

# PRODUCT DESCRIPTIONS BOOKLET

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<b>Identifier</b>	CSSaddresses1
<b>Title</b>	<a href="#">List of all caravan site addresses</a>
<b>Purpose</b>	<p>A comprehensive list of all caravan sites within the county (including all individual caravan addresses) will allow:</p> <ul style="list-style-type: none"> <li>• Licencing to be sure their enforcement and regulatory work reach all relevant sites in the County</li> <li>• All services to quickly identify if a service user's address is a caravan site address enabling them to take appropriate action as per the <a href="#">address data entry guidance</a> (CSSguidance1) and <a href="#">service eligibility guidance</a> (CSSguidance2).</li> <li>• iShare GIS to have an data source to build its mapping layers from.</li> <li>• The <a href="#">data processing tool</a> (CSSdatasystem1) to have a cross reference list to enable processing.</li> </ul>
<b>Composition</b>	<p>The database will include the addresses of caravan sites and of individual caravans. The table will also include basic information on number of caravans on site, allocations and licencing reference numbers. This will be exportable as a table for use in other applications and will also be able to be directly linked to iShare GIS to create the <a href="#">map of site locations</a> (CSSmap1).</p> <p>More detailed information on each site will also be held (exportable in a form format). This detailed information will form the <a href="#">caravan site information record</a> (CSSinforecord1).</p>
<b>Derivation</b>	Information from the Gazetteer, planning, licensing and caravan site owners
<b>Format &amp; Presentation</b>	Database
<b>Role in Benefit Delivery</b>	<p>The existence of a comprehensive list of caravan site information will enable the cross-referencing with addresses held in other council systems ultimately enabling the production of the <a href="#">summary document / annual report</a> (CSSsummarydoc1) which will include the data and estimates for:</p> <p><b>Accurate Population Stats (Estimates)</b></p> <p>These will be used to argue for <b>(Changes to) RSG</b> and enable the identification of potential <b>Council Tax</b> liabilities arising from caravan dwellers.</p> <p>Better data will also facilitate <b>Improved Service Planning</b>. The existence of the comprehensive list to cross-reference will enable staff to determine eligibility at the point of contact and so <b>Reduced Service Provision</b>.</p> <p>Finally the comprehensive list will be of use to licencing who will be able to ensure that all relevant caravan sites are known for inclusion</p>

	in <b>Caravan Site Safety</b> programmes.
<b>Development Skills required</b>	Communication, negotiation and collation skills, and database construction skills.
<b>Quality Criteria</b>	The list produced must be comprehensive (identifying all caravan sites within the authority) and enable all of the benefits listed above.
<b>Quality Tolerance</b>	It is expected that a few of the smaller caravan sites may be missed within this list due to inconsistencies between the current range of databases involved, but primarily this is expected to be sites where there may only be a single caravan located next to a residential dwelling. However the list must include all of the major sites within the authority, particularly those already included on the Gazetteer system and currently paying business rates.
<b>Quality Method</b>	
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSSmap1
<b>Title</b>	<b>Map of site locations and allowances</b>
<b>Purpose</b>	A map of all sites within the county along with their relative sizes will allow a greater understanding of site distribution along with the later ability to add layers showing comparative service use at sites of different sizes and locations. The map will also allow easy access to the more detailed data held in the <a href="#">caravan site information record</a> (CSSinfo record1).
<b>Composition</b>	Map of Denbighshire with additional layers for site locations (based on the address in CSSaddresses1) and allowances based on information from licensing and planning. The layer will include a column in which a link to the caravan site information record can be accessed.
<b>Derivation</b>	Derived from the list gathered in product CSSaddresses1
<b>Format &amp; Presentation</b>	Map with multiple interactive layers
<b>Role in Benefit Delivery</b>	<p>The mapping tool will make it easy to identify the location of sites and individual caravan addresses. It could support the case for <b>(Changes to) RSG</b> by highlighting where caravan dwellers were within areas of high deprivation or eligible for additional spatially organised support grants etc.</p> <p>It would help revenues and benefits identify local caravan dweller with <b>Council Tax</b> liabilities for improved collection / enforcement activity.</p> <p>Understanding the location of caravan dweller may also support <b>Improved Service Planning</b> enabling targeting / tailoring of resources.</p> <p>The map would support the planning of site visit routes, targeting and tailoring of <b>Caravan Site Safety</b> programmes.</p>
<b>Development Skills required</b>	iShare GIS mapping
<b>Quality Criteria</b>	All sites identified in CSSaddresses1 must be included on the map
<b>Quality Tolerance</b>	All sites identified during the list production stage must be mapped however it is accepted that the allowances for each of these sites may not be available or accurate
<b>Quality Method</b>	
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSSinfo record1
<b>Title</b>	<b>Caravan Site Information Record</b>
<b>Purpose</b>	To hold detailed information about each site including (where available) a plan of individual plots and details such as allocations and types, utilities, licence conditions etc.
<b>Composition</b>	<p>The information for the record would be created as a 'form' in the database holding the <a href="#">list of all caravan addresses</a> (CSSaddress1). This would then be automatically exported to a PDF document that would be accessible from the <a href="#">map</a> (CSSmap1) via the link.</p> <p>This would mean that there would be a PDF for each caravan site with detailed information about that site. The PDF would be automatically updated whenever a change was made in the database.</p> <p>Users could access the PDF from the iShare map (CSSmap1) screen by clicking on a link.</p> <p>Details would be updated by the licencing team via the database.</p>
<b>Derivation</b>	The information for the record would come from licencing, planning and from caravan site owners.
<b>Format &amp; Presentation</b>	Form within the database and PDF
<b>Role in Benefit Delivery</b>	This detailed record would enable planning and licencing to <b>Improved Service Planning</b> for regulation and enforcement activities including <b>Caravan Site Safety</b> .
<b>Development Skills required</b>	Communication, negotiation and collation skills, and database construction skills.
<b>Quality Criteria</b>	
<b>Quality Tolerance</b>	
<b>Quality Method</b>	
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSSguidance1
<b>Title</b>	<b>Address Data Entry Guidance</b>
<b>Purpose</b>	The purpose of this guidance would be to improve the quality of the caravan address data held in the councils various systems and databases ensuring a consistent approach that would enable effective interrogation through the <a href="#">data processing</a> (CSSdatasystem1) element of the project.
<b>Composition</b>	A document explaining the relevant rules for caravan address entry and there application in the different systems.
<b>Derivation</b>	To be developed by Corporate Research and Intelligence team in conjunction with systems administrators.
<b>Format &amp; Presentation</b>	Word / PDF
<b>Role in Benefit Delivery</b>	The guidance would ensure that individual council systems held individual personal records of caravan dwelling service users in a manner which allowed the caravan address data to be presented in a consistent way. This is the other part of the cross-reference to the comprehensive list of caravan site addresses. Together they enable the delivery of the benefits as described in CSSaddress1 <a href="#">mentioned above</a> .
<b>Development Skills required</b>	Communication, negotiation and training / guidance / instruction manual writing skills.
<b>Quality Criteria</b>	Must be easy to follow for data input by regular users of the agreed range of council systems / databases.
<b>Quality Tolerance</b>	
<b>Quality Method</b>	
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSSguidance2
<b>Title</b>	<b>Service Eligibility Guidance</b>
<b>Purpose</b>	To enable point of contact decisions on service provision to caravan dwelling customers.
<b>Composition</b>	Guidance documents for relevant services on what services are restricted to residents only and if and when caravan dwellers would be considered resident.
<b>Derivation</b>	Service polices, eligibility criteria etc.
<b>Format &amp; Presentation</b>	Word / PDF
<b>Role in Benefit Delivery</b>	This product will deliver <b>Reduced Service Provision</b> by enabling point of contact refusal of service where caravan dwellers are ineligible, while ensuring caravan dwellers receive the services they are entitled to.
<b>Development Skills required</b>	Understanding of eligibility criteria.
<b>Quality Criteria</b>	Guidance must be simple and clear and must be provided for all key services affected by caravan dwellers.
<b>Quality Tolerance</b>	Guidance will not be provided for all services as some will not receive direct requests from caravan dwellers or their service are available to all regardless of residential status.
<b>Quality Method</b>	
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:



<b>Identifier</b>	CSSdatasystem1
<b>Title</b>	<b>Data processing system</b>
<b>Purpose</b>	To collate and sort the information from legacy systems and cross-reference this with the comprehensive list (CSSaddress1) in order to produce a report showing the levels of service use at each of the sites in the county
<b>Composition</b>	A system which can gather together the address information from the relevant legacy systems, provide the address data all in the same format from the different systems and contain the relevant query to enable the comparison of address data from the comprehensive list of caravan sites (CSSaddresses1) to the legacy systems data in order to produce a report on service use.
<b>Derivation</b>	System produced by ICT and data pulled from the relevant service legacy databases
<b>Format &amp; Presentation</b>	Not yet known
<b>Role in Benefit Delivery</b>	<p>The data processing will bring together and analyse the raw data enabling the writing of the <a href="#">summary document / annual report</a> (CSSsummarydoc1) which will include the data and estimates for:</p> <p><b>Accurate Population Stats (Estimates)</b> - These will be used to argue for <b>(Changes to) RSG</b> and enable the identification of potential <b>Council Tax</b> liabilities arising from caravan dwellers.</p> <p>Better data will also facilitate <b>Improved Service Planning</b> and <b>Reduced Service Provision</b>, through the identification of services currently being provided to those who are not eligible.</p> <p>Finally the system will be of use to licencing who will be able to ensure that all relevant caravan sites are known for inclusion in <b>Caravan Site Safety</b> programmes.</p>
<b>Development Skills required</b>	IT skills for developing database and query production
<b>Quality Criteria</b>	The system must compare all of the addresses identified in CSSaddress1 to the address data held on legacy systems and be able to produce a comprehensive report on a yearly basis which summarises service use by holiday caravan residents. The system must be able to sort data by making reference to both their postcode and site name in order to filter out genuine residential abodes which are on the same street and therefore share the same postcode.
<b>Quality Tolerance</b>	The system must be able to pull information from existing legacy systems in the required format, e.g. each part of the address in a separate field, and must be able to sort this data via postcode AND site name to enable cross-referencing with the caravan site address list.
<b>Quality Method</b>	Produce reports from system and manually check some smaller sites against raw data
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSSsummarydoc1
<b>Title</b>	<b>Summary document / Annual Report</b>
<b>Purpose</b>	To summarise the findings from the data processing exercise providing the evidence for the delivery of benefits and suggestions for the <a href="#">corporate strategy</a> .
<b>Composition</b>	Results from CSSaddresses1 and CSSdataystem1, analysis of results and suggestions for consideration while developing the corporate strategy
<b>Derivation</b>	Derived from the data gathered from CSSaddresses1 & CSSdatasystem1 and maps from CSSmap1
<b>Format &amp; Presentation</b>	A4 report
<b>Role in Benefit Delivery</b>	This is described in the benefits section for CSSaddresses1 <a href="#">See above</a> .
<b>Development Skills required</b>	Communication, analytical and collation skills
<b>Quality Criteria</b>	The document must summarise all of the information established to date and provide clear suggestions for the overarching corporate strategy
<b>Quality Tolerance</b>	n/a
<b>Quality Method</b>	Presented to Project group CET and/or Scrutiny for discussion and approval
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSSstrategydoc1
<b>Title</b>	<b>Strategy document</b>
<b>Purpose</b>	To provide an overarching corporate strategy for the management of the residential use of holiday caravans in the county
<b>Composition</b>	Outline of the strategy to be undertaken by all services and the reasoning including risks and benefits associated with undertaking the chosen strategy
<b>Derivation</b>	Derived from all data gathered from other products along with feedback from CET/scrutiny
<b>Format &amp; Presentation</b>	A4 report
<b>Role in Benefit Delivery</b>	The strategy will provide the framework from which to priorities activities associated with the delivery of all / each benefit.
<b>Development Skills required</b>	Communication, analytical and collation skills
<b>Quality Criteria</b>	The strategy is clear and concise and outlines the mitigationary action plan established to address any negative consequences associated with the corporate strategy
<b>Quality Tolerance</b>	n/a
<b>Quality Method</b>	Presented to Project group CET and/or Scrutiny for discussion and approval
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSStraining1
<b>Title</b>	<b>Established training/support package</b>
<b>Purpose</b>	To have a clear training strategy to raise awareness of the caravan project and the use of the comprehensive site list to effectively identify the eligibility of customers to key services along with establishing clear flows of information in relation to service use by holiday caravan dwellers to those who can take action (e.g. to planning)
<b>Composition</b>	A powerpoint detailing why the residential use of caravans is being tackled in the county. Diagrams showing where the flow of intelligence should go to from services to enforcement services to take action. Information on how to verify whether an address provided is a holiday caravan park.
<b>Derivation</b>	Not yet known
<b>Format &amp; Presentation</b>	Not yet known
<b>Role in Benefit Delivery</b>	
<b>Development Skills required</b>	
<b>Quality Criteria</b>	The training package is clear and concise and is relevant to all relevant services. Following the training participants must clearly understand the project and the action required within their service.
<b>Quality Tolerance</b>	n/a
<b>Quality Method</b>	Conduct pilot with key services
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver:

<b>Identifier</b>	CSSregulation1
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<b>Title</b>	<b>Regulatory Procedure</b>
<b>Purpose</b>	The procedure will aim to co-ordinate planning and licensing powers into a single document to enable Officers from the Planning and Public Protection service to follow standardised procedures for the effective policing of holiday caravan parks. The procedure will set out regulatory options having regard to the evidence garnered from each caravan and site. This will enable high risk sites to be targeted quickly with standard enforcement procedures applied.
<b>Composition</b>	The procedure will set out regulatory options having regard to the evidence gathered from each caravan and site.
<b>Derivation</b>	The final procedure will be produced based on the information in the Summary Document/Annual report (CSSsummarydoc1) and the corporate strategy (CSSstrategydoc1)
<b>Format &amp; Presentation</b>	
<b>Role in Benefit Delivery</b>	Co-ordinated regulation of holiday caravan sites will ensure that all sites are following health and safety guidelines and are functioning in line with their planning and licensing conditions.
<b>Development Skills required</b>	
<b>Quality Criteria</b>	
<b>Quality Tolerance</b>	
<b>Quality Method</b>	
<b>Quality skills required</b>	
<b>Quality Responsibilities</b>	Producer:    Reviewer:    Approver: