GIS UPDATE

Improvement & Innovation Advisory Committee – 27 June 2019

Report of	Chief Officer Corporate Services
Status:	For information
Key Decision:	No

Executive Summary: This report outlines the work the GIS service including Street Name and Numbering undertakes as well as its accomplishments and future projects.

This report supports the Key Aim of Effective management of resources

Portfolio Holder   Cllr. Fleming

Contact Officer   Matt Mitchell, Ext. 7156

Jim Carrington-West, Ext. 7286

Recommendation to Improvement & Innovation Committee: That the contents of the report be noted.

Introduction and Background

1   The GIS and Mapping Team are responsible for all spatial data, spatial analysis, map production (both interactive online mapping and static maps), Local Land Charges, Street Naming and Numbering and the Local Land and Property Gazetteer. They administer and support 'Uniform' (a corporate back office system used by Licensing, Planning, Building Control and Environmental Health), DMS (our corporate document management system) and Total Land Charges (used for processing Land Charge searches and maintaining the Land Charges Register). They also administer our online 'Public Access' systems that help residents access current and historic Planning, Building Control, Licensing and Land Charges information and/or applications online.

Team Structure

2   The team currently consists of 5 FTE, a GIS Manager (1.0 FTE), two Business System Support Officers (2.0 FTE), and two GIS & Local Land & Property Gazetteer Officers (2.0 FTE). The Land Charges team consists of two Local Land Charges Assistants (2.0 FTE)
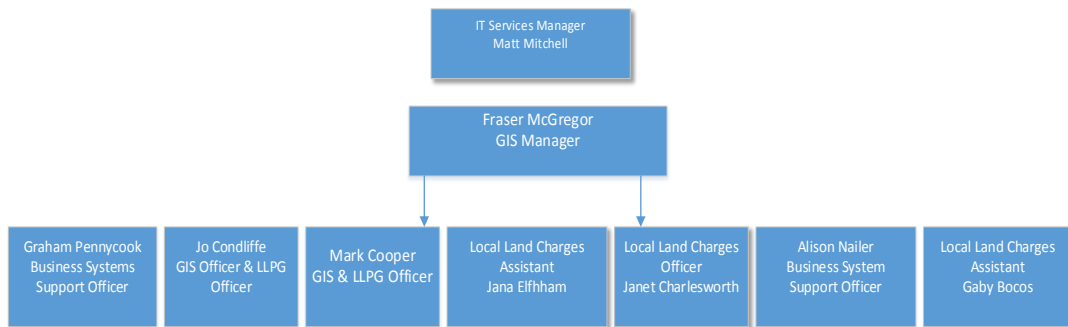
Street Name & Number Function

3   Street naming and numbering (SNN) is a statutory Council function. The primary purpose is to create addresses which are logical and consistent, and to ensure that properties can be located quickly in all situations. This is important as various organisations; delivery, postal, emergency services and the general public, need an efficient way of locating and referencing properties.

4   The SNN function requires us to consult with Royal Mail and Parish Councils when developers require new street names. When a customer submits an application to alter or add a house name, we only consult with Royal Mail, whilst also performing checks of our own, weighing up the potential for any addressing confusion now or in the future. The SNN Officer is also required to adhere to the Data Entry Conventions document, which prescribes how addresses should be formatted to be BS7666 compliant. During the course of the last year over eight hundred properties and streets went through the SNN process. Due to the increasing reliance on internet searches, whilst customers can query Royal Mail we get a growing number of requests for official confirmation of existing addresses which had been queried by commercial organisations; primarily by financial companies and credit reference agencies.

5   SNN is also responsible for the maintenance and upkeep of street name plates throughout the Sevenoaks district. This combines the ordering of replacement street name plates when they suffer damage or go missing as well as the cleaning of street name plates should they become obstructed. We work closely with our colleagues at Dunbrik to ensure this takes place when required.

Street Naming and Numbering Charges

Since April 2010	
Changing/adding a house or building name	£45
Numbering of New Properties	
Individual dwelling or building	£100
2-10 Plots	£200
11-19 Plots	£300
20+ Plots	£400
Changing existing street name	£395

The Local Land & Property Gazetteer (LLPG)

6   The SNN function feeds in to the Local Land and Property Gazetteer (LLPG).The LLPG is SDC's corporate gazetteer. Every night changes made to our LLPG are sent to the NLPG. Every local authority in the UK maintains their own LLPG and update the NLPG in this way. To ensure that high quality address data is maintained nationally, each authority adheres to the Data Entry Conventions documents. As well as this there are also national standards for accuracy and completeness and Sevenoaks currently holds a Gold status rating.

7   Each property (residential, commercial or land) is uniquely identifiable by its Unique Property Reference Number (UPRN). Each property is linked to the street it is accessed from. Each street has its own Unique Street Reference Number (USRN). The use of UPRNs has improved property match rates between databases such as Revs and Bens, Elections, Planning and Royal Mail. This has increased revenue collection, reduced fraud i.e. through properties not appearing on the Council Tax system and improved address and data accuracy.

GIS Function

8   The GIS Team consists of the following core functions, mapping, spatial analysis, development, systems support and administration, street naming & numbering and maintenance of the LLPG. Either all or part of these services are routinely required by the council from Planning Applications, consultation processes, development monitoring, building control regulations, to adoption of any local plans.

9   The GIS Team work with customers from the outset of projects, identifying the customer's ultimate objectives. These objectives are then met using the tools and skills at their disposal, often creating new tools, data and map layers as a result. Sometimes objectives are met by reconfiguring some of the back-office systems.

10   As well as responding to internal customers' requests, the team are proactive in maintaining and developing the corporate databases and software systems for which they are responsible. They are also a public facing team who are responsible for the statutory street naming and numbering function. We are contacted on a daily basis via phone or email regarding SNN queries and applications, as well as serving map requests from Ward Councillors, Parish Councils and members of the public.

Completed projects

11   Planning Map – Published the interactive planning map to allow customers to search for all spatial planning policies which apply to their area of interest and provides them with a downloadable report detailing this. By allowing the customer to self-serve this information, this has reduced the number of phone calls to planning/customer solutions requesting this.
     http://maps.sevenoaks.gov.uk/planning/index.html

12   Launched Locally Listed Building consultation map (two consultations).
     https://maps.sevenoaks.gov.uk/local_list/

13   Published Assets of Community Value Map/register.
     https://maps.sevenoaks.gov.uk/assetsofcommunityvalue/

14   Shortlisted (top three nationally) for ESRI Customer Success Award for Community Engagement - use of ESRI Crowdsource Polling App for Draft Local Plan Consultation and background python automation.

15   Designed and published CIL Interactive Tool - The CIL tool is a web based interactive dashboard built using PowerBI to display money due to each Parish Council for CIL - information that was often requested by Parish Councils. The tool allows customers to drill down by Parish, and period and displays information on each planning application that makes up the payment complete with a link to Public Access. All information is automatically extracted on a daily basis from Uniform to ensure the information is always up to date.
     https://app.powerbi.com/view?r=eyJrIjoiMTQxNWRlNGItNzQ4YS00YTc5LTg4Nz
     QtYzc0NmMzMDVhZWFiIiwidCI6ImZjMDc5YWJkLWMyNjgtNGM1Ny1hZDY4LTU4Y
     TFlOWU1NTk4OCJ9

16   Created the Brownfield Sites map/register.
     https://maps.sevenoaks.gov.uk/brownfield_register/

17   Tree Survey Field Collection App. A web app has been created to allow information to be collected on the condition of trees on council land. All information is input on tablet does not rely on internet connection in the field

as it can be synchronised once back in the office. The app has just been updated to allow the data to be stored in the cloud to ensure the reliability of synchronising the data.

18   Planning Map Automation - For every Lawful Development certificate that Planning issue, a map is required. A computer script has been written to automate this process as soon as an application is received. This will have an annual saving of 54 hours to the GIS team, as well as ensuring Planning have the maps in a timely fashion without having to request each one through Servicedesk calls. A similar script has been created to produce the maps required for Planning Committee reports.

19   Sevenoaks Open GIS Data Portal – We publish an increasing amount of datasets on our portal (currently 16), which is a website that allows the public to view and download GIS datasets, including Tree Preservation Orders, Brownfield Registers, Metropolitan Greenbelt, Assets of Community Value. The data is available in various formats and is accessible free of charge, 24 hours a day. By publishing this data in this way we are promoting transparency and potentially reducing the number of enquiries directly to officers or via Freedom of Information requests.

20   Interactive Environmental Health Web Map (For EH staff) – Migrated Environmental Health's existing intranet web map to a new cloud based system. This allows EH colleagues to view and interrogate spatial information whilst out on site as well as in the office.

21   Ongoing Draft Local Plan mapping support and data capture – See workflow above

22   Migration of Idox systems to Hosted solution – Migrated all of our Idox systems (Oracle Database, Uniform, DMS, Total Land Charges and Public Access components) to a solution hosted by the supplier. This takes ten servers out of our server farm, saving resource in terms of support and administration as well as hardware costs for new servers and Oracle licensing costs.

23   Importing Licensing documents from Bexley's DMS to Sevenoaks' corporate DMS – Worked with Licensing colleagues to create a code mapping document, which linked Bexley document types and descriptions to those set up in the existing Licensing Partnership category within Sevenoaks' DMS. This gave the Licensing partnership full access to all previously scanned Bexley correspondence and documents to add to textual data already held in Uniform.

24   Land Charge Search look-up for Customer Solutions and Land Charges – Created a web form look-up, which can search for and return Land Charge Searches when searched for by solicitor and/or property address. Replaces the existing Excel spreadsheet that was maintained by the Land Charges team. This could potentially be made available on the website to allow customers to self-serve.

25   Routes supplied for Election staff and colleagues as part of elections – Generating optimised routes based on criteria requested, such as maximum number of visits, time taken, distance travelled, etc. for electoral canvassers and polling station inspectors. With a view to allowing colleagues to self-serve in future by using a web service that colleagues can interact with and process their own destination lists. Locations can be derived using either postcodes or UPRNs from the LLPG.

26   Working with Revs and Bens to identify issues of missing or inaccurate accounts and ensure that addresses are correct. This has resulted in increased revenue.

27   Worked with Elections to ensure properties are assigned to an correct polling district by doing a spatial comparison.

28   The capture of all property classifications to enable better access to data and improved statistical information for Planning Policy, Revs and Bens and Waste Management.

Current / Future Projects

29   Migration of spatial data to new SQL Enterprise Geodatabase – Our current Geodatabase has been running for many years and sits on a server that is coming to the end of its life. We are using this as an opportunity to undertake a data audit and will only transfer data sets required. This should offer better database performance.

30   Upgrading of GIS server software – This, combined with the geodatabase migration (above), will allow us to republish web mapping services that are used by assorted internally and externally facing interactive maps.

31   Upgrading of Corporate Interactive Web Maps – Once the new geodatabase and web mapping services are available we will create the BC, DC, Land Charges, Emergency Planning, CRM and Incident Reporting interactive maps. This process will let us decommission three of our older servers.

32   Idox Uniform Mobile Working app (BC, DC and Licensing) – This app is being trialled by three services. The app sits on a mobile device (phone or tablet) and syncs Uniform cases and DMS documents to the officer's device, which they then take on site. The officer can then input Uniform data whilst out on site, or take photos which will be pushed through to the DMS. The device syncs to the corporate systems at the end of the day or when the officer returns to the office. This reduces the amount of note taking, double entry and paperwork having to be taken on site.

33   Property history look-up for internal staff (web based) – This has been developed using a web form that allows customers to search for DC, BC, Appeals and Enforcement cases. The web form offers the flexibility to only

search for cases in the modules requested and the search can be filtered. The next stage will be to look at potentially making this available via the website.

34   Capture of historic Enforcement Notice spatial data – Additional information is being added to the Enforcement Register which will allow it to be searched textually and spatially. At the same time customers will also have access to scanned copies of the Enforcement Notices held in our DMS.

35   Interactive map for registers – The creation of an interactive map that can contain all of the registers held by SDC, such as Enforcement Notices, TPO's, Brownfield Sites, Assets of Community Value, Alcohol and Entertainment, Animal licenses, Gambling licenses, etc. Making them available in a single location.

Conclusion

All the team's outputs and processes support the outcomes of the corporate customer redesign project. This entails using the best in industry toolsets to simplify data and reduce complexity of the data we hold. This allows us to better integrate business intelligence which in turn will help us develop more efficient customer focussed process.

Key Implications

Financial

Current work in support of the strategic direction set out in this report is costed within allocated budgets. Any additional funding required in future years will, in the first instance, be sought from derived service efficiencies.

Legal Implications and Risk Assessment Statement.

None

Equality Assessment

There are no equalities impacts arising from this report.

Appendices   None

Background Papers   None

Jim Carrington-West
Chief Officer Corporate Services