

Appendix 1 – Denbighshire Caravan Project Update

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1. Project Milestones

The following primary milestones have been identified for this project:

1. Develop a comprehensive caravan site address list to be available for incorporation into software systems and databases used by services across the council.
2. Undertake mapping of holiday caravan site locations and allowances (planning and licensing)
3. Develop a data processing system which enables reporting (on a yearly basis) on service use by holiday caravan 'residents'
4. Undertake analysis and mapping of service use results
5. Produce a corporate caravan strategy
6. Development of a Regulatory Procedure and Implementation Plan

The following sections will provide information on how these milestones were established, our progress to date and our planned next steps.

2. Project Focus

Initial works on this project were focused on the identification of services which may hold relevant information, and establishing a method by which we could extract and process this information. However, during initial investigations it became clear that a number of issues existed, including:

1. Inaccuracies and inconsistencies with inputted address information
 - The level of detail held by different services of the addresses of those accessing services is fairly variable e.g. some may not have a postcode or a street name
 - Some customers do not provide the name of the caravan park when attempting to access a service. Instead they will provide the name or plot number of their individual caravan along with a street name within the caravan site itself (often in an attempt to disguise the fact they are a holiday caravan site dweller)
2. The presence of legitimate residential accommodation on the same street, and thus within the same postcode area, as the holiday caravan site – this means that service data cannot purely be sorted by postcode in order to establish levels of service use by holiday caravan site occupants.
3. The lack of a comprehensive list of caravan site addresses in the County
 - The list of caravan sites and their corresponding addresses held by licensing does not match up to a commercial caravan site information held in the Local Land and Property Gazetteer (a database which is informed by planning applications); i.e. there are a number of sites on the licensing list which do not appear on the Gazetteer system, and equally there are sites listed on the Gazetteer which are currently unknown to licensing. Furthermore, we do not have detailed

information on individual caravan site addresses or the names of internal caravan site street names.

In order to address these issues it was agreed that one of the key focuses of the project should be around the establishment of a comprehensive list of caravan site addresses. Investigation will also be undertaken into the possibility of gaining the addresses for each individual caravan plot within each site. This information could then be inputted into the LLPG (Local Land and Property Gazetteer) and allocated a Unique Property Reference Number (UPRN).

2.1. Interdependencies

At the current time electoral registration, planning, council tax, business rates and some education systems utilise address information directly from the Gazetteer. However, through the Digital Choice and Data Management Solution projects it is hoped that all services systems will eventually be linked to the gazetteer and therefore all have access to the same, and most accurate and up to date, address information.

2.1.1. **Digital Choice** – The digital choice project will aim to develop all contact channels to enable greater resolution of service requests at first point of contact and maximise the ability to provide front-line services. The project also seeks to standardise the ways of working in the front and back office and facilitate the migration of service contact management to the corporate infrastructure (Internet, Corporate Customer Service Centre, One Stop Centres). Finally, the project will be seeking to enable customers to undertake Self Service transactions as part of the online offering which may include for example changes of address or applying for services.

The provision of a comprehensive list of caravan addresses will enable services, at the point of customer contact, to identify holiday caravan occupants and establish the appropriate action, i.e. whether or not the customer is eligible for the service.

In the first instance the Digital Choice project will be restricted to a pilot in Customer Services, Education, Highways and Environment, Housing and Revenues and Benefits. In future this is likely to be rolled out to all council services.

As such we will be able to quickly reduce the allocation of services to those who are not eligible. Furthermore, as services more accurately record caravan site address information from customers then this will enable the production of more reliable reports on service use in the future.

2.1.2. **Data Management Solution** – This project aims to provide a single, integrated and managed platform where employees and external stakeholders can efficiently collaborate, store, publish, interrogate and search for information.

As the individual data systems, used by each service, are harmonized it will be possible to ensure that addressing (including caravan addresses) can be done

consistently throughout all systems and that data from multiple systems can be accurately analysed.

3. Project Progress to Date

3.1. Project Management Approach

The project business case has been constructed on verto. The business case identifies key milestones for the project along with detailed product descriptions (**see Appendix 2**).

3.2. Comprehensive Caravan Site Address List

3.2.1. Addressing Holiday Caravan Site Address Inconsistencies

Meetings have been undertaken with both licensing and the Gazetteer system administrator to address the inconsistencies between the holiday caravan site address lists held by each.

3.2.2. Individual Holiday Caravan Addresses on the LLPG

A meeting was held with Karen Hawkes (Corporate Research and Intelligence Officer) which confirmed the viability of inputting individual holiday caravan address data into the LLPG under the RD10 classification. This classification is currently unused by DCC and across North Wales only Conwy and Anglesey have records under this classification (although investigations are underway to establish whether or not these have been classified correctly).

Although the inputting of individual holiday caravan address data will be beneficial in the long term, the process of gathering and inputting the data itself may also take some time. Furthermore, due to the interdependencies that exist between this project and the Digital Choice and the Data Management Solution projects not all services will immediately have access to this information. As such the project will produce data entry guidance, which provides detailed information on how caravan address information should be entered into service systems, along with a caravan site information record (**see Appendix 2**). We'll also be developing service eligibility guidance which should clarify the services available to holiday caravan site occupants as opposed to those on official residential caravan sites (**see Appendix 2**).

3.2.3. Communication with Holiday Caravan Site Owners

Officers from Planning and Public Protection have forged links with both the local branch of the British Holiday and Home Parks Association (BH&BHP) and some of the larger caravan site owners. These links will be used to attempt to gather information on individual caravan addresses and site layout.

3.3. Site Mapping

A map has been produced on iShare GIS (**see Appendix 3**) to show the confirmed holiday caravan site locations within the county. This map also provides information

on the site's relevant licensing allocations (where available) (i.e. numbers of statics, tourers and tents allowed on site). N.B. This map does not include individual caravans situated in the gardens of private dwellings.

3.4. Data Processing System

Meetings have been held with ICT to discuss the requirements for the data processing system. The service systems from which we will require data extraction have also been identified; which can be seen in the table on the following page:

Department/Service	Section	System	Package Supplier
Adult & Business Services	MIS	Paris	Civica
Children & Family Services		Paris	Civica
Customers & Education	Customer Services	CRM – Contensis	
Customers & Education	Education	Capita SIMS	Capita
Finance and Assets	Local Taxation	Council Tax	Capita-Academy
Finance and Assets	Passenger Transport	CMS bus pass system	ACT
Finance and Assets	Revenues	Housing Benefits	Capita-Academy
Housing & Community Development	Housing	Open Housing (Pipeline)	Capita
Legal, HR and Democratic Services	County Clerk	Electoral Registration	eXpress Software Solutions
Planning & Public Protection	Planning and Public Protection Services	Idox Uniform	Idox

Information on council tax payments being undertaken and numbers of individuals registered with electoral services from each site have already been collected. **(See Appendix 4).**

3.5. Regulatory Procedure

Officers from Planning and Public Protection have forged links with the local branch of the British Holiday and Home Parks Association (BH&BHP). The Association are very keen to work with DCC on the Regulatory Procedure document. There are clear benefits for all in doing so. Many park owners police their sites extremely well, undergoing rigorous checks on those persons seeking to buy or rent a unit on their sites. Procedures they already use can be incorporated into the DCC procedures.

The Association want a level playing field for holiday caravan sites and want to promote the principle of "no verified address elsewhere, no caravan."

Officers within the Service are continuing to undertake planning and licensing work linked to possible residential occupation and are taking action where needed.

4. Next Steps

4.1. Comprehensive Caravan Site Address List

- ✓ **Begin collation of individual holiday caravan addresses.** Meetings will be arranged with some of the larger caravan sites to try and gain access to their back office systems which should detail their plot numbers and locations and any internal street names. A small number of site maps (which include both internal street names and plot numbers) have been found online and these will be verified for accuracy during these meetings. A mailshot will also be arranged for holiday caravan sites to gather this information.
- ✓ Continue to work with both licencing and the Gazetteer team to **address inconsistencies between the two caravan address databases** and verify the recorded site allowances.

4.2. Data Processing System

Now that the key service systems have been identified we will begin to contact these services to raise awareness of the project, establish the required permission to access the systems and begin producing preliminary reports. Further meetings will also be arranged with ICT to continue with the development of the data processing system.

4.3. Guidance Documents

We will begin production of the guidance documents for both caravan address entry and service eligibility.