

Street Naming and Numbering Policy

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Growth and Infrastructure

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1. Purpose Statement

- 1.1 The purpose of the Street Naming and Numbering Policy is to process all requests to name streets and to ensure that all properties in the Bournemouth, Christchurch & Poole Council areas are assigned an official address that is clear and unambiguous.
- 1.2 The naming and numbering of streets and buildings in Bournemouth, Christchurch and Poole is controlled by BCP Council under the Public Health Act 1925. The purpose of this policy is to ensure that any new street names, building names and numbers are allocated consistently and logically with a view to ensuring the effective delivery of mail, and that visitors and emergency service vehicles are able to easily locate any address to which they may be summoned.
- 1.3 Ensures accuracy and consistency of address data across BCP Council services.
- 1.4 To provide an efficient proactive system of SNN for developers of new streets as a part of the formal Road Adoption process.
- 1.5 Many legal transactions associated with properties can be withheld until they are identified by a street name and number. This applies to all residential, commercial and industrial properties. Street Naming and Numbering is an important function of BCP Council as it allows the Council to maintain a comprehensive, unambiguous and accurate list of addresses covering all properties in the BCP conurbation. The policy provides a framework for BCP Council to operate its street naming and numbering function effectively and efficiently for the benefit of BCP Council residents, businesses, and visitors. It will also act as a guide to developers when considering new names for streets and give assistance to internal departments and clients, when carrying out the engagement process on street names. Royal Mail does not have any authority to issue or confirm official addresses, but it is responsible for setting the post town and postcode for a property. An official address will be based on the geographical position of the property.

2. Who the policy applies to

- 2.1 This policy is applicable to all who represent BCP Council in any capacity – Members, Officers, consultants and contractors.
- 2.2 This policy is applicable to all public highway infrastructure managed and maintained by the Authority.
- 2.3 BCP Council, its customers and external organisations are all affected by the content of this policy; this includes all addresses, domestic and non-domestic.

3. This policy replaces

- 3.1 This policy replaces:
 - Development Management Charter, Street Naming and Numbering (Christchurch).
 - Borough of Poole Street Naming and Numbering Protocol.
 - Bournemouth Borough Council Street Naming and Numbering Guidelines.

4. Approval process

- 4.1 This policy requires cabinet approval.

5. Links to Council Strategies and Legal framework

- 5.1 During the preparation of this policy document due consideration has been given to the following Key Council Strategies:
- Corporate Plan
 - Equality & Diversity
- 5.2 BCP Council has a variety of powers that it can use for the purposes of delivering the functions and performing the services to which this policy relates.
- 5.3 BCP Council has adopted:
- Towns Improvement Clauses Act 1847 together with the Public Health Act 1875 (together referred to as the 'the First Scheme')
 - s21 Public Health Acts Amendment Act 1907
 - s17 and s19 Public Health Act 1925
- 5.4 Please note that if an application for an address is not received the property will not be exempt from paying Council Tax or Business Rates. Conversely, the payment of Council Tax or Business Rates does not make an address official.
- 5.5 Other forms of an address may exist (such as those on title deeds or held by third party databases) but have no legal standing.
- 5.6 Permissions required under the Planning Acts and Building Regulations approval, or other statutory permissions may be required, and you are advised to check the position with the appropriate officers before works commence. The official addressing of the property does not mean that these permissions or approvals have been given.

6. Introduction

- 6.1 BCP Council is responsible for the naming of streets and numbering of properties within its area. The aim of this policy is to ensure that any new street names, building names and numbers are allocated logically and consistently as this enables:
- Emergency services to find a property quickly and effectively.
 - Post to be delivered efficiently.
 - Visitors to locate their destination.
 - Statutory undertakers to connect their services to premises and link them to a postal address for billing.
 - Reliable delivery of services and goods by courier companies.
 - Records of service providers to be kept in an efficient manner.
 - Companies to accept an address for official purposes. For example, insurance, credit rating and contract acceptance.

7. The Policy

7.1 Naming of streets – General Principles

The Council will not support any street name that:

- a) Is the same or similar to one already in use in the BCP area, the same locality / town or neighbouring Council areas.
- b) Uses street names which include numbers that could cause confusion e.g. “30 Two Foot Lane” sounds like 32 Foot Lane.
- c) Either in its own right or through the use of the name in combination with numbers could be considered rude, obscene, racist or otherwise offensive.
- d) Could cause spelling or pronunciation problems.
- e) Contains apostrophes or other punctuation.
- f) Could lead to variations in the use of punctuation.
- g) May give rise to potential conflict with any objective of this policy or any other guidelines contained with it.
- h) The name of a person who is deceased can be considered if they have strong connections to the area and a positive legacy. The Council will not support streets named after an individual or family if their contribution or legacy is contentious.
- i) That uses the name of an historic event that occurred less than 50 years ago. The Council will also not support streets named after events if their contribution or legacy is contentious.
- j) The council would not support or approve any street name that would cause offence or be considered discriminatory particularly in regard to age, disability, race and ethnicity, faith and belief, sexual orientation, gender, and sex.
- k) Living people will not have streets named after them to avoid causing offence either by inclusion or exclusion.
- l) Unofficial marketing titles used by developers will not be acceptable.
- m) Where a street name ends with a suffix the following should be used:
 - Street (for any thoroughfare)
 - Road (for any thoroughfare)
 - Way (for major road or thoroughfare)
 - Avenue (for residential roads)
 - Drive (for residential roads)
 - Grove (for residential roads)
 - Lane (for residential roads)
 - Gardens (for residential roads) subject to there being no confusion with any local open space
 - Place (for a square of an area surrounded by buildings)
 - Crescent (for a crescent shaped road)
 - Court/Close (for a cul-de-sac only)
 - Square (for a square only)
 - Hill (for a hillside road only)
 - Vale (for residential roads)
 - Rise (for residential roads)
 - Row (for residential roads)
 - Mews (for residential roads)
 - Terrace (row of properties)
- n) BCP Council is likely to oppose or is unlikely to approve any pedestrian route not named:

- Walk
 - Alley
 - Path
 - Way
- o) The street naming and numbering process will not be started until full planning consent, as appropriate, has been obtained - in any event a Street Naming and Numbering application should be made at least 3 months prior to the estimated completion date.
- p) After approval of an application, BCP Council will look to confirm details with the applicant. Upon receipt of such confirmation, arrangements should be put in place to ensure that the name of an approved street is clearly displayed in a conspicuous location at or near each end, corner or entrance to a street.

7.2 Street Numbering – General Principles

- a) No numbers will be omitted from a numbering sequence. (i.e. number 13, where appropriate, should be included).
- b) Convention requires number one always to be on the left-hand side of a road. Through roads are numbered odds and evens in the direction they would be accessed from the principal road. Convention is to number odds on the left and evens on the right when entering from the principal road; however, numbering also depends on the layout of the development and roads.
- c) Cul-de-sacs are numbered sequentially in a clockwise direction starting with number one on the left-hand side of the entrance to the cul-de-sac. Where it is apparent there is a possibility of a cul-de-sac being extended at some time in the future and where it is appropriate, number the sides odds and evens rather than sequentially to allow the numbering scheme to be extended at a future date.
- d) Flats should be numbered sequentially in a clockwise direction on each floor. In multi storey buildings numbering will start from the ground floor ascending consecutively. When flats are numbered internally or an existing property is converted into flats, the flats will be numbered not lettered e.g. Flat 1, 24, not Flat A, 24; nor 24A. Descriptive terms such as Ground Floor Flat or Rear Top Floor Flat should also be avoided where possible.

Alternative numbering schemes may be accepted if it can be clearly demonstrated that it benefits the scheme.

- e) A building/property which consists of flats, but which has only one shared communal delivery point (letterbox) is known by the Royal Mail as a 'Multi Occupancy' building and the Royal Mail would not show the individual flats at that property on their Postcode Address File (PAF). The property address details would be held on the PAF using the main postal address and all the flats will be listed on the Royal Mail Multi Occupancy database, which is available for purchase by external Companies.
- f) On Infill plots where properties are built between existing properties or in the grounds of an existing property will be given the same number. Suffixes should be used after the main number to preserve the logical sequence of the existing numbering. E.g. a property built in the grounds of 10 would be addressed as 10A.
- g) Two buildings in one street may not have the same number, unless accompanied by a suffix.
- h) Buildings on corner plots or that face on to more than one street, are numbered within the street towards which the main entrance faces. If pedestrian access is not possible

from that street, the building may be numbered on the street providing access. Occupier's preference will not be a relevant consideration.

- i) Depending on the size of the development, access and other factors it may be appropriate to assign a new road name to a small development. However, this is at the discretion of the Street Naming and Property Numbering section.
- j) Private garages and similar buildings used for housing cars, and such like, should not be numbered.
- k) Generally, if a building is demolished then the existing numbering sequence is retained and reused in any new development as far as possible. Where this is not the case, for instance, if a new street is created on the site, then new addresses will be created.
- l) The Royal Mail has advised that Agricultural barns which are not used for the receiving of postal deliveries will not be allocated a postal address/post code. If the field/barn is not part of a larger site, that is a postal address, then it is not an address and does not qualify for any form of mail delivery. Royal Mail would not allocate a postal address/postcode to a piece of land, allotment or uninhabited barn or agricultural premises simply for the delivery of feed, satellite navigation purposes, utilities etc.
- m) If a field/barn is part of a larger site that has an existing postal address, then under Royal Mail's Universal Service Obligation, Royal Mail will deliver mail to the delivery point for that main address only. Onward distribution of the mail is not Royal Mail's responsibility.
- n) If additional plots are added to a proposed development at a later date, e.g. due to a revised layout, and existing properties are occupied the additional plots will be allocated existing numbering with suffixes of "A", "B" etc. e.g. 24A, 24B etc. If no properties are occupied the existing plots will be renumbered to incorporate numbering for the additional plots.

The Council reserves the right to impose its own numbering decisions where proposals are not considered adequate, or generally.

7.3 Property Naming – General Principles

- a) Properties will always be assigned a street number wherever possible as their primary identifier.
- b) For numbered properties, a name can be added to the address, but it must not replace the street number, as this is a primary identifier.
- c) Where owners request a house name addition/change, the proposed name must be checked against current records for any similar names in the local vicinity to avoid duplication. The owner of a numbered property cannot use a name that is similar to that used by a numberless property within the borough, as it is the numberless property's only primary identifier.
- d) Any name that could be considered rude, obscene, racist or otherwise offensive, either in its own right or through the use of the name in combination with numbers, should not be used.
- e) 'Jokey' names should be avoided. If emergency services were to receive a call requesting a response to an address that sounds like a joke, they may dismiss it as a prank.
- f) Independent research should always be undertaken by officers to establish possible controversy.

- g) New properties on streets where a numbering system is not already in place can be named rather than numbered. In such cases, a name is often more appropriate, as numbering would only lead to greater confusion.
- h) If the SNN officer deems that numbering an awkwardly sited property would lead to more confusion than naming it, they can name it rather than number it.
- i) If the developers of a new property request an alias alongside a number, they should not be charged extra if this is done before initial addressing details are sent to Royal Mail.
- j) Those wishing to change the name of a numberless property should be charged the standard property name rate.

7.4 Altering a Street Name

The Council has a general power to alter the name of a street; legislation prescribes a process be undertaken where the Council is considering whether to do this. This process includes the right of appeal to a petty sessional court. Accordingly, even if the Council orders that the name of a street should be changed, ultimately no guarantee is given that any new name will not be changed in the future whether at appeal or otherwise.

The changing of a street name will alter the addresses of properties served by that street and has the potential to cause considerable disruption. The Council is therefore unlikely to support an application to alter a street name unless this is considered necessary to resolve one or more existing or reasonably foreseeable issues impacting upon the objectives of this policy. Any person applying to the Council to consider the renaming of a street should therefore ensure that the application includes a clear and concise written explanation, accompanied by any relevant available evidence, as to why such a change is considered appropriate. An application that does not include such suitable explanation is unlikely to be supported.

Regard should be had to all the policy matters and issues identified in this policy as applicable to the first naming of a street when considering whether the name of a street should be altered. In this respect, although an applicant is encouraged to submit a list of possible alternative names, the Council expressly reserves the right to substitute and impose a name identified by it where this is considered appropriate.

The Council will look to confirm details of any approved street name / property numbering to any applicant.

- 7.5 The structure of the address data to form a compliant address is set out in British Standard BS7666.
- 7.6 Unique Property Reference Number (UPRN). In addition to the traditional method of addressing a property the Government has introduced a British Standard (BS7666) for the precise identification of a property or plot of land. This is a standard format for the structure of an address. Each address has a 12-digit unique property reference number (UPRN). This UPRN permits additional information such as geographical coordinates to be accessed, allowing the property to be precisely located on a map and contains information relating to the full life cycle of a property including its provisional, historic and alternate addresses and whether it is residential or commercial.
- 7.7 Every address contains a twelve-figure grid reference which makes it possible to locate it quickly on the computerised Ordnance Survey maps. This information supports the emergency services and service providers. It is also making possible a whole range of locational services available through emerging technology.

- 7.8 Unauthorised Street names and numbers. Where street names and/or numbers are created without reference to BCP Council, BCP Council may take enforcement action.
- 7.9 Use and Retention of Data. BCP Council may share your information with other services of BCP Council in the interests of transparency or if required by law and/or for fraud prevention and to pursue debtors. We will not share your personal data with any organisations or bodies outside of BCP Council.

We will only ever retain your personal information for as long as is necessary in accordance with our Records Retention Policy. Any personal data you provide to us will be held securely. In this instance we need to keep the information provided to help us properly manage the function, including to resolve disputes. After this time the information will be deleted from our systems and any hard copies securely shredded.

- 7.10 Limit of Responsibility/Compensation. BCP Council accepts no responsibility or liability in relation to:

- Any action or omission of any third party referred to or communicated with as part of the performance of any service identified in this policy.
- Ensuring that Royal Mail allocates a postcode to a street name.
- The updating of Royal Mail records with any information provided to it by BCP Council and the future maintenance and the making of any changes to the address records of Royal Mail including the postcode.
- The updating by any other third party of information provided to it by BCP Council and the future maintenance and the making of any changes to the address records held by those third parties.
- Correspondence and deliveries not being delivered to a correct address.
- An address being unavailable or incorrectly recorded on any database maintained other than by BCP Council.
- Ordnance Survey maps or plans not featuring any property or street.
- The use or misuse of any street name, house name or property address by any third party.
- Please note that it may take at least six months and can be as long as twelve months for name changes or indeed new or amended addresses to appear in the systems of other companies and organisations, over which BCP Council has no control.
- Non-delivery and mis-delivery of items and correspondence and the issue of complaints should be directed to the customer services department of the relevant delivery company.
- Third party maps may not show new properties or roads: again, changes to information can take some time to appear in third party products.

- 7.11 Street Nameplates and street signs. The developer shall be responsible for providing the nameplates for a new street once the name has been agreed with BCP Council. New street nameplates must adhere to a specification provided by BCP Council (see below).

At all times, all street name plates and street signs will comply with the latest version of the BCP Council Brand Guidelines (currently version 1.2), namely that: *street signs should use UK standard approach with road name in black lettering on white background. No logo or borough Coat of Arms to be used. Font is 90mm Black Kindersley on white background (coloured graphics are unnecessary).*

Following installation, BCP Council will take over responsibility for the future maintenance and replacement of all street nameplates, provided they have been installed to BCP Council's specification.

- 7.12 Royal Mail. When an official address is agreed and issued by BCP Council, BCP Council will send it to Royal Mail for them to allocate a postcode.

The maintenance and any future changes to the postcode are the responsibility of Royal Mail.

The application of a postcode is entirely the responsibility of Royal Mail. If a property requiring a postcode does not meet Royal Mail's criteria for a postal address and a postcode is refused, BCP Council do not have any power to change this decision.

Royal Mail will not allocate postcodes to addresses that will not be receiving mail. This is because a postal address (postcode) is purely a routing instruction for the efficient delivery of mail.

Royal Mail does not publish on its website addresses that are not completed and/or occupied. This means that in certain cases addresses that have been officially allocated and issued by the Local Authority may not be visible to anyone using the Royal Mail website to validate an address. This may also mean that other organisations using the Royal Mail Postcode Address File will also not be able to validate addresses. Enquiries or complaints are to be directed to Royal Mail.

8. Roles and responsibilities

Job Title	Responsibility
(1) Director of Customer, Arts & Property Services (2) Head of Business Management and Complaints	Overall responsibility for policy, and resolution of complaints or disputes.
Transportation Support Team Leader	Manager of Street Naming and Numbering team. Responsible for creation and implementation of the policy.
Street Naming and Numbering Officer	Responsible for processing street naming and numbering applications and assessing them against the policy.

9. Enforcement and sanctions

- 9.1 This policy will be enforced by the Director of Customer, Arts & Property Services, and non-compliance will result in postal addresses not being registered with Royal Mail and other statutory bodies.

10. Legal Framework

- 10.1 BCP Council has a variety of powers that it can use for the purposes of delivering the functions and performing the services to which this policy relates.
- 10.2 BCP Council has adopted:
- Towns Improvement Clauses Act 1847 together with the Public Health Act 1875 (together referred to as the 'the First Scheme')
 - s21 Public Health Acts Amendment Act 1907
 - s17 and s19 Public Health Act 1925

11. Further information and evidence

- 11.1 The policy, additional guidance, and scale of charges can be viewed on the BCP Council at the following address:

<https://www.bcpccouncil.gov.uk/Roads-and-transport/Maintaining-our-roads/postal-numbers-property-names-and-street-names.aspx>

Public Notice - Adoption of Sections 17 & 19 of the Public Health Act 1925

ADOPTION OF SECTIONS 17 AND 19 OF THE PUBLIC HEALTH ACT 1925

NOTICE IS HEREBY GIVEN in accordance with the provisions of Schedule 14 of the Local Government Act 1972 (as amended) that on [insert date] BCP Council will consider a resolution to apply the provisions of section 17 (Notice to urban authority before street is named); section 18 (Alteration of name of street) and section 19 (Indication of name of street) of the Public Health Act 1925 throughout the administrative area of BCP Council with effect from [insert date which must not be earlier than one month after the date of the resolution]

[insert date].

Susan Zeiss Director of Law and Governance and Monitoring Officer – BCP Council.

Equality Impact Assessment

Equality Impact Assessment: conversation screening tool

Policy/Service under development/review:	Street Naming and Numbering
What changes are being made to the policy/service?	<p>Creation of new Street Naming and Numbering policy for BCP Council to replace policies / guidance of legacy authorities.</p> <p>A single policy is required to ensure consistency of street naming and numbering across BCP and remove any inconsistencies in policies and charging structures from the legacy authorities, and reflects the variety of developments across Bournemouth, Christchurch and Poole.</p>
Service Unit:	Growth and Infrastructure
Persons present in the conversation and their role/experience in the service:	<p>Adam Fancy – Transportation Support Team leader. Eight years' experience in address management and leader of the Transportation Support Team responsible for street naming and numbering.</p> <p>Matti Raudsepp – Director of Customer and Business Delivery.</p> <p>Simon Merritt – Street Naming and Numbering – GIS. Street naming and numbering officer for the Christchurch area.</p> <p>Michael Kellaway – Former Business Support manager. Overall responsibility for Transportation Support and street naming and numbering.</p> <p>Francesca Powell – Policy Support Officer. Former Street naming and numbering officer for the Poole area.</p> <p>Peter Scott – Principal Business Services Officer. Former Street naming and numbering officer for the Bournemouth area.</p>
Conversation dates:	08/02/2021, 22/03/2021, 15/11/2022
Do you know your current or potential client base? Who are the key stakeholders?	<p>Any resident or property owner within the BCP area, and developers constructing new properties that require new postal addresses.</p> <p>Visitors to the BCP area, so consideration must be given to how street names may be perceived, and what impact they could have on the Council's reputation.</p>

Do different groups have different needs or experiences in relation to the policy/service?	No, the policy and service are intended to be clear and accessible to all groups, and all protected characteristics are treated the same by the policy.
Will the policy or service change affect any of these service users?	No, the policy is intended to ensure consistency of addressing across the BCP area and remove any inconsistencies in the policies and guidelines of the legacy authorities and should not affect these service users.
[If the answer to any of the questions above is 'don't know' then you need to gather more evidence and do a full EIA. The best way to do this is to use the Capturing Evidence form]	
What are the benefits or positive impacts of the policy/service change on current or potential service users?	The new policy will ensure that all properties will have a clear postal address that is easy to identify and locate. The policy will also ensure that all new street and property names are appropriate and acceptable for all. An example of this in the policy states that BCP Council will look to refuse any street or property names that "could be considered as rude, obscene, racist or otherwise offensive."
What are the negative impacts of the policy/service change on current or potential service users?	<p>The new policy aims to avoid any negative impact on current or potential service users. The policy will have a positive impact on service users by providing clear and easy to locate addresses for visitors, services and emergency services. As an example, the policy states that:</p> <p>"When flats are numbered, numbering should be sequential in a clockwise direction on each floor. In multi storey buildings numbering will start from the ground floor ascending consecutively."</p> <p>This will ensure that flats in large buildings can be easily located in an emergency, and all service users can be found and assisted.</p>
Will the policy or service change affect employees?	No, this is an external policy that will not affect employees.
Will the policy or service change affect the wider community?	No, the aim of the policy is to provide consistent and suitable postal addresses across the BCP area for service users. There will be no effect on the wider community.
What mitigating actions are planned or already in place for those negatively affected by the policy/service change?	<p>It is our intention to set up a panel to assess any potentially contentious street or building names. The panel should be diverse and reflective of our community and will aim to ensure names are appropriate for residents and visitors.</p> <p>Historically, requests for names often relate to things such as local geography and landmarks, trees, birds etc. Anything out of the ordinary or related to a person will first be discussed and researched by the Street Naming and Numbering Team and if there are concerns regarding their suitability, the panel will be approached for their feedback.</p>

<p>Summary of Equality Implications:</p>	<p>The policy aims to ensure all postal addresses are consistent and easy to locate, and that street names are appropriate and avoid the potential for offence. An example of this within the policy relates to the naming of streets after individuals which could cause problems.</p> <p>The policy states that:</p> <p>“The name of a person who is deceased can be considered if they have strong connections to the area and a positive legacy. The Council will not support streets named after an individual or family if their contribution or legacy is contentious.”</p> <p>The team will seek the views of the panel on any name that has any potential to cause offense or impact the reputation of the Council, and any names related to a person to ensure that names are approved or refused fairly and consistently.</p>
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For any questions on this, please contact the Policy and Performance Team by emailing performance@bcpcouncil.gov.uk

Street Naming and Numbering Policy Appendices

Scale of Charges

Category	Charge (incl. VAT)
Property Renumbering	£85
Registration of single address	£100
Registration of additional addresses	£35 per each additional
Addition of name to an existing address	£40
Naming of new street	£120
Residents' request to change road name	£220 + £20 per dwelling
Confirmation of address	No Charge