

A tool for local authority Service Managers

The below checklist summarises key action points to follow up on within your service area to help improve its UPRN integration capability. Further notes on why this is important and how to go about finding out the answers are also provided.

We also have an interactive integration assessment tool to help you establish what “integration level” you are at, as well as providing tailored recommendations on points to improve:

<https://s.surveyanyplace.com/uprnassessment>

GeoPlace are here to help. Should you need any further guidance or want to discuss your systems’ integration with the UPRN then please get in touch: support@geoplace.co.uk.

Completed?	What	Why
<input type="checkbox"/>	1. Find out who your Authority Address Custodian is. <i>Use the Find My Custodian tool created by the Local Government Association or get in touch with GeoPlace</i>	<ul style="list-style-type: none">Knowing who your Authority Address Custodian is key to improving your integration. They are responsible for creating and maintaining the addresses within your authority and possess a wealth of knowledge about how to use it more effectively. If you haven’t already done so, reaching out to them can really help fast track integration.
<input type="checkbox"/>	2. Provide your Custodian with the system access and tools they need to investigate address queries. <i>How: Ask your Authority Address Custodian what you can do to help</i>	<ul style="list-style-type: none">Simple read-only access to your system or provision of related exports are all that is needed to get started. By doing this they will be able to help you with any address queries you may have or that of your service users.
<input type="checkbox"/>	3. Find out if your system can consume address data and the UPRN. <i>(Either the OS AddressBase range of products, or your authority's own Local Land & Property Gazetteer - LLPG)</i> <i>How: Ask your supplier or I.T department (system administrator)</i>	<ul style="list-style-type: none">Your ability to integrate the UPRN into your system is heavily dependent on the capability of your software.We believe software should work for you and help you improve your service delivery rather than constrain it, especially when it comes to integrating with the UPRN.If you feel you are not getting the most out of your software in terms of UPRN integration or it cannot consume address data, then please get in touch, we’d like to hear more about it: support@geoplace.co.uk

4. Check if manually entered addresses can be prevented in your system.

How: Ask your supplier or I.T department (system administrator)

If manually entered addresses are not permitted, skip to question 6



- Manually entered addresses such as those inserted directly from customer contact are not verified against a definitive source. This means they may well not actually exist, lack official planning permission, be prone to spelling mistakes or be duplicated within your system multiple times over.
- Addresses should be sourced from a central, verified dataset such as the [OS AddressBase](#) range of products or your authority's own Local Land & Property Gazetteer (LLPG) and be accompanied with their respective UPRN.
- The goal is to prevent manual entry of addresses if a property cannot be found through the utilisation of frequent address data loads or APIs providing authoritative address data.
- Using these data sources ensures addresses are correct, legally known to your authority and positioned accurately geographically. It will also create efficiencies as addresses can be searched rapidly and simply selected rather than being manually typed.

5. Confirm if your system can generate reports of properties that do not have a UPRN.

How: Ask your supplier or I.T department (system administrator)



- If your system permits manual entry of addresses, ask your supplier or I.T department if it is able to generate periodic exports of these. This a valuable source of address intelligence for your Authority Address Custodian who can then retrospectively validate each of these, matching it to its corresponding UPRN.
- Any address that remains unmatched is an anomaly and needs investigation - It may well be spelt incorrectly or may even lack official planning permission and therefore not exist.
- Once the UPRN is obtained (and if possible) this should be updated within your system ensuring that the UPRN is then held against the property along with any corrections to the address itself.

6. Confirm if your system can generate a load report if it imports file-based address data.

How: Ask your supplier or I.T department (system administrator)

- Ensuring that address data being imported into a system correctly is key. Some systems neglect to provide adequate feedback on whether or not the load was successful.
- At minimum your system should detail what went wrong during a load and list out key fields such as the UPRN and the line number this occurred on, plus the reason why.
- Importing address data is a complex process involving many validations - it is important that errors are flagged so that the properties in question can then be subsequently loaded without fault, otherwise the risk is that your system will not be in synchronicity with your LLPG or [OS AddressBase](#) products.
- This could mean that properties may be missing or appear differently when you need to raise a service request against it compared to what they should be.



7. Utilise address lookups for any public facing webforms relating to your service instead of manually entered, free-text boxes.

How: Ask your web team, Authority Address Custodian, or I.T department

- Address lookups should be used for any public facing webforms for your service rather than asking citizens to enter their address in a free text form.
- Selecting from a pre-populate address list leads to a much quicker and better user experience for the citizen.
- The addresses are validated, correct and contain the UPRN as they are sourced from either your LLPG or [OS AddressBase](#) products and avoids user's spelling mistakes or them not supplying enough address information. It also means that you will be able to locate the property geographically if need be.



8. Establish a process to feed back address issues to your Authority Address Custodian.

How: Speak with your Authority Address Custodian

- A mechanism should be established to report address related issues (missing, new, incorrect or wrong location) to your Authority Address Custodian for investigation.
- This should cover both internal operational use of addresses within your service area and also external, public facing use of addresses linked to your service, for example when citizens use an online web form.
- The process should allow users / citizens to report these issues easily and should flow through to your Authority Address Custodian for investigation. It can be as simple as an email being sent to a generic inbox or even a dedicated web form.
- Capturing address issues is key to detecting address inconsistencies, potential properties that lack planning permission or fraudulent activity. Allowing these to be reported is the first step in identifying these.



9. Establish if your system can consume an Address API rather than importing files and look to utilise this.

How: Ask your supplier, I.T department (system administrator) if this is possible. Check with your Authority Address Custodian or GIS Team to see if APIs' are already in use.

- Address APIs represent a rapid and interoperable means of integrating current address data along with the UPRN within your system.
- Utilisation removes the significant overhead in obtaining files to load, loading the data and then the system having to process and validate and the data.
- Address APIs are provided free of charge by Ordnance Survey under the Public Sector Geospatial Agreement (PSGA). These may already be in use by your web or GIS team.



10. Check if your system displays the UPRN in its user interface.



How: Ask your supplier or I.T department (system administrator)

- The simple visibility of the UPRN allows users to be aware of it and tangibly see it. It enables them to refer to it to colleagues and other departments.
- This improves communication and removes ambiguity when referring to properties by their addresses alone.

11. Check if your system enables users to search based on the UPRN.



How: Ask your supplier or I.T department (system administrator)

- Being able to search for a property using the UPRN enables users to locate the exact property in question extremely rapidly without ambiguity.
- It avoids any possibility of accidentally selecting the wrong property from a typical address entry based search and can save time having to using multiple different address search terms.

12. Confirm if your system can generate exports of service related information along with the UPRN.



How: Ask your supplier or I.T department (system administrator)

- Being able to export the UPRN along with your service related information (in a simple text file for example) facilitates wider authority data matching and linking projects. A preferred method would be to do this at the database level but a file export is a good first step.
- Extracts of your service's related data along with the UPRN allows it to be combined with other departments' data if also linked to the UPRN.
- This provides deeper insight and intelligence at the household level and the possible circumstances at play, ultimately creating a basis for decision making.

13. Check how often address data is imported / updated in your system and make this as frequent as possible.



How: Speak to your Authority Address Custodian, supplier, or I.T department (system administrator)

- There is always scope to improve the currency of address data by ensuring it is updated as frequently as possible. Even if this is an API then this will still need to be "refreshed" at some point centrally.
- Frequent updates will enable you to have the most recently created and edited addresses within your system ready to be used such as new builds, conversions or properties that no longer exist.

14. If you have a requirement to deliver services to properties outside of your authority, check how these are sourced in your system.



How: Speak to your Authority Address Custodian, supplier, or I.T department (system administrator)

- Whilst your system may utilise UPRNs for properties within your authority, out of authority address may typically be manually entered without validation or a UPRN. This should be avoided.
- This could lead to duplicate entries, incorrect addresses or entry of properties that lack official planning permission.
- You may want to consider utilising the [OS AddressBase](#) range of products or the [OS Places API](#) to provide these addresses. These data products are free for members of the Public Sector under the PSGA.

15. Check to see if you are taking full advantage of the geographic element of address data.



How: Speak to your GIS Team, Business Intelligence Team or Authority Address Custodian

- Each property linked to a UPRN is positioned accurately geographically meaning it can be mapped.
- By speaking to your GIS Team, Business Intelligence team (or similar) about what mapping and spatial analytics could be done on the properties held within your system, could unearth data insights that cannot be detected from viewing the data textually.

16. Deepen your understanding of the capability of address data and the UPRN.



How: Visit the GeoPlace website www.geoplace.co.uk

- We have created a series of [videos](#) and [guides](#) explaining why it is important to integrate your system with the UPRN.
- For further inspiration on the "art of the possible" when linked to the UPRN, please visit the [GeoPlace website](#).