

South Somerset District Council

STREET NAMING & NUMBERING POLICY

September 2012

RESPONSIBLE MANAGER

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DATE LAST REVIEWED

New Policy

DATE ADOPTED BY THE COUNCIL

19th July 2012

VERSION

2013 – 1e

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1. Introduction

1.1 South Somerset District Council (the Council) is the street naming and numbering authority for the South Somerset area with the principle responsibility of ensuring that streets are named and properties are numbered or named. Maintaining a comprehensive and high standard for naming of streets and numbering or naming properties is important as it allows :-

- Emergency services to find a property quickly (delays can cost lives and money)
- Mail to be delivered efficiently
- Visitors to find where they want to go
- Reliable delivery of services and products
- Records of service providers to be kept in an effective manner

The Street Naming & Numbering (SN&N) service to date has been operating on a variety of good practice developed over the years and this policy seeks to formally bring together this good practice and the legal framework within which the service operates.

The policy provides a framework for the Council to operate its street naming and numbering function effectively and efficiently for the benefit of South Somerset residents, businesses and visitors. It will also act as a guide to developers when considering new names for streets and give assistance to parish and town councils when carrying out the consultation process with regard to street names.

1.2 Within the Policy are guidelines derived from national good practice concerning acceptable names for streets and properties. New street names need to be acceptable to the Council primarily to avoid duplication or confusion arising from use of similar names in the same locality and is particularly important in an emergency situation. For street naming conventions see Appendix D. The Council values local input and, whilst not a requirement, has chosen to consult with the appropriate parish or town council.

2. Royal Mail

2.1 The Postcode Address File (PAF) is maintained under Licence by Royal Mail under Section 116 of the Postal Services Act 2000. As such they allocate postcodes when requested by the Council. Once the Council has carried out it's process as detailed in this policy Royal Mail is obliged to alter the address or enter the new address onto the PAF.

2.2 Royal Mail does not publish on its website addresses of properties that are not completed and/or occupied. This means that in certain cases, addresses that have been notified by the Council may not, for a while, be visible to anyone using the Royal Mail website. This may also mean that other organisations using the PAF will also not be able to confirm addresses. In practice Royal Mail on notification from the Council of a new property will hold this address on a 'Not Yet Built' part of the PAF and they do this to avoid problems with undelivered mail. In this instance if the new occupier is experiencing difficulties then they should contact Royal Mail as indicated in Appendix I for activation of the address.

- 2.3 A postal address with postcode is a sorting and routing instruction to postal staff, to enable mail to reach its destination. Therefore it will inevitably throw up anomalies when using Satellite Navigation equipment in a vehicle.

3. Legal Framework

- 3.1 The relevant legislation relating to street naming and numbering is:-

Towns Improvement Clauses Act 1847 - Sections 64 & 65
Public Health Act 1925 - Sections 17 to 19
Local Government Act 1972 - Schedule 14 - Part II - paragraphs 23 to 25 of
Local Government Act 2003 - Section 93
Postal Services Act 2000 – Section 116

- 3.2 South Somerset District Council as the Street Naming and Numbering Authority in the South Somerset area has adopted the Public Health Act 1925 - Sections 17 to 19 for the naming of streets and Section 65 of the Towns Improvement Clauses Act 1847 for numbering of houses and buildings.

4. Street Naming and Numbering Charges

- 4.1 The power to charge falls under Section 93 of the Local Government Act 2003.

The Council does not charge for the naming of new streets but does charge for the numbering or naming of properties including amendments to existing addresses.

- 4.2 The charges cover:-

- Consultation and liaising with external organisations such as Royal Mail.
- The process of naming or numbering of new properties (including conversions & alias).
- Alterations in either name or numbers to new developments after initial naming and numbering has been undertaken.
- Notifications to organisations listed in Appendix B
- Confirmation of addresses.

- 4.3 These charges are to be paid in advance. Changes made without contacting the Council will not be entered onto either NLPG or the PAF and therefore may not be registered with services and organisations listed in Appendix B.

- 4.4 The Scale of Charges for Street Naming and Numbering can be found in Appendix C.

- 4.5 Fees and charges applicable for the street naming and numbering service/s will be annually reviewed during the Council's budget setting process and publicised through the Council's agreed communication channels including the website.

5. The National Land and Property Gazetteer (NLPG) and the Local Land and Property Gazetteer (LLPG)

- 5.1 The National Land and Property Gazetteer (NLPG) is a national (England and Wales) database that provides for the unique identification of land and property. The NLPG

is owned and licensed by the Local Government Information House (LGIH) on behalf of local government. It is an implementation of the British Standard, BS 7666:2006 Parts 1 and 2. The NLPG allows organisations throughout local government and the NLPG user community to link their data to the same high quality source of references that define all types of land and property information and the history of changes that occur at those locations.

- 5.2 The NLPG is the definitive address list that provides unique identification of properties and contains more than 30 million residential, business and non-mailing addresses and is now marketed commercially.
- 5.3 The NLPG is a comprehensive and continually updated database, created by those with local knowledge in each local authority, the body with legal responsibility for street naming and numbering of property. As local authorities are the originators of addressing information an address dataset, developed and maintained at source by users of the data, will inevitably have the highest level of accuracy and completeness.
- 5.4 The Council is committed to this initiative through its own Local Land and Property Gazetteer (LLPG) which, together with the other local authorities in England and Wales, makes up the NLPG. Street naming and numbering is the single most important source of address change intelligence for the Council's LLPG and therefore NLPG.

6. Street Naming & Numbering (SN&N) Procedure

6.1 General

- 6.1.1 In order to provide sufficient time for the process, as soon as full planning consent is obtained (for each phase as appropriate) the developer is advised to contact the SN&N officer of the Council to complete an application. In any event, this application should be made within 3 months prior to the estimated completion date.
- 6.1.2 The street naming and numbering process (or conversions) will not be started until full planning consent, as appropriate, has been obtained and building works have commenced to the satisfaction of the Council. For the avoidance of doubt this generally means the excavation of foundations or the serving of a Commencement Notice.
- 6.1.3 If a scheme is to be developed in phases, the naming and numbering scheme will be issued only for the phases commenced in accordance with this clause.
- 6.1.4 Where a naming and/or numbering scheme is issued, the Council will inform those bodies listed in Appendix B.

6.2 Street Naming

- 6.2.1 The legal framework for naming new streets is set out in the legislation referred to in Section 3 of this policy and the Council has introduced procedures to provide a more modern and community led process, as set out below, for the benefits of all concerned.
- 6.2.2 Where a developer constructs new roads, they may provide road name suggestions to the Council, in accordance with the Naming Conventions contained in Appendix D.

If the new name(s) proposed conform with the conventions then the Council has 1 month to object to the proposals.

- 6.2.3 If the suggestion is found to fall outside of the naming conventions set out in Appendix D, then a written objection will be sent to the developer, informing them of the reasons, together with a request for a further suggestion.
- 6.2.4 The Council has also chosen to consult with the parish and town council as appropriate where the development is taking place and the names proposed by the developers will be sent to these bodies for comments. They will also be requested to suggest names should the developer not offer any proposals.
- 6.2.5 If neither the developer or the parish / town council proposes a name then the Council will allocate a name for the street.
- 6.2.6 Should the parish or town council propose a name that differs from the name suggested by the developer (and conforms with Appendix D) the Council will advise the developer and seek agreement or comments. If the developer objects then the Council will decide which name should be allocated and all parties will be informed of the decision. Under the legislation, the developer has a right of appeal.
- 6.2.7 The costs for the supply and erection of nameplates for new streets will be borne by the developer and they may choose to take up the option of the Council carrying out this service. The cost of this is set out in Appendix C. Maintenance of the nameplates will then be taken over by the Local Authority.

6.3 Street Numbering

- 6.3.1 Numbering of the new streets will be carried out in accordance with the Numbering Conventions contained in Appendix E. Properties on new streets will be allocated numbers only.

6.4 Property Naming and Renaming

- 6.4.1 Where the properties on an existing street are already named (rather than numbered) any new properties will also be named. The developer may propose names in accordance with the property naming conventions contained in Appendix F.
- 6.4.2 Any proposals for renaming a property will also follow the conventions as contained in Appendix F.
- 6.4.3 A check will be made by the Council to ensure that there is no other property in the locality with the same or similar name. A replicated name on the same postcode is not allowed. Similar sounding names within an area should be avoided and will only be allowed at the discretion of the Council.
- 6.4.4 The owner (not the tenant) of a property may request the addition, amendment or removal of a name for their property. An application form should be completed and returned to the Council along with the appropriate fee.
- 6.4.5 The Council cannot formally add or amend a property name where the property is in the process of being purchased. However, on payment of the fee (non-refundable) we will carry out the process but only officially register the change/addition on notification of completion of purchase.

7. Street Nameplates

- 7.1 The Council is responsible for ensuring street nameplates are erected as appropriate.
- 7.2 Where new street/s are created as part of a development, the costs of supplying and erection of new street nameplates will be borne by the developer. The Council also provides this service at a charge, as shown in Appendix C.
- 7.3 All new and replacement nameplates will be constructed and erected according to the Council's specification in Appendix G.
- 7.4 All requests for no through road symbols to be added to street nameplates will only be considered when erecting new nameplates. If the need for a no through road symbol arises and the street nameplate is not in need of replacement, then the request should be forward to the Highways Division of Somerset County Council.
- 7.5 In exceptional circumstances where appropriate, additional information regarding access to other streets may also be added – eg "leading to Pinewood Drive" and each case will be considered on it's merits.

8. Performance Criteria

- 8.1 All requests for property name changes will be dealt within 20 working days. However, to provide the best service to our customers, we will aim to turn requests around within 10 working days.
- 8.2 We will update the Council's LLPG and inform the bodies listed on the distribution list (Appendix B) within 10 days of a naming and/or numbering scheme being issued.
- 8.3 We aim to have all missing and broken street nameplates, repaired or erected within 4 weeks of notification.
- 8.4 We aim to respond to all street naming and numbering enquiries with 5 working days.
- 8.5 In order to provide sufficient time for the process, as soon as full planning consent is obtained (for each phase as appropriate) the developer is advised to contact the SN&N officer of the Council to complete an application. In any event, this application should be made within 3 months prior to the estimated completion date.

9. Equality Impact assessment

- 9.1 An Equality Analysis has been completed on the Equality Objectives and has demonstrated no adverse or negative impacts.

10. Policy Review

- 10.1 This policy will be reviewed every three years, or sooner if a major change in the process is required through the introduction of new legislation for example. Charges will be reviewed on an annual basis during the Council's budget setting process and

publicised through the Council's normal communication channels including the website.

11. Contact Details

- 11.1 The Street Naming and Numbering Section
Property & Engineering Services
South Somerset District Council
The Council Offices
Brympton Way
Yeovil
Somerset
BA20 2HT
Email: streetnaming@southsomerset.gov.uk

APPENDIX A: Legislation

The Council's powers in relation to street naming & property numbering are contained in four separate Acts:

Sections 64 & 65 of the Towns Improvement Clauses Act 1847

<http://www.legislation.gov.uk/ukpga/Vict/10-11/34/section/64>

<http://www.legislation.gov.uk/ukpga/Vict/10-11/34/section/65>

Sections 17, 18 & 19 of the Public Health Act 1925

<http://www.legislation.gov.uk/ukpga/Geo5/15-16/71/section/17>

<http://www.legislation.gov.uk/ukpga/Geo5/15-16/71/section/18>

<http://www.legislation.gov.uk/ukpga/Geo5/15-16/71/section/19>

Section 93 of the Local Government Act 2003

<http://www.legislation.gov.uk/ukpga/2003/26/section/93>

Local Government Act 1972, schedule 14 – part 11 – paragraphs 23, 24 & 25

<http://www.legislation.gov.uk/ukpga/1972/70/schedule/14>

APPENDIX B: Internal/External Notifications (Relevant Authority List)

The following bodies/authorities that will be informed of all new (and changes to) officially registered addresses :-

Internal

- Revenues & Benefits (Council Tax)
- Electoral Registrations
- Land Charges
- Local Land and Property Gazetteer Custodian

External

- Devon & Somerset Fire and Rescue Services
- Avon & Somerset Police
- South Western NHS Trust Ambulance Service

- Land Registry
- Valuation Office
- Ordnance Survey (OS)
- Royal Mail (Address Management)

- National Land and Property Gazetteer
- Wessex Water (if in their area of operation)
- South West Water (if in their area of operation)
- British Gas (Centrica)
- Wales & West Utilities
- British Telecommunications Plc
- Western Power Distribution (if in their area of operation)
- Southern Electric (if in their area of operation)
- Somerset County Council - Road Records (if new street)
- Somerset Waste Partnership (waste services)

APPENDIX C: Street Naming and Numbering Charges

1. Street Naming and Numbering Charges from 1st September 2012

The charges are set out below:-

Item	Charge
Property Name Additions/Amendments/Removals (incl alias)	£100.00
Naming of New Streets	No charge
Numbering of New Properties First Address For each additional address	£100 £10 per address
Division of Properties – same as numbering of new properties (and based on number of addresses created including the original)	See numbering of New Properties
Confirmation of address to solicitors/conveyance's/occupiers or owners	£25.00
Renumbering of scheme following development changes (after notification of numbering scheme issued)	See numbering of New Properties
Address issued/confirmed when replacement property built (as the original address will have been removed following the demolition as address may be different to original property) reactivation of address	£100 per property
1st Set of Nameplates erected for each new Street (developers option)	For each street: £200 if one nameplate required
	£125 for each subsequent nameplate required

These charges are not subject to VAT.

Applications and payment can be made on line at www.southsomerset.gov.uk or cheques can be forwarded with the appropriate application form made payable to South Somerset District Council. If preferred, an invoice can be raised, and payment can then be made via the methods indicated on the invoice and application form.

2. Refunds

- 2.1 Where an application form and fee has been submitted and a scheme has already been issued, no refund of fee will be made. No refund of the street naming fee can be made once a name has been submitted for the consultation process. Where a scheme has not been issued due to lack of relative permissions or no commencement on site, then 50% of the street numbering and street nameplate fee will be refunded on request.
- 2.2 Where a property name addition or amendment application (incl alias) and fee has been submitted and the requested property name is not acceptable, a further name will be requested. If no other property name is suitable and the existing address is to be retained, then 50% of the fee paid will be refunded.

3. Street Naming and Numbering in the Absence of Payment of Fees

- 3.1 The Council will remind developers of new properties of the need for an official address and the process to follow. If payment of fees is not received within 3 months prior to a completion date, the Council may allocate official addresses for emergency services purposes with no further consultation. If the developer or owner requests amendment to the allocated naming or numbering at a later date, the standard street naming and numbering processes and the current fees and charges will apply.
- 3.2 In this case internal notifications will be made for Council business purposes only but no external notifications will be made or Postcodes allocated to the properties.

APPENDIX D: Street Naming Conventions

When naming new streets, the following conventions should be considered. This will ensure compliance with the data standard convention BS 7666 and it's associated NLPG Reference Manual.

1. Developers are encouraged to preserve any historic link to the land which they are developing, i.e. field names the land may be previously known as, or previous property names located on site such as farm names, or any other associated historic link.
2. Where no historic link to the land can be established for the use of a street name, the developer will be encouraged to have a historic link to the Parish.
3. Suggestions to commemorate past dignitaries or characters from within the Parish. Only the surname will be used as part of the street name. Acceptance in writing from the person's family or estate administrators should be obtained prior to consideration.
4. Full names of deceased persons, famous or locally known, will only be allowed for roads which do not service residential properties. Acceptance in writing from the person's family or estate administrators should be obtained prior to consideration.
5. Street names should not duplicate or be similar (either phonetically eg Churchill Road/Birchill Road or with a different suffix eg Birchfield Road/Birchfield Close) to those currently used in the same locality and/or town. This is not acceptable as it can delay the emergency services to locate a property.
6. Street names should not start with "The".
7. No punctuation in the use of street names will be used. For example "St. Mary's Gardens" will appear in all street naming documentation and street nameplates as "St Marys Gardens" Names that would lead to variations in the use of punctuation are unacceptable.
8. Street names will not end in "s", where it can be construed as either a possessive or plural. For example Bennetts Close will be Bennett Close.
9. New streets with 5 or less properties and where the new street cannot be extended will be numbered into the primary road in which they are accessed.
10. Where a new road is an extension of an existing road, it will not normally be allocated a new street name and the properties will be numbered into the existing road.
11. Street names should not be difficult to pronounce or awkward to spell.
12. The name of a street should not advertise an organisation.
13. Names of living persons will not be allowed.
14. Street names that could be considered offensive or controversial are unacceptable.
15. Names that could be considered or construed as rude, obscene, racist or which contravene any aspect of the Council's equal opportunities policies will not be acceptable.
16. Aesthetically unsuitable names or names capable of deliberate misinterpretation are to be avoided

17. The following is a list of possible suffixes, it is not exhaustive and sometimes other words are more appropriate:

All new street names should end with one of the following suffixes:

- Street (for any thoroughfare)
- Road (for any thoroughfare)
- Way (for major roads)
- Avenue (for residential roads)
- Grove (for residential roads)
- Drive (for residential roads)
- Place (for residential roads)
- Mews (for residential roads)
- Parade (for any thoroughfare)
- Circus/Circle (for a circular road only)
- Crescent (for a crescent shaped road)
- Close (for a cul-de-sac only)
- Court (for a cul-de-sac only)
- Square (for a square only)
- Hill (for a hillside road only)
- Rise (for a hillside road only)
- Ridge (for a hillside road only)

Generally rural locations only

- Lane (for residential roads)
- Vale (for residential roads)
- Dene (for residential roads)
- Mead (for residential roads)
- Drove (for residential roads)

All new pedestrian ways should end with one of the following suffixes:

- Walk
- Path
- Way
- Mall

All new multiple property building names should end with one of the following suffixes:

Lodge
Apartments
Flats
Mansions
House
Court (residential only)

For larger numbers of new infill properties, subsidiary names should end with one of the following suffixes:

- Villas
- Terrace
- Row
- Cottages

All high rise residential blocks should end with one of the following suffixes:

- Point (high block residential only)

- Tower (high block offices or residential)
- Heights (high block offices or residential)

APPENDIX E: Numbering Conventions

- 1 The Council will insist that a new street/development is numbered in the most logical manner, with consideration to potential future development.
- 2 A new road/street will be numbered with odds on the left hand side and evens on the right, commencing from the primary entrance to the street. Where the street is a thoroughfare between two other streets, the numbering shall commence at the end of the street nearest the centre of the town/village.
- 3 A cul-de-sac will be numbered as at 2, however it may be numbered consecutively, at the Council's discretion, usually in a clockwise direction, unless the cul-de-sac can be extended in the future.
- 4 Properties (including those on corner sites) are numbered according to the street in which the main entrance is to be found.
- 5 Additional new properties on extensions of existing streets that are currently numbered will always be allocated a property number.
- 6 Where infill properties are built and insufficient numbers are available in the current numbering scheme, a letter shall be used as a suffix where there are no alternatives and to avoid the renumbering of other properties in the existing street, eg 15A. Wherever possible infill properties requiring a suffix will be given the property number before the infill to maintain a proper numbering sequence. For larger numbers of infill properties, numbered subsidiary names on a named road (eg 1-4 Bluebell Row, Wood Street) will be allowed at the Council's discretion. For a list of acceptable suffixes, see appendix D. Properties built on the site of previously demolished properties will be numbered within the existing sequence if possible, and letter suffixes (e.g. 16A) will be used if necessary. Where a new property is built on the site of a demolished property, the new building will inherit the existing number. If the demolished property was named, the new property can inherit that name or be registered with a different name from the demolished property, but the new name must follow guidelines in Property Naming & Renaming Process.
- 7 Spurs off new streets/roads may be either numbered into the main street or named and numbered separately at the Council's discretion.
- 8 Number 13 is always omitted when numbering new developments, as many people have superstitious beliefs. The Council will only renumber a property where it can be shown that there are consistent delivery problems or issues with emergency services.
- 9 Where a property has a number, it must be used and displayed, and be at least 100mm in height on a contrasting background. They should clearly be visible from the highway and this may mean the numbers being displayed on posts, gates or fences (and not necessarily the door of the property) to aid easy identification of the property, particularly in the event of an emergency.
- 10 If open space or undeveloped areas exist along a length of road, it is possible to leave spare numbers. As a guide one number per 5m frontage in urban areas and 10m frontage in rural areas is used, however open spaces can often allow numbers either side of a road to be brought in line with each other.

- 11 Where two or more properties are combined to form one single property, the property will be numbered using one of the existing numbers and will be based on the location of the main entrance.
- 12 For any dwelling accessed internally through a commercial premises, the accommodation will be given a prefix to match the accommodation type i.e. The Flat. The rest of the address will be the same as the parent property, e.g. where a flat above a public house and is only accessed internally, its address will be The Flat, Name of Public House, Street Number and Name.
- 13 A multiple property building (i.e. flats) will be addressed on the road where the main entrance is. Flats will be numbered into the road, as a preference, or can be numbered internally within the named or numbered building. If the building has entrances in more than one street, each flat will be addressed into the appropriate road.
- 14 Royal Mail will only register properties which have their own entrance and their own secure letter box. If mail for a multiple property building is delivered to a single letter box, and occupants then collect their own mail, Royal Mail class this as a “building in multiple occupation” and will only register the parent building and not individual flat numbering schemes within the building.
- 15 Annexes to buildings (e.g. granny flats, ancillary accommodation or holiday lets) or agricultural land parcels will not be officially registered with Royal Mail
- 16 A business name will not take the place of a number or a building name.
- 17 All of the above conventions apply to both residential and commercial developments/properties.

APPENDIX F: Property Naming Conventions

1. Names that could be considered or construed as rude, obscene, racist or which contravene any aspect of the Council's equal opportunities policies will not be acceptable.
2. If a proposed property name is refused, then the owner will have the option to provide further suggestions or retain the current address.
3. Where a property has a number, it is not possible to replace it with a name. The owner can additionally name their property (known as an alias), as long as it follows the rules etc as above. The name cannot be regarded as an alternative, the property number must still be displayed and referred to. The alias name will be held by Royal Mail on their "alias file" and will not be part of the official address.
4. Where a property is registered with a name or an amendment to a property name is carried out, the Council will inform those bodies listed in Appendix B. Royal Mail are not able to accept new house names or name changes from anyone other than the Council.

APPENDIX G: Street Nameplate Specification, Installation and Location

1. Specification

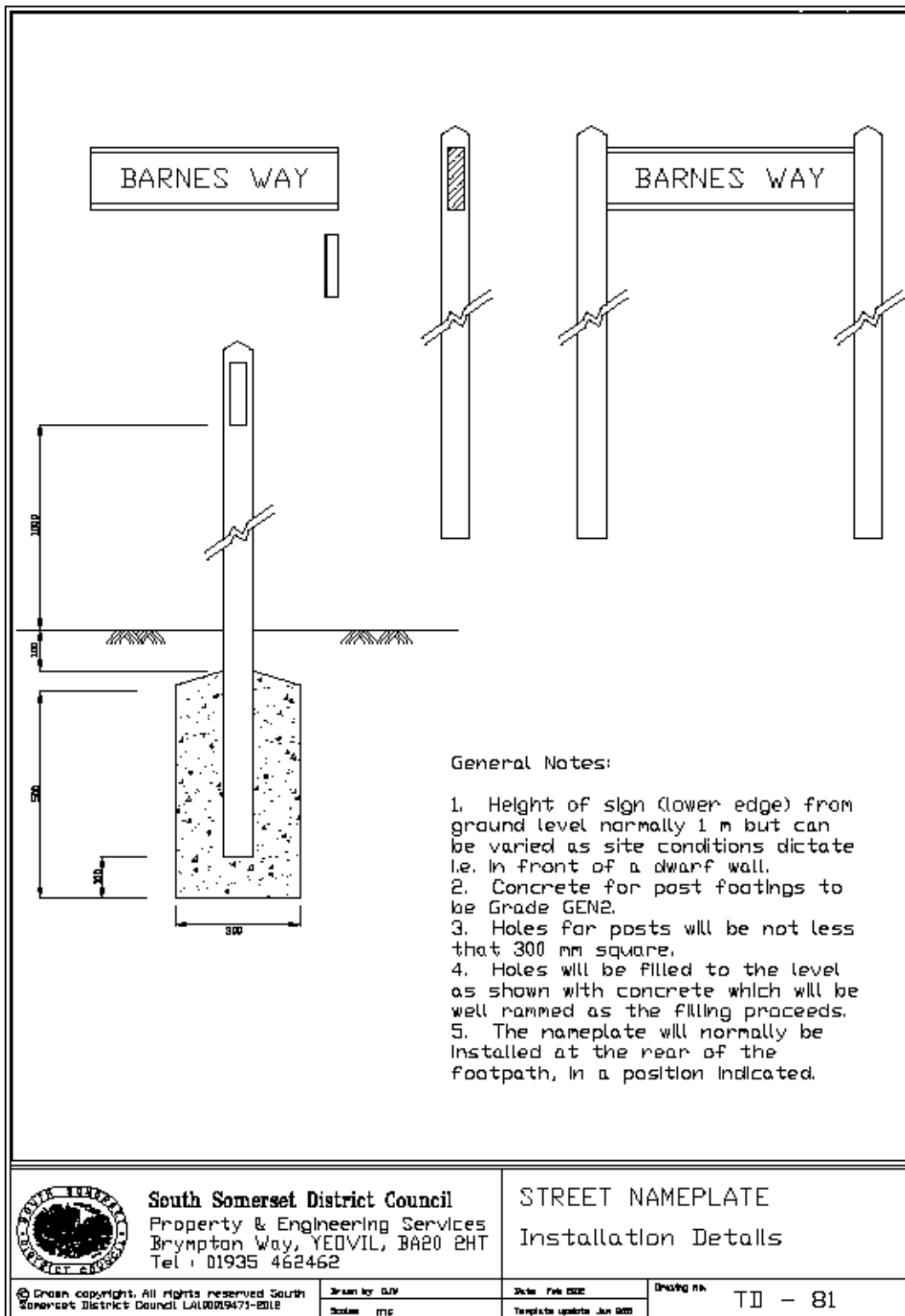
- 1.1 The street nameplate material is to be 3mm UV protected anti-reflective polycarbonate sheet. Background to lettering is to be either the sheet sprayed white using suitable enamel paint, or white class 2 reflective vinyl when requested by the Officer.
- 1.2 Where the nameplate is to be wall mounted on a radius, the material is to be die-pressed aluminium sheet, min. thickness 3mm with radius corners.
- 1.3 Nameplate lettering is to be capital lettering in "Kindersley" style font using black Mactac 9800 series or similar, 3M seven year vinyls max. height:-90mm for initial street name text, 50mm for subsequent lines of text. Other heights may be necessary for signs with multiple street names – to be agreed with relevant officer.
- 1.4 Nameplate borders are to be black vinyl, 13mm wide with 13mm internal radii.
Note: Wall fixed nameplate borders are to have additional external radii to suit.
- 1.5 In conservation areas, we may request nameplates to have a Forest Green enamel background with plain white vinyl lettering and borders or vice versa. Lettering style and sizes to be as above.
- 1.6 Overall nameplate height is to be 150mm for a single line street name unless otherwise stated.
- 1.7 When requested, the "No Through Road" symbol (816.1 Traffic Signs Regulations and General Directions 2002.) is to be incorporated at the right of the street nameplate.
- 1.8 All sign backing boards and legs are to be smooth finished and manufactured using black recycled plastic materials. Backing boards must have a top and bottom lip or similar security design to prevent forced removal of the nameplate. Backing boards and faceplates are to be secured using U-shaped aluminium channel, powder coated black, (or white where background is green), drilled and secured every 150mm using anti-vandal security screws and slotted into morticed posts to prevent channel being prised up at the edges. The aluminium channel is to be pre-prepared for the powder coating.
- 1.9 Sign legs are to be approx. 75mm square x 1.3 metres long, made from solid plastic, tops to be chamfered, and also to be drilled at the bottom and supplied with anchor pins not less than 6 inches long. Posts to be morticed to accept 30mm black recycled plastic plank, with sign face and capping; depth and length to suit. Plank etc. to be fixed into post slot with 2 no. high strength screws per post.
- 1.10 Nameplates fixed to backing boards are to be secured with double sided high adhesive tape or a suitable adhesive at the top and bottom edge of the nameplate, and capped top and bottom with black powder coated aluminium channels to protect exposed edges of sign face. These should be fixed with anti-vandal black stainless steel screws. Black silicone should be used to fill any gaps between sign plank and post slot for a tidy finish.
- 1.11 If requested, we will supply a list of suppliers of street nameplates.

2. Installation and Location

- 2.1 Street nameplates should be located as near as possible to street corners, so as to be easily readable by drivers as well as pedestrians. The nameplate should normally be within 3 metres of the intersection of the kerb lines, however given some more rural locations this may not be practicable and so may be varied up to a maximum of 6 metres.

- 2.2 Street nameplates should be erected so that the lower edge of the sign plate is approximately 1 metre above ground level at sites where they are unlikely to be obscured by pedestrians or vehicles, and at approximately 2.5 metres where they are likely to be obscured by pedestrians or vehicles. They should not be lower than 0.5 metres or higher than 3.5 metres.
- 2.3 Street nameplates should normally be located at each street corner. At minor crossroads, particularly in residential areas, one street nameplate on the side of the street positioned on the offside of traffic emerging from the road may be sufficient, except where road names join.
- 2.4 Where a street is approached only from one direction, only one nameplate will be erected and this will face the direction of where the traffic will be approaching. Where a road can be approached from both directions, nameplates on either side of the junction will be erected. Nameplates will also be erected at any junction or entrance onto the street.
- 2.5 At T-junctions, the street nameplate should be placed opposite the traffic approaching from the side road.
- 2.6 Where the street name changes at point other than cross-roads, both names should be displayed at the point of change. It has proved useful to include arrows to indicate clearly to which parts of the street the names refer.
- 2.7 On straight lengths of road without intersections, nameplates should be erected at reasonable intervals with priority given to places such as well-frequented areas eg car parks and bus and railway stations.
- 2.8 Where two streets branch off obliquely from a common junction with a third street, plates on fingerpost mountings can be useful, however they must not obscure any traffic sign or cause reasonable vision for drivers.
- 2.9 The nameplates should be located so that there is a clear space of a least 300mm in every direction between them and any other notices, advertisements or other printed or written signs. They should not be incorporated in other direction signs assemblies, but kept distinct and mounted in as standardised manner as possible.
- 2.10 Care should be taken when deciding on the sign location to avoid trees and other plantings that may obscure the sign.
- 2.11 Where possible, nameplates should be located so that they will be illuminated by streetlights, especially at important junctions, provided they remain visible to vehicles on the main carriageway.
- 2.12 Where a street nameplate site is not immediately obvious, the Council can give assistance for the proper and suitable street nameplate position.

3. Street Nameplate Installation Details



APPENDIX H: Renaming and/or Renumbering of Streets

1. Renaming and/or renumbering of a street is very time-consuming process and may cause costs or disruption to individual occupiers and owners and wherever possible will be avoided. This is usually only done as a last resort i.e. renaming of a street is normally only considered if consistent problems occur for the Emergency Services and the renumbering of properties may occur when infill development is so great that numbers to the new properties cannot be allocated, then the existing street may be subject to a renumbering scheme.
2. Where an order for renaming of an existing street is made, the Local Authority must display notices at each end of the street or part of the street affected under Section 18 of The Public Health Act 1925 and they must remain in place for at least 1 month before an order changing the name can be made. Any person aggrieved by the intended order may within 21 days after the posting of the notice appeal to the Magistrates Court. If an appeal is made to the Magistrates Court the Local Authority must wait until that appeal is heard.
3. Where a request is received from residents/owners of properties for renaming of a street, the proposed change must have the full backing of every resident/owner affected on the street and a signed letter from each to support this. Reasons for the renaming must also be supplied.
4. Where any order for renaming of a street is made, the Council chooses to consult the local Parish/Town Council.
5. Where an order for renaming of a street is made the proposed name must follow the naming procedures detailed elsewhere in this Policy and must also comply with the naming conventions in Appendix D.
6. Where renumbering and/or renaming is involved, as much warning as is practicably possible will be given. The notice to occupiers will give a specific date on which the new naming or new numbering comes into effect, which will be at least 4 weeks from the date of the notice.
7. Where a re-naming and/or re-numbering scheme is issued, the Local Authority will inform those bodies listed in Appendix B.

APPENDIX I: FAQs

Q How do I check if my address is correct?

A Contact the Street Naming & Numbering section at the Council. streetnaming@southsomerset.gov.uk.

Q Who allocates postcodes?

A Royal Mail will allocate a postcode on receipt of the official naming and numbering scheme from the Council but the address, including the postcode, will be held in "reserve" (the not yet built file) until Royal Mail is notified by either the developer or owner that the property is occupied.

Q Who do I contact if items and correspondence are being mis-delivered or not delivered?

A Complaints should be directed to Royal Mail 0846 011 110 option 3, then option 1 addressmaintenance@royalmail.com or to the relevant delivery company's customer services department. Some delivery problems are as a result of not displaying the correct property number and/or name.

Q A company says my officially registered new/amended address does not exist?

A Various companies refresh their address sets at different frequencies and from different sources, therefore address additions and changes can take some time to appear in their systems. Refer them to Royal Mail's website to confirm for themselves - www.royalmail.com or ask them to call Royal Mail on 08456 011 110 option 3 then option 1 to confirm that your address is on their database.

Q Why does Ordnance Survey mapping not show a new property or new road?

A Updated information can take some time to percolate through to companies products and depends on those companies update regimes.

Q Which bodies and/or authorities are notified by the Council of new and amended address information?

A See Appendix B.

Q Who do I contact if address or routing information for my property is incorrect on Sat Navs?

A Firstly, check the address is correct (officially registered) with the Street Naming & Numbering section of the Council. If the address is correct, then contact Ordnance Survey - customer service centre on 08456 050505 customerservices@ordnancesurvey.co.uk and/or the two private mapping companies who take mapping information and add routing information.

Tele Atlas United Kingdom, 20th Floor, Euston Tower, London, NW1 3AS
0207 3875444 service.centre@teleatlas.com

<http://www.teleatlas.com/Support/MapFeedback/index.htm>

Navteq, Unit 2 Globeside Business Park, Fieldhouse Lane, Marlow SL7 1HZ
01628 480 900

<http://mapreporter.navteq.com/dur-web-external/secured/submitDur>.

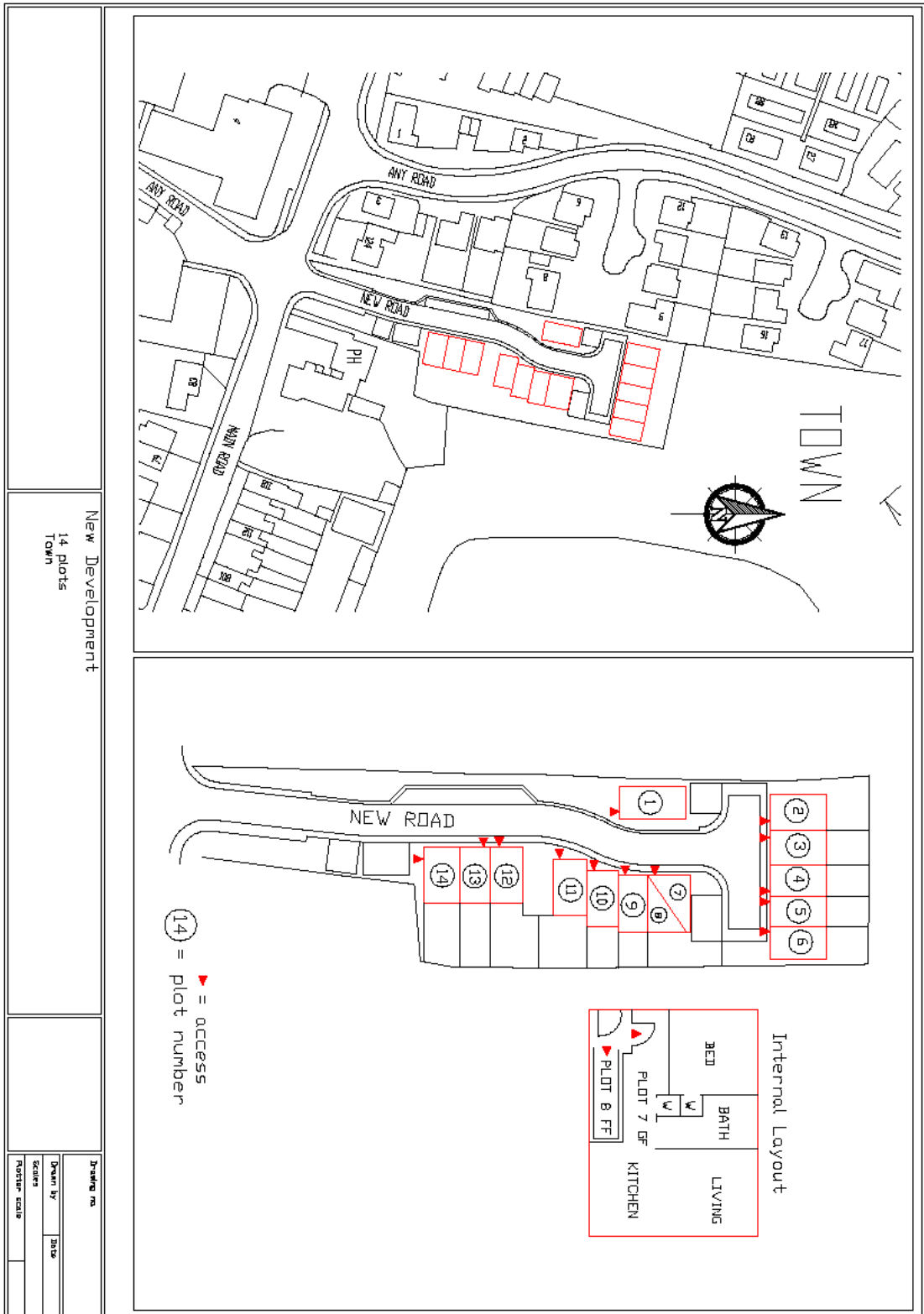
This information has been provided by Ordnance Survey.

APPENDIX J: New Development Plan Requirements

1. Where available the plans should be supplied in CAD (.dwg) format and can be sent by email or on CD.
2. An overall location plan at 1:1250 to clearly identify the new scheme in relation to any existing streets and means of access and surroundings.
3. A detailed plan of the development at 1:500 to clearly show the items listed below.
 - New building outlines, clearly showing the main entrance point
 - New roads, pavements/footpaths including access paths and parking areas (not parking bays)
 - Plot numbers
 - Fence/wall boundaries for each address
 - North point
 - Development site boundary
 - Surrounding OS detail including existing OS layout detail on separate plan

Separate layers required on the CAD .dwg plan supplied to us

- Surrounding OS detail and north point
 - New building outlines, clearly showing the main entrance point
 - New roads, pavements/footpaths including access paths and parking areas (not parking bays)
 - Plot numbers
 - Development site boundary
 - Pre development site detail
4. An internal layout plan, if appropriate, for developments that are subdivided at unit or floor level e.g. a block of flats/multi-occupancy building. The main entrance to the block shall be clearly marked, as well as access points to each address and plot numbers.



EXAMPLE OF PLAN to be supplied by developer