Your *at a glance* guide to the
GIS and LLPG Services Strategy

Vision: "To enable more efficient business processes and improve service delivery through strategic management of the Councils geographical and address data resources"

Strategy

The strategy sets out the Council's intent for GIS (geographical information systems) and LLPG (local land and property gazetteer) for the period from 2019 to 2021. It will help provide more transparent information about council owned assets and service standards for customers. It complements and is aligned with the separate ICT Strategy, Digital Strategy and Information Management & Governance Strategy.

The strategy sets out how the council will use GIS and LLPG to enable digital access to information and data, and how it can be used to improve service productivity and performance, enabling staff to work efficiently through the use of desktop and mobile systems. Business intelligence from use of this data supports operational management and informs business decisions.

Principles of the strategy

Our focus will cover the following five core principles:

- Efficiencies through reducing both the costs of storing information and the duplication of effort (information handling).
- Maximise the opportunities for sharing information (partnerships).
- Increase the availability and accessibility of management information (open spatial data / big data).
- Service insights to improve processes and service delivery (exploiting data)
- Use common and standardised addressing data across the authority (improve quality).

Data Quality

Standards for the management of geographic and property based information must be established to ensure consistency across the Council in terms of:

- Custodianship and responsibility by Services for their data and information
- Only one copy of each data set is maintained within the Council
- Data sets are accessible to all Services who need access to the data
- Employees are aware of any restrictions on use (e.g. Data Protection)
- Data sets are standardised and structured
- Data sets are subject to quality control and assurance
- Data sets are managed and maintained effectively
- Data sets are fit for purpose

A Corporate Data Dictionary shall be maintained by the Business Intelligence Officer (GIS, LLPG & SNN) to record information about each data set within the Corporate Spatial Catalogue. The Dictionary shall comply with national metadata standards, i.e. standards for storing information about information.
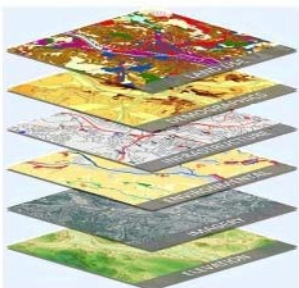
Strategic Objectives

The Strategy will address five key aims:

Maintain a strong infrastructure and well-used systems which meet the needs of the organisation by;
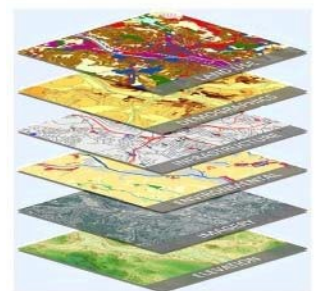
Craven District Council

- Maintaining up-to-date technology: once released and with clear business benefits. Understand developments in GIS technology, including existing and other suppliers.
- Researching the market: through the life of the strategy to work with our suppliers/partners to ensure our GIS software and associated technology is up-to-date in order to provide the best GIS experience for our staff and customers.
- Reviewing the OS partnership agreement in place with ordnance Survey prior to expiry (expires 31 March 2021)

Make available easily accessible and high quality information by;
- The availability of GIS functionality and data on intranet.
- The availability of GIS functionality and data on Internet.
- The provision of service area editing or viewing tools.
- Maintaining a GIS Corporate Database and data dictionary.
- Engagement with councillors and senior officers.

Develop applications / services to support effective service delivery creating opportunities for the identification of efficiencies by;
- Connecting corporate address data directly to services.
- Develop a reporting environment to provide transparency and highlight efficiency opportunities.
- Staff training and awareness to ensure we are leveraging the investment made in GIS and Addressing systems.
- Deliver responsive digital facilities in order to create efficiencies.

Use GIS to support the council's Digital Strategy and facilitate channel shift opportunities by;
- Increase the use of online service provision through the identification of high volume interactions related to geographical data.

- Improve the customer experience through provision of intuitive access to online facilities.

Implement an LLPG development programme which identifies the Councils address data repositories with the aim of normalising all data to a controlled source by;
- A systematic review of all address holding systems to identify addressing standards and frequency of update.
- To understand and document the method of update and alignment of those systems which have existing LLPG or NLPG integration.
- To identify owners of the systems using address data to act as a focus point for implementing standards and controls.
- To develop and issue standards and guidelines to those system owners ensuring consistency in address data capture.
- support 'open data' principles

Governance
The programme of projects resulting from this strategy will be managed under the Craven District Service Improvement (CDSI) portfolio and in accordance with good practice governance arrangements as part of the ICT Governance Framework details of which can be found in the ICT Strategy.

More Information
If you are interested in discussing the information contained in this guide in more detail you can contact:

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or

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