

Corporate Addressing Guide

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Document Approvals

This document requires the following approvals:

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In developing this Policy, the Council uses information and guidelines from various sources including:

- HDC Corporate Addressing Policy 2014
- Town Improvement Clauses Act 1847 Sec 64 -65 (numbering)
- Data Co-operation Agreement 2012
- LLPG and SN&N Data Entry Conventions & Best Practice for NLPG
- National Land & Property Gazetteer (NLPG)
- GeoPlace LLP
- Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) regulations 2012 (2012 Regulations)
- Public Health Act 1925 Sec 17-19 (naming)
- Local Govt Act 2003 Sec 93 (charging)
- Electoral Registration & Administration Act 2013
- Public Sector Mapping Agreement (PSMA) 2011
- National Street Gazetteer (NSG)
- Ordnance Survey

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1. PURPOSE

The purpose of this Guide is to explain in more detail HDC Corporate Addressing Policy for those staff involved in creating, maintaining or using addresses in the course of their work for Hambleton District Council ('the Council', 'HDC'). This Guide supports and should be read in conjunction with the HDC Corporate Addressing Policy 2020.

All Local Authorities are legally required to maintain a Local Land and Property Gazetteer (LLPG) as a definitive master list of land and property addresses within the Authority, which then forms part of the National Land and Property Gazetteer (NLPG).

At HDC, corporate systems across all services are required to obtain or match their addressing from the LLPG.

2. STATUTORY CONTEXT

There are a number of national and local drivers that make it necessary for the Council to define a Policy for address management; these are detailed within the Corporate Addressing Policy.

Beyond these imperatives however, supporting its aim of improved customer service productivity, the Council is very keen to utilise and develop addressing functions as an aid to the provision of services to the whole Hambleton community.

The ultimate target is to offer residents a simple straightforward one-stop-shop where they can advise us just once of their residential or business address and this will then be automatically used across all Council departments.

3. PROPERTY LIFECYCLE

The Council's legal responsibilities therefore place them at the source of the property lifecycle for addressable objects. Activities such as street naming and numbering, planning applications, building control, environmental health, licensing, electoral registration, council tax and non-domestic ratings repeatedly bring HDC into contact with land and property enabling documentation of its lifecycle.

It therefore makes sense for HDC to utilise one single reference point from which all departments can capture the correct address.

4. CONNECTING SERVICES

To ensure consistency and complete accuracy it is of critical importance that **all** HDC corporate office systems link to and use the same addressing data. This is the only way in which the Council can achieve its aim to provide residents with a true one-stop-shop.

By utilising a single address database, all Council services are then able to accurately record actions against uniquely referenced streets and properties which are then consulted by back-office systems such as those shown in Figure 1.

Figure 1: HDC Network Systems

System	Function	Principal User
Express	Electoral Registrations	Electoral Services
Gladstone	Membership Records	Leisure & Health
Information @ Work <i>(formerly Anite)</i>	Document Management System	Street Naming & Numbering, Environmental Health, Planning, Revenues & Benefits
Firmstep	Client Records Management	Customer Services
ArcGIS Online	Mapping	All Council Services and general public
Northgate	Council Tax	Revenues & Benefits
TLC	Property and land searches	Land Charges
Uniform	Cross-service Information Management System	Planning, Building Control Partnership, Environmental Health, Land Charges, Licensing, GMS & Street Naming and Numbering
Webspex	Refuse Routing Software	Waste & Street Scene

Benefits

An immediate benefit to Council of setting up a corporately recognised address database, the LLPG, is that anyone within the organisation can gain value from using it. Our corporate address database is linked to corporate software for example, Local View Fusion and Uniform. Integrating the Corporate address database with other systems in this way avoids duplication of data, double handling errors, and maintenance. It also offers the benefits of spanning all services from environmental health to planning and land charges. The gazetteer supports joined-up government by facilitating easier and more-accurate exchange of information between departments, authorities and agencies.

As well as offering efficiencies and cost-saving applications an LLPG helps the Council achieve greater transparency and accountability.

Other local benefits of a good quality property address database include:

- improved quality of council tax and non-domestic rate records
- more accurate electoral register records
- coordination of information to and from citizens ensuring they get the correct services to the correct location
- knowing where our customers are and which public services they are using
- supporting departmental back office systems such as CRM and online services
- reinforcing evidence based decision making
- enriched local organisational partnerships

5. LOCAL COMMUNITY

Even more important than simply achieving the one-stop-shop aim, provision of correct address information is essential to the local community in general and to local emergency services in particular.

Put simply, accurate addressing can save lives. In an emergency situation valuable time can easily be lost through incorrect or out of date address information. Fire, police, ambulance and other emergency responders simply must be able to rely on the precision of the information they are provided and this can only happen if each system is maintained consistently and accurately.

The maintenance of the LLPG is therefore a key building block in the Council's Customer Services programme and a pre-requisite of a number of the process re-engineering projects and efficiency saving programmes.

6. STREET, LAND & PROPERTY GAZETTEERS

Various gazetteers exist to link and consolidate local information into a national resource.

North Yorkshire County Council (NYCC) is responsible for maintaining a Local Street Gazetteer (LSG), for transfer to the National Street Gazetteer (NSG).

As part of the Street Naming & Numbering (SNN) process HDC informs NYCC on immediately of all new/changes to streets.

HDC creates and maintains its own Local Land and Property Gazetteer (LLPG) for transfer to the National Land and Property Gazetteer (NLPG).

The data contained in the HDC address management system (Uniform) is used to ensure that both the NSG and NLPG are maintained with up to date LLPG information.

Authority Address Custodian (AAC)

The Council nominates a Custodian, currently the Addressing Officer, who is responsible for ensuring that the LLPG adheres to current legislation and best practice.

7. LOCAL LAND & PROPERTY GAZETTEER (LLPG)

The Local Land and Property Gazetteer (LLPG) is an address database maintained by local authorities in the UK (excl. N. Ireland), including HDC, and the means by which the Council formally records all land and property addresses. Entries to the LLPG are in accordance with British Standard 7666 "Spatial data-sets for geographical referencing".

Previously, this information was held inconsistently in multiple, often incompatible, databases. As part of a central government initiative authorities are required to take advantage of new technologies and provide better linked up services to their residents and businesses. Recognising there are substantial social and economic benefits that a single definitive national spatial address register would bring over the historic arrangements, local authorities were asked to develop one address resource for their entire local authority area. Streamlining resources in this way offers residents the opportunity to notify the Council of their change of address once, without having to repeat the process throughout a number of service areas within a single authority.

The LLPG is the definitive master address list available for use by all Council services with the potential for live links to all other major corporate applications, as illustrated in Figure 2. To ensure that premises can be identified precisely the LLPG record includes a Unique Property Reference Number (UPRN).

A definitive and single address system enables all information about a property or a piece of land to be retrieved from the Council's corporate systems, offering a comprehensive response to customer enquiries. HDC is keen to expand this to other services and offer a 'one stop shop' for customers.

Figure 2: Systems supported by LLPG



8. UNIQUE PROPERTY REFERENCE NUMBER (UPRN)

Every property in Great Britain has a UPRN. UPRNs are integers (numbers) that are 11 or 12 digits in length. A series of numbers are allocated to HDC for their specific use by GeoPlace™ (refer Section 13 below) and because they are distributed centrally in this way, once used, that UPRN can never be repeated ensuring the consistent accuracy of address data.

The Council is responsible for its own set of UPRNs and Unique Street Reference Numbers (USRNs) for creation of new addresses and streets within the Hambleton LLPG.

Throughout its lifecycle, information on the address of a property can change. This may be due to a change of name, a sub-division or aggregation of an address within a building, change of use, such as from single to multiple-occupancy or the eventual demolition of the property.

For example, when a planning application is submitted for a piece of land, a UPRN is allocated and described as 'Land at ... farm' or 'OS field...' as an interim description pending development. Once development is approved and a SNN application is received, this UPRN then becomes known as the 'parent' and each plot issued an individual UPRN which becomes known as the 'child'. The marketing name of a development that may be used during the building phase has no influence on the eventual property address and is not always included in the gazetteer.

All of these historic, alias and provisional addresses are recorded against the same UPRN.

Using the UPRN provides an unambiguous way of joining up existing Council address based systems, makes it quicker to bring together information about a particular property and allows us to provide a speedier, more comprehensive service to the customer.

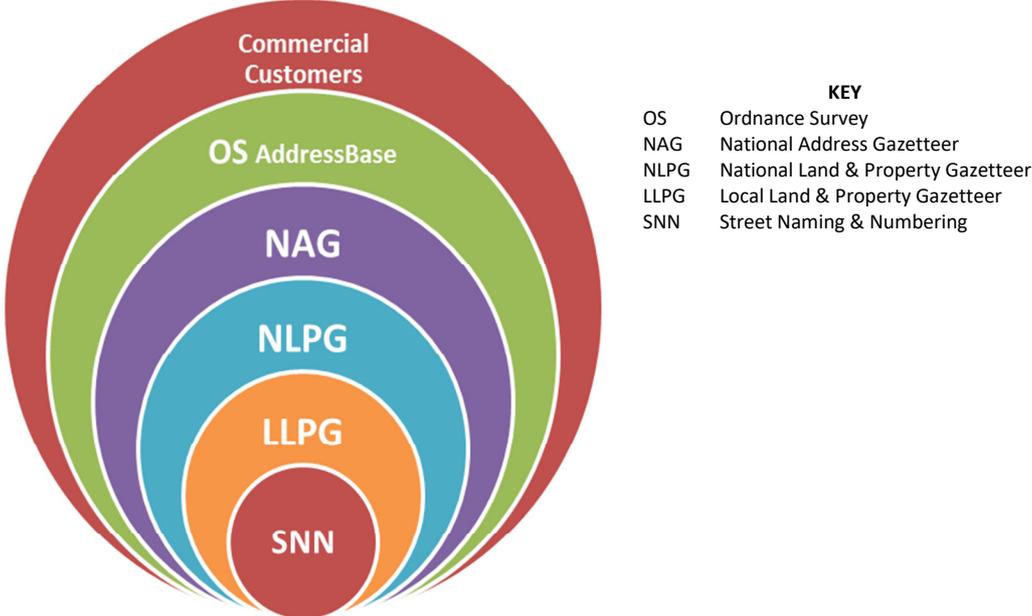
9. STREET NAMING & NUMBERING (SNN)

Street Naming & Numbering (SNN) is a statutory registration function by which the Council must formally approve all proposals for new street names, changes to existing street names, ensuring properties are numbered, or named where no numbering scheme exists. This includes the power to erect the names of public streets.

All properties, domestic and commercial, **must** be registered. This applies to new domestic and commercial premises, as well as changing the name of existing properties and adding an alias name to a numbered address.

SNN forms the keystone of the national approach to addressing, as illustrated in Figure 3.

Figure 3: Statutory Addressing Functions



It is important that the use of street names and numbers is appropriate, logical and consistent. Property owners are legally obliged to display their number. In rural areas where no numbering exists such as a tiny hamlet, the owner is obliged to display the property name.

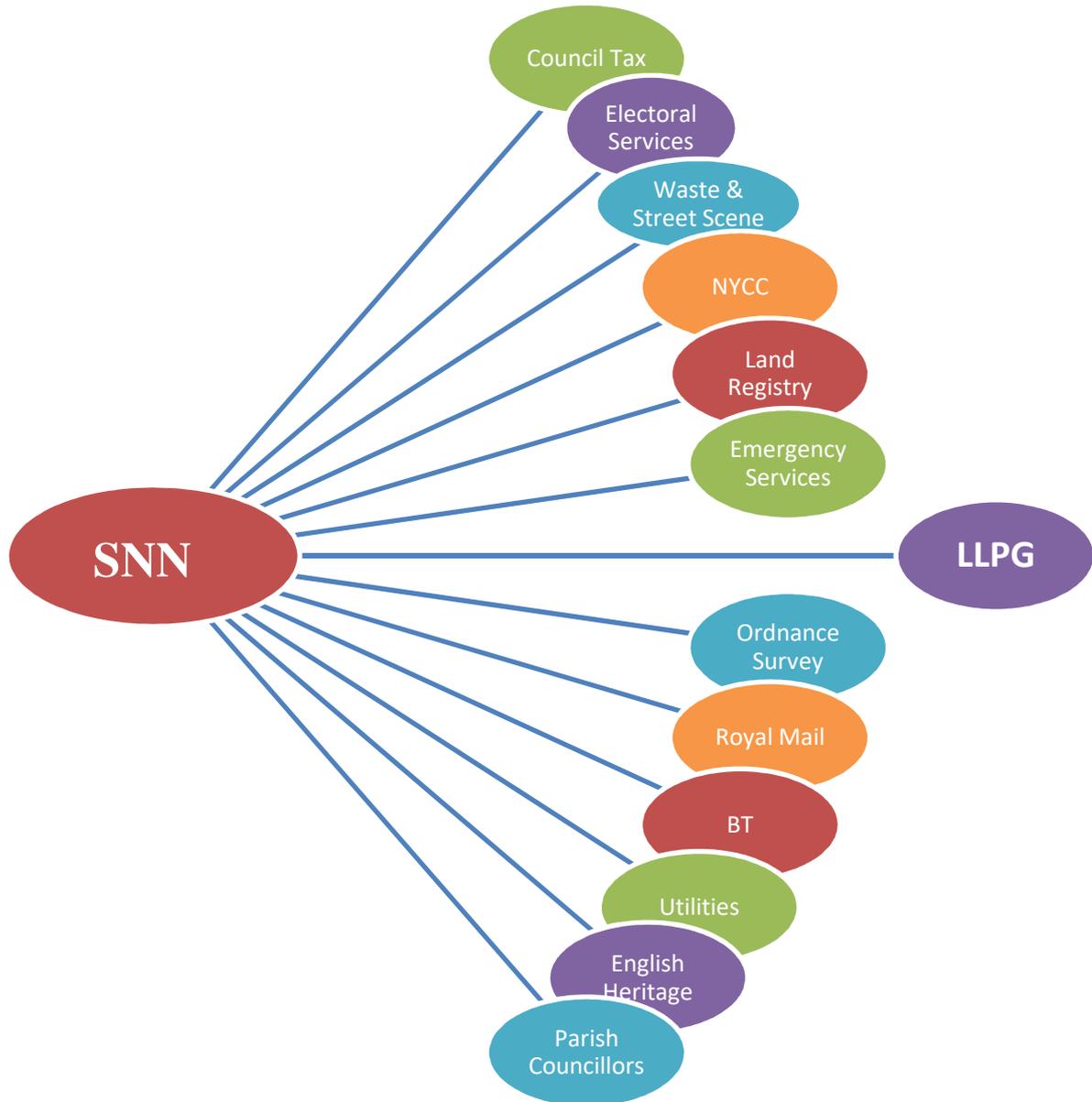
SNN registrations are also notified to external organisations such as Royal Mail and Emergency Services, as well as internal departments such as Council Tax and Electoral Registration, as illustrated in Figure 4.

Addressing Officer (AO)

As part of the SNN process the Council nominates an Addressing Officer (AO), currently the Addressing Officer within the GIS & Addressing team, part of the Development Management department. The AO creates or makes changes to streets and property names or numbers, for all properties within Hambleton.

The AO maintains the LLPG property address database, which is then used by other service areas in their business processes such as Planning, Building Control and Land Charges. This is more efficient as it reduces double handling errors and improves data quality control.

Figure 4: Organisations informed by SNN



Street Naming

Naming New Streets

Where a new development creates a new street(s), the applicant is required to provide name suggestions for consideration and preference will be given to street names that refer to the history and heritage of the site or local area. The proposed names will be checked against existing LLPG entries, to ensure that the name is not already in use within the local area, or that it is not similar to an existing street name that it is likely to cause confusion, for example, Chapel Street, Chapel Court. If it is considered that a suggested name would cause confusion it will be officially refused on this basis and alternative suggestions will be requested.

If the suggested name is not considered likely to cause confusion and appears to meet other requirements described below it will then be the subject of consultation with the relevant Parish/Town Council, Ward Councillors and the Royal Mail, whose comments will be taken into consideration before a decision is made. The consultation is to collate local opinion and raise any

issues that approving the name would cause, for example, the name has a legal covenant stating that the name is only allowed to be used in a certain area or situation, or the name may be a duplicate outside our area but with a similar postcode.

The council would have to have a substantial reason to refuse a name as the applicant has the right to appeal against the refusal via the Magistrates Court.

If the name is refused or the applicant fails to provide suggestions the AO will research the site/area to provide suitable recommendations or request suggestion from Parish/Town Council and Ward Councillors. Suggested names that are not considered to risk confusion will then be given to the applicant for agreement before the application can be taken to the next stage. There is no guarantee that the applicant will agree to the suggested names, for example the applicant's policies may not allow certain names to be used.

The use of a name which relates to people either living or those alive during living memory will be refused.

Consent of the Lord Chamberlain's Office must be obtained by the applicant or person suggesting names with any reference to the Royal family or the use of the word "Royal". This written consent must accompany the application.

The council's decision on whether or not the proposed name is acceptable lies with the Chief Planning Officer as the delegated office, then delegated down to the Addressing Officer.

When all names are approved the applicant will receive in writing confirmation including full plot to postal information and the postcode issued by the Royal Mail. This information is then emailed to interested parties (see diagram figure 4).

Naming/Re-Naming an existing Street

When an application from the Parish/Town Council, Ward Councillors or residents to name or rename an existing street the process regarding the name suggested must go through the same criteria as naming a new street.

Firstly, the AO will consult for 21 days all occupiers whose properties address would be affected, to see if there are any objections. The council will consider any representations received before deciding whether to proceed to the next stage.

Consultations will then go out to the relevant Parish/Town Council, Ward Councillors and the Royal Mail. Public Notices will be posted at the start and end of the street in question, giving 21 days' notice to name or re-name the street, (if a long street extra notices will go up between the start and end). A copy of this notice will be sent to the Magistrates Court for their information. This notice gives members of the public the right to appeal against the decision to name or re-name the street to the Magistrates Court.

If no objections are submitted then an official order will be produced/sealed to officially name/rename the street. A copy of the order plus a letter confirming the change of address will be sent to all occupiers of the addresses affected and the usual interested parties. If objections are submitted, then the decision lies with the court whether to approve or refuse the order.

With naming/re-naming an existing street there may be some impact for residents.

1. Royal Mail may change their postcodes
2. It can take up to a year for all third party records to be updated, e.g. Sat Nav's, Internet
3. Service providers and personal contact will need to be informed of these changes by the owner/occupier at their own expense.

Royal Mail

Royal Mail is responsible for part of an address, which is the post town and postcode. By adding these to the property's name/number and the street name, Royal mail creates a postal address.

Land Registry and the Valuation Office Agency

The Land Registry and the Valuation Office Agency (VOA) may use different addresses to those recognised by Royal Mail and Hambleton District Council. These addresses are used for internal procedures and are not used in correspondence with occupants or land owners.

Property Numbering

For new developments the developer must provide the Council with a written request to number the site, including relevant site plans, preferably before work commences. Allocation of addresses will be carried out as early in the development process as possible in order to provide address information.

If the development forms an entirely new road then numbering will be allocated with even numbers on one side of the road (normally the right when entering from the principal road) and odd numbers on the other. Where a cul-de-sac is developed, the numbering shall be consecutive and in a clockwise numbering system.

If the development is an infill site between existing properties, and there are no spare numbers within the sequence, then letters will be used as part of the address (i.e. 10A, 10B etc.).

In a street where existing properties are not numbered, the properties must have names attached to them. It is up to the developer or new occupier to suggest names for consideration.

All numbers must be used in the proper sequence. In common with many other Authorities, however, HDC chooses to exclude the number 13 which is often considered to be unlucky.

The above procedure is for both domestic and commercial developments.

Creating or Changing a House/ Building Name

The Authority will check the gazetteer on every request to create or change an existing property name. Names will be approved unless they are duplicated or similar, i.e. Oak View, Oak House, within the local area or are likely to cause offence. If a new property is on an established numbered street it will be issued with an infill number automatically, but can have an alias name added as well.

Please note that Company/Business names will not be approved as a building identifier, a number or building name will be required.

Property's number or name must be displayed in a prominent position, visible from the road.

Naming a Property on a Numbered Street

If a property has been numbered, a property owner can also add a name to their property following the same procedure used for changing a house/building name applies. This is known as an Alias name. Both the name and number must then be displayed in a prominent position, visible from the road.

An Alias name is **not** an alternative to a number. The property name in this case will not form part of the official postal address, and the property number must still be displayed and referred to in any correspondence, for example:

"My House" (**not** part of postal address)
1 My Road (postal address)
Town
Post Town
Postcode

To attach an alias name the council strongly advises property owners to register their Alias name to avoid potential confusion that can occur when, unknown to the owner, a similar or duplicate name is already in use within the same area giving the potential for misdirected mail and emergency services.

The registered Alias name will then also be attached to the Electoral Register, Council Tax and other records for full consistency.

Signage

Street name signs for new developments are the responsibility of the developer. At HDC replacement signs are organised by the Design & Maintenance Department.

Charges

In common with most local authorities, under the provisions of the Local Govt. Act 2003 HDC applies charges according to the type of registration.

The following charges apply (*at time of print*):

Type of Registration	Charge
Developments which include a new street name	£810 < 10 properties, plus £29 each additional property
Developments which do not include a new street name	£81.00 per property
Re-naming a property & Adding/Changing Alias Names	£40 per property
Change of Business name	No charge

How to Apply

All registration applications must be in writing to the Addressing Officer at Hambleton District Council enclosing a location plan and, where necessary, a site layout plan; suggested names for consultation should also be supplied. (*Plans are not necessary for a change of name, or for adding an alias name.*)

Registration forms are available for download from the HDC website, or by post or emailed on request.

Please note that personal details given on the application will be forwarded to internal departments only for use in connection with the site of the application.

Decisions

All decisions will be available on our website shortly, but in the meantime will be available upon request. Application working files are only available via appointment at the Civic Centre and are only retained for 4 years.

10. NATIONAL LAND & PROPERTY GAZETTEER (NLPG)

The National Land and Property Gazetteer (NLPG) is a Government initiative to provide a definitive and consistent address infrastructure for the whole of the UK (excl. N. Ireland). NLPG is the brand name for the compilation of local authority addressing datasets, providing unique identification of land and property. The NLPG is updated on a continual basis by every local authority in England and Wales with statutory responsibility for Street Naming and Numbering, which includes HDC.

The NLPG is made up from the LLPGs maintained by local authorities, the creators of all address information other than postcodes. The NLPG acts as a central repository or "hub" for LLPGs, coordinating and enforcing compliance with BS7666, the national standard for the representation of address information.

The NLPG not only holds addresses where people work or live, or addresses that have a postal address, it also includes non-addressable properties that are of no use for postal deliveries but can provide vital information for other activities such as emergency response, asset insurance, planning issues, repair and maintenance.

This means that all government bodies are able to use and be reliant on the NLPG for a wide range of functions. All central government information which is currently linked to Ordnance Survey address products can also be linked with local authority LLPG and LSG data, allowing large efficiency savings by removing current matching exercises from both local and central government. It will open up information as previously disparate data sets will now be linked with a common identifier - the Unique Property Reference Number (UPRN).

11. NATIONAL ADDRESS GAZETTEER (NAG) and ORDNANCE SURVEY AddressBase®

The NLPG feeds into the National Address Gazetteer (NAG), managed by GeoPlace as the data storage and internal set of processes that bring together the existing NLPGs and NSGs with Ordnance Survey, Valuation Office Agency and Royal Mail data.

Ordnance Survey utilise the NAG database in the creation of their AddressBase® range of products, providing one definitive source of accurate spatial address data for the whole of the UK (excl. N. Ireland). For these reasons it is essential that the LLPG is as accurate as possible to facilitate correct cross-referencing nationally.

AddressBase® is available to anyone to purchase including commercial organisations such as Banks, other financial institutions and the NHS.

12. GEOPLACE™

GeoPlace LLP is a Limited Liability Partnership jointly owned by the Improvement and Development Agency for Local Government (trading as Local Government Improvement and Development) and Ordnance Survey.

The Data Co-operation Agreement (DCA) issued by GeoPlace LLP in April 2012 underpins government recognition of the substantial social and economic benefits of a single definitive national spatial address register and core reference geography. It forms part of the framework put in place by Government to enable access by the whole of the public sector to definitive spatial information through the Public Sector Mapping Agreement (PSMA). This agreement also recognises the role of Councils in the creation and source of particular spatial information.

13. APPLICATION

In common with other local authorities, HDC have found a variety of cost-saving benefits through applications based on their LLPG systems:

- The 'My Hambleton' web facility is a quick, easy to use locating function and includes a "My Nearest" search facility for finding schools, libraries and other local facilities as well as a property search facility based on the LLPG.
- HDC Waste collection route maps identified 'misplaced' properties which helped to cleanse the LLPG and, when cross-checked with Council Tax records, confirmed non-paying properties thereby improving collection rates and revenues.
- Classifications within LLPG have been used to identify employment land across the Hambleton district for Planning Policy review, and linking into Business Development opportunities.
- LLPG enables accurate cohesive interaction and information sharing across Council services such as Council Tax, Electoral, and Planning.
- In order to comply with British Standard (BS7666) Electoral Services utilise LLPG/SNN information to enable properties to be added, updated and deleted in the electoral database, and shares information provided by electors, regarding name changes to their properties.
- Accurate addressing supports the growing need for efficient means of locating specific properties, crucial for such essential facilities as :
 - Emergency Services : fast response saves lives
 - Postal and Courier Services : speedy accurate deliveries
 - Tourism : finding hotels, restaurants, places of interest
 - Community Services : electoral, planning, environmental health

HDC is working towards a one-stop-shop addressing service, offering residents the opportunity to access a completely connected system allowing them to just tell us once when they move.

14. DEFINITIONS

Addressing Officer (AO)	Council officer responsible for Street Naming & Numbering (SNN) and the Local Land and Property Gazetteer (LLPG).
Alias Name	A name attached to a numbered property. The number on the property is the official address and must be used at all times.
Authority Address Custodian (AAC)	Council officer responsible for ensuring that the Local Land and Property Gazetteer (LLPG) adheres to current legislation and best practice. Formerly known as LLPG Custodian.
Authority Street Custodian (ASC)	County Council officer responsible for ensuring that the Local Street Gazetteer (LSG) adheres to current legislation and best practice. Formerly known as LSG Custodian.
Data Co-operation Agreement (DCA)	Legally binding agreement with GeoPlace LLP to support the creation and maintenance of address and street information databases
Data Transfer Format (DTF)	The format in which data must be transferred from the LLPG
GeoPlace™	A public sector limited liability partnership between the Local Government Association and Ordnance Survey. GeoPlace™ maintains the National Address Gazetteer and the National Street Gazetteer for England and Wales, and Scotland, providing definitive sources of publicly-owned spatial address and street data.
Local Land and Property Gazetteer (LLPG)	An address database maintained by individual local authorities in the United Kingdom (excl. N. Ireland).
National Land and Property Gazetteer (NLPG)	This is a central repository or “hub” for all LLPGs and coordinates the many LLPGs created by local authorities. It also enforces the compliance of LLPGs with the National Standard for the Representation of Address Information, British Standard 7666 (BS7666).
Public Sector Mapping Agreement (PSMA)	Agreement between central Government and Ordnance Survey to provide local authorities access to high quality mapping services.
Street Naming & Numbering (SNN)	A statutory function carried out by the Council under Sections 17, 18 and 19 of the Public Health Act 1925.
Unique Property Reference Number (UPRN)	A unique 11 or 12 digit number assigned to every unit of land and property recorded by local government. Every property in Great Britain has a UPRN and because they are distributed centrally, once used, that UPRN can never be repeated, ensuring the consistent accuracy of address data