

Revision of Street Naming Charter

Planning Committee
27 November 2003

1 Purpose of report

- 1.1 The purpose of this report is to update and revise the Street Naming Service Charter.

2 Summary

- 2.1 The Street Naming Charter was last reviewed in March 2001. A Best Value Service Review of the Street Naming Service was completed in November 2002. Key issues for the revised charter have been assessed through consideration of the Departmental Service Plan, the Operational Plan and Customer Care Charter.

- 2.2 A number of changes to service delivery, including re-engineering of business processes to maximise use of ICT in service delivery, and the changing business environment make revision necessary. Main changes relate to:

- Business processes being scheduled earlier in the development process in order to meet customer requirements;
- Improvements to management information systems, and implications associated with the establishment of a national land and property gazetteer requiring information to be exchanged with key customers on a more frequent basis;
- The 'Location of Street Name-plates' policy has been revised to ensure greater visibility while reducing vulnerability to vandalism.
- Increased community involvement has been encouraged
- 'Street Naming Principles' have been included within the Charter.

- 2.3 The revised Charter is attached as an Appendix. Changes from the existing Charter are shown in Bold and changes to locations of wording/phrases are shown in Italics.

3 Main report

- 3.1 The Street Naming Service Charter is aimed at clarifying the processes involved in allocating statutory addresses and erection/maintenance of street name-plates. Service Standards reflect current best practice and what is considered to be reasonable and achievable within existing resources.

The Street Naming Service

- 3.2 The public safety ethos of provisions contained in the Civic Government (Scotland) Act 1982 is recognised and underpins the Street Naming Service. The precise legislative basis for providing the service is shown in the revised Charter, which includes best practice in terms of street naming principles. Community involvement is maintained while a holistic approach is retained by vesting decision making with the Planning Committee when disagreements arise.

Process of Naming a Street

- 3.3 Service Standards have been revised to comply with customer requirements in order to facilitate the development process and ensure addresses are allocated to allow connections to utilities. Specifically, the timing is brought forward in the process from the estimated occupation date. The aim is to provide statutory addresses in all cases by identifying the need for new names earlier in the process and obtaining agreement to facilitate efficient numbering of properties.
- 3.4 The over-use of names can cause problems in terms of public safety. The revised Charter recognises that in some cases the introduction of new names within an existing group can cause greater confusion. Importantly, the service standard has been revised to include reference to street naming principles. The existing presumption against naming streets after "live" persons is maintained, but it may be acceptable to name streets after historical individuals with a geographical link to the area.
- 3.5 The need for improved communication within the Council and with external agencies is recognised through more frequent notification of changes. The service standard has been revised to reflect this capability with new ICT software.

Process of Numbering Properties

- 3.6 Development phasing often dictates numbering as opposed to the convention of numbering from the former GPO building. Existing street naming principles are maintained. Where whole numbers are not available, the use of letters is required and the previous feuing rule has been deleted due to confusion and historical precedent for use of "A" as a suffix. It is noted that the same principles apply to commercial situations where a number of units may exist at a single address. The service standard has been revised to meet the customer deadlines for addresses and to meet the requirements of the property database structure of the BS7666 standard.

Renaming and Renumbering

- 3.7 This is a disruptive process for those affected and will only be invoked where it is the best practicable solution and where there are real public safety issues. A presumption against the loss of historical names or a change of names for aesthetic/commercial reasons is introduced in light of recent experience.
- 3.8 The service standard has been revised to provide flexibility in the application of the notice period where this is agreed due to the phasing of development. The provision of change of address postcards will facilitate changes for those parties affected by the process. Key customers will continue to be notified of changes on a regular basis.

Street Name-plates

- 3.9 The section dealing with the location of street name-plates has been revised to reflect best practice to improve visibility while reducing maintenance and replacement costs associated with vandalism. As a matter of courtesy and good customer service, the service standard which requires affected property owners/occupiers to be advised of the erection of a sign on their property has been retained and a minimum time limit has been introduced. The wide-ranging powers contained in the 1982 Act are specifically designed to allow street nameplates to be erected on the basis of wider public safety as opposed to individual's property rights.
- 3.10 A further revision of service standards is envisaged after a review of contracts for procurement, erection and maintenance has been completed.

Complaints and Performance; and Street Naming Contacts

- 3.11 General provisions concerning Complaints and Performance have been updated as have Street Naming Contacts.

Street Naming Principles

- 3.12 These underpin best practice and policy and have been developed with particular emphasis on logical methodologies to ensure public safety.
- 3.13 The Street Naming Principles have now been included within the Charter for clarification

4 Financial Implications

- 4.1 Improvements to customer care through the provision of change of address postcards will be met from existing budgeted resources and is unlikely to involve any significant capital outlay.

5 Conclusions

- 5.1 The review of the Charter is timely given the completion of the Best Value Service Review and recent completion of restructuring exercise within the Function. The ongoing review of signage procurement and maintenance will allow further improvements to service provision in relation to the street signage service.

6 Recommendations

- 6.1 It is recommended that the Committee:
- (a) agrees the revisions made to date;
 - (b) requests a further report on revised service standards for street name-plates in association with programmed Reviews of the Planning Service Charters.



Andrew M Holmes
Director of City Development

19.11.03

1. Appendices Appendix 1: Revised Street Naming Charter
2. Contact/tel Paul Devaney 529 3911
Mary Clarke 529 3514
3. Wards affected All
4. Background Papers Planning Charter No. 4 Street Naming

Where changes to wording have been made, these are shown in Bold.

Where changes to location of sentences /wording have been made, these are shown in Italics.

STREET NAMING CHARTER

INTRODUCTION

Street names impact on everyday life in the city. Statutory addresses provide a logical method to locate and identify places for inhabitants and visitors. They facilitate the delivery of goods and services and assist the emergency services. Street names also strengthen the individuality of a place or define local history. That is why the Council puts a strong emphasis on local agreement before a new street name is chosen and this charter sets out in a clear and concise way the methods followed by the Council in naming streets and numbering properties.

Customer care is important for the Council. We encourage and welcome suggestions about Council services. These help us to improve the Service further, so do contact us if you have any comment to make.

I hope you will find this Charter informative and easy to use.

*Picture of
Councillor
Davies*

**Councillor Trevor Davies
Convenor of Planning Committee**

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Definitions

Key Customers includes: Lothian & Borders Fire Brigade; Lothian & Borders Police; Scottish Ambulance Service; Royal Mail Address Management Centre; Lothian Valuation Joint Board; Scottish Power; Transco; Scottish Water; British Telecom; and Geographers A-Z Maps. Also included are the following Council Departments: City Development; Education, and Environmental & Consumer Services.

Property Database is the Council's database of properties being developed to BS7666.

BS7666 is the British Standard for property addressing, which sets out data structure and content rules.

Statutory Address: the official address by which properties are identified.

1 THE STREET NAMING SERVICE

The Council is responsible for the naming of streets and numbering of property in new developments. It is also responsible for the renaming or renumbering of existing developments when required. **This process is known as the allocation of statutory addresses and is governed by statutory legislation.**

Section 97 of the Civic Government (Scotland) Act 1982 empowers the Council to allocate statutory addresses. The Council may, in relation to any street or road to which the public have access:

- (a) **give such name to it as they think fit;**
- (b) **after advertising in a newspaper circulating in their area any proposal to alter its name and taking into account any representations thereupon made to them within 28 days after the date of the first publication of the advertisement, alter any such name;**
- (c) **affix, paint or mark its name on any premises, fence, lamp post, pole or other structure in it so as to be readily legible to members of the public there, and erect poles or other structures there for that purpose;**
- (d) **give each of the premises in it such distinguishing number as they think fit; alter that number when necessary; and require the owner of each of the premises, by notice served on him, to affix or paint that number on his premises so that it is readily legible from the nearest part of the public place giving access to the premises.**

The allocation of statutory addresses affects many different people from developers to existing and future residents. In undertaking this function the primary consideration is public safety, ensuring that street names are not duplicated and that new streets and properties are named and numbered in a logical manner to facilitate easy identification in the event of an emergency. Decisions taken can influence the future character of the City and emphasis is placed on preserving historical associations within localities to strengthen the sense of place.

The allocation of statutory addresses also has an important role in relation to the Government's commitment to improved service delivery through the linking of various organisations' datasets with a common infrastructure based on a definitive list of national addresses. Many service providers require statutory address details before customers can access products.

This charter outlines the procedures and standards of service that can be expected from the Council in undertaking its statutory duties. Some of the procedures are complex; others can take a long time. The aim of this charter is to ensure that the adopted procedures are easily understood, are fair and reasonable, and that interested parties are kept informed. **The Street Naming Principles referred to in the document are shown on page 13 of the Charter.**

Where possible, electronic means of communication will be used to expedite procedures.

SERVICE STANDARD

By publishing our standards and targets, we aim to improve our street naming service and

make it responsive to the needs of our customers. We will monitor the contents of this Charter to ensure that standards and targets are being met.

2 PROCESS OF NAMING A STREET

Where a new street is to be created by development, a process is undertaken to decide a street name. **The principal consideration is public safety.**

When the site to be developed is identified, developers and Community Councils will be invited to make suggestions for possible street names within a specified period and in accordance with street naming principles.

Possible street names **should** strengthen the individuality of a neighbourhood. One approach is by accurately continuing or recovering local place names, another approach is to derive names from the historical or geographical associations of the site. Accuracy is important, otherwise names may drift from their proper location.

New street names should be distinctive. The practice of using the same name for several streets, differentiated by suffixes such as “street”, “road” etc is generally to be restricted. This is because it **causes** mistakes and difficulty by the emergency and other public services in locating streets within a group of similar names. **It should be noted that there are occasions where the introduction of a new name can cause greater confusion and in such instances use of existing names may be considered in order to consolidate existing groupings.**

SERVICE STANDARD

At the preliminary stage, we will consider names suggested by developers and Community Councils, provided that they meet with the Council’s current policy and procedures and street naming principles.

The naming of streets is delegated to the Director of City Development in consultation with the ward councillor for the area. Once a street name or range of names has been identified, the ward councillor is consulted and given the research details and a justification for the proposed street name.

If the ward councillor considers the proposed street name to be acceptable, this will be confirmed to the relevant Street Naming Officer. The ward councillor may wish to propose an alternative street name for consideration. If agreement cannot be reached then the matter is referred to the Planning Committee for a decision.

It is not current practice within Edinburgh to name streets after **living** individual persons. Where such a name is proposed, it would require to be considered by Planning Committee. **Important names derived from deceased individuals with a historic connection will be considered.**

SERVICE STANDARD

Planning Committee will consider proposals where agreement cannot be reached with the ward councillor or where the proposed name is contrary to policy and street naming principles.

It is recognised that the street naming process is time sensitive. **The timescale must take account of local consultation and whether the proposal requires to be considered by Planning Committee. Developers require statutory addresses before utilities will provide services.** Royal Mail cannot allocate postcodes until **statutory addresses are allocated.** Furthermore, developers will often choose a marketing name for a development and publicise it before **statutory addresses are allocated.** The longer it takes to decide **statutory addresses,** the greater the local confusion.

During the Building Warrant process, the developer will be contacted by the Licensing and Street Naming Team and the timescale will be agreed and recorded.

When the street name and numbering (see section 3) is agreed, the Council serves a statutory notice on the site owners. To assist in the above processes, the Council is aiming to improve the speed at which statutory notices are issued.

SERVICE STANDARD

We will aim to issue a statutory notice giving a street name and numbering for new development **in accordance with the timescale agreed with the developer to allow connection to service utilities. This will include cases where a Committee decision is required.**

SERVICE STANDARD

We will inform *key customers* of changes to the statutory addresses on a weekly basis.

Processes which involve renaming a street as a result of new development involve a longer timescale and this process is considered in Section 4.

3 PROCESS OF NUMBERING PROPERTIES

When a new development is to take place, a numbering scheme has to be drawn up. *The numbering of properties does not require consultation and can be carried out more quickly provided that no new street name nor renumbering of existing properties is required.*

The affixing of a number to individual premises is the responsibility of the property owner.

The principles used in this process **which apply to all types of development including units within commercial developments** are as follows:

New Streets

Streets will be numbered in a logical manner to facilitate the identification of properties, as detailed in the relevant street naming principles. The phasing of the development, access points and local circumstances will be considered in deciding where numbering should start. Cul-de-sacs will be numbered consecutively.

Existing Streets

Where a new development creates additional **properties**, extra numbers may be required. In many cases it is possible to allocate a whole number to every new property.

If there are not enough whole numbers available then numbers may have to be shared, by the addition of an alphabetical character (for example 12a, 12b, etc). **Where possible, existing properties will retain the whole number and any new properties will begin a, b, etc as appropriate.**

Flats

Common stairs must be allocated a main street number (**parent address**) since this has to be shared by the individual flats (**child addresses**). Numbers are then allocated internally to each flat (for example, Flat 1, 12 Edinburgh Road; Flat 2, 12 Edinburgh Road etc). The rotation of the internal numbers follows the rotation of the staircase, **with the highest number being located at the door furthest from the last riser on the stair.** In all instances the number 13 is never omitted.

SERVICE STANDARD

We will allocate property numbers according to the defined **street naming principles.**

SERVICE STANDARD

We will aim to issue a statutory notice which allocates numbering for new developments in accordance with the timescale agreed with the developer in order to allow connection to service utilities.

4 RENAMING AND RENUMBERING

Renaming and renumbering is a highly disruptive process for those parties affected and will only be considered as a result of new development or where there are public safety issues with significant problems locating properties. We will oppose the loss of historical names or changing names for commercial or aesthetic purposes.

The renumbering of existing properties may also be required as a result of new development due to the existing street numbering arrangement being no longer able to accommodate the addition of new or proposed properties.

In all cases, the Council aims to ensure that any renaming or renumbering is carried out with minimum disruption to existing properties.

SERVICE STANDARD

We will ensure that any renaming or renumbering is carried out with the minimum disruption to individual properties affected.

Renaming of streets

The renaming of an existing street is determined by the Planning Committee. **The Community Council**, local community groups and owners/tenants of properties likely to be affected will be consulted. If no existing properties are affected, consultation will still be carried out with **the representative** community groups. The Council will provide details of the reasons for the proposed change and the proposed new street name.

The Council will consider the results of the consultation exercise and if necessary undertake further consultation in order to reach an agreement. A report is then submitted to Committee, and a proposed name is agreed which is then publicly advertised for 28 days. Subsequently, any representations received are considered by Committee and a final decision is made. Thereafter the Department issues statutory notices to all those affected, giving them a minimum of 3 months notice of change **unless a shorter period is agreed due to the phasing of the development. To assist this process pre-paid change of address cards will be supplied to all affected owners/occupiers.**

In the event of members of the public or a community group approaching the Council with a request to rename a street, rather than the renaming being instigated by the Council, a survey of all those affected will be carried out. Any further action would only be considered **where the vast majority of parties affected are supportive and where it is considered expedient.**

SERVICE STANDARD

We will inform the developer of the need to rename a street within 4 weeks of receiving the final plans.

SERVICE STANDARD

We will consult widely when a street is proposed for renaming. Local opinion will be taken into account when Planning Committee considers the proposed street name.

SERVICE STANDARD

We will advertise the proposed new street name in the Edinburgh Evening News and consider any material representations received within 28 days of the date of advertisement, before reaching a final decision.

SERVICE STANDARD

Following the final decision on renaming a street, the Department will issue statutory notices to all those affected, giving them a minimum of 3 months notice of change unless a shorter period is agreed due to the phasing of the development. In all cases we will issue pre-paid cards for affected parties to notify personal contacts to minimise inconvenience.

Renumbering of properties

The authority to renumber existing properties is delegated to **street naming** officers in consultation with the local ward councillor. **Thereafter the Department issues statutory notices to property owners, giving them a minimum of 3 months notice of change unless a shorter period is agreed due to the phasing of the development. To assist this process pre-paid change of address cards will be supplied to all affected owners/occupiers.**

SERVICE STANDARD

We will give a minimum of 3 months notice of a proposal to renumber existing properties **unless a shorter period is agreed due to the phasing of the development. In all cases we will issue pre-paid cards for affected parties to notify personal contacts to minimise inconvenience.**

In both renaming and renumbering, the Council notifies *key customers* of the proposals in order to minimise the inconvenience caused to those affected.

SERVICE STANDARD

We will inform all *key customers* of changes to statutory addresses on a weekly basis.

5 STREET NAME-PLATES

The Council has a statutory responsibility for the erection of street name-plates in compliance with the Civic Government (Scotland) Act 1982. (See Section 1) The Scottish Executive Development Department guidelines state that street name-plates should be erected at the point nearest to where road junctions intersect.

Ideally, street name-plates will be located on buildings/structures between ground and first floor level to maximise visibility and minimise vandalism. Where this is not possible, street name-plates will be placed on existing walls and fences. Free standing signs will be erected where neither of the above options is possible. This will be done with minimum inconvenience and disruption. There is no statutory requirement to inform the owner of the property prior to the siting or affixing of the street name-plates, but as a matter of courtesy and good customer service, owners/occupiers will be given a minimum of 14 days notice in writing by the Department of the erection of a sign on their property.

Following the issue of statutory notices under the street naming process, the number of street name-plates required is determined from the developer's plans and they are ordered from a contracted supplier. The production, delivery and fitting of street name-plates take an average of 12 weeks to complete following the placing of an order. **Fitting of street name-plates for new developments will be programmed to accord with the phasing of the development at a suitable stage of completion.**

Replacement street name-plates are supplied by the Council where they are damaged or removed without authorisation. Broken or missing signs can be reported to the Council by contacting the CLARENCE freephone number (see section 7 : Contacts). A damaged sign reported as dangerous will be dealt with as a priority by either refitting or removing the existing sign

SERVICE STANDARD

As a matter of courtesy and good customer service, owners/occupiers will be given a minimum of 14 days notice in writing by the Department of the erection of a sign on their property.

SERVICE STANDARD

Dangerous/damaged signs will be removed within 3 working days of the Council being notified.

SERVICE STANDARD

We will aim to produce, deliver and fit street name-plates within 12 weeks following the placing of an order. Fitting of street name-plates for new developments will be programmed to accord with the phasing of the development and at a suitable stage of completion.

6 COMPLAINTS PROCEDURE

The Council hopes that you will be satisfied with the street naming service **that** we provide. *If you have any suggestions, concerns or difficulties we want to hear from you.* We are committed to improving our service and dealing promptly with any failures.

In the first instance you should discuss the matter with the member of staff involved. If you are still dissatisfied, talk to the Principal Officer (see list of contacts). If he/she is unable to help, you will be given the name of a more senior manager who will investigate the matter.

Written complaints will be acknowledged and then fully and promptly investigated. The complainant will be given a written response explaining the outcome of the investigation and any action that the Council proposes to take. If no action is proposed, the reasons will be explained.

If you are not happy with the initial response, you can complete a **Complaints Form** (available from all Council public offices and buildings) and return it to the Council's Customer Care Unit (see list of contacts).

If you are still not satisfied with the way in which the complaint has been handled, you can seek the advice and help of your **ward councillor** or the Chief Executive of the City of Edinburgh Council.

After you have gone through our complaints process, if you are still not happy, you have the right to take your complaint to the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS, phone: 0870 011 5378, or email: enquiries@scottishombudsman.org.uk

Generally, if you want to do this, you must contact the Ombudsman within one year.

SERVICE STANDARD

We will get in touch with you within **10 working days** of receiving a complaint or suggestion to let you know what is happening.

We will monitor all complaints and suggestions made and use them to review and improve the service we provide.

7 STREET NAMING CONTACTS

STREET NAMING TEAM

Team Enquiry Point: 0131 529 4025
Team Fax: 0131 529 3666
Team Email: cdd-ps-streetnaming@edinburgh.gov.uk

Paul V Devaney, Principal Planner
Telephone: 0131 529 3911

Barry Dugan, Street Naming Officer
Telephone: 0131 529 4081

Diane Broughton, Street Naming Officer
Telephone: 0131 529 4328

TO REPORT BROKEN OR MISSING STREET NAME-PLATES

Call **CLARENCE** on freephone 0800 232323 or Team Enquiry Point on 0131 529 4025 or email cdd-ps-streetnaming@edinburgh.gov.uk

ENQUIRY OFFICE

City Development
1 Cockburn Street
Edinburgh
Telephone : 0131 529 3900
Fax: 0131 529 7478/4457

Enquiry Office Opening Hours:

Mon, Tues	8.30 to 4.30
Wed	9.00 to 4.30
Thurs	8.30 to 6.00
Friday	8.30 to 3.30

COUNCIL INFORMATION CENTRE

City Chambers (Room 5/44)
High Street
Edinburgh
Telephone : 0131 529 3078
Fax: 0131 529 3079
Email: council.info@edinburgh.gov.uk

Information Centre Opening Hours:

Monday - Thursday **8.30 - 5.00**

Friday **8.30 - 4.30**

Council Website/CapInfo : www.edinburgh.gov.uk

**Quality and Customer Care Unit
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High Street
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HEAD OF PLANNING AND STRATEGY

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City Development
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PO Box 12473
1 Cockburn Street
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8 STREET NAMING PRINCIPLES

New Names and Renaming Conventions

Public safety is the primary consideration:

- ensure street names are not duplicated**
- ensure names are logical to facilitate easy identification by those with no knowledge of locality**
- use same name for several streets within a group off one access**
- do not use same name for separately accessed streets**
- new name for each section of street between major junctions**
- avoid extremely lengthy street name use**
- ensure names are not over-used as this causes confusion in the event of an emergency**

Preserving History for Future Generations and reinforcing a Sense of Place

- preserve historical associations**
- continue or recover local place names**
- derive new names from geographical associations of locus**
- identify names from non-living individuals with strong historical connection with location**
- names should not be moved from their correct historical location**

Numbering Conventions

New Streets

- development phasing, principal accesses, existing street patterns and other local circumstances will be considered in deciding where numbering should start**
- numbered in a logical manner to facilitate easy identification in the event of an emergency**
- when facing the odd-numbered side of a street, low numbers will be located to the left and high ones to the right; when facing the even-numbered side, the high numbers will be to the left and the low ones to the right**
- Cul-de-sacs are numbered consecutively in same direction as the main access road low to high**

Existing Streets

- Where there are not enough whole numbers available then numbers may have to be shared, by the addition of an alphabetical character (for example 12a, 12b, etc).**
- Original access will retain the whole number**
- Consider a new street name if this is appropriate and expedient due to scale of development**

Properties

- Properties shall be numbered from the street onto which the principal access is gained**
- For flatted developments subdivider numbers shall be used and allocated to each property following the rotation of the staircase with the highest number being located at door furthest from the last riser on the stair**
- the number 13 is never omitted**