

Do you really know where your residents live?

A resident may give you the details of the address they *think* they live at. But is this the same address that the emergency services think it is; or is it even the same address another resident at the same address thinks it is? Is the Garden Flat the same as Flat A? Which is the right address and does it matter anyway?



Why does this matter?

Knowing accurately where residents live through the use of a single central source of address information is crucial for many reasons:

- Enables more effective service delivery
- It means you know exactly WHERE you are delivering that service to
- More efficient working through reduced error and reduced duplication
- Enhances ability to work between functions within the authority
- Provide a property level view of all the services that are being delivered to individual properties.

It is more important than ever to make sure address data held in your systems is held to British Standards and contains the governments recognised golden key for data sharing – the Unique Property Reference Number (UPRN).

How this can be achieved

You already have access to accurate address data, verified nationally, within your authority. Your local land and property gazetteer utilises a unique property reference number (UPRN) that can be linked to your own data. This source of address data is valuable to you because:

- It was created by your council, under statute
- It has been created according to national standards
- It has been created through a national programme led by the LGA. Over the past 14 years, local authorities have worked collaboratively to develop single address and street data sources demonstrating one of the most successful shared services across England and Wales.
- It has been quality assured
- It is the same data being used by emergency services and other public sector bodies

Examples of this in practice

An example from **Wychavon District Council** demonstrating the issues with using addresses quoted by residents:

"Some addresses had been held as "quoted" by the owner and bore no resemblance to their true geographical location and in most cases changed every time they quoted their address therefore creating a duplicate address; or where they preferred to live in a village – they omitted the road name." The impact this has on service delivery, particularly when attempting to cross reference one address with another between departments, takes a lot of time and is inefficient.

An ambitious project at **Barnsley Metropolitan Council** delivered significant savings through a programme that both improved address data quality and also made this available across the council. This provides many benefits including:

- Reducing duplication of activity
- Enhancing ease of access to complete, current and accurate address data from a single location
- Reducing the time spent updating and comparing address data
- Linking different service datasets
- Identifying and correcting errors and omissions
- Providing a common referencing system by which transactions can be captured, stored and transmitted from all customer access channels to the back office
- Providing a common referencing system
- Meeting legislative requirements and partnership objectives

When **Wiltshire County Council** became a unitary authority, it inherited Local Land and Property Gazetteers (LLPGs) from its previous four district councils. The LLPG, which now holds 250,000 addresses, has been integrated into a number of core business systems allowing the council to benefit from accurate addressing, reduce the duplication of effort and minimise the risk of errors as well as providing consistency for its customers.



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