

Title of Report:	Connectivity and usage of the Local Land and Property Gazetteer (LLPG)
Report to be considered by:	Resource Management Select Committee
Date of Meeting:	15/03/2011

Purpose of Report: To review the options and costs for connecting systems to the LLPG as the source of address information within the authority.

Recommended Action: Continue current strategy of requiring connectability as systems are replaced or upgraded.

The proposals will also help achieve the following Council Plan Theme(s):	
<input checked="" type="checkbox"/>	CPT4 - High Quality Planning
<input checked="" type="checkbox"/>	CPT13 - Value for Money
<input checked="" type="checkbox"/>	CPT15 - Putting Customers First

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Executive Summary

1. Introduction

- 1.1 The authority is contractually obliged to create and maintain a Local Land and Property Gazetteer (LLPG), and Local Streetworks Gazetteer (LSG), currently under the Mapping Services Agreement, from April 1st, the Public Sector Mapping Agreement.
- 1.2 The LSG gives every street in the area (unique by locality and town eg Bath Road, Calcot Reading) a nationally unique 8 digit number, the USRN. The LLPG gives every property (addressable or not) a nationally unique 12 digit number, the UPRN. There are many attributes held against both streets and properties collected and held according to the British Standard, BS7666 2006. We have been creating and supplying this data for many years, and we do use the data internally in a number of service areas to underpin service delivery.
- 1.3 To maximise the benefits of managing this data, in an ideal world all the computer systems in the Authority that use and hold address data, would use the LLPG as the source of addresses, electronically updating with change from the central source, saving time and money on maintenance of the address data within the different systems. In the real world however, we are not the owners and builders of many of the computer systems that the authority uses, and therefore can't make the necessary changes to make this happen. The systems we use, that aren't ours, will need the software's "user group" to request this as changes to the systems in future releases.
- 1.4 Not connecting to the LLPG data leads to 'dirty' address data as users waste time free typing addresses. The data will lose the ability to cross reference to other Council systems, and will not be able to access the LLPG attribute data (eg Usage codes or location data).
- 1.5 The Authorities current connection strategy is to insist that replacement systems, where they use and hold address data, are compatible with BS7666 2006 and can connect to our LLPG as the source of that data. Where current systems are not capable of using address data, users are advised to make it a request from their user groups that future versions become BS7666 compliant.
- 1.6 There can be significant costs involved in upgrading existing systems to use the LLPG data, the larger the system, generally, the larger the cost, (eg the SX3 [Revs & Bens] system estimated at c£20-25k).

2. Proposals

- 2.1 The Council avoids expenditure and continues to wait for systems to be replaced, or upgraded to build in connectivity.

3. Conclusion

- 3.1 The Council is working sensibly to achieve connectivity and its benefits with minimal cost.

Executive Report

1. Introduction

1.1 Background

- (i) The NLPG is the authoritative, national address list that provides unique identification of land and property and conforms to BS 7666 2006. Local authorities in England and Wales have a statutory responsibility for street naming and numbering. They update the NLPG on a continual basis, enabling daily updates to be available to users.
- (ii) The NLPG was initiated in 1999 to become the master address dataset for England and Wales. It is the central hub for the 348 address creating local authorities' Local Land and Property Gazetteers (LLPGs).
- (iii) All local authorities create their LLPGs using common data entry conventions, based upon the national standard BS7666 2006, and submit their LLPGs to the national hub, managed by Intelligent Addressing. The creation and maintenance processes are well-tested, combining local knowledge with central validation.
- (iv) The data is created and maintained at local level to an agreed methodology under the LLPG data entry conventions document (DEC-NLPG 2006), and passed to the hub which tests its structural conformance to the agreed implementation of BS7666 (2006) Parts 1 & 2. The hub also checks the quality through a regular data audit against third party national address datasets such as the Valuation Office Agency's Council Tax and Non Domestic Rates lists of addresses.
- (v) Each record has a Unique Property Reference Number (UPRN) which provides a reference key to join related address records across different datasets. Even if a property is demolished, the UPRN can never be reused and retains its historical information.
- (vi) Local authorities' legal responsibilities place them at the source of the property lifecycle for addressable objects. Activities such as street naming and numbering, planning applications, building and environmental control, licensing, electoral registration, council tax and non-domestic ratings repeatedly bring local authorities in contact with land and property enabling documentation of its lifecycle.
- (vii) 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 occupancy to multiple- occupancy, or the eventual demolition of the property. All of these historic, alias and provisional addresses are recorded against the same UPRN.
- (viii) Information on the timing and nature of the change will be known first by the local authority as part of their normal processes before being passed onto any other third party such as Royal Mail, which will add a postcode if it delivers mail to the address.
- (ix) More information on the NLPG and its data can be found in the document Appendix A.

1.2 The current position

- (i) West Berkshire currently manages the gazetteers within the GMS module of Uniform.
- (ii) Change data is uploaded to the national hub 3 times per week for the LLPG and full upload monthly to LSG.
- (iii) The data currently has a match rate to Council Tax (CTax)/VOA data of 99.8% for residential and 95.3% commercial properties (both above regional [99.6/86.9] and national averages [99.5/80.7]). A match rate of 99.8% is also held with the Electoral Registration system.
- (iv) The LLPG is currently used for serving address data to all modules of Uniform (Development Control/Building Control/Environmental Health), the contact centre CRM system (Frontline), and all the property search queries and mapping on the inter/intranet.

1.3 Connectivity Strategy

- (i) West Berkshire recognises the desirability and cost savings to be made from having single sourced, single maintained accurate address data. Details and examples of savings to be made can be found in the document in Appendix B.
- (ii) Not connecting to the LLPG data leads to 'dirty' address data as users spend time free typing addresses. If mistyped or misheard on entry the data will not accurately map back to the LLPG data and will not then be able to access the LLPG attribute data (eg Usage codes or location data) or cross reference data to other Council systems.
- (iii) It is surprising how many residents and local businesses do not know or use their correct postal address.
- (iv) Data in systems that are not connected, do not receive change information on addresses or postcodes, this can lead to difficulties when the data is matched to the LPG (eg the SX3 system inherited data from the previous Revs and Bens system, and its data has never received change information, it still contains RG13 postcodes [replaced in 1998], and has properties owned by Newbury District Council).
- (v) The current connection strategy is to insist on BS7666 compliance for all replacement systems that hold or use an address database. The following are the connection levels possible to the gazetteer. Connection levels 3 and 4 represent a true integration, levels 1 and 2 demand manual intervention. The table in 1.4 shows the current connection state of our major address systems.

(1) Level 1 Connection to LLPG

Links the native system ref (e.g. a CTAX ref) to a UPRN within the LLPG via a Xref table within GMS.

All data remains unchanged in the native application.

Addresses will need to be selected from a copy of the LLPG and manually entered into the native system (via web or local copy) & UPRN noted.

CDT informed of local system ref and UPRN. Details manually entered into GMS Xref table.

(2) Level 2 Connection to LLPG

Matched data set addresses should populate native application as a one off job.

Addresses & UPRNs will need to be selected from a copy of the LLPG and manually entered into the native system (via web or local copy).

Applicable where the local system has the ability, or can be modified, to store the UPRN in addition to the address.

CDT informed of local system ref and UPRN. Details manually entered into GMS Xref table.

(3) Level 3 Connection to LLPG

Applicable to new systems and systems we are in the process of developing.

Links the native system to the LLPG through an application product interface (API) or connector.

UPRN and address from LLPG is accessed via the API. User selects from list and system automatically inputs UPRN and address into local application.

If API not 2 way, local administrator informs CDT of UPRN and native system ref, x-ref table manually maintained by the CDT within the GMS.

(4) Level 4 Connection to LLPG

Applicable to other Uniform modules (such as Development Control, Building Control, Environmental Health, Land Charges etc) which link directly to the LLPG.

UPRNs are taken directly from the master database, and reference the GMS for their addresses.

All cross-referencing is automatic, seamless usage of data links the native system ref (e.g. a DC application) to a UPRN within the LLPG through system tables.

All data is held in the native application.

1.4 Current Connections

The following table shows the current connection levels of the major address based systems the authority uses.

System	Department	Level	Method
SX3	Revs & Bens	1	Change data passed to CDT, SX3 refs maintained in GMS.
One	Education	2	Takes annual feed of out of area, and 6 monthly in area updates. UPRNs held in One.

System	Department	Level	Method
Frontline	Contact Centre	3	Connects using Uniforms Ufis connector in real time.
Pickwick	Electoral Registration	1	ER xref held in GMS, system due to be replaced post May Elections with compliant version.
Internet/Intranet		3	Takes full nightly feed of data extracted from GMS.
Enterpr1se	Property	1	All Council owned land and property has been matched to UPRNs stored in Enterprise, system due to be replaced 2011-12.
Techserve	Waste Management	0	System does not use addresses to manage contract.
Uniform	Development Control Building Control Environmental Health Listed Buildings Tree Preservation Orders	4 4 4	Data Currently being matched to GMS data (for Uniform load) Data Currently being matched to GMS data (for Uniform load)
Raise	Children and Adults	1	On initial load a cut from LLPG was matched to existing data and used to populate the database. Supplier not able to supply compliant version.
Mayrise	Streetworks	3	Takes monthly cut of LSG data.
WDM	Highway Management	1	Uses LSG network, with alternative referencing system used by DfT managed by Highways.
Spydus	Libraries	0	Syndicated system, which other members chose not to make compliant, to save cost. Data analysed at postcode level.

1.5 Connection Costs

- (i) Ideally we would move all our systems to connection levels 3 or 4. There are a number of reasons why we have not connected more systems.
- (ii) The Electoral Registration (Pickwick) system was due to be replaced with a BS7666 compliant connected version in Dec 2010, the software vendor has since chosen to pull out of the market, and is offering us money to move to one of its former rivals.
- (iii) SX3, has a module that will hold and manage gazetteer data, the module itself is £10k, Northgate have quoted a similar amount for data reformatting, there would also be a potential further cost if connecting to the LLPG database directly. The costs would therefore be £20-25K to automate our processes, plus annual maintenance

fees of around £4k. As the billing ref is already manually maintained in the LLPG anyway, Revs and Bens feel the cost is not justified.

- (iv) Raise Careworks system now also 'claim' to have a module that is capable of communicating with externally held LLPG systems, the cost for this module is also around £10k with additional data transfer costs. Having failed to get a previous version of the software communicating with our databases, we have asked to see this in action on another Raise site, they have not offered to show us a working example. Again, the benefits of connecting are recognised. Again costs around the £20k mark can be expected.
- (v) Listed Building and Tree Preservation Order is currently being matched to the LLPG for loading into Uniform to serve as data sources for the Land Charges service.
- (vi) For databases and systems outside our development and control (eg Spydus or Locata), we are reliant on the software vendors to react to user group pressure to change their systems to use LLPG data as the address source.

2. Proposals

- (i) The Council continues with its current policy of moving systems to BS7666 compliant systems as they are replaced or upgraded, to minimise the cost and disruption.

3. Conclusion

- (i) The Council is working sensibly to achieve connectivity and its benefits without unnecessary expenditure.

Appendices

Appendix A – NLPG Summary

Appendix B – NLPG - details and examples of savings

Appendix C – NLPG Glossary