conserve energy and reduce emissions by improving current housing stock, promoting energy efficiency and targeting grants to disadvantaged groups.

As part of this strategy it was necessary to collate information from various departments and external groups. Using its property database, the NLPG, as the spine Dartford Borough Council was able to create a rich picture of home energy use for each residential property. This highly complex data collection exercise combined information from Building Control, Development Control, Estates, Housing, British Gas, Council Tax and survey work from over 14,000 local residents.

Using the NLPG as the single source of property data with classification codes added to identify different property types means that Dartford has been able to create an up to date register complete with an estimated SAP energy rating (Standard Assessment Procedure - the method used throughout the UK to assess a building's energy properties) for each property within Dartford. This has been especially useful as all organisations have been able to use the same referencing system, when contributing data.

The coordinate information contained within the NLPG has allowed the data to be mapped to create aggregate areas using spatial analysis techniques. This also allowed the Council to estimate the SAP rating of properties where there with missing or incomplete information.

Outcomes

Detailed reports from this database can be produced to highlight individual properties with a low SAP rating and detail what improvements could be made. The data is also used to target mail shots, for example, sending home energy forms to properties which had not already been contacted. The information can also be used to provide evidence to policy makers.

Map outputs from the system have helped to promote energy efficiency, with the collated information being used to show Councillors for example, individual properties within their own wards with poor energy efficiency. These maps were also used to show variations across the Borough and were combined with demographic information, such as the census, to further target fuel poverty.

The information is constantly maintained, with new properties added through the Street Naming and Numbering process. The use of the UPRN as the 'key' to each property facilitates the adding of information from external partners. It also means that information supplied from other systems, such as Building Control, can be updated when necessary. With the NLPG and the UPRN being used by more and more council systems to identify properties within the Borough other tasks have become possible, such as using the Council Tax and Benefits system to target improvements to individuals who are in fuel poverty.

For many citizens this has already resulted in improved awareness of grants available, lower energy bills, and in some cases real improvements in quality of life. Dartford Borough Council has already improved its overall energy efficiency and now has the framework in place to facilitate further progress in this area.

Key benefits

– **raised awareness of energy efficiency and its impact on climate change**

– **provides an overview of individual property energy efficiency within the borough**

– **enables targeting of individual properties and citizens**

– **informs policy making**

– **enables collaboration and information sharing between council departments and external partners**

– **the NLPG provides the single linking mechanism for the 'Sustainable Homes Energy Strategy'**

Dartford Borough Council

Best value	
Climate change and sustainability	•
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements and local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	•
Performance management	
Rural knowledge	
Transformation	

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Monitoring migration to meet service expectations
London Borough of Barking and Dagenham

NLPG Exemplar Award
Runner-up – Most creative use

Since 2006, the London Borough of Barking and Dagenham has actively sought information about both internal and external population migration.

Monitoring forms were produced and sent out with all electoral registration requests, to capture additional demographic information not covered by the electoral register addition / deletion process. This data, when linked to the NLPG, enabled the council to map, at household level, the movement of population within the Borough giving additional intelligence for the strategic planning of service delivery, effective targeting of resources and joined up working between service teams.

Outcomes

The expansion of the European Union has led to a significant increase in migrant workers arriving in the UK. Although bringing both economic and other benefits, migration may also put pressure on local services, and in some cases has led to community tension. The London Borough of Barking and Dagenham has traditionally welcomed a relatively high rate of both Indian and Pakistani nationals, and over recent years there has been a significant increase in the number of Nigerian and Eastern European nationals choosing to make the north London borough their home.

Initially designed as a research exercise by the council's Policy and Partnership the project aimed to investigate the changing demographic make up of the borough, with the idea of gaining a better understanding of who the council's customers are and how the council should adapt to meet their needs. Using the existing electoral services additions and deletions process, a broad picture of population movements was already available. However the simple inclusion of an additional monitoring form with existing communications resulted in additional data covering age, gender, ethnic group, number of people under 18 in household, passport nationality, current and previous address, language, country of birth, tenure of property and years of living in the UK, being captured.

By linking this data to the council's NLPG it became possible to map population movements at a household level, identifying not only the demographic profile of new residents but also where they are moving from and to. This additional detail may provide indications of potential service or resource demand issues for example within health, childcare and education.

The results have also highlighted other trends and patterns such as clusters of certain nationalities within the borough, demand for different types of housing and pressures on school places especially where there may be an influx of children who do not have English as their first language.

Key benefits

– this project has proved successful in gaining a greater understanding of the changing demographic profile of the borough's population, migration movements and patterns, since 2006

– the additional intelligence gathered enables the council to better understand who their customers are, how their customer base is changing and what demands and challenges they may face as a result

– by mapping migration movement, using the NLPG as a single reference base, the council has facilitated joined up working and enhanced data sharing between service teams, integrated databases and knowledge management processes and identified new areas of research

– the integration of the NLPG with essential back office databases, such as the electoral register, Pupil Level Annual School Census, Council Tax, Non Domestic Rates, Education and Housing has freed internal data for more effective analysis and informed decision making

London Borough of Barking and Dagenham

Best value	
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	•
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements and local strategic partnerships	
Local government reorganisation	
Migration programme	•
Partnership working	
Performance management	
Rural knowledge	
Transformation	

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Building intelligence for council contracts
Royal Borough of Kingston upon Thames

NLPG Exemplar Award
Runner-up – Most creative use

In preparation for a new waste and recycling contract the Royal Borough of Kingston upon Thames embarked on an ambitious property level survey of the Authority.

Using the NLPG as a base, a dedicated team of surveyors walking every street, examining every front door, captured a wealth of information, including; updates to the existing NLPG Land Use classification, verification of the authority's Council Tax database and specifically detailed, up to date information for the new waste and recycling contract.

Outcomes

A joint project between the council's directorate of environmental services and the central information communication technology department, the survey was meticulously planned, including a soft market testing exercise and rigorous staff training. Joined up working, at every stage, between all interested parties, was fundamental to the project's successful completion.

The remit of the survey team was to inspect the front of every property for the number of doorbells and / or utility meters, confirm or adjust the existing BS7666 2006 land use classification and record information related to refuse collection logistics. An in-house developed mobile PC variant of the Council's GIS and gazetteer management solutions had already been developed

for use by street lighting and highway inspectors and this was readily modified for the purpose of the property survey.

Each morning a download was made from the central NLPG for use in the field by the surveyors, the result of the day's work being uploaded on the surveyors return each evening. Stringent quality control procedures included authentication controls for updates, automatic exports to the national NLPG hub, support and debriefing from the council's LLPG technician and permanent land surveyors and reference to existing information resources including a database of 360 degree street photography.

As planned the collected data formed an accurate and up to date base for the negotiation of a contract for waste and recycling services within the borough. The coverage and depth of information included in the tender documents gave a high level of confidence in the data from potential contractors resulting in best value bidding.

In addition to meeting the original aims and objectives of the project, the survey also resulted in updates and enhancements to other essential information resources. The land use classification of the NLPG, originally created from a desk based study of existing databases, was verified and updated and the source data on which the survey was based, the NLPG, was also validated. These by-products of the

survey have in turn led to improvements in quality of and confidence in essential resources such as the Council's customer relationship system and council tax database.

Key benefits

– **a detailed, accurate and up to date knowledge base on which tenders for frontline services can be based, giving potential contractors a high level of confidence on which to base their bid and therefore securing best value for the Council**

– **validation and verification of existing essential information resources including the Borough's Council Tax database and the land use classification that forms part of the NLPG**

– **improved performance and service efficiencies should be realised as a result of the information gathered resulting in tangible benefits for the residents of the Borough, specifically in the day to day execution of waste and recycling collections**

– **a proven model for joined up working and collaboration between service delivery teams and support services underpinned by technical innovation and excellence**

Royal Borough of Kingston upon Thames	
Best value	•
Climate change and sustainability	•
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	
Innovation	
Joining up service provision	•
Knowledge management	•
Local area agreements and local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	•
Rural knowledge	
Transformation	•

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A community in profile
Chorley Council

NLPG Exemplar Award
Highly commended – Most creative use

The combination of commercially available lifestyle data with the council's own property gazetteer, gave Chorley Council a detailed knowledge base on which they were able to build and deliver a programme of multi agency activities, tailored to meet the specific needs of individuals and communities.

'Week of Action' saw the co-ordination and delivery of services and interventions from more than 30 partner agencies, including requests to the fire service for smoke alarms, administration of flu jabs by the Prime Care Trust (PCT), enhancement to community environments and improved access to council services. The pilot project was deemed so successful that funding has already been secured for a further three weeks of action.

Outcomes

Chorley Borough Council's combined lifestyle data, including significant cultural factors such as socio-demographics, culture, family structure, likely spending power and behaviour, with their NLPG in order to build a profile of the borough. When mapped, using the Councils Geographic Information System (GIS), individual profiles could be developed highlighting communities that fell into the 20% most deprived, nationally.

In addition, the lifestyle / address linked data enabled the authority to build up an understanding of the issues and problems affecting each neighbourhood and, importantly, identify those that suffer a disproportionate amount of harm due to the disadvantages they face. Not all areas face the same challenges; some may have issues with health, while other areas may be affected more heavily by crime, or by lack of access to, or knowledge of, available services.

The profiles and understanding gained from the cross referenced data was used to underpin a programme of location based, multi agency services and interventions designed to address the cross cutting issues faced by the affected communities. With support from more than thirty partner organisations, including Lancashire County Council, the fire and rescue service, police, PCT, Vehicle and Operator Services Agency (VOSA) and housing associations, 'Week of Action' delivered specific, tailored activities to tackle the issues underpinned by the area profiles.

'Week of Action' aimed to reduce incidences of crime, improve the feeling of safety, increase the number of residents accessing council services and deliver customised programmes of activity to vulnerable and hard to reach communities. The programme also enabled the council to work towards improving opportunities and life chances, removing inequality and reducing the number of areas that fall into the 20% most deprived nationally.
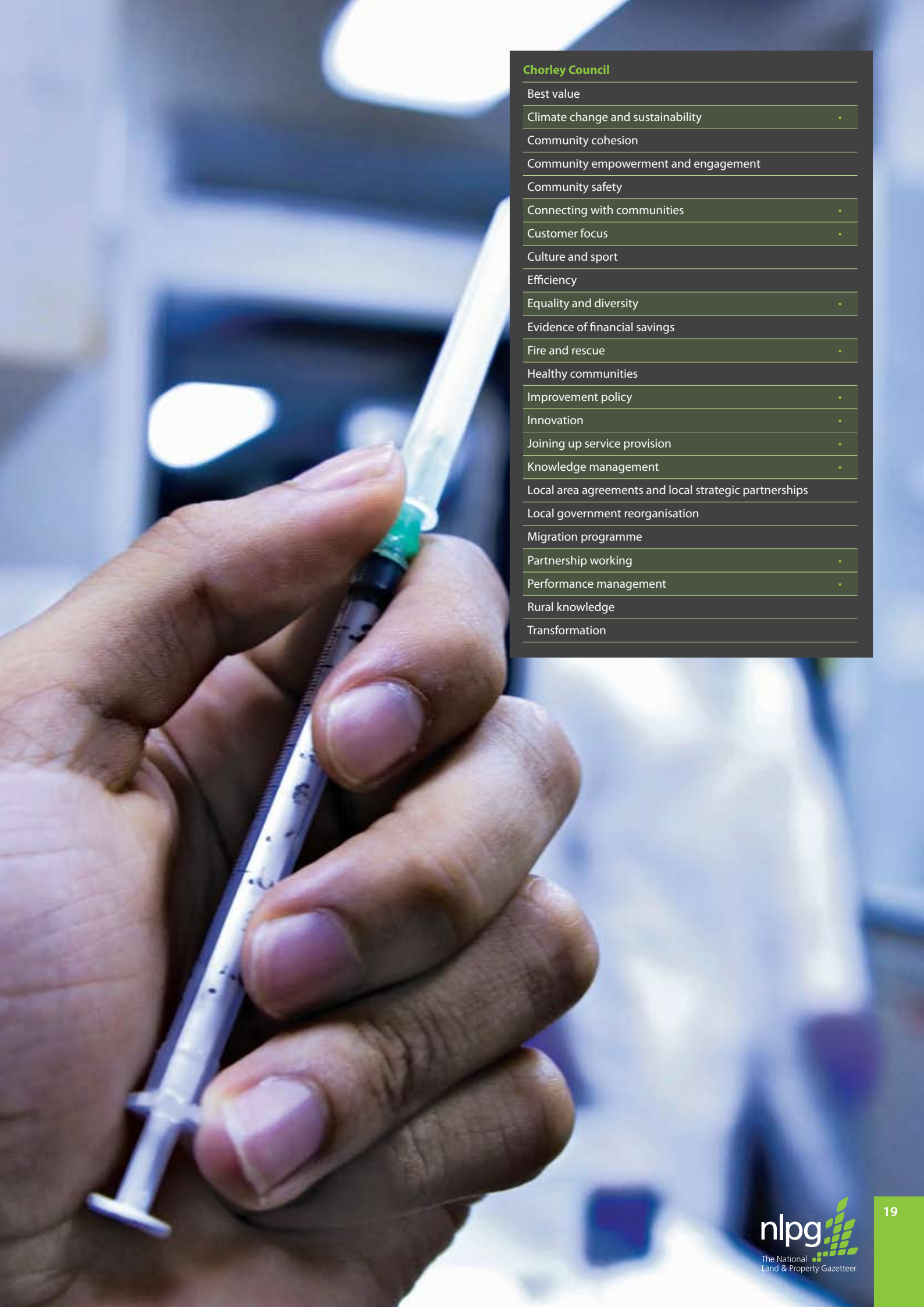
During the week, communities targeted by the programme of activities were offered free home fire safety checks; general environmental clean ups, including removal of graffiti, litter, and free skip days for disposal of bulky items; targeted crime and disorder reduction activities; and direct access to services such as health checks and advice, education and training, adult learning, benefits and housing advice, crime prevention and property marking kits.

Following on from ' Week of Action' further initiatives have taken place including 150 requests to the Fire Service for fitting smoke alarms, 40 flu jabs administered by the PCT and more joint working between council departments and partner organisations. In addition the programme's success has also been used to secure funding for a further three weeks of action and will be featured in the council's beacon status bid.

Key benefits

– **improving opportunity and life chances for some of the most deprived and disadvantaged groups within the Borough of Chorley and working towards equal access to public services for all residents**

– **direct connection with communities including measurable improvements in access to essential council services, take up of frontline benefits offered by partner organisations and new working practices**

– **delivery of council priorities through targeted use of resources achieving knock on efficiencies through single point contact with residents and inter departmental communication**

– **joined up working between more than 30 partner organisations both for the duration of the pilot and post project to establish new working practices and agency co-operations**

Chorley Council

Best value	
Climate change and sustainability	•
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	
Equality and diversity	•
Evidence of financial savings	
Fire and rescue	•
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements and local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	•
Performance management	•
Rural knowledge	
Transformation	

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The ultimate mailing list
Shepway District Council

NLPG Exemplar Award
Highly commended – Most creative use

When Shepway District Council wanted to expand the availability of its 'brown bin' garden waste collection service, and to cover the cost by charging for it, they looked into the most efficient way of contacting its citizens to promote the service and administer both take-up and payment.

It was decided that the NLPG, using the UPRN as the service reference number, offered the most reliable source of address data available in order to produce the initial mailing. The Council also needed a simple way to collect payments and decided to use its existing ePayments system. The UPRN is the key used to verify the address, record the payments and provide the waste contractor with precise instructions.

The process was complicated by the fact that the contractor needed to know which properties already had a bin and had paid for the service, which properties did not have a bin but wanted the service and those who had a bin but did not want to continue to receive the service now that it was no longer free.

The original mailing to citizens in Shepway was created by selecting all residential properties, and then reduced them from 48,000 to 38,000 simply by identifying those properties, such as flats, that could not receive the service in the first place, giving a considerable saving in postage.

The system is very simple to administer. It enables the collection of payments, records the properties which have signed up for the services and produces reports for monitoring as well as for the outside contractor delivering the service. It took Shepway's IT resource less than one month to design and deploy.

Outcomes

The public response to the new service was excellent. 12,000 payments were taken in the first two months following the initial mailing. 5,000 of these using the online facility, the lowest cost route, either directly via the Shepway website or through the contact centre where it is also used. To date 14,921 properties have paid for the service, many taking advantage of early payment to get a discounted rate. Revenue from the scheme stands at £320,000, which is in line with the business case projections, not allowing for discounts.

The service is now entirely self-financing and runs very efficiently. As a result the council have an accurate database of all properties using the garden waste collection service, which can be analysed spatially using GIS. The reporting system developed as part of the project enables the external contractor to run reports on demand and respond to new requests on a daily basis. This means that delivery of new bins is often achieved by the next day.
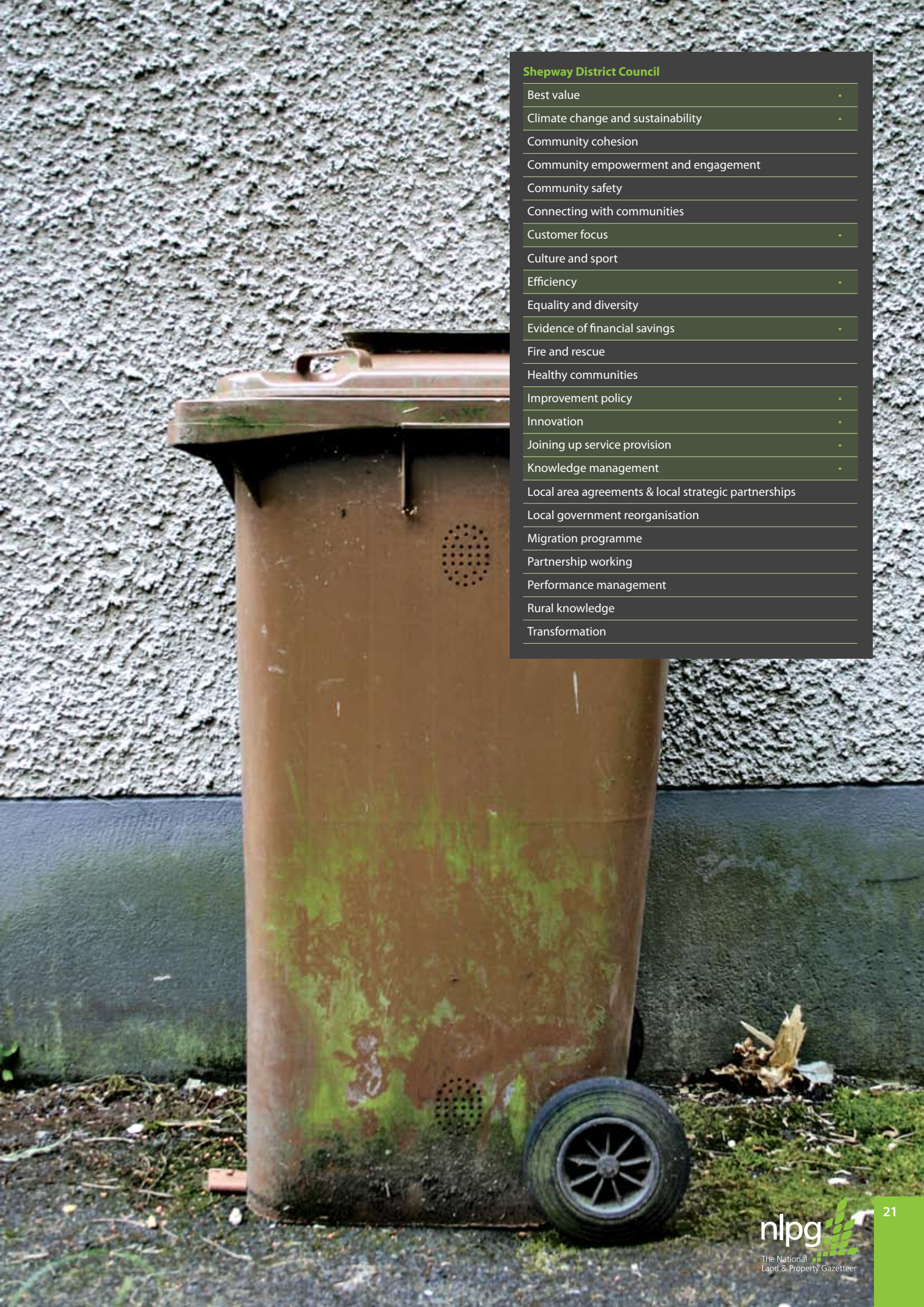
This is the first transactional service deployed via the Shepway website which uses the UPRN to perform a look up of the NLPG in each case. The project has provided a unique insight into the power of the UPRN to target specific services at particular properties and then facilitate subsequent service delivery. The project has raised the profile of the NLPG and will provide a model for other services in due course.

Key benefits

– self-financing service with low administration costs

– provides the Council with significant additional revenue

– high level of transactions carried out online

– improved service with high take up by citizens

– raised the profile of the LLPG and justified its use to enhance service delivery and save money in the longer term

– UPRN simplifies online transactions

– UPRN will be used as the key reference number for delivering other services in future

Shepway District Council	
Best value	•
Climate change and sustainability	•
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	•
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	
Rural knowledge	
Transformation	

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Improved service delivery through avoidable contact
South Tyneside Council

NLPG Exemplar Award
Winner – Best business process transformation

Making the most of council held information to transform service delivery has been central to South Tyneside Council since 2004 and this is clearly demonstrated through the continued evolution of its website.

The Varney report on 'Service Transformation' recommended that 50% of activity should be moved from the phone to the web. This is borne out by the latest published figures for typical transaction costs showing £0.17p for a web transaction, £4.00 for a phone transaction and £7.81 for a face-to-face transaction (Source: North West e-Government Group (NWEGG)). The NI 14 'Avoidable Contact' indicator, a key part of wider programmes to improve services to customers and reduce costs, has proved controversial. However, SOCITM says that all enquiries coming into a council through non-web channels for information and transactions that are available on the web, should be regarded as 'avoidable contacts'. For this reason one of the council's main objectives focuses on improving the provision of citizen focused information and transactional opportunities through automation, improved access and a personalised alert service available from its website, all enabled by the LLPG.

Maps are very helpful in locating everything from a doctor's surgery to a recycling point. Web mapping was implemented in a simple way in 2004 to start the process of meeting the then ODPM priority outcomes for 2005. This was then developed to give visitors to the site simple location maps for finding schools, libraries and other local facilities.

In 2005 South Tyneside looked to meet the Pendleton criteria for planning and it's now a simple process to locate the status of planning applications in the vicinity of one's home.

In 2006 the site was refined considerably. The main feature, accessible from the home page is now called 'My South Tyneside'. It is quick and easy to use; a person visiting the site simply types in their postcode and then chooses their property from the resulting list, all sourced from the LLPG. In 2007/8 the Council added a 'My Nearest' search facility and an email alert service which enables citizens to receive regular email alerts which let them know about; local events; new or changed planning applications; new road works and a host of other council service information. This is being added to all the time.

Outcomes

This project has truly joined up services for delivery internally through desktop systems and to members of the public via the website with services such as hourly planning applications; Unitary Development Plan and Local Development Framework; daily road works; NLPG access for address verification and feedback; facilities gazetteer (GIS overlays derived via the LLPG), council tax; news and events with more systems coming online in the future. The web mapping strategy is closely linked to encouraging the use of e-services. The ongoing development of the website, particularly the web mapping application and the service improvements that have resulted, have been achieved within existing departmental budgets. Many of the council's service delivery objectives have been met with no additional spend.

The web stats for the council site are impressive and the email alerts service now has over 500 subscribers. In the first eight months of 2008 there were 11,317 unique visits to South Tyneside's online mapping facility. Using the NWEGG's estimated costs for web transactions as opposed to phone transactions this would represent an estimated saving of £43,345 alone. These savings have been realised in areas such as planning, where customers are now able to self-serve rather than use valuable planning officer time.

At South Tyneside, the focus has been to improve frontline services both through the service centre but also through the website, the lowest cost route. The website is a good example of data sharing with information pulled from all the council's major systems linked by the UPRN to provide citizen focused results. Personalising the data facilitates and encourages online transactional activity.

Key benefits

– **substantial savings and efficiencies have been achieved through NI 14 'Avoidable Contact' by encouraging citizens to take the low cost route**

– **improved service delivery at lower cost achieved within existing budgets**

– **information is integrated with an online self service facility**

– **automated personalised email alert system keeps citizens informed**

– **used internally in the call centre as well**

– **meets a number of Government 'Priority Outcomes'**

South Tyneside Council

Best value	•
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	•
Community safety	
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	•
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	•
Rural knowledge	
Transformation	•

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Long term business process re-engineering
Chiltern District Council

NLPG Exemplar Award
Runner-up – Best business process transformation

Over the last 7 years Chiltern District Council has realised significant savings, increased service efficiencies and made significant improvements in customer care by re-engineering its business processes.

In 2001, the council realised that efficiency savings could accrue by consolidating information that was key to all service areas. The council recognised that a solid IT infrastructure was fundamental to its service provision and that most of the work carried out had a geographic element. This led to a project sponsored by the directorate of planning and the environment to explore the feasibility of consolidating existing address databases and the implementation of a corporate GIS that utilises an LLPG. The objectives of the project were to make access to address and geographic information across the organisation and for the public more efficient by making all data available electronically.

Since that time the Council has reduced the number of address databases held within the authority from 29 to one. The NLPG now underpins the Council's own information systems and is used by the County–wide Internet Portal Partnership called 'BucksMaps'. This provides the public with access to planning and other information.

Outcomes
As a direct result of these initiatives, Chiltern District Council has seen a reduction in face-to-face customer service transactions from 10,000 to 6,400 transactions per annum between

2004-2007. Front office staff have been empowered by providing them with direct access to back office systems, enabling them to answer queries over the phone or in person and cutting down the need for citizens to make long or repeated visits to the authority to resolve queries, thereby decreasing 'avoidable contact'. Much of this transactional activity, such as planning, has transferred to the council's website where average monthly hits have increased by 26% year-on-year. Another area of improvement is land charge searches, which are now completed within 24 hours rather than the 10 days it took formerly. A new project is underway to replace the authority's current service request and complaint forms with ones linked to the NLPG. This is being implemented for environmental health, licensing, community safety and housing services. The forms will link directly to back office applications. By unlocking its back office systems, streamlining its business processes and facilitating citizen interaction, service delivery is greatly improved.

Apart from the BucksMaps website there is more collaboration at the county level. A countywide NLPG group has been formed with the objective of promoting best practice, streamlining processes and standardising protocols that include promoting better working between the LSG and LLPG creating authorities.

The Council is also facilitating a project with the county fire and rescue services to introduce best practice and enhanced working that will ensure address alignment with the NLPG for the FiReControl and other related projects.

Within the council itself, progress continues with a number of new projects such as one for document management that will link all documentation to a UPRN. The project is being implemented for planning first but other service areas will follow.

This programme of work has been recognised by the authority's management team and Cabinet members and has been supported as such. This support is reinforced within the IT and finance departments. Justification comes by way of the significant savings and efficiencies that have been made along the way. Some staff posts have been saved and there have been savings in the cost of transactions amounting to £43,880 per annum based on government calculation guidelines.

Key benefits
– **top down support for IT based initiatives delivers real efficiencies for all departments and promotes further joined up processes and opportunities council wide**

– **improved service delivery at lower cost achieved within existing budgets**

– **substantial savings achieved through reduction in the cost of citizen based transactions including 'Avoidable Contact' and further 'intangible' cost delivered through best practice**

– **direct web links to back office systems promises further efficiencies**

– **significant partnership and best practice opportunities at the wider county level**

Chiltern District Council

Best value	•
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	•
Fire and rescue	•
Healthy communities	
Improvement policy	
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	•
Performance management	•
Rural knowledge	
Transformation	•

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Award winning recycling
Mid Devon District Council

NLPG Exemplar Award
Runner-up – Best business process transformation

Transformational Government' is about using technology to deliver better public services. In this case the example is simple.

Mid Devon District Council (MDDC) and its partner Mid Devon Community Recycling Ltd (MDCR), a not-for-profit community company, have significantly improved kerbside recycling through efficient use of the Council's corporate address data. Indeed MDCR's operation recently won an award as Resource Magazine's Kerbside Recycling Project of the Year.

For the last 10 years MDCR has worked under a partnership agreement with Mid Devon District Council's waste management section. MDCR offers a fortnightly kerbside collection of refuse, mixed garden, kitchen waste and cardboard to every house (33,000) in the Mid Devon District using MDDC's NLPG as its sole source of addressing information. The NLPG of course is much more that a list of addresses; geo-referencing for example enables MDCR to organise its operations both tactically and strategically to optimise their routes and make the best use of its resources. This was achieved by extracting the data directly from the council's CRM, which also uses the NLPG as its source of address data. The data is also used to enable citizens to find out their collection days simply by typing in their postcode on the MDCR website.

Topological mapping supplied by the council to MDCR as sub-contractors, enables them to provide both office staff and collection crews with comprehensible map information with routes and households marked (both on screen and on paper).

The council is now working to provide their own waste management staff with a complimentary computerised mapping system to further improve communications with their contractor. The relationship also provides the council with another reliable source of intelligence to help identify potential anomalies in their NLPG, an unexpected additional benefit.

Outcomes

This project has helped to enable the smooth transition to both an alternate weekly collections cycle and to expanding dry recycling from 80% to 100% coverage. The project has enabled all refuse and recycling to be put into an easy to look up format that enabled 'waste' queries to be answered at the first point of contact, giving greater customer satisfaction. It has also enabled the council to meet waste collection targets, as set out in its corporate plan. These efficiency gains have been met with significant environmental and social benefits. In 2007/8 over 6,000 tonnes of dry recyclables from Mid Devon's 33,000 households were diverted from landfill sites (an increase of 25% over the previous year). This has resulted in an annual saving of in excess of £145,000 in disposal costs (landfill tax).

The achievements realised in this project clearly demonstrate the ability of service areas within the authority to provide efficient and cost effective services to its citizens by making full use of accurate data sources, available technologies and through working in close partnership with subcontractors.

Key benefits

– the savings to the council will run into several hundred thousand pounds over the period of the contract

– in 2008 the MDCR service cost the average household a mere 31 pence per week

– the project helped to enable the smooth transition to both an alternate weekly collections cycle and expanded dry recycling from 80% to 100% coverage

– all waste queries can now be handled by a single point of contact including compost collections, residual waste and dry recyclables

– in 2008 Mid Devon households recorded a recycling rate of almost 50%, which is almost double the national average

Mid Devon District Council	
Best value	•
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	
Culture and sport	•
Efficiency	•
Equality and diversity	
Evidence of financial savings	•
Fire and rescue	•
Healthy communities	
Improvement policy	•
Innovation	
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	
Rural knowledge	
Transformation	•

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NLPG to the rescue
Surrey Fire and Rescue Service

NLPG Exemplar Award
Runner up – Best business process transformation

The Government is currently investing over £350 million in a nationally linked network of Regional Control Centres (RCCs) across England. This is known as the FiReControl project, part of a much wider investment that will provide the fire and rescue service with the resources and specialist equipment it needs to meet the challenges of today's world such as; industrial accidents; terrorist threats and weather related incidents.

The FiReControl project will provide an integrated and modern network of nine RCCs that will be able to receive calls and mobilise resources across the country.

In preparation for the switch over, Surrey Fire and Rescue Service (SFRS) has built a state-of-the-art dynamic mobilisation system that will dramatically speed up response times to incidents. The system, which went live in December 2008, has a number of key components. Each vehicle is fitted with both GPS satellite tracking and a ruggedised computer, which is connected to the command and control centre, sending and receiving data across mobile networks. The command and control software, which is designed specifically for the mobilisation task includes a 'live map' interface, which enables staff to see vehicle location in real time. Once an incident has been reported, the system automatically chooses the nearest, best-equipped and appropriate appliance based on fire type. A fire in a fourth floor flat, for example, will require an appliance with a ladder of appropriate

height. The system also calculates the best routes based upon fire appliance travel time using Ordnance Survey mapping.

The final component of the system is the NLPG, which is used as the sole source of location information. SFRS has been working with local authority gazetteer custodians for over two years and, increasingly, the police and the NHS to build on the excellence of the NLPG to further improve the quality of the data. It has also migrated all its 'risk intelligence' relating to 50,000 properties to the NLPG with which the command and control system is now fully interfaced. In addition SFRS are building a web portal to post change and update information as it becomes available. Local authority gazetteer custodians will then access the portal in order to validate and update the NLPG.

Outcomes

The new system is already revolutionising how Surrey Fire and Rescue mobilise their appliances replacing the old system of geographic 'parish mobilisation' in exactly the same way as RCCs are supposed to do. Allying risk intelligence with dynamic location and routing means that the appropriate crews and appliances get routed to incidents more quickly and with greater accuracy. What's more, all the risk data will have been sent direct to the appliance's cab mounted data terminal well before arrival at the incident. The potential to save lives, both of fire service personnel and the public at large, through speed of response and through dispatching the appropriate

number of appliances, with the correct equipment, to the exact location, cannot be underestimated.

Use of the NLPG by local authorities, the fire and rescue service and increasingly the police and ambulance services will mean a much better gazetteer and more efficient transfer and sharing of data. Having unique property identifiers for every household and non-addressable buildings and structures, from churches to park bandstands, means accurate location for every eventuality is catered for.

Key benefits

– **the NLPG is the sole source of unique location data and risk intelligence**

– **improved speed and accuracy of mobilisation**

– **fire crews have all the necessary risk intelligence before they arrive at the incident**

– **improved cooperation and data sharing between the emergency services and local authorities**

– **formalised process and web portal to make the most of operations based intelligence**

– **more efficient use of fire service equipment and resources**

– **the fire service will be ready for the move to RCCs**

Surrey Fire and Rescue Service	
Best value	
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	•
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	•
Performance management	•
Rural knowledge	
Transformation	

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At the frontline of service delivery
Blackpool Council

NLPG Exemplar Award
Highly commended – Best business process transformation

Blackpool Council is targeting its street scene officers where they are working - on the streets.

Armed with the latest mobile technology together with supporting communications software and geographical information system (GIS), street scene officers are accessing the centrally held NLPG in real time, helping to accurately log and report incidents or defects, verify residency and entitlement to Council services and improve communication with residents, all without returning to the office.

This adoption of ICT supported mobile working has significantly reduced day-to-day administration, resulting in tangible increases in operational efficiency and fostering a 'can do' attitude amongst the workforce. A forward thinking project, it has also improved the quality of service to and communication with residents, helping realise the council's vision of a New Blackpool with Stronger Communities

Outcomes

Blackpool introduced mobile working to support the delivery of services that contribute to the Council's streetscene service plan. This plan aims to make significant improvements to the quality of services involved in the delivery of key activities around the public realm and environmental aspect of Blackpool. It provides the opportunity to reshape and transform frontline services to improve the physical appearance of the town, create a more skilled and better training workforce and involve the community

in the development and maintenance of neighbourhoods.

Maps, created using the Council's GIS, are loaded onto the handheld devices to aid the recording of incidents in the field. The map display can be updated by 'dragging and dropping', it can be set to automatically refresh using a GPS derived location, or referenced to a property queried from the NLPG. In the first two instances, the software references the map logged location to the NLPG returning a list of nearest addresses, even intuitively widening the search radius until at least one possible address is matched.

This real time access to and use of the centrally held and maintained property gazetteer is facilitating improvements in a wide range of services. For example the assisted household waste collection service; using mobile devices officers can verify if an address falls within the borough, log new requests, investigate queries and communicate with contractors. Staff at waste and recycling sites can verify that those wishing to use the facility are residents and therefore entitled to use it. The commercial waste team are maintaining an up to date service database, ensuring compliance with government legislation and can be proactive in the marketing of the service, all based on the NLPG.

Neighbourhood environmental action teams, a fundamental part of the street scene project, have also been established to help improve the quality of communities by helping make them

cleaner and safer. This is a top up to regular council service delivery, not a replacement. Teams deal with a range of issues including tidying up, fly tipping, graffiti and minor highways defects. If the teams are unable to take immediate action to resolve a problem, it is logged, using the NLPG powered mobile devices, for further action or investigation.

The teams also have enforcement responsibilities, carrying out first line investigations into issues such as overhanging hedges or fly tipping. Using the handheld devices, the NLPG is queried to match an incident to a specific property and the relevant, personalised correspondence is automatically generated and issued without returning to the office.

Key benefits

– **effective use of ICT to deliver tangible improvements in services and benefits for citizens, business and staff**

– **transformation of service delivery through increased operational efficiencies and joined up working, resulting in better value service provision**

– **connecting with citizens delivering frontline services at the heart of the community in support of the Council's New Blackpool strategy**

– **centralised access to additional field information and knowledge, and a proven transformation of working practices**

Blackpool Council

Best value	•
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	•
Community safety	
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	
Rural knowledge	
Transformation	•

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At the heart of government
Caradon District Council

NLPG Exemplar Award
Highly commended – Best business process transformation

Utilising the latest internet technology, Caradon District Council has transformed the use of the NLPG making the data accessible to all users of the Council's intranet service, engaging with staff and providing access to property level data at the click of a button.

Project 'Gazetteer' is built upon an intranet, interactive, map based search engine that allows users to search for a property spatially, by reference number or by any part of the address. Search criteria are matched against the NLPG, returning not only the full address but also a range of service information relating to the chosen property. Project Gazetteer also provides a mechanism for staff to interact with the NLPG reporting anomalies and providing suggestions or comments on the data or project as a whole.

Outcomes

Project Gazetteer is an interactive, map based search engine accessible to all users of the Council's Intranet service and is designed to promote the use of the NLPG across the council and to encourage all 'address based' systems to integrate and make use of the data. On entry, users are faced with a map window, mapped points from the spatial element of the NLPG and spatially referenced street data. The system can be interrogated using basic map controls, such as zoom in, out, pan or 'go to' a selected point; or a specific property can be searched for using either the Unique Property Reference Number or a partial address.

Once a property or location has been selected, additional information can be accessed with a simple click of the mouse button. Details such as parish,

ward, refuse and recycling collections and council tax details, together with a summarised property history from building control, development control and listed building are all currently available.

In addition users have the ability to report anomalies in the returned NLPG data. Options include missing property, incorrect location, incorrect address and incorrect street. Reported anomalies are directed, in the first instance, to the NLPG Team, where additional research is made to cross match missing properties or incomplete addresses with other council databases such as non domestic rates and council tax. Users can also provide feedback to the NLPG team on both the data and the overall service.

By engaging with users of the intranet service, Project Gazetteer has already made measurable improvements in the accuracy of the NLPG without additional resources or input from the NLPG team. Due to the graphical and ergonomic design of the service it is easy to use by non-technical staff and the 'fun' element encourages use. Other areas of gain include reduced data duplication, with its associated maintenance and administration; improved access to property related service information, specifically by CRM staff who are able to handle more enquiries at the first point of contact; and a return on investment resulting in the sale of address change intelligence to third parties.
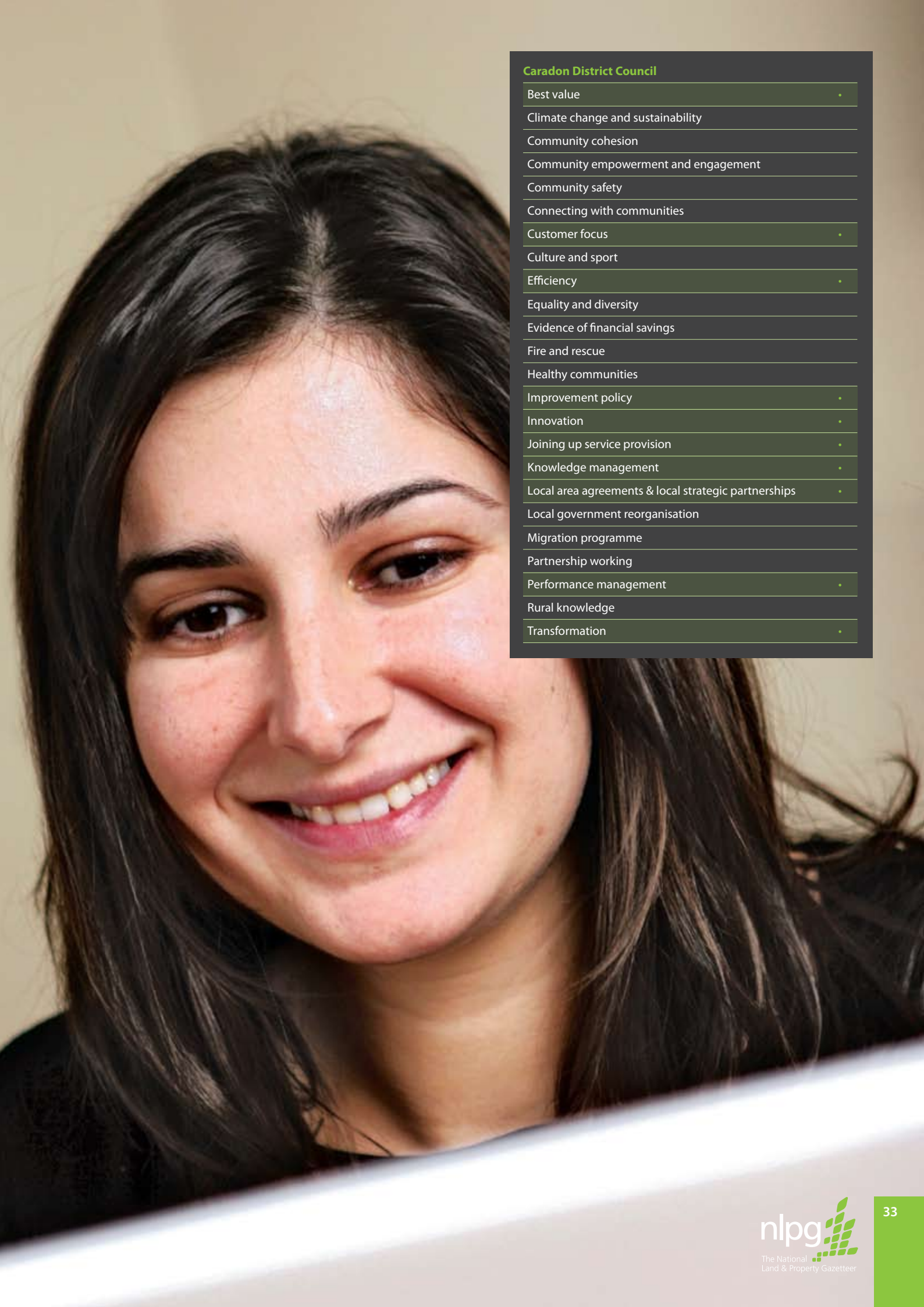
Project Gazetteer has been selected as part of the address management project for local government reorganisation. It's benefits and functionality have been realised and will be implemented centrally across Cornwall. This tool will

allow access from all current Cornish Authorities to help increase data and spatial accuracy of their own LLPG before and during the LLPG amalgamation phase. Post transition, it is planned to alow the system to be used by the public and also the potential 22,500 staff of the new Cornwall Council to help with the Transformational Government Initiative. The tool provides address based information that spans departments, and therefore, provides a 'joined up' way of working for both departments providing the information and those needing it. When it is implemented as a One Cornwall tool for address information it will enable all current councils to work together to help create an accurate LLPG for Cornwall.

Key benefits

– **a validated NLPG database with a significantly improved accuracy match rate that has been adopted and embraced by staff throughout the organisation**

– **improvement in the provision of frontline services with staff empowered to deal with citizen enquiries at first point of contact**

– **measurable return on investment through increased efficiency, reduced administration and commercial agreements with third party organisations**

– **innovative use of new technology to build a flexible yet robust solution that has achieved recognition and support, joining up service provision within the council and demonstrating best practice ahead of local government reorganisation**

Caradon District Council	
Best value	•
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	•
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	•
Rural knowledge	
Transformation	•

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Enabling informed decision making
Nottingham City Council

NLPG Exemplar Award
Winner – Best use of NLPG data by a partner

The River Leen and its tributary Day Brook were central to the industrial expansion of the city of Nottingham and many businesses historically were established along its length to take advantage of the river's water supply.

Today many of these industries have closed, leaving behind disused land often contaminated by a history of bleaching, dyeing and other chemical processes. Redevelopment of this land is hampered by perceived flood risk. A project was set up between Nottingham City Council, the Environment Agency and Nottingham Regeneration Limited to predict and accurately map the risk. In so doing, the project addressed one of the key challenges to regenerating some neighbourhoods ranked among the most deprived nationally.

The River Leen and Day Brook Strategic Flood Risk Assessment (SFRA) project aims to steer development away from areas of highest risk and investigate solutions to alleviate flooding.

The SFRA draws upon the latest river modelling and survey data to predict how the River Leen and Day Brook will react during various storm events, including the key planning benchmark, the 1 in 100 year flood. The aim of the SFRA is to provide a map-based planning tool that can be used by planning officers at Nottingham City Council to inform the Local Development Framework (LDF) process and individual planning applications. It will help steer development away from areas of highest risk, maximise development on brown field land in line with national planning policy and investigate solutions to flood risk at a strategic level.

Using the NLPG, the project was able to identify more than 70 additional properties to reach a total of 696 that were at potential risk of flooding. The property UPRNs were used to draw information from other back office systems such as non domestic rates to identify whether the property was commercial or residential; which were council owned and whether large employers were in the area. The data also revealed vulnerable sites such as hospitals, health centres, critical buildings and non-postal properties such as electricity sub stations, tram stops, gas meter houses, car parks, playgrounds etc. The granularity of the data available was such that businesses that could cause pollution risk, in the event of flooding, such as paint shops, were also identified.

Other vulnerable residential properties were pinpointed including those occupied by citizens claiming benefit with children under ten or those over the age 60. This means that decisions affecting the assessment, risk mitigation and possible future regeneration of the areas will be informed by the most up to date, accurate and detailed property information.

The SFRA was also able to identify weaknesses in flood defences where overtopping would incur additional flood risk and pose a threat to the transport infrastructure including railway and tram lines and arterial roads in the north and west of the city.

Outcomes

This is a great example of NLPG data being used to unlock information from other back office systems and then make it available to inform real decision making. The accuracy and level of detailed information gathered via the NLPG for properties within the flood areas is impressive and its value to the Environment Agency, planners, Local Development Framework officers, heads of resilience, area committees, emergency services and emergency planning officers cannot be underestimated.

The project was not only able to more accurately identify the areas subject to potential risk of flooding but also greatly improve the understanding of the likely impact on citizens, public and commercial enterprises and the infrastructure.

Key benefits

– **improved identification of properties at risk of flooding to sub-postcode level**

– **using the UPRN to pull information from other Council systems adds huge value to the identification of property types and details of ownership and demography**

– **provides real understanding of the human factors involved**

– **enabled improved understanding of flood extents for better management of risk mitigation and emergency planning**

– **improved profile for the NLPG within the authority, which proved to be significantly better than any other dataset**

– **recognition of the power of the UPRN and joined up government**

Nottingham City Council	
Best value	
Climate change and sustainability	•
Community cohesion	
Community empowerment and engagement	•
Community safety	•
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	•
Local government reorganisation	
Migration programme	
Partnership working	•
Performance management	•
Rural knowledge	
Transformation	

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Fighting the fear of crime
Sedgefield Borough Council

NLPG Exemplar Award
Runner-up – Best use of NLPG data by a partner

Despite having one of the lowest crime rates in the UK, 26% lower than the national average, the fear of crime and fear of the effect crime may have is still a primary concern for residents of Sedgefield.

In order to tackle this issue, a customer focused partnership has been established to collate, analyse and disseminate information about crime and anti social behaviour in the borough and use this intelligence to effectively target resources where they are most needed.

The project has demonstrated the power of data sharing and partnership working using proven web technology and the NLPG to engage with customers, empowering them with information and improving the safety of their community.

Outcomes

A collaboration between Sedgefield Borough Council, Durham County Council, Durham Constabulary, Durham and Darlington Fire and Rescue Authority, Durham Police Authority and Sedgefield Primary Care Trust and the Sedgefield Community Safety Partnership, was established to address the fear of crime and strategically target resources where crime rates are highest.

Drawing on the customer focus priorities of the partnership a project to securely share, interrogate and provide access to intelligence on crime and anti social

behaviour at both ward and sub ward level was initiated. Funding for the project was provided through the Neighbourhood Renewal Fund and this enabled the appointment of an information analyst. Raw data from the home office, police, Durham Observatory and sources internal to the council were collated and analysed using the NLPG as a base. This information was used by the partnership to determine strategy, assist in measuring performance and operationally for the identification of high output areas for the allocation of resources.

An existing web based GIS application, Sedgefield Information Service, had already proven a success providing a direct channel of communication not only with the public but also with partner organisations. This was used to disseminate the intelligence to residents who could simply enter their address at either the council or community safety partnership websites to retrieve statistics on crime and anti social behaviour for their ward. The information is displayed in either text format or via an interactive map window and as well as a range of crime prevention techniques and programmes, additional information made available includes neighbourhood warden contact details, neighbourhood warden quarterly reports and details of neighbourhood policing teams. The service is also used by the partnership for more in depth analysis of the data.

Sedgefield Borough Council's director of neighbourhood services and chair of the community safety partnership praised the provision of information to the public commenting, "This project has enabled residents to see the crime rates for their local ward and assists in reminding them that Sedgefield is already a safe place in which to live and work and we are proud of continuing success in bringing down crime in the area."

Key benefits

– **a measurable reduction in police recorded anti social behaviour resulting from effective targeting of affected areas and specific operations**

– **a customer focused partnership project providing frontline intelligence to residents, engaging and empowering communities**

– **innovative use of existing lines of communication and technology to interact with communities and partner organisations**

– **support of the council's primary objective to create a borough that is prosperous, attractive with strong communities**

Sedgefield Borough Council

Best value	
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	•
Community safety	•
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	•
Local government reorganisation	•
Migration programme	
Partnership working	•
Performance management	•
Rural knowledge	
Transformation	

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The National
Land & Property Gazetteer

Together we are stronger
City of Durham Council

NLPG Exemplar Award
Runner-up – Best use of NLPG data by a partner

The County Durham e-government Partnership was established to deliver quality, joined up, customer focused services across the county regardless of personal means, locality and circumstances.

At the core of this partnership was a CRM project designed to facilitate access to a broad range of services through all of the partner organisations. In the short to medium term, this project would also enable citizens who do not have access to the Internet to benefit from the initiative via specially trained operators who can access data and instigate service delivery requests on their behalf.

The NLPG was identified as the key to joining up services, both internally within partner organisations and externally across all of the partners.

Outcomes

The original scope of the project was to procure and implement a joint CRM for the handling and monitoring of complaints, compliments and feedback, and establish a standardised process for the management of requests and fault reports relating to refuse and waste collection, street lighting and highways. By establishing a common technology infrastructure and developing and opening up access channels it was hoped the project would maximise the take up of electronic transactions, exploit integrated business systems and

procedures and promote cultural change and organisational development.

Fundamental to the projects success was the identification of a means to join up services, both internally within each of the individual partner organisations and externally across the whole of the partnership. The NLPG, created and maintained and already in use at district level, was the ideal resource, providing a unique reference for every address in the county.

A process to coordinate weekly updates from each of the separate district gazetteers to the national hub with a download from the hub to the CRM was agreed to maximise the accuracy and currency of data held in the CRM. NLPG data was then matched to back office information relating to specific service delivery areas, for example refuse collection. This achieved a measurable reduction in the time taken for CRM officers to resolve specific enquiries and also gave the service delivery team additional intelligence by mapping requests and complaints, using the NLPG, and spatially analysing the results.

Other service delivery information and back office data has been similarly linked using the NLPG such as council tax and planning records. The addition of street records in the gazetteer has enabled the logging of requests that are not necessarily related to an individual property. For example notification of fly tipping or abandoned vehicles can be

logged against the street rather than an unrelated address, preventing the possibility of blight to a property that just happens to be close by.

The flow of information is reciprocated from the CRM to the district databases with an established process for error notification and missing address requests. Notification to the relevant gazetteer custodian of missing or incorrect addressees not only ensures the accuracy of data used by the CRM, it also provides valuable feedback to the custodians validating and continually improving data standards

Key benefits

– improved customer service with resolution of many requests at first point of contact, regardless of personal means, locality or circumstances

– joined up service delivery underpinned by partnership and data sharing providing a solid foundation for local government reorganisation using the NLPG as the key to link all services and information

– enhanced performance management through spatial analysis and a holistic view of service delivery

– a best value solution maximising return on investment and minimising duplication of resources

Durham Council	
Best value	•
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	•
Community safety	
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	•
Local government reorganisation	•
Migration programme	
Partnership working	•
Performance management	•
Rural knowledge	
Transformation	•

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NLPG Exemplar Award – Most improved
London Borough of Lewisham

Most of the Awards are about applications and are based on entries received. However, the Most Improved Awards recognise the efforts of local authority teams that have taken significant steps to improve their gazetteers over the last year. These awards are based on statistical analysis, a number of 'health checks' and judgements made on things like positional accuracy.

This category was judged on the performance of the 376 local authorities since 1st March 2008 in relation to the NLPG MSA objectives for 2007 to 2008.

The judges took account of:

– the relative improvements and consistency of updating, specifically daily updating,

– an analysis of positional accuracy and property classification improvements,

– the level of linkage achieved between the authorities LLPG to its council tax and non domestic rates list

– the speed of anomaly resolution.

While many local authorities have excellent gazetteers, not all are at the same level. This award seeks to reward measurable improvement and demonstrate real commitment to the process.

The runners-up in 2008 were Birmingham City Council and Caerphilly County Borough Council

NSG Award Section

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The National
Street Gazetteer

Better cheaper faster
London Borough of Camden
Winner – Best streetworks application

Looking for holes
Kent Highway Services Alliance
Runner-up – Best streetworks application

Better street works control
Conwy County Borough Council
Runner-up – Best streetworks application

Protecting a fragile environment
Kent Highway Services Alliance
Winner – Most innovative use of additional street data

It's all in the name
South Oxfordshire District Council
Runner-up – Most innovative use of additional street data

A picture paints a thousand words
Kent Highway Services Alliance
Runner-up – Most creative use of level 3 NSG

NSG Exemplar Award – most improved
Warwickshire County Council

Better cheaper faster
London Borough of Camden

NSG Exemplar Award
Winner – Best streetworks application

London Borough of Camden	
Best value	
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	•
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	•
Joining up service provision	
Knowledge management	
Local area agreements & local strategic partnerships	•
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	•
Rural knowledge	
Transformation	

In Camden there are currently about 14,000 holes dug in the road each year; utility companies such as BT and Thames Water are responsible for the majority of these with the balance carried out by the London Borough of Camden.

The Traffic Management Act (TMA) (2004) mandates that companies planning road works must inform the council of their nature and duration. This is done electronically through the Electronic Transfer of Notices (EToN) process. The type of work can vary considerably ranging from road re-surfacing, footway improvements, traffic calming schemes, to the replacement of a gas main. The engineering service within the London Borough of Camden receives EToN notices directly into its highways management system. All work is then coordinated by engineering services to ensure minimum disruption to the public.

A service that was once inundated with telephone calls from the public wishing to complain, ask questions or report problems, is now benefiting from a new world-class web facility that makes all this information available to the public. This has been developed in house and extended to include information from other systems such as temporary road closures plus applications for skip, crane and scaffold licences, in fact anything, which might affect the roads of the borough. Members of the public simply search by street, postcode or ward, enter the date, past, present or future and get a breakdown of all activity in their locality.

The application also includes online fault reporting so that residents can report any kind of highway problem, from a pothole, to a broken streetlight. The process breaks the reported problem down by type, and dependent on the answers filters to the relevant team. Currently the council receives approximately 10 online faults every day. The reports are imported directly into the highways management system. When work is authorised, the system generates a works order that is sent electronically to a contactor. Some contractors are able to react immediately by, for example, re-directing a team with tarmac on board to a reported pothole very often within 24 hours of the original report. Camden transformed the service it delivers to customers thanks to its website provision, improved 'avoidable contact' and significantly improved its back office efficiency.

The National Street Gazetteer (NSG) is the enabling technology behind this groundbreaking application. Over the past few years Camden has made concerted efforts to improve its NSG, which is now an integral part of its Highways Management System. Via the NSG hub it provides those authorised to work on Camden's streets with a reliable, up to date dataset with which to reference and locate its work. The NSG is being further enhanced through the implementation of an asset management plan. This records the locations of over 330,000 highway assets such as street lamp columns, street furniture, signs, footways, road surface types and even road markings. These are all stored within the highways management system but currently only available for internal use. It is planned, however, to make this information available via the website to aid in the reporting process in due course.

Outcomes

The system at Camden enables its 200,000 residents to report highway problems online as well as providing a comprehensive, web-based register of all street works taking place. This has dramatically reduced the calls coming into the engineering service and delivers on the government objective to enable all transactions involving members of the public to be carried out online.

The street works application has enabled Camden to comply with the provisions of the TMA, significantly improve service to its customers, boost back office efficiency and reduce congestion on Camden's roads. Use of the system has already been extended to parking to enable that department to place works orders with its contractors. Camden has been proactive in sharing its information with other boroughs, to share best practice and help them to plan their street and road works.

Camden has also introduced a system of e-alerts to enable any one interested to register to receive an email about street works in their area.

Key benefits

– **use of the council's website has significantly reduced the number of calls coming in from the public**

– **residents can now report highway problems online and also have access to the council's street works register**

– **improved workflow enables an engineer to authorise work and generate a works order that is sent electronically to a contractor**

– **all transactions involving the public can be done electronically**

– **email alert service enables a resident to be warned of street works happening in or near their property**

– **online fault reporting has led to 90% of correspondence being dealt with within ten days**

– **utility companies are now fully aware of other work going on in the borough, enabling them to plan and reduce disruption**

– **the system has reduced congestion from road works**

nsg
The National
Street Gazetteer

Looking for holes
Kent Highway Services Alliance

NSG Exemplar Award
Runner-up – Best streetworks application

Councillors, citizen surveys, media monitoring and call centre records consistently identify and monitor the efficient and effective repair of potholes and other road defects in Kent as a prime concern.

With over 8,000 kilometres of highway to inspect and maintain, Kent Highway Services Alliance already relies on the National Street Gazetteer to facilitate the timely identification and prompt repair of defects. The Kent NSG was therefore an obvious resource on which to build a review of the service delivery.

Kent's level 3 NSG was used to validate road category information (on which the existing inspection regime had been based) identify and display current inspection routes and engage with staff at the frontline of service delivery to devise new routes, ensuring best practice and ownership of the new schedule.
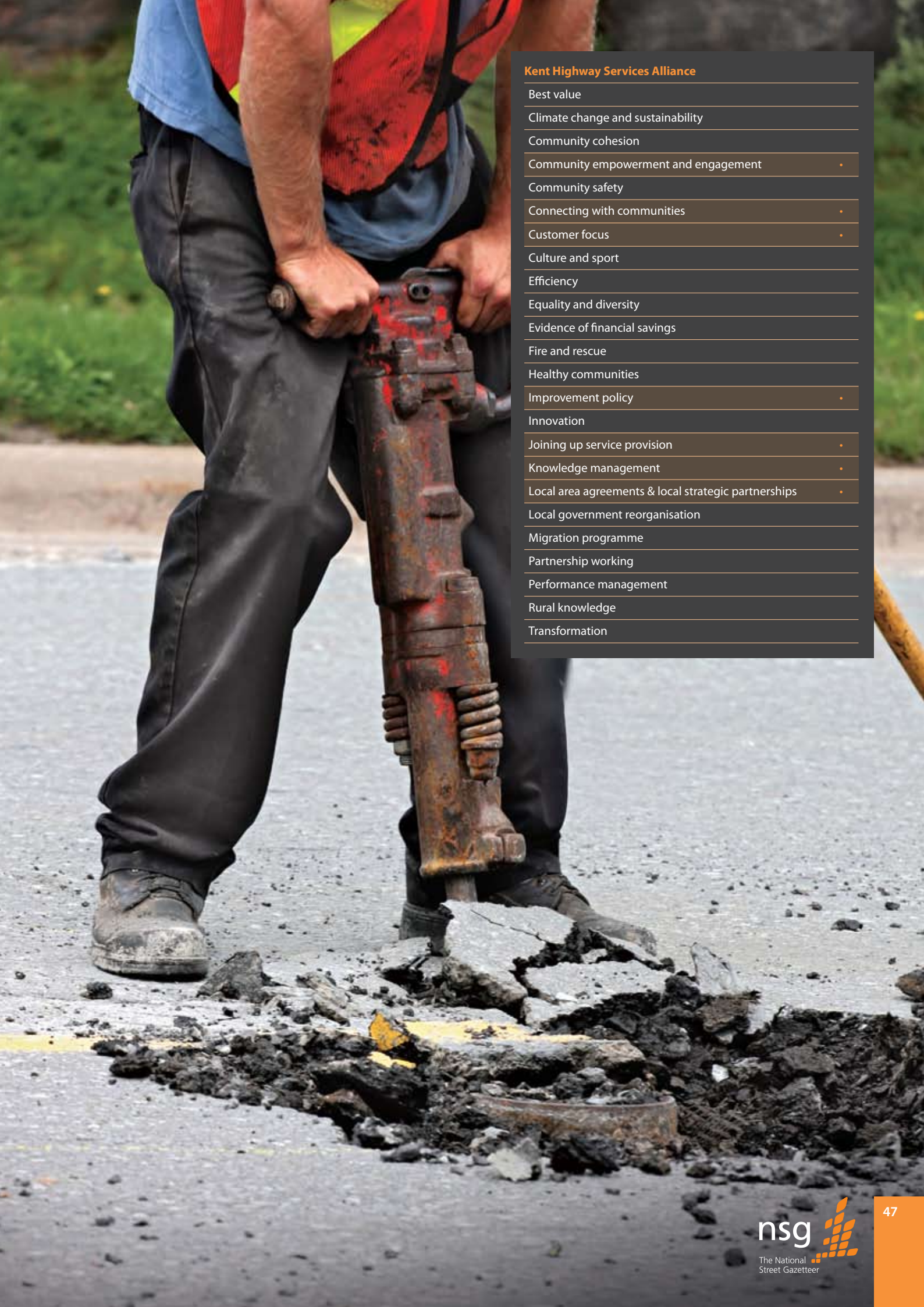
Outcomes

The initial stage of the project was a review of road hierarchy information to ensure validity and regulatory compliance. This gave Kent Highway Services Alliance an accurate and up to date base for the review of Inspection Routines. The network hierarchy information was appended to a GIS layer, mapped to the junction-to-junction Elementary Street Unit (ESU) building blocks of the level 3 NSG, and individual coverage maps were used to communicate directly with local inspection teams.

ESU based inspection routes were the subject of a number of interactive local team meetings where they were projected, discussed, debated, tweaked, validated and finally agreed - all during the course of a single meeting. The finalised routes were immediately printed and distributed to all interested parties in confirmation. It was important to the Kent Highway Services Alliance that the process to review and implement the revised routes was 'sell not tell', resulting in universal 'buy in' achieved during the interactive sessions, and underpinned by the NSG.

It is after completion of the review of Kent's Highways Inspection programme, with all 'strategically important' and 'other strategic' routes implemented and the adoption of new routes for 'locally important' and 'minor' routes imminent, that the realisation of benefits begins. Following this revamp of frontline service delivery the Kent Highway Services Alliance plans to implement a seamless end-to-end system to improve the service level of road defect repairs. This will include reports from the call centre being instantly routed to the hand held devices used by inspectors in the field. The same devices will be used to record findings and generate works orders to contractors, all in real time and all based on Unique Street Reference Numbers from the Kent NSG. In addition this automated process will facilitate the provision of information to citizens, provide metrics to substantiate an efficient and effective response, and evidence of regulatory compliance and best endeavour for use in consideration of insurance claims.

Key benefits

– **an improved road defect repair service resulting in improved customer satisfaction and better value for money service delivery**

– **significant improvements in staff productivity, speed and cost of administration, improved response times and reduced exposure to insurance claims**

– **adoption of new working practices and technology to facilitate joined up working between frontline staff, service delivery operatives and back office systems, resulting in an improved customer centric service**

– **a sustainable end to process based on the NSG and 'bottom up' data input that is flexible and scaleable to allow for future changes to the highway network and/or government legislation**

Kent Highway Services Alliance	
Best value	
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	•
Community safety	
Connecting with communities	•
Customer focus	•
Culture and sport	
Efficiency	
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	•
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	
Rural knowledge	
Transformation	

nsg
The National
Street Gazetteer

Better street works control
Conwy County Borough Council

NSG Exemplar Award
Runner-up – Best streetworks application

Software is written to help people to do things but sometimes it is too prescriptive and does not 'fit' with processes and workflows. Often the result is more administration and paperwork. Two years ago Conwy County Borough Council made a decision to switch away from using seven separate databases used to facilitate daily street works tasks, to a single database, developed in house, to match its exact requirements.

This is now used for licensing everything from skips and hoardings, digging up the road, through to temporary traffic controls and processing temporary traffic regulations. The new database is used by Conwy's Street Works department and by highway maintenance inspectors.

At the heart of this new database is linkage with Conwy's street gazetteer. The NSG provides the system with standardised road names and street references, one address and location details for all tasks as opposed to seven. The purpose of the new system is to:

– reduce duplication of effort

– reduce paperwork

– improve monitoring of applications and notifications

– build in checks on applicants and contractors

– improve coordination of activities on the highway

– improve invoicing and debt control

– introduce more electronic communication

Conwy receives requests from statutory undertakers such as utility companies and other third parties to carry out work on its roads. These requests come in by post, via fax and by email. Most requests will require additional documentation including the license to authorise the activity. This is all handled by the new system which additionally produces a street works bulletin for posting on the council's website. This is also emailed to the emergency services to keep them informed of everything that is happening on the roads.

The system also includes up to date information on individual contractors. This contains details of things like public liability insurance. If the system does not have up to date details of insurance it will not process the license request. This ensures that only fully compliant contractors get necessary permissions and licenses. The system also produces the information to enable the finance department to produce invoices and produces a report for revenues raised.

Outcomes

The Street Works database system used by Conwy has been very successful. It was developed entirely in house and is in daily use producing the documentation required to deal with all street works activity. By rationalising seven databases down to one and using the NSG as the authoritative source of street information, considerable time has been saved in terms of data entry and dealing with data duplication. Financial processes have been improved too and it is now simple to tie up invoicing and credit control with licenses.

The system also enables electronic communications and publishes regular street works bulletins to the public via the Conwy website and to the emergency services by email. Use of the NSG also simplified queries and enables the use of bilingual road names, thanks to the UPRN. Complete integration with the street works coordination system is now planned

Key benefits

– uses the NSG as a single source of street data, locational accuracy and ASD intelligence

– enhanced profile of the NSG and expanded it to include local rights of way

– reduced seven databases to one, eliminating data duplication and providing additional functionality not covered by third party software

– reduced time taken in data entry by one man day per week

– efficient correlation between licenses and invoices has improved financial processes

– encouraged more electronic communications including email and automated faxing

– better call handling due to standardised search facilities

– improved management reporting for tracking issues

– street works activity now published on the Council's website

– example of best practice drawing attention from neighbouring authorities

Conwy County Borough Council

Best value	
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	•
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	•
Rural knowledge	
Transformation	

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The National
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Protecting a fragile environment
Kent Highway Services Alliance

NSG Exemplar Award
Winner – Most innovative use of additional street data

Within Kent there are a number of Environmentally Sensitive Areas (ESAs) incorporating a variety of locations which include sites of cultural, historic and environmental importance.

Those most at risk of potential damage from street works activities are Roadside Nature Reserves (RNRs) and sites and artefacts contained in the Sites and Monuments Records (SMRs).

Kent has over 55 miles of verges rich in flora and fauna including dormice, butterflies and grass snakes. These are identified as roadside nature reserves which play a crucial role in conserving wild habitats and rare wild plants, including many species of orchids. Fragile semi-natural grassland habitat, which was once common throughout Kent but has declined since World War 2, constitutes a significant proportion of RNRs. These provide long thin grassland verges which act as wildlife corridors for mammals, such as badgers, and reptiles, such as the northern viper. SMRs contain sites and artefacts of Kentish historical and archaeological significance, ranging from visible monuments and sites, such as castles, to those beneath ground. Many impinge on highway verges. These sites must be afforded protection from damage resulting from street works activities.

To assist in the protection of Kent's roadside nature reserves and archaeological heritage from damage by street works activity, it is imperative that a record of the existence, location and characteristics of sites be created and maintained. Kent Highway Services Alliance, in partnership with Kent Wildlife Trust, Kent Heritage Conservation and street works promoters, has undertaken an initiative utilising the NSG as a base and the Additional Street Data (ASD) as a means to append detailed environmental information. This is successfully safeguarding Kent's roadside environmental, cultural and historic heritage.

Outcomes

A local government partnership between Kent Highway Services Alliance, Kent Wildlife Trust and Kent Heritage Conservation was established to compile ESA data and append this information to the ASD. Although the locations of ESAs are spatially referenced for use within GIS and on-line, the data available to street works promoters, downloaded from the NSG central hub, is purely textual and limited in size restricting the information on which decisions are made. To increase the awareness and promotion of ESAs to street works promoters, Kent Highway Services Alliance introduced an innovative map based information resource for use on a street works co-ordination website. Used by promoters when pre-planning works, the combination of roadside ESA and NSG Level 3 data provides an easily accessible early warning with the instruction to contact the relevant expert authority.
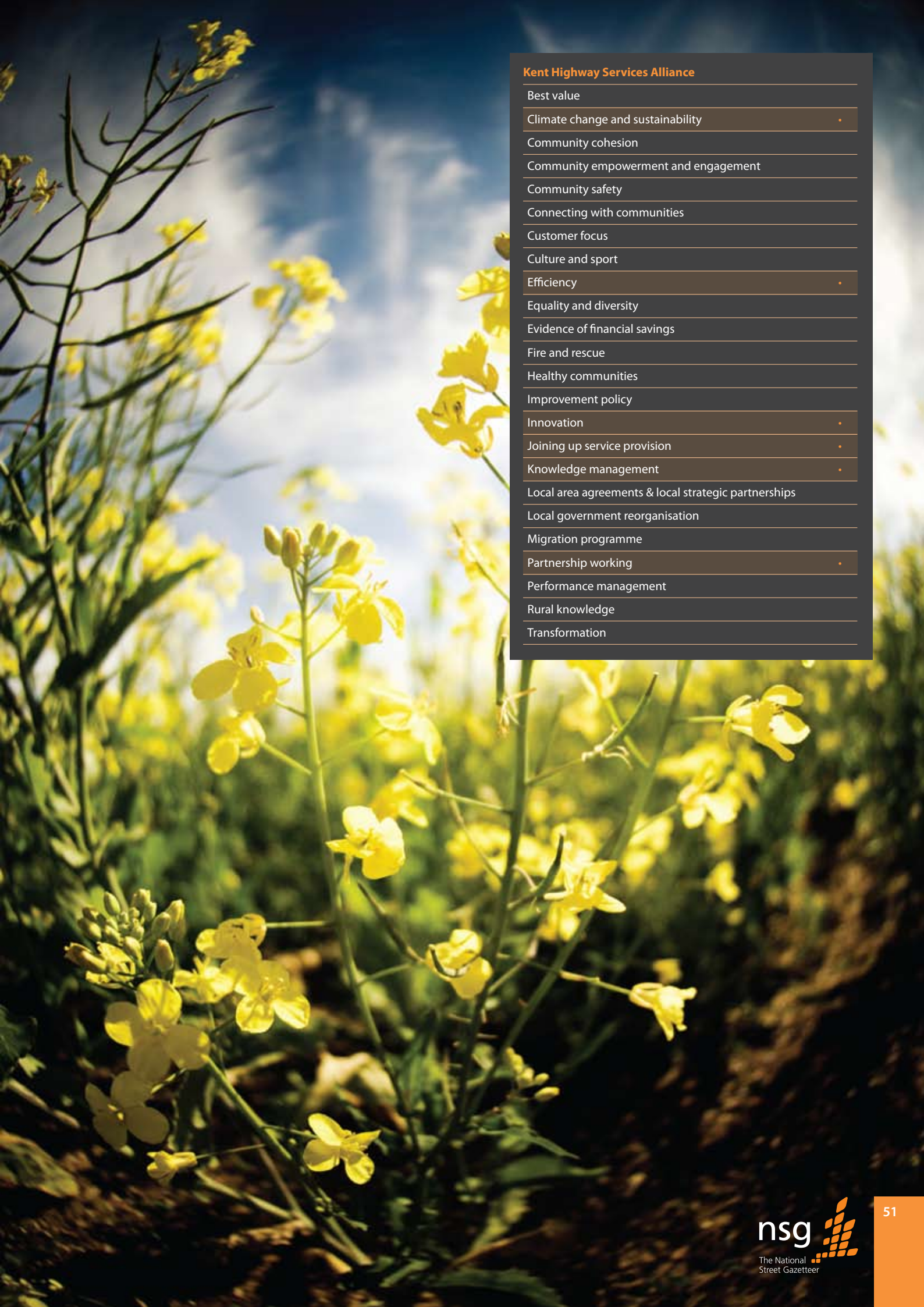
A 'best practice' agreement ensures that where proposed street works activities impact on an ESA, whose existence has been flagged by the ASD designation record and identified by the special designation description, the promoter instigates communication with the environmental experts prior to any visit to the site. Early and direct dialogue provides promoters with information about the onsite measures necessary to protect the ESA and flags potential works to the site custodians.

Key benefits

– **innovative use of data and co-operation between organisations ensures wildlife can continue to enjoy Kent's roadside verges, and people can continue to enjoy Kent's roadside wildlife**

– **joined up working between local authority organisations underpinned with support from street works promoters, empowers all parties with knowledge and an investment in the end goal**

– **use of existing data and simple technology to provide accurate and timely information encourages communication, which delivers tangible service efficiencies**

– **development of proven strategy, technology and best practice protocols that can be deployed for the protection of other environmental, cultural or historic assets**

Kent Highway Services Alliance

Best value	
Climate change and sustainability	•
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	
Innovation	•
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	•
Performance management	
Rural knowledge	
Transformation	

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The National
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It's all in the name
South Oxfordshire District Council

NSG Exemplar Award
Runner-up – Most innovative use of additional street data

The provision of Street Name Plates (SNPs) is a statutory obligation for local councils, and along with this obligation comes the responsibility for their monitoring and maintenance.

South Oxfordshire District Council has recently instigated an ambitious project to transform an antiquated paper based system for the ordering and monitoring of SNPs into an integrated map based system that will form the basis of a full asset inventory, facilitate a proactive maintenance programme and enable members of the public to report faults and monitor repair progress online.

The project was inspired by the transfer of the responsibility for SNPs to the gazetteer management team and with it the legacy of weathered, damaged, unmatched and absent signage.

The project was based on the collection of information about the number, type and condition of every SNP in the District. Using maps produced from the council's GIS showing all Type 1 roads from the NSG the team began the survey exercise.

Each name plate is photographed and its position and orientation marked on the map together with a note of its condition and mounting. The photographs are indexed and the additional information is associated to a USRN and plotted onto the GIS.

Outcomes

One of the uses for the additional intelligence afforded by the data collection process is to support policy development for the future provision of SNPs, an example being the preference to maintain more traditional SNPs in conservation areas. By comparing the plotted SNPs with the conservation area overlay in the GIS the financial implication of such a policy can be considered.

The detailed, spatially referenced asset inventory is also powering further improvements to the provision and maintenance of SNPs in South Oxfordshire. A review of signage for all Type 1 streets is being undertaken to identify areas of inadequate signage, this not only benefits the citizen and businesses but it may, in the case of the emergency services, be the difference between life and death. The Council is also introducing a proactive maintenance programme, targeting weathered or damaged SNPs prior to further deterioration that would require replacement.

To assist with the reporting of damaged or missing signs the council has introduced an online reporting facility. Citizens can simply access the council's website, identify the sign in need of attention and report the fault. The service also allows visitors to the site to track the progress of the repair or replacement.

Key benefits

– well maintained and comprehensive Street Name Plate network benefiting the community, business and emergency services

– interaction and engagement with the community to improve the provision of signage in the district

– a complete, accurate, up to date asset inventory to support the introduction of a proactive maintenance programme maximising the use of resources and budget

– intelligence to support policy development, financial planning and future service provision

Shepway District Council

Best value	•
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	•
Community safety	
Connecting with communities	
Customer focus	
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	
Fire and rescue	
Healthy communities	
Improvement policy	
Innovation	
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	
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Transformation	

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The National
Street Gazetteer

A picture paints a thousand words
Kent Highway Services Alliance

NSG Exemplar Award
Runner-up – Most creative use of level 3 NSG

Using GIS techniques, Kent Highway Services Alliance produces and distributes a CD-ROM of a spatial representation of the County's NSG. Designed to facilitate the matching of the County NSG with the twelve District Councils' LLPGs this is a low cost, technically simple tool that has realised benefits beyond its original objectives.

In addition to enabling quicker and more efficient resolution of data mismatches by aiding and encouraging dialogue (both District to District and District to County), the Kent NSG CD is also being applied to other location based service delivery areas to generate gains in efficiency, service delivery and communication.

Outcomes

The County Elementary Street Unit (ESU) coverage is converted into a Unique Street Reference Number (USRN) coverage by 'dissolving' ESUs into their parent USRNs. Surplus information is removed and street record attributes (Type 11 NSG records) are added. The addition of the county borderline, colour coding of street according to district, and greyscale representation of motorways and trunk roads, ensures the resulting GIS display of road centrelines for the whole county is easy to interpret and quick to navigate. Simply using the 'information' tool to click on a street highlights the entire USRN extent and displays all the street record attributes in the correct order.

This information is transferred to CD-ROM (the best medium for the volume of data) and issued to each of the 12 District Council NLPG Custodians on a quarterly basis. The process from beginning to end, takes a day per issue and costs less than a £1,000 per annum.

Although initially designed for use by the NLPG custodians to compare their own spatial coverage of NLPG USRNs with the County NSG in order to identify and rectify anomalies, the Kent NSG CD is achieving additional benefits.

Trying to resolve problematic street mismatches can be difficult especially when trying to describe them in email. Often the most effective way is a telephone call between custodians when both parties have in front of them the same visual representation of how the street currently appears in the NSG. It really is 'good to talk' and progress is made, with the aspirational 100% NSG/NLPG match rate nearly achieved.

A further aim was to reciprocate the flow of information between the two tiers of local government in Kent. Traditionally, information is fed from the bottom up, with districts supplying data to the county, however the NSG CD initiative demonstrates the value of county supplying districts with operationally useful data.

In addition to the original objectives, the supply of spatially referenced NSG data has resulted in some unexpected efficiency gains and improvements in delivery of location based services at

district level. For example, one council is using the data to display refuse collection information, colour code by day of pick up, while other District Councils have made the data available for use by street scene officers and within their customer contact centres.

Key benefits

– an improved process for the resolution of data mismatches between districts and county resulting in a near 100% accuracy rate

– joined up working underpinned by viewing the same data

– application of county produced and maintained data enabling improvements in the local delivery of location based services

– innovative use of simple technology to produce a low cost best practice business process that can be applied by other local authority partnerships

Kent Highway Services Alliance	
Best value	
Climate change and sustainability	
Community cohesion	
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NSG Exemplar Award – Most improved
Warwickshire County Council

Most of the Awards are about applications and are based on entries received. However, the Most Improved Awards recognise the efforts of local authority teams that have taken significant steps to improve their gazetteers over the last year. These awards are based on statistical analysis, a number of 'health checks' and judgements made on things like positional accuracy.

The NSG category was judged using the following criteria against all other 172 LSGs:

– number of health check errors removed.

– number of streets added.

– number of special designations added.

– number of *ESU* coordinates added.

It was decided that none of these should take precedence so the winner was the authority that had removed the most errors.

Then, from the top ten number of health check errors removed we took the three authorities that had performed best under the other criteria.

The winner was Warwickshire County Council with the runners up being

The runners-up in 2008
Hampshire County Council and
Leicester County Council

nsg

The National
Street Gazetteer

NLPG NSG joint Exemplar Award

Exemplar Awards
nlpg and nsg

Easier fault reporting
London Borough of Haringey
Winner – Best integrated use of the NLPG and NSG

Building a gazetteer for the future
Monmouthshire County Council
Runner-up – Best integrated use of the NLPG and NSG

NLPG NSG best integration of the NLPG and NSG
Bury Metropolitan Borough Council, London Borough
of Brent, London Borough of Ealing, London Borough of
Lewisham, London Borough of Sutton, Luton Borough
Council, Warrington Borough Council

Easier fault reporting
London Borough of Haringey

NLPG NSG Exemplar Award
Winner – Best integrated use of the NLPG and NSG

Local Authorities throughout England and Wales are moving their services online because it is the lowest cost route. It is all very well moving transactions online but they have to be easy to use and provide an effective means of transferring information to relevant departments efficiently.

The London Borough of Haringey has done just that by introducing a new system that provides members of the public with the ability to report and 'pin-point' the location of a problem on to an online map. The system then transfers the information accordingly. Developed in house the system uses both the NLPG and the NSG as the source of location information, making it easier and faster for the public to provide precise information to the council.

The system is an extension of Haringey's existing 'Report a Problem e-form'. The user simply chooses the type of problem, for example refuse collection, and then moves through some simple steps to locate the problem with a final option of providing the precise location by dropping a pin onto a digital map. Depending on the type of problem the system will either interrogate the NLPG in the case of refuse collection, or the NSG in the case of a pothole or street lighting. These distinctions remain completely transparent to the user.

Any highways related problems are automatically fed into Haringey's Highways Management System, which allocates each reported problem with a

job number and a highways inspector upon receipt, eliminating the need for data entry by admin staff. The increased use of online form enquiries means less telephone calls handled by call centre staff, saving time and resources, which can be reallocated as required. The use of technical skills within the organisation means that this solution has been deployed at no extra cost.

 The enhanced system enables departments like highways maintenance and parking services to deal with reports more efficiently as accurate location descriptions are right first time. Council staff do not need to contact citizens to try and gather further information for the purposes of processing the requests. By receiving improved quality of information from the citizen, officers are able to plan their site visits more effectively knowing the exact location of each job before leaving the office.

Outcomes

The London Borough of Haringey has taken its existing online fault reporting system and integrated it with web GIS and both its gazetteers to provide an elegant solution that speeds up processes, improves efficiency and service delivery and reduces cost.

An understanding of the strengths of both gazetteers has been useful in determining the way the system carries out searches. For example if a citizen wanted to report a problem regarding their refuse collection it is more useful for the system to provide a property level search on the NLPG. An NSG search is used, for example, on categories such
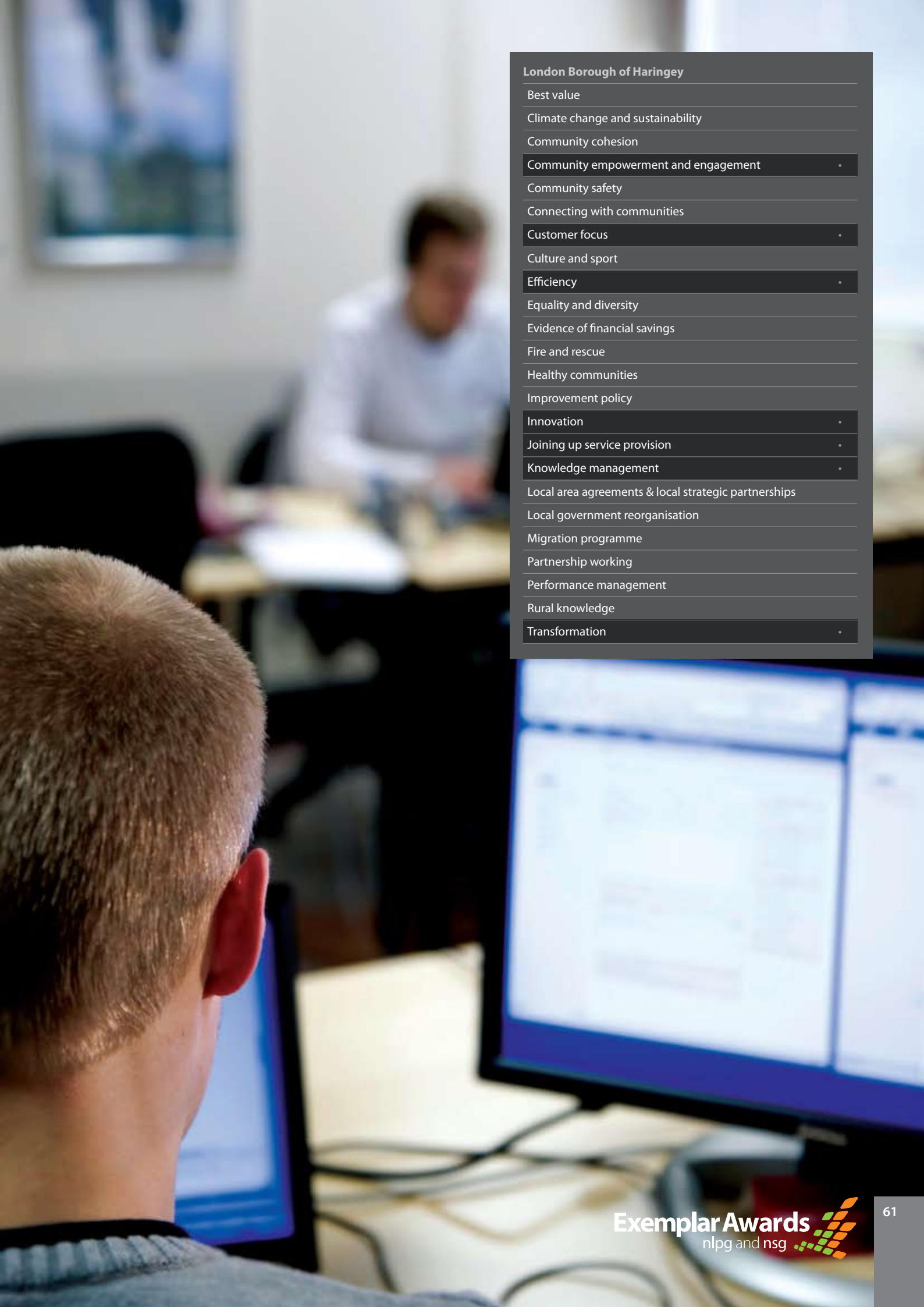
as blocked drains or potholes where the nearest address is unlikely to be known. As the system expands, it will benefit further integration with other backend service delivery systems.

The success of the system has raised the profile of GIS and the gazetteers within the authority and plans are already in place to extend it with a 'points of interest' dataset to help with non-addressable locations.

Key benefits

– **reduces cost per transaction through 'avoidable contact'**

– **using gazetteer searches and maps speeds up online fault reporting**

– **precise location means no customer call back, as location is right first time**

– **systems integration and automated processes helps departments to deal with problems more efficiently**

– **customer services now happy and confident to refer citizens to the online forms process**

– **has raised the profile of the gazetteers and GIS within the authority**

– **system developed in house with no additional spend**

London Borough of Haringey

Best value

Climate change and sustainability

Community cohesion

Community empowerment and engagement ·

Community safety

Connecting with communities

Customer focus ·

Culture and sport

Efficiency ·

Equality and diversity

Evidence of financial savings

Fire and rescue

Healthy communities

Improvement policy

Innovation ·

Joining up service provision ·

Knowledge management ·

Local area agreements & local strategic partnerships

Local government reorganisation

Migration programme

Partnership working

Performance management

Rural knowledge

Transformation ·

Exemplar Awards
nlpg and nsg

Building a gazetteer for the future
Monmouthshire County Council

NLPG NSG Exemplar Award
Runner-up – Best integrated use of the NLPG and NSG

Monmouthshire County Council, like all Welsh authorities, is unitary and thus responsible for both its street and property gazetteers. However, after initial submittal to the national hubs in the early 2000s both gazetteers languished for the next few years with no software and no day-to-day maintenance.

However, a strategic decision to develop a corporate GIS resource has led to a thorough re-appraisal of the gazetteers, which are recognised to be part and parcel of the processes required to update and overhaul the authority's service delivery methods and infrastructure.

Monmouthshire understand the importance of a strong linkage between the NSG and the NLPG and took the decision to maintain a single integrated gazetteer for all highway, address and location based information. This will be a vital corporate resource used by all departments from planning through to environmental health and will help shape the quality of Monmouthshire's future service provision.

To ensure that the gazetteer is fit for purpose Monmouthshire has embarked upon a major highways verification exercise. This has meant literally walking the streets to verify ownership and photographing the street signs to address the issue of consistent street naming and numbering, which is further complicated by the need to recognise both Welsh and English naming and multiple spelling variations that have occurred over time.

GIS is being used to map each street extent, track progress and to position the exact location of street sign photos. Every street name is then cross-referenced and verified by the authority's street naming and numbering personnel to ensure provenance and accuracy. The street component of the gazetteer is in use by the highways department who receive regular updates.

Monmouthshire is largely rural and many property addresses and streets in the existing gazetteer were associated with the six major postal towns, rather than the villages or hamlets in which they belonged. Monmouthshire has undertaken to identify and map each settlement. This was achieved through the study of various maps and records and if necessary through site visits. Using GIS, the extent of each settlement is mapped and then roads and properties adjusted accordingly. Overcoming the conflicts and anomalies in an integrated gazetteer is much easier than maintaining two gazetteers and merging them in future.

Outcomes

Monmouthshire County Council has realised that to enable eGovernment, bring about true business transformation and improve its service provision, it has first to create a high quality data and services infrastructure. It will take the Council between two and three years with limited resources to do this. The process has started and the council is well positioned to achieve what it has set out to do. The decision to create one version of the 'truth' by having a single integrated gazetteer will save time in the building and creating a high quality gazetteer that can be used through out the council to underpin its services.

Engagement with departments across the council is already paying dividends. For example citizens are now able to make use of a comprehensive search and mapping facility on the council's website. This uses the UPRN to unlock information about council services relevant to where they live. There are plans to extend this as the project moves forward.

Key benefits

– a single integrated gazetteer is simpler to maintain

– single authority wide version of the 'truth' for all street, land and property information

– gazetteer backed by corporate GIS deployment

– senior management backing has led to recognition within the authority of the power of the UPRN and joined up government

Monmouthshire County Council

Best value	
Climate change and sustainability	
Community cohesion	
Community empowerment and engagement	
Community safety	
Connecting with communities	
Customer focus	•
Culture and sport	
Efficiency	•
Equality and diversity	
Evidence of financial savings	•
Fire and rescue	
Healthy communities	
Improvement policy	•
Innovation	
Joining up service provision	•
Knowledge management	•
Local area agreements & local strategic partnerships	
Local government reorganisation	
Migration programme	
Partnership working	
Performance management	
Rural knowledge	
Transformation	•

Exemplar Awards
nlpg and nsg

NLPG NSG best integration of the NLPG and NSG

Bury Metropolitan Borough Council, London Borough of Brent, London Borough of Ealing, London Borough of Lewisham, London Borough of Sutton, Luton Borough Council, Warrington Borough Council

Most of the Awards are about applications and are based on entries received. However, the Most Improved Awards recognise the efforts of local authority teams that have taken significant steps to improve their gazetteers over the last year. These awards are based on statistical analysis, a number of 'health checks' and judgements made on things like positional accuracy.

The Best Integration of the NLPG and NSG Award was judged on a comparative statistical analysis of the streets data between LLPG and LSG within a local authority administrative area.

Judges looked for synchronicity of all street types, level 3 geometry and working relationships between street naming and numbering / LLPG processes and the highways function.

Whilst a unitary authority will be responsible for both gazetteers, making it easier to achieve continuity of streets data the same is not the case for counties and districts. These organisations need to have processes in place to work through the anomalies in order to ensure continuity.

Continuity becomes important as more organisations begin to use the gazetteers for mission critical applications. Even within counties and districts, collaboration is facilitated if all parties can communicate about the same properties on the same street. Flood alleviation is a good example, because flood extents can be described by both street and property.

In this award category it proved impossible to differentiate between the seven authorities that all scored very highly on this criteria. The judges therefore decided not to declare an overall winner and present all seven with a highly commended certificate.

The following authorities were highly commended:

Bury Metropolitan Borough Council
London Borough of Brent
London Borough of Ealing
London Borough of Lewisham
London Borough of Sutton
Luton Borough Council
Warrington Borough Council

Exemplar Awards
nlpg and nsg

Glossary

A useful guide to NLPG and NSG terminology

ACI - Address Change Intelligence

Generic term used to identify all address churn created within a local authority (Creating Authority) which shall be captured within the LLPG function to ensure the gazetteer is maintained as the single corporate address resource for the Authority

ASD – Additional Street Data

Provides additional attribution about a street, including details of ownership, reinstatement category, and special designations

BLPU - Basic Land & Property Unit

A real world object recorded within a gazetteer

BS7666

For BS 7666 (2000) Parts 1 and 2 and BS7666 (2006 Parts 0, 1 and 2 British Standard used in the compilation of all LLPGs and the NLPG

BSi - British Standards Institute

A UK body which provides organisations from all sectors with best practice solutions and standards that represent and support the needs of business and society in the UK and worldwide

CAG - Corporate Address Gazetteer

Scottish equivalent to a LLPG in England and Wales

CoP - Codes of Practice

Codes of Practice associated with the TMA and NRSWA

COU - Change Only Update

File of gazetteer update records supplied from a LLPG

DfT - Department for Transport

The Department for Transport's aim is transport that works for everyone. This means a transport system which balances the needs of the economy, the environment and society

Geographic Identifier

Real world location or fixed object used to assist in the description of a street or BLPU. This may take the form of an area name or location, settlement, property name/number

GIS - Geographic Information System

Used to display digital imagery or mapping

IDeA - Improvement and Development Agency

The IDeA works for local government improvement so councils can serve people and places better. It is owned by the Local Government Association and belongs to local government

LGIH - Local Government Information House Ltd

LGIH works with local government to develop national geographical and spatial information infrastructure projects and is responsible for the MSA

IA - Intelligent Addressing Ltd

Service Provider responsible for the management of the NLPG and NSG Hubs

LLC - Local Land Charges

Register of information relating to land charges and searches

LLPG - Local Land and Property Gazetteer

A Local Land and Property Gazetteer is the address index maintained by local authorities

LLPG Custodian

Nominated officer responsible for the maintenance of the Local Land and Property Gazetteer. This person will also be the point of contact for all addressing matters within and external to the authority responsible for the gazetteer

LPI - Land and Property Identifier

A unique and meaningful identifier used to locate an object within the gazetteer, for example an address

LSG Custodian

Nominated officer responsible for the maintenance of the Local Street Gazetteer. This person is also the point of contact for all street gazetteer matters within and external to the authority responsible for the gazetteer

LSG - Local Street Gazetteer

Street Gazetteer created by the highways function within a unitary or county council for the purposes of identifying street works on highways

Metadata

Commonly described as "data about data", metadata details the origin, structure, quality and content of records and their status within the lifecycle

MSA - Mapping Services Agreement

Contract under which all of local government procures address and mapping services

National Gazetteer

Scottish equivalent of the NLPG for England and Wales

NLPG - National Land and Property Gazetteer

The National Land and Property Gazetteer (NLPG) is the definitive, national address list that provides unique identification of land and property and conforms to BS7666. It is updated on a continual basis by each local authority in England and Wales

NPA - National Park Authority

There are 14 National Parks in the UK and each one is looked after by its own National Park Authority

NRSWA - New Roads & Street Works Act

An Act to amend the law relating to roads so as to enable new roads to be provided by new means; to make new provision with respect to street works and, in Scotland, road works; and for connected purposes

NSG - National Street Gazetteer

The NSG is an unambiguous referencing system which identifies any length of highway and additional street data in England and Wales through the compilation of local street data direct from the Highway Authorities

OwPA - Object without Postal Address

Addressable object such as recreation grounds/open space, public convenience, church or car park that does not receive mail but needs to be captured within a LLPG

PAF - Postcode Address File

Address list maintained by Royal Mail for the purposes of the delivery of mail

PTE - Passenger Transport Executive

Responsible for the development of public transport in the city regions

SNN - Street Naming and Numbering

District or Unitary Authority Local government function responsible for the approval of all street names and property numbering schemes within that administrative area

TMA - Traffic Management Act

Act to make provision for and in connection with the designation of traffic officers and their duties; to make provision in relation to the management of road networks; to make new provision for regulating the carrying out of works and other activities in the street; to amend Part 3 of the New Roads and Street Works Act 1991 and Parts 9 and 14 of the Highways Act 1980; to make new provision in relation to the civil enforcement of traffic contraventions; to amend section 55 of the Road Traffic Regulation Act 1984; and for connected purposes

USRN - Unique Street Reference Number

Unique identifier assigned to each street within a LSG

UPRN - Unique Property Reference Number

Unique identifier assigned to each BLPU within a LLPG

VOA - Valuation Office Agency

Organisation responsible for the compilation of national registers of rateable property.

Exemplar Awards
nlpg and nsg

information house
a local government company

I&DeA
improvement and development agency

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To learn more about the
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A D D R E S S I N G

nsg
The National
Street Gazetteer

nlpg
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