

Falkirk Council

Addressing Requirements

Introduction

As a key part of its modernisation agenda, a Corporate Address Gazetteer (CAG) has been created in Falkirk Council. A CAG is a single, maintained and definitive list of addresses within the local authority area.

The CAG has the following properties that make it crucial for the information requirements of local government in the 21st Century.

- A single corporate resource for all addressing requirements within the Council.
- Each address is uniquely referenced using a Unique Property Reference Number (UPRN). When other systems are matched to the CAG they can be integrated by common use of the UPRN, without the need to store duplicate addresses.
- Each entry is spatially referenced to an x and y co-ordinate. All systems using the CAG and UPRN can then be visualised and compared with other geographic data using GIS.

Requirements

Over 80% of Council information is referenced in some way to an address. Most of this information is held in a number of different systems and maintained to greater or lesser degrees of quality. Problems that occur without



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a well managed, high quality single source of address data include:

- Duplicated effort in managing address data held many times in discrete systems.
- Data inconsistency, e.g. there are 384 permutations of the street name St. John's Road.
- Data inaccuracy and incompleteness, including incorrect postcodes.
- Difficulty in sharing and comparing data that is essentially recorded against the same properties within Councils and other partner agencies.

Councils must now work more efficiently and effectively to meet local and national

improvement targets. To do so they must overcome these problems and aim to provide joined up, electronic services underpinned by improved business processes and data management.

Approach

To create and sustain a CAG requires rigorous project management. The CAG project at Falkirk Council was multi-dimensional with a number of different stakeholders including Council services, the Central Scotland Valuation Joint Board (CSVJB) and a range of suppliers. Forth Valley GIS were commissioned to manage the project. Adopting a tailored version of PRINCE2, a well-planned, co-ordinated and structured approach was adopted. At all stages, compliance with the British Standard for addressing BS7666 has been incorporated to ensure a consistent and standardised gazetteer. Operational work has progressed in three major work streams. The **CAG Creation** work stream involved a detailed quality audit, review and preparation leading to initial address matching, data cleansing and quality assurance. The **Information Management** work stream involved extensive work on business process modelling and business process improvement culminating in the data management business model, detailed data management plan and operating procedures for sustainable CAG maintenance and quality management. The **Continuous Data Improvement** work stream continues to identify and resolve residual errors within the CAG that were inherited from the source data sets.

Solution

Forth Valley GIS worked in collaboration with Clackmannanshire, Falkirk and Stirling Councils, CSVJB and key suppliers in order to achieve economies of scale and a consistent approach to CAGs across the Forth Valley area. This solution guaranteed the future usability of the gazetteers to Community Planning partners and to data sharing amongst the Councils themselves.

The gazetteer has been implemented within a Gazetteer Management System that is closely aligned with the Development and Building Control functions. As such the gazetteer is embedded within the systems and core processes involved with address creation. This and other examples of how the gazetteer is enabling the modernising vision of Falkirk Council are highlighted in the following sections.

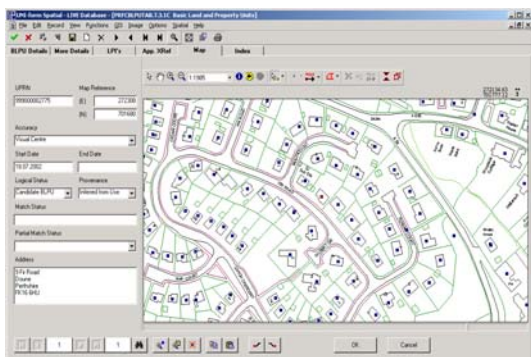
Building Control and Development Control

Falkirk Council implemented a new Building Control and Development Control system in 2005 and utilised the CAG as the core property database. The CAG was created using Assessor, Council Tax and ADDRESS-POINT[®] information. A program of work was agreed between Falkirk Council and Forth Valley GIS (FVGIS). FVGIS were responsible for the initial creation of the Gazetteer including address matching software provision and staffing for the matching exercise. Falkirk Council managed the overall implementation of the enterprise planning system, UNI-form[™]. One of the major benefits of implementing the Planning and Building Control system was that a common address management system replaced the two address databases that were used before. These two address databases had no common

addressing standards or procedures to maintain the data. To this end, FVGIS worked in collaboration with Falkirk Council to fulfil the requirements of implementing the CAG.

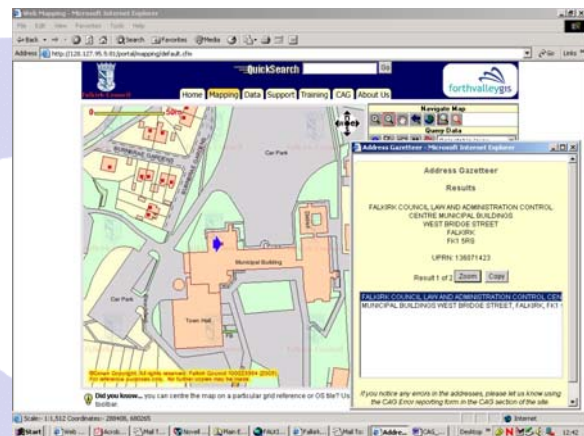
Furthermore, it was realised at the implementation of the Gazetteer within the Gazetteer Management System (GMS) that there is a definite need to adequately resource the address evolution and management cycle. For this purpose three staff have been employed, a DNA(S) data custodian, administrator and a Uniform Supervisor. The data custodian is responsible for supporting the Building Control and Development Control staff with their requirements for both non-postally addressable and postally addressable information.

In collaboration with a number of Council services a Data Management Plan has been formulated to include all elements of CAG maintenance and quality assurance. This plan establishes the governance; responsibilities and practical workflow involved in maintaining the CAG. The CAG, therefore, provides accurate and consistent address information to these Services and the other corporate functions.



Electronic Service Delivery

The CAG is made available to all Council employees through the intranet mapping site, GeoLink. Through this application employees can view maps by typing an address and then zooming to a property or area. The CAG can, therefore, be used to return relevant spatial data for the selected property. Furthermore, GeoLink can be used to query the addresses held by the neighbouring local authorities of Stirling and Clackmannanshire. This is very useful for sourcing service partner information beyond the boundaries of Falkirk Council.



Social Work

Work is progressing to use the CAG to clean existing address data within the Council's Social Work Information System (SWIS). As well as improving the address data quality within this key system, a maintained integration with the CAG will ensure that the address data quality remains at a high standard in the future.

Asset Management

Work is also progressing to integrate the Council's property asset data with the CAG, initially through data integration of the CAG with address data within the Propman system. This system is used to administer Leased-out Council owned land and property assets.

Future Projects

Online Planning

In the future the CAG will be used to power the online planning module of UNI-form. The module enables the citizen to make planning enquiries on line and is wholly reliant on an accurate CAG for property locations. The online planning module enables the customer to interrogate information that may have a bearing on their planning application.

Waste Management

The Council is in the process of implementing a new waste routing and modelling system to increase efficiency within its waste management service. It is anticipated that the CAG will form a key property dataset for use within this system.

Housing

The CAG has been matched to address data from the Council's existing Housing system, in order to provide x,y coordinates for the Housing system addresses. This has enabled spatial analysis of this data and will potentially inform housing strategies adopted within the Council area. In addition, the Council is in the process of implementing a new Integrated Housing Management System and the CAG is seen as a key dataset for use within this system.

Customer Relationship Management

As the central hub of customer contact, the contact centre requires accurate and up to date address and spatial data for the provision of Services. It is anticipated that the gazetteer will become completely integrated with the Council's CRM system and will become the principal address data set used to log calls within the Council's call centre.

Anti Social Behaviour (ASB)

The Council is also in the process of procuring a system to administer its ASB case management. Civica's Authority Public Protection system will be used for recording and monitoring all aspects of the anti-social behaviour process, from service requests and visits to notices and prosecutions. The system features a database of all ASB activities, with incident logging, mapping and hotspot analysis, perpetrator tracking, premises incident history, digital imaging and integrated reporting.

Address data logged within this system will be validated against the CAG, as a definitive address source. Validated address records within the system can then be plotted on digital maps within the system to aid response to ASB incidents, etc.

Benefits

In its first few months of live use, the CAG is already delivering a wide range of benefits across many service areas within the Council and increasingly supporting improved services to the citizen, community and businesses in the area.

The table below summarises the initial benefits.

		Projects/Future Projects			
		Building and Development Control	Intranet Services	On Line Planning	Customer Relationship Management
Benefits/Future benefits	Improved decision making based on integrated and standardised address data	•	•	•	•
	Cost savings through a reduction in duplicated effort to manage and maintain discrete address databases	•	•	•	•
	Operating efficiencies arising from improved business processes	•			
	Improved customer service	•	•		•
	Improved service delivery	•	•		•
	Ability to geographically represent and analyse address data held in multiple back office systems	•	•	•	
	Improved corporate information management practices	•			•
	Delivery of online services and transactions	•	•	•	•
	Improved back office integration	•			•

Further Developments

In the future the CAG will become further integrated with key systems and business processes within Falkirk Council. Over the next few years the Council will work towards ensuring that the CAG will become the single, definitive reference address dataset in use.

As part of the wider modernisation agenda, the CAG will also be integrated with electronic customer records (Citizen Account) and further embedded in the CRM system and customer service business processes in the Council.

Further work with CSVJB has progressed to ensure that the CAG is fully integrated in the valuation, billing and electoral service functions and improved electronic data exchange processes are established.

Regionally, the address gazetteers from the three Councils in the Forth Valley area present a significant opportunity to underpin multi-agency work in support of Community Planning and other joint working initiatives. Using a uniquely referenced, common address will enable partners such as Police, Fire, Health and the local enterprise company to effectively share data with the Councils in support of numerous environmental, economic and social policy requirements.

Nationally, the CAG will also feed into a national address gazetteer, called the National Gazetteer for Scotland, as part of the National Infrastructure being developed to share citizen and property data amongst other government agencies at both the local and national scale.

Through a programme of widespread use of the CAG and a continuing focus on data quality improvement and streamlined business processes, the Council aims to maximise the benefits and efficiency savings that can be made and address data quality will be assured for future demands on council systems, services and community partners.

Project type: Data Management, Address Data, CAG, Quality, Data Maintenance, Application Development, Corporate GIS

Software Platform: Uni-form GMS, Oracle[®], ArcIMS[®], Coldfusion[®]

Customers: Clackmannanshire, Falkirk and Stirling Councils



For further information, visit our web site where
you can fill in an on-line request for further information:

www.forthvalleygis.co.uk

or contact us:

**Forth Valley GIS
Drummond House
Wellgreen Place
Stirling
FK8 2DY**

Telephone: **01786 443939**

Fax: **01786 443987**

Email: **fvinfo@forthvalleygis.co.uk**

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