



## Flexible not Lax

- Who's eyeing your data?

## Working Together

- Security in data sharing will 'make or break' multi-agency working

## Hearts & Minds

- Change is never easy, but change local government must

PLUS: Local tGov Community, IT Excellence Awards 2007, View from Westminster, NLPG & NSG Exemplar Awards 2007, News Round Up, Supplier and Product News, and Local Government Contracts Won.



# NLPG & NSG Exemplar Awards 2007

*Underpinning Transformational Government*

The Improvement and Development Agency (IDeA) and Intelligent Addressing (IA) announced the winners of the 2007 NLPG and NSG Exemplar Awards at the recent Underpinning Transformation Government conference in Leicester.

Presented by Lucy de Groot, executive director of IDeA, the awards recognise outstanding service delivery by local authorities using the National Land & Property Gazetteer (NLPG) and National Street Gazetteer (NSG) to underpin the transformation of local service delivery and improve their council's operational efficiency.

NLPG and NSG are two key national initiatives underpinning delivery of current government agendas. The sharing of accurate address information across local government departments, emergency services, national and regional government is a vital component in the drive to facilitate and improve both efficiency and service delivery across the public sector.

NLPG makes this possible through linking local authorities' Local Land & Property Gazetteers to create a standardised, quality controlled dataset. Similarly the NSG links local authorities' Local Street Gazetteers and is a key dataset supporting the NLPG and street management.

Steve Brandwood, GI programme manager for the IDeA, said that the IDeA was "delighted to support the NLPG and NSG Awards, which highlight where best practice solutions have been introduced and reward their success."

"This year has seen huge progress in the advance of the NLPG and NSG initiatives and these awards continue the focus on the efficiency agenda within local government and its impact across the public sector. The awards reward success and encourage others to learn by their example, to improve efficiency and deliver better services across the country to the benefit of the citizens that they serve."

Michael Nicholson, Intelligent Addressing's managing director, added, "Over the last year we have seen further evidence of the improving status of both the NLPG and NSG, such as the choice of the NLPG by the FiReControl Project and a number of award winning regional shared CRM initiatives that use the NLPG as the single source of unambiguous location information."

## NLPG Exemplar Awards

### Most Creative Use: Kingston-upon-Hull City Council



Lucy de Groot presents Hull's senior developer, Steve Anderson, with his award.

Hull City Council's timely and targeted response to June's major floods provides an outstanding example of how the NLPG can be used to underpin council operations – in both expected and unexpected conditions.

The award for Most Creative Use recognised the essential role of the council's centralised address resource in monitoring the flood situation, managing its emergency response and the subsequent clear up.

Hull demonstrated, in extreme conditions, the value to a local authority of a fully integrated address resource and how innovation and creativity in its application can deliver superb results.

The council sees its LLPG and LSG as fundamental for improvements in services to citizens and value for money and as such has been committed to embedding unique property and street reference numbers within core front office systems such as its CRM. Without this infrastructure, built around the centralised address resource, Hull would not have been able to respond to the flood event and its aftermath as it did.

"The use of the integrated address information gave us instant access to the property level information we needed. This enabled a far speedier response to exceptional demand for resources and more effective targeting of those resources," said Richard Liversedge, shared services head of ICT and e-government at Hull.

"The ongoing use of this information has facilitated the clear up operation and has enabled us to work effectively with all interested parties to continue to aid our citizens to best effect."

### Best Business Process: Plymouth City Council

Plymouth won the award for NLPG Best Business Process Transformation for its outstanding work in using a centralised address database to improve access to council information and achieve significant gains in efficiency and service.

Plymouth has been a pioneer in the use of a centralised, authority wide address resource. As an early adopter of the NLPG, the council consolidated information from different departments in order to create a single source of unique references for every land parcel and property in the city, a project which is thought to have saved Plymouth in the region of £150,000 per year. This resource has subsequently been linked to, and integrated with, specific departmental applications such as the CRM, GIS and back office systems in planning, building control, land charges, education, environment, council tax and business rates.



"It is an honour to receive this award on behalf of the entire NLPG team," said Barry Foster, property records controller at Plymouth, receiving the award with Jane Hiron, senior property and terrier officer.

Huntingdonshire's Claire Anthony, LLPG assistant, Dan Horrex, information manager, David Lloyd, LLPG manager, collect their award.



### Best performing authority: Huntingdonshire District Council

Everything that Huntingdonshire does - from collecting council tax to refuse collection - requires an address and it is the council's continued efforts in improving the quality of its address gazetteer that has led to its recognition as the 'Best Performing Authority'. The team from Huntingdonshire was also highly commended in another NLPG category - 'Most Creative Use' - for its work with Cambridgeshire & Peterborough Fire & Rescue Service.

The Best Performing Authority is awarded to the authority which has the highest

points score based upon a number of different parameters. It is a reflection of the efforts made by Huntingdonshire in maintaining and improving its gazetteer. Huntingdonshire scored maximum points, matching its gazetteer 100 percent with centrally held council tax and non-domestic rates registers, by returning change-only updates, new houses, demolitions etc, to the central NLPG hub on a daily basis and for updating its gazetteer to the new 2006 British Standard.

**Best performing region: South East**

## NSG Exemplar Awards

**Best business integration:  
Best gazetteer integration:  
Devon County Council**

Devon won two awards for its project to map the county's road network and related assets in order to improve the quality of its road maintenance programme: the 2007 NSG Best Gazetteer Integration and the NSG Best Business Integration.

The National Street Gazetteer is an ambitious project to create a master street map and database of related assets and features for the whole of England and Wales. Devon, as one of the country's largest counties with over 12,820 km of streets, the largest local authority road network, 4,700 km of Public Rights of Way plus millions of associated assets and features such as street lights and grassed areas, is facing the increasingly challenging task of improving the quality of maintenance performance against ever more challenging budgets.



Lucy de Groot presents Devon's Wayne Brooks, senior GIS technician, and Keith Curran, LSG custodian, with their awards.

Said IA's Michael Nicholson, "Devon has faced a great challenge in not only creating their street gazetteer but also implementing it within their day to day working practices to obtain a real return on investment.

"They have demonstrated that liaison with district councils is critical for success and shown how a system built on cooperation between services, hard work, investment and a drive to meet the needs of the county's collective customers can deliver tangible improvements in costs, efficiencies and working practices."

The project to create the comprehensive and complete street gazetteer was undertaken in partnership with Devon's eight district councils to maximise the use of local knowledge in the data's creation and to ensure the take up by all parties of the resulting data. Today the data is being used by more than six hundred officers throughout the county, powering Devon's Asset Management System, the district's NLPGs and Devon's Customer Service System.

The sheer scale of the project becomes apparent when mobile working, web

applications and telephone card based wireless networking are taken into consideration.

Devon also collected the award for National Street Gazetteer (NSG) Best Performing Region on behalf of the South West at the award ceremony.

**Best performing authority:  
Southend-On-Sea Borough  
Council**

This award recognises the efforts Southend-on-Sea has made in improving the quality of the its Local Street Gazetteer (LSG), the definitive directory of all local street information.

It is awarded to the authority which is best able to satisfy a number of different criteria and is a reflection of the efforts made by Southend-on-Sea in maintaining and improving its gazetteer. Commenting on Southend's win, Nick Turner, NSG custodian, said, "Southend have submitted updates to the NSG hub on time, every month for the last 12 months, complete with a full set of associated street data and have met all the latest compliance health checks - an excellent performance all round and thoroughly deserving of the award."

**Best performing region: South West**

Full case studies on the winners and highly commended implementations will be documented in a booklet available on the NLPG website shortly. The document detailing last year's case studies is available at:

[www.iahub.net/docs/1183389671910.pdf](http://www.iahub.net/docs/1183389671910.pdf)

## NLPG underpinning gazetteers for FiReControl

The national FiReControl Project, a major CLG initiative that is working to move from the existing 46 Fire and Rescue control room infrastructure to nine new amalgamated Regional Control Centres, has chosen the NLPG as its base address dataset. The NLPG will be used to assist with initial call taking, helping to accurately determine the location of the incident from the information given by the caller. It will enable identification of the closest appropriate Fire and Rescue Service (FRS) Resources, based on travel time to the incident location. It will communicate the location of the incident to the mobilised resources. It will also act as a means of linking to other information known about specific locations and will assist with recording the incident details for risk assessment and reporting purposes.

CLG is working closely with local authorities to support the implementation within the FRS community. As part of the arrangements, the FRS will become regular and intensive users of the NLPG, and this will generate a volume of change information. This will be fed back to local authorities via the national hub and will facilitate continuous improvement in the integrity of the information locally. It will also enable the fire and police services to propose 'candidate' records for inclusion in the NLPG, providing a framework for a gazetteer 'that does the lot'. A number of local authorities are already working closely with regional fire and rescue services to align their data and move forward using the NLPG.



## Key players in the NLPG

LGIH has been working with local authorities to modernize their services. A wholly-owned subsidiary of the IDEa, it works in partnership with the local authority community, developing national infrastructure projects that enable councils to deliver local services more effectively.

In 2004, the NLPG's ongoing central management was put out to open competitive tender as part of the wider Mapping Service Agreement procurement by LGIH. The contracts for NLPG and the NSG were won by Intelligent Addressing, an information management specialist and data provider, originally set up to help develop the NLPG on behalf of local government.

[www.idea.gov.uk](http://www.idea.gov.uk)  
[www.nlpg.org.uk](http://www.nlpg.org.uk)

[www.intelligent-addressing.co.uk](http://www.intelligent-addressing.co.uk)  
[www.thensg.org.uk](http://www.thensg.org.uk)