

## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

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**REPORT TO:** Policy and Performance Portfolio Holder

15 May 2012

**AUTHOR/S:** Executive Director, Corporate Services / Head of ICT

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### ADDRESS MANAGEMENT – REVISIONS TO ADDRESS MANAGEMENT POLICY

#### Purpose

1. That the Portfolio Holder considers and approves the revised Address Management Policy (**Appendix 1**) and associated charges for Street Naming and Numbering (SNN) services.
2. This is not a key decision but requires the approval of the Portfolio Holder.

#### Recommendation

3. It is recommended that the Policy and Performance Portfolio Holder approves the revised Address Management Policy, 3 May 2012 (**Appendix 1**) and the associated charges.

#### Reasons for Recommendation

4. It was agreed at the Policy and Performance Portfolio Holder meeting of 15 February 2011 that the charges and scope of charges included in the Address Management Policy would be reviewed after a period of 6 months.

#### Background

5. This item was deferred from the last Portfolio Holder's meeting held on 12 April 2012 following difficulties with the formatting of the contents of the policy document.
6. The SNN service has been operating under the formal procedures of the Address Management Policy for one year. The Address Management Team has reviewed the Policy and the proposed revised document (with track changes) is set out in **Appendix 1**.

#### Considerations

7. The majority of revisions to the Policy have focussed on the Council's SNN activities and provide an enhanced set of guidance notes for customers, which will assist in improving the efficiency and effectiveness of the service. All changes raised at previous Portfolio Holder's meetings are retained, albeit with some rewording and repositioning of paragraphs to help create a logical sequence and improve readability.
8. Following the approval of charges for the discretionary element of SNN services and their introduction on 1 April 2011, minor changes to their descriptions have been made. Again this is to help improve clarity for the customer.
9. The introduction of charges was not popular with all those affected and negative feedback has been received. However with time an acceptance has formed and by retaining the existing charges and structure for the coming year it is hoped they will

be perceived as modest and by being non-profit making the risk of alienating residents or businesses is small.

10. The charges reflect those now agreed at Cambridge City Council and will ensure a continuity of approach with joint working on the new developments coming forward.
11. The proposed changes to the descriptions and the retained charging structure are:

<b>Activity</b>		<b>Proposed Fee</b>
Addition, Amendment or Removal of a Property Name		£30 per dwelling
Addressing a new commercial or residential development	1 plot	£50
	2 – 5 plots	£75
	6 – 10 plots	£100
	11 – 25 plots	£175
	26 – 50 plots	£250
	51 – 100 plots	£400
	101+ plots	£500 + £10 per additional plot over 101
Changes to originally issued numbering schemes following amendments to development layout		£100 + £10 per plot affected
Street renaming following local request		£250 + £5 per property affected
Confirmation of address details to utilities companies, solicitors, etc		£25 per dwelling

### Options

12. The Council adopts the revised Address Management Policy and retained charging structure, enabling it to operate under an enhanced set of guidance notes and procedures which follow best practise.
13. The Council continues to use the current Address Management Policy which is lacking in clarity and detail.

### Implications

14. Financial	There are positive financial implications as revenue will continue to be generated to supplement the current budget for the SNN service including the street nameplate repair and replacement programme, which is insufficient to meet current demand.
Legal	Current legislation does not provide an express right to charge for the statutory SNN service, there is a right to cover the cost of providing the non-statutory elements of the service.
Staffing	There are no staffing related implications although a full staffing compliment will need to be maintained to offer an improved fee generating service.
Risk Management	Following the introduction of charging and having operated the scheme for one year it is clear that charges are not popular with those affected. However the charges are considered modest and as they are non-profit making the risk of alienating residents or businesses is small.
Equality and Diversity	None specific

Equality Impact Assessment completed	No As above – no specific equality and diversity implications
Climate Change	None specific

### **Consultations**

15. None

### **Consultation with Children and Young People**

16. None

### **Effect on Strategic Aims**

17. Improved guidance and procedural details contained in the revised Address Management Policy will enhance the delivery of the SNN service and help to meet the demands placed upon the service.
18. Furthermore, street nameplates and logical property numbering sequences are important for the rapid and efficient location of addresses by emergency services, mail deliveries and the public. Damaged/missing street signs pose a safety risk to the public and may delay emergency services in finding correct locations. Additionally, damaged signs not only pose a safety risk but may present an unkempt appearance to an area.

### **Conclusions / Summary**

19. The implementation of the revised Address Management Policy will allow for service improvement in Street Naming and Numbering and will continue to provide revenue in future years. It will enhance the guidance and procedures contained in the document which acts as a definitive policy for the SNN service.
20. The Address Management Policy, including the scope and structure of charges, will be reviewed after a period of two years. The fee of charges will be reviewed on an annual basis.

**Background Papers:** the following background papers were used in the preparation of this report:

Senior Management Team 13 January 2010  
 Full Council 31 January 2008  
 Full Council 22 July 2010  
 Policy and Performance Portfolio Holder meeting 15 February 2011  
 Policy and Performance Portfolio Holder meeting 12 April 2012

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