

Roundtable 11: An Address focus: Helping to shape the future of GeoPlace support and training, Stella Loftus, Head of Support, GeoPlace

Support

- Generally positive feedback on speed and quality of response. Much quicker response now than 10 years ago.
- Good that they get told who will be dealing with their query.
- Always find someone to speak to, even on a Friday afternoon
- COU email feedback – response is usually based on firefighting the issue – would like to see more around how they can stop getting repeated errors – Stella will pick up with Steven
- List of errors and warning codes would be useful – already being worked on
- Suggestion to explore live chat option
- Weekly email key area most look for updates from GeoPlace. If anything is posted on Khub most would only find out via weekly email
- Guidance on how to unpick errors would be useful – asked them to send some examples

Services

- FMA and allocation of postcodes to non official/non addressables – already being picked up with Luke who is discussing some options with OS
- Suggestion for automated refresh of address health checks, save requesting adhoc ones
- Auto update from LLPG straight to the hub to remove COU files
- Single sign on
- Additional filters for LA Dashboard – already on the list

Training

- Most would support a self guided online platform – both new and experienced
- Allocation of a buddy/mentor for new starters
- Some would like to see more face to face in person sessions
- Keen on refreshers to keep up to date with changes to DEC or IS
- Course idea for non Las understanding the history of gazetteers and why we link to different datasets