



# Address Management Policy



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## **1. POLICY APPLICATION**

This policy applies to all systems that are used by the Borough Council that hold address based data regarding land and property that lie within the Borough Council boundary and currently either uses or takes address data from the Local Land and Property Gazetteer (LLPG)

## **2. POLICY RATIONALE**

### **2.1 Background**

- 2.1.1 In order to gain operational efficiencies and increased confidence in the address data held by the Borough Council, use of the Address Management System (AMS) should be encouraged for all council systems that contain address data. The AMS must be the definitive master list of all land and property addresses within the authority area.
- 2.1.2 The Borough Council will have a legal duty under the Data Co-operation Agreement with GeoPlace<sup>1</sup> to have, maintain, continually improve and actively promote the use of its AMS. Therefore contractual caveats should be considered to ensure it is in the best interest of the Borough Council.
- 2.1.3 On 4 February 1997 and 25 March 1997 the Borough Council Environmental Services Committee formally adopted the Public Health Act 1925 (Sections 17, 18 and 19) which places a statutory duty on the Borough Council to supply and maintain correct addressing, via Street Naming and Numbering (SNN), for every property within the authority area. This includes the placement of name plates and property numbering schemes.
- 2.1.4 The provision of correct address information, via the LLPG, is of critical importance to the Emergency Services in terms of health and safety in accordance with the Department for Transport, Circular Roads 3/93 and is essential to other organisations and local government services which require address data.
- 2.1.5 The data held within the LLPG is supplied to the National Land and Property Gazetteer (NLPG).

## **3. POLICY STATEMENTS**

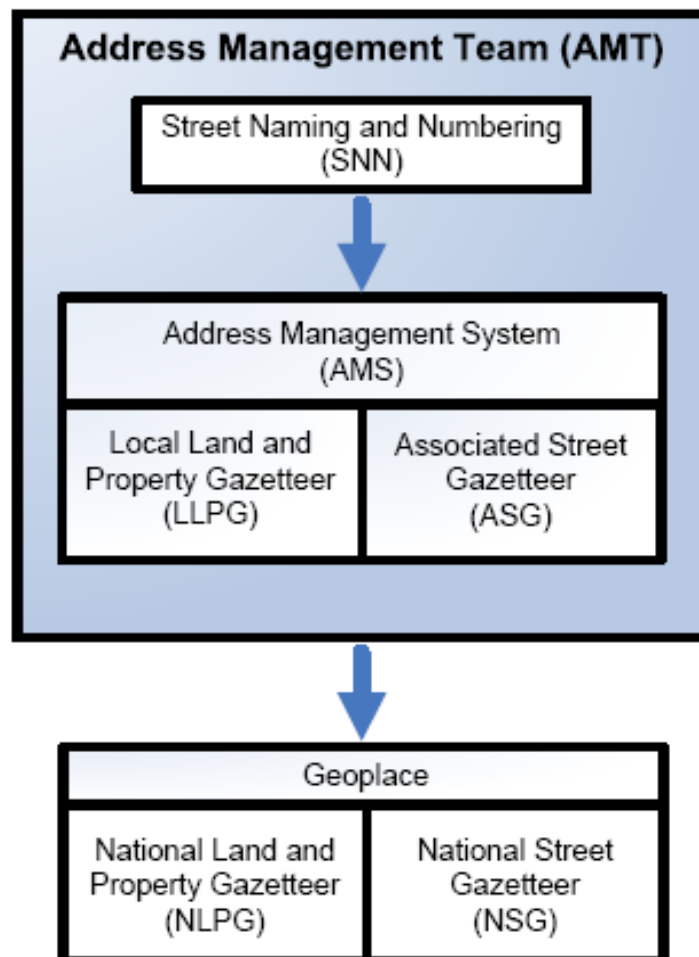
### **3.1 General Statements**

- 3.1.1 The Borough Council has adopted the AMS which incorporates the LLPG and Associated Street Gazetteer (ASG) as the definitive master address list for all land and property within the borough boundary (see figure 1).

<sup>1</sup> Data Co-operation Agreement Schedule 4 Contractor Licence 1 April 2012 version 1

- 3.1.2 The Address Management Team (AMT), consisting of the SNN Technical Assistant and the LLPG Technical Assistant, will be the sole creators of Unique Property Reference Numbers (UPRN) and Unique Street Reference Numbers (USRN).
- 3.1.3 The AMS feeds into a national database (NLPG) and therefore must be maintained in accordance with the requirements as set out in the GeoPlace Data Co-operation Agreement which incorporates British Standards (namely BS7666) and best practice guidelines.
- 3.1.4 As required under the GeoPlace Data Co-operation Agreement, the AMS will also contain Address Change Information (ACI) detailing the natural life cycle of a UPRN.
- 3.1.5 The AMS software must have a designated custodian.
- 3.1.6 The AMT must have a designated Address Officer(s).

**Figure 1**



## **3.2 LLPG Statements**

- 3.2.1 The Borough Council will actively promote the use of its AMS.
- 3.2.2 The AMS is the only source of information for the NLPG.

- 3.2.3 The Borough Council will ensure that all ACI, locally gathered within the LLPG, is sent on to the NLPG at intervals as agreed between the Council and the Gazetteer Service Provider (GeoPlace).
- 3.2.4 The LLPG will contain all property addresses which are located within the Borough Council's boundary and any other address related data deemed appropriate by the AMT.
- 3.2.5 The LLPG will be the only source of address creation or modification for all addresses that lie within the Borough Council's boundary. No other council system will be allowed to create or modify any such address until it has first been validated against the LLPG by the AMT.
- 3.2.6 All new systems containing or requiring address data, procured by the Borough Council, must be BS7666 compliant and able to receive LLPG updates successfully.
- 3.2.7 Where an existing address system uses 'out-of-area' (outside our borough boundary) addresses then the properties should still hold a UPRN against them.
- 3.2.8 Each council system user that holds address data is responsible for passing any address change intelligence on to the AMT.
- 3.2.9 Process of data exchange needs to be defined and agreed between departments.
- 3.2.10 The AMT will ensure that the data held within the AMS (LLPG/ASG) is maintained.

### **3.3 SNN Statements**

- 3.3.1 The Borough Council has adopted the 'Public Health Act 1925 (Sections 17 - 19 inclusive)' in order to carry out its statutory street naming and numbering duties.
- 3.3.2 The Borough Council is the legal street naming authority and as such it determines the property name / number, the street name, the locality and the town/village for each property address.
- 3.3.3 All properties will be numbered whenever possible and there should be no exemption to No.13. Where no numbering scheme exists the Borough Council has the authority to approve property names.
- 3.3.4 The Borough Council has a statutory responsibility to maintain street name and numbering in accordance with the Department for Transport Circular Roads 3/93, and will, where possible, improve existing numbering schemes and this will include the introduction of numbering where necessary.
- 3.3.5 The SNN distribution list will be reviewed annually along with the emergency services point of contact under consultation for a new street name
- 3.3.6 The Borough Council does not give any compensation to any property owners affected by any change in their official address.
- 3.3.7 The Borough Council will adopt all national footpaths and cycle-way name coordinates into the ASG.

- 3.3.8 The Borough Council will adopt the spelling of place names in accordance with current Ordnance Survey Mapping as best practise.
- 3.3.9 The SNN function will inform the relevant Parish / Town / Ward Councillors of any change to numbering schemes.
- 3.3.10 The SNN function will provide the input to the AMS and it's continual improvement and a right first time approach.
- 3.3.11 The Borough Council under statute has the responsibility to mark every street that is named with a Street Name Plate (SNP) and maintain them where reasonable.
- 3.3.12 The SNN function will co-ordinate parish and public requests for SNP with Leisure and Public Open Space.

## **4. POLICY RESTRICTIONS**

### **4.1 Restrictions**

- 4.1.1 The AMS contains specific compiled address information and ownership of this data is retained by the Borough Council. The sale or distribution of the data by users either to external organisations or individuals or to other internal departments within the Borough Council is specifically not permitted and subject to conditions set out in the GeoPlace Data Co-operation Agreement. It should therefore be considered that the sale of data should be a caveat as part of the agreement with GeoPlace to ensure income from the private sector.
- 4.2.1 The Borough Council does not issue postcodes. Postcodes are created and administered by Royal Mail to aid their delivery service.

## **5. AMS CUSTODIAN RESPONSIBILITIES**

- 5.1 Responsible for the maintenance of software systems held within the AMS.
- 5.2 To define and maintain a continual improvement cycle reviewed annually in liaison with the AMT.
- 5.3 Provide guidance and support to the AMT.
- 5.4 Liaison point for GeoPlace.

## **6. ADDRESS OFFICER RESPONSIBILITIES**

- 6.1 The Address Officer/s is responsible for the management of the AMT and associated processes under the Officer Scheme of Delegation for the Borough Council.

- 6.2 Will regularly review the procedures and procedures, rules and best practice guidelines and take any appropriate action.
- 6.3 Will maintain the AMT website ([www.west-norfolk.gov.uk/addressmanagement](http://www.west-norfolk.gov.uk/addressmanagement)) ensuring that it is updated as required.
- 6.4 Provide guidance and support to the AMT Technical Assistants.
- 6.5 The AMT should review this policy, process and procedures along with the GeoPlace Data Co-operation Agreement to ensure Best Value for the Borough Council annually or if any pertinent changes come into effect. Changes will be recorded in accordance with normal document control procedures.

## 7. GLOSSARY

AMS	Address Management System incorporates the LLPG and ASG
AMT	Address Management Team includes the SNN Technical Assistant, the LLPG Technical Assistant and the Address Officer(s).
ASG	Associated Street Gazetteer – Street gazetteer used for the purposes of the LLPG.
BS7666	The British Standard used in the compilation of all LLPGs and the NLPG (covering England and Wales).
GeoPlace	Data Co-operation Agreement - Legally binding agreement that requires the local authority to have an LLPG and allows the authority to use Ordnance Survey Maps.
LLPG	Local Land and Property Gazetteer - Local authority list of addresses within its boundary.
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.
NLPG	National Land and Property Gazetteer – Amalgamation of all LLPGs to form a national address list.
NSG	National Street Gazetteer - Amalgamation of all LSGs to form a national street list.
OWPAs	Objects Without Postal Addresses are named woods, statues, play areas, bus shelters, electricity sub-stations and any other areas that do not have postal addresses but that either the Borough Council or the Emergency Services have a service delivery need for. Which require a UPRN
SNN	Street Naming and Numbering – the function/service by which streets and properties are officially registered.
UPRN	Unique Property Reference Number - Unique number given to each property or piece of land to which an address will be applied. The address may change but the UPRN remains the same.
USRN	Unique Street Reference Number – Provides start and end point data for street within the ASG.



## **8. APPENDICES**

### **8.1 Appendix A – Public Health Act 1925 (Sections 17 - 19)**

#### **Section 17 - Notice to urban authority before street is named**

- (1) Before any street is given a name, notice of the proposed name shall be sent to the urban authority by the person proposing to name the street.
- (2) The urban authority, within one month after the receipt of such notice, may, by notice in writing served on the person by whom notice of the proposed name of the street was sent, object to the proposed name.
- (3) It shall not be lawful to set up in any street an inscription of the name thereof—
  - (a) until the expiration of one month after notice of the proposed name has been sent to the urban authority under this section; and
  - (b) where the urban authority have objected to the proposed name, unless and until such objection has been withdrawn by the urban authority or overruled on appeal;and any person acting in contravention of this provision shall be liable to a penalty not exceeding level 1 on the standard scale and to a daily penalty not exceeding £1.
- (4) Where the urban authority serve a notice of objection under this section, the person proposing to name the street may, within twenty-one days after the service of the notice, appeal against the objection to a petty sessional court.

#### **Section 18 - Alteration of name of street**

- (1) The urban authority by order may alter the name of any street, or part of a street, or may assign a name to any street, or part of a street, to which a name has not been given.
- (2) Not less than one month before making an order under this section, the urban authority shall cause notice of the intended order to be posted at each end of the street, or part of the street, or in some conspicuous position in the street or part affected.
- (3) Every such notice shall contain a statement that the intended order may be made by the urban authority on or at any time after the day named in the notice, and that an appeal will lie under this Act to a petty sessional court against the intended order at the instance of any person aggrieved.

- (4) Any person aggrieved by the intended order of the local authority may, within twenty-one days after the posting of the notice, appeal to a petty sessional court.

**Section 19 - Indication of name of street.**

- (1) The urban authority shall cause the name of every street to be painted, or otherwise marked, in a conspicuous position on any house, building or erection in or near the street, and shall from time to time alter or renew such inscription of the name of any street, if and when the name of the street is altered or the inscription becomes illegible.
- (2) If any person pulls down any inscription of the name of a street which has lawfully been set up, or sets up in any street any name different from the name lawfully given to the street, or places or affixes any notice or advertisement within twelve inches of any name of a street marked on a house, building, or erection in pursuance of this section, he shall be liable to a penalty not exceeding level 1 on the standard scale and to a daily penalty not exceeding £1.

**Source:** Office of Public Sector Information. *Public Health Act 1925*. [Online] Available at:  
[http://www.opsi.gov.uk/RevisedStatutes/Acts/ukpga/1925/cukpga\\_19250071\\_en\\_3#pt2-pb2-l1g14](http://www.opsi.gov.uk/RevisedStatutes/Acts/ukpga/1925/cukpga_19250071_en_3#pt2-pb2-l1g14)

## 8.2 Appendix B – Circular Roads 3/93

**Source:** Department for Transport. *Circular Roads 3/93*. [Online] Available at:  
<http://webarchive.nationalarchives.gov.uk/http://www.dft.gov.uk/pgr/roads/tpm/tal/circulars/ular393streetnameplatesa4055.pdf>

## 8.3 Appendix C – Local Government Act 2003

Section 93 of the Local Government Act 2003 enables local authorities to charge for the provision of discretionary services but on a cost recovery basis only in relation to each kind of service and taking one financial year with another so as to allow for any adjustment, if in a preceding year, there is a profit or loss. The adoption of Section 18 of the Public Health Act 1925 enables the Council to charge for the services as it is a discretionary service.

**Source:** Department for Transport. *The Local Government Act 2003*. [Online] Available at:  
<http://www.legislation.gov.uk/ukpga/2003/26/contents>

## 8.4 Appendix D – Charging schedule for street naming and numbering

The Borough Council will make a charge for street naming and numbering as detailed in the schedule below.

### Existing Addresses

Service	Fee
Individual house name / individual house re-name or re-number including notification	£45.00
Development re-number due to change in plot numbers or plot positions including notification <ul style="list-style-type: none"> <li>• 1 - 4</li> <li>• 5 - 10</li> <li>• 11 - 50</li> <li>• 50+</li> </ul>	£45.00 £90.00 £135.00 £180.00
Rename of Street where requested by residents including notification. Street nameplates would be extra, see below	£400

### New Addresses

Service	Fee
Notification number / naming of new properties (including industrial units) <ul style="list-style-type: none"> <li>• 1 - 4</li> <li>• 5 - 10</li> <li>• 11 - 50</li> <li>• 50+</li> </ul>	£45.00 £90.00 £135.00 £180.00

### Other

Service	Fee
Installation of new street nameplates	£150 per nameplate
Confirmation of address to solicitors / conveyance's / owner or occupiers	£45.00 per notification
Confirmation of postal address for utility companies <ul style="list-style-type: none"> <li>• 1 - 4</li> <li>• 5 - 10</li> <li>• 11 - 50</li> <li>• 50+</li> </ul>	£45.00 £90.00 £135.00 £180.00

POA for continual updates of address data

**No action will be taken until full payment is received**