

CUSTOMER  
**FIRST**

# One Scotland Gazetteer creates vital efficiencies for North Lanarkshire

“It will take us about a year to fully integrate everything, but we'll then see significant improvements - especially with the Gazetteer being deployed as an internal shared service, available to all.”

John Carlin,  
Analyst Programmer,  
North Lanarkshire Council



**North Lanarkshire Council expects significant improvements after consolidating numerous property databases through the national One Scotland Gazetteer.**

The council is involved in a pilot of the Gazetteer, which has been developed by Customer First to provide a single national database of addresses for every property across Scotland. The Gazetteer combines and integrates the corporate address gazetteers from all 32 Scottish councils and fully conforms to the national addressing standard. All councils are also signatories to the National Data Management Plan and have procedures in place for the local management and maintenance of their address data.

By providing a common referencing framework to combine the information held by councils, the health service, education providers and other public bodies, the initiative is expected to produce extensive time and cost benefits for Scotland.

"A huge percentage of a council's work involves addresses and property details - housing, transport, architecture, planning, education, social work and so on," explains John Carlin, who is closely involved in piloting the Gazetteer throughout North Lanarkshire Council. "Until the Gazetteer came along, each of these had its own

[Continued overleaf >](#)

## Bottom Line Benefits

- Removes duplication between councils in updating property data
- Centralised system means hardware and software savings
- Time savings - all property information accessible in a single place
- 'Real time' updating removes problems encountered when people move into new properties

CUSTOMER  
**FIRST**

In association with:



# CUSTOMER FIRST

## The Customer First Advantage

In the new spending context for local government, the Customer First programme helps councils to deliver:

**Better quality public services**  
through improved collaboration and learning

**Faster response**  
by delivering 'first time' public services

**Enhanced credibility**  
improving perceptions of local government

**Lower costs**  
by delivering public services more efficiently

**Wider coverage**  
ensuring people receive the services they're entitled to



separate databases. You can imagine the duplications, errors and inefficiencies that creep into multiple databases. But the Gazetteer pulls it all together."

The council is using the Gazetteer in applications such as the Housing System, the Common Housing Register, the Home Insurance System, the Municipal Bank, Community Regeneration and CIRIS (the Council Incident Reporting Information System). It is also being used for third-party applications, including venue bookings, libraries, theatre box office, roads maintenance and keeping track of council creditors and debtors.

"The Gazetteer is already saving us time and effort," Carlin adds. "It will take us about a year to fully integrate everything, but we'll then see significant improvements - especially with the Gazetteer being deployed as an internal shared service, available to all"

The One Scotland Gazetteer currently maintains more than 3 million property records, with monthly uploads being provided by all Scottish councils. It also supports other vital services, including:

- **The National Entitlement Card** - with 1.25M cards now issued
- **The Energy Savings Trust** - issuing 20,000 domestic Energy Performance Certificate a month
- **The 'ePlanning Portal'** - dealing with more than 1,000 planning applications, reviews, and appeals each month

Other applications in the pipeline include the National Personal Licensing Database, which will carry the details of everyone involved in running licensed premises. Online electoral registration is another possibility. The next step will be to spread the Gazetteer's benefits throughout the rest of the public sector.

## What Products?

The national One Scotland Gazetteer has been developed by Customer First to provide a single database of land and property for Scotland.

## Number Crunching

**3.2m** - the number of property records currently held on the Gazetteer

**£30m** - potential annual savings for Scottish local government by improving service delivery online and by phone

**12%** - the predicted fall in local government budgets over the next few years

Customer First is a £34.5m Scottish Government-backed programme to deliver more convenient and responsive public services, encourage online access to services and ensure that at least 75% of core service requests can be handled at first point of contact. It has been developed in partnership with councils, COSLA and the Society of Local Authority Chief Executives (SOLACE), under the auspices of the Improvement Service.