

## Rother District Council

<b>Report to:</b>	Cabinet
<b>Date:</b>	11 December 2023
<b>Title:</b>	Street Naming and Numbering Policy
<b>Report of:</b>	Mark Adams, Head of Digital and Customer Services and David Wharton, Digital Transformation Manager
<b>Cabinet Member:</b>	Councillor Byrne
<b>Ward(s):</b>	All
<b>Purpose of Report:</b>	To present the revised Street Naming and Numbering Policy at Appendix A and recommend its adoption to Council.
<b>Decision Type:</b>	Key
<b>Officer Recommendation(s):</b>	<b>Recommendation to COUNCIL:</b> That the revised Street Naming and Numbering Policy be approved and adopted.
<b>Reasons for Recommendations:</b>	To strengthen the current policy and provide clearer explanation and guidance.

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### Introduction

1. The purpose of a Street Naming and Numbering Policy (SNN) is to bring clarity to the mechanism for how Rother delivers this service. The last policy review was over three years ago (July 2020). The proposed changes are required to strengthen the policy and to make it more user friendly and improve the guidance, particularly for developers and how they apply for a name and numbering scheme. The revised Policy is attached at Appendix A.

### Analysis / Details of the proposals

2. The main adjustments to the SNN Policy are:
  - a) tightening up to the policy's wording and clearer examples with diagrams;
  - b) revised explanations on how our processes work;
  - c) additions to approved suffixes for street names;
  - d) updated the fees and charges information; and
  - e) a clearer and comprehensive explanation for developers around the process to apply for a name and numbering scheme.
3. The draft SNN Policy has been revised to incorporate these changes.
4. In addition to the suggested improvements to the SNN Policy, we are also looking to implement an automated engagement process to make applicants

aware of when they need to engage with the street name and numbering team following submission of their planning application. Many applicants encounter issues around the connection of utilities and services if they do not have an official address registered. The frustration around this is then projected on to the SNN officer and leads to demand pressure. These communication enhancements will also seek to confirm receipt of a SNN application and when this has been completed. It is hoped these combined improvements will help better inform the customer, increase satisfaction with the service but also reduce the demand burden to staff.

## Conclusion

5. It is recommended that the revised SNN Policy be approved and adopted by Council.

## Implications

### Financial Implications

6. None identified.

### Legal Implications

7. Council policy and operating practices will be amended.

### Human Resources Implications

8. None identified.

Other Implications	Applies?	Other Implications	Applies?
Human Rights	No	Equalities and Diversity	No
Crime and Disorder	No	Consultation	No
Environmental	No	Access to Information	No
Risk Management	No	Exempt from publication	No

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Appendices:	Appendix A – Draft Street Naming and Numbering Policy
Relevant Previous Minutes:	CB20/19
Background Papers:	None
Reference Documents:	None