

Street Nameplate Maintenance Operational Change Proposal

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Background

Guildford Borough Council is responsible for the maintenance of street nameplate signs in the borough. This is a statutory duty outlined in The Public Health Act 1925.

At present, the ICT service maintains the street signs in Guildford Borough. The maintenance of the physical street signs by the ICT service is not an efficient use of resources and the process should be managed by a part of the Council more suitably equipped with the tools and experience to undertake maintenance of physical assets in the borough such as street signs.

Additionally, some parts of the process rely on equipment and experience which ICT specialists are not expected to have or be responsible for.

This document highlights the requirement to alter the current division of labour relating to street nameplate sign maintenance.

Proposal

That the business process for the maintenance of physical street nameplate signs is moved from the ICT service to a more appropriate service within the Council.

Reason why ICT maintains the street signs currently

A related process, street naming and numbering, is conducted by the Development Team within ICT. This process involves the creation and modification of addresses within the Local Land and Property Gazetteer (LLPG). The LLPG is a digital address database which forms part of our Geographic Information Systems (GIS). The ICT Development team maintains several GIS databases and their content, and ICT is appropriate that maintenance of the digital data in the LLPG is carried out as part of this.

When a new street is constructed, the LLPG must be updated to record the street name and addresses on the street. This information is then sent by automated transfer to internal council systems such as Council Tax, Electoral Services, and Planning. After new streets and addresses have been registered, the council also has a responsibility to ensure that street nameplates are present at the development site. The process for the installation and maintenance of the new street signs is currently carried out by the ICT Development team within the ICT Department.

Why this review is occurring

There are several reasons for reviewing how street nameplate maintenance is carried out by the Council.

After the recent ICT restructure, ICT have evaluated the Council business we carry out and are creating more efficient processes to manage the parts of the Council's business for which ICT are responsible .

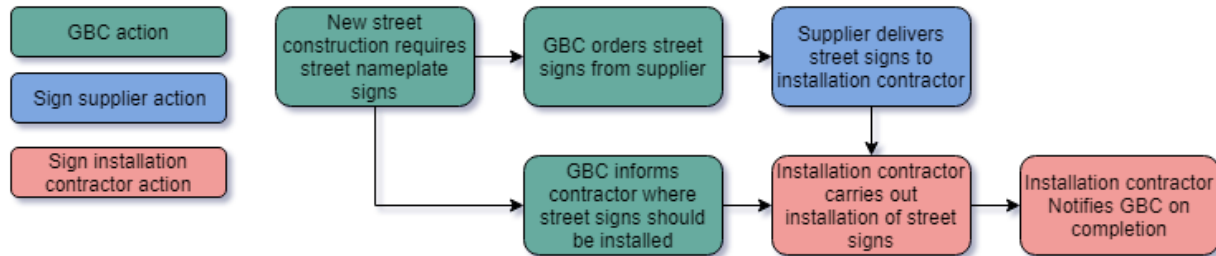
We are currently redesigning the service delivery model for street naming and numbering processes (including drafting an official street naming and numbering policy - led by Cllr Furniss). The street nameplate sign maintenance was identified as an item which is not appropriate for ICT data specialists to be involved with.

We also received a query in February 2018 from Cllr David Goodwin (Onslow) to ask why the ICT service is responsible for installing physical street nameplate signs. This query was in relation to a complaint we received from a resident about the placement of a new street nameplate sign on their street.

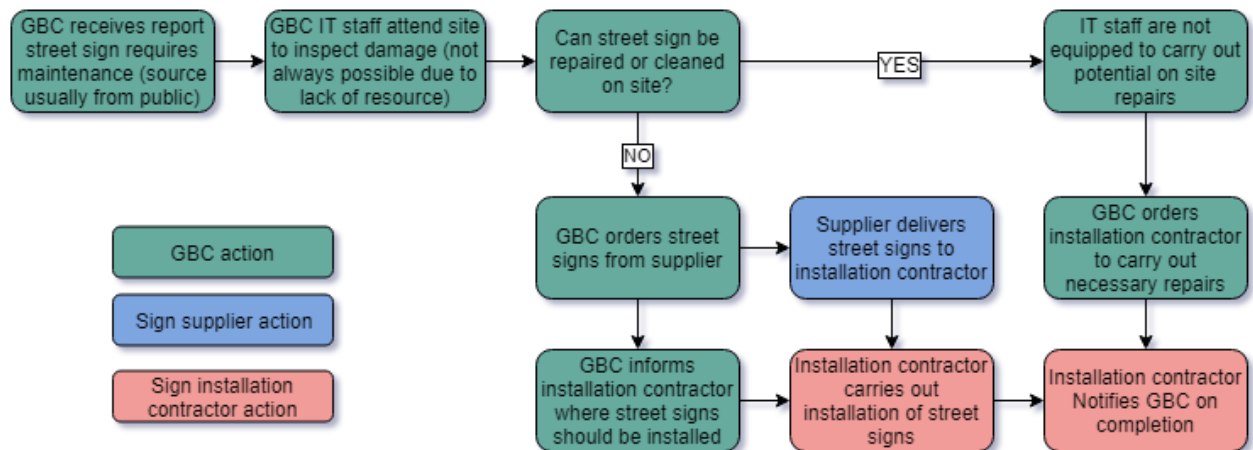
Process outline

The two main functions relating to street signs are installation of new signs and maintenance of existing signs. High level flowcharts of the process are outlined here:

Installation of a new street nameplate sign



Maintenance of an existing street nameplate sign



Please note parts of the above process diagrams were omitted to keep the diagrams high level, these include:

- Liaising with supplier regarding the nameplate specifications
- Ordering and tracking on site works
- Invoicing and arranging payments

Workload

There are approximately 20-30 new nameplate signs or repairs that need to be undertaken by the Council each month.

This entire process is managed and run by the ICT Development team within the ICT service. The main functions of the ICT Development team are to do with information technology, data security, data analysis, software, system integration, and automation development. The maintenance of physical street nameplate assets by the ICT Development team is an inefficient division of labour for the Council.

Specialist knowledge, skills, and tools required to maintain street nameplates

Knowledge required includes:

1. An understanding of the Department for Transport's [Circular 3/93: Street name plates and the numbering of premises](#). This document outlines the recommended engineering specifications for the design, manufacture, and installation of street nameplate signs, including materials, sign and font measurements, and the positioning of street signs within a highway scene.
2. Understanding of Guildford's own engineering specifications for street nameplate design, manufacture, and installation. This is not an ICT specific skillset.
3. Knowledge of construction site management and safety if street nameplates are being installed near a new street or building under construction. The ICT service does not have this ability.
4. Knowledge and skill to evaluate completed works (or plans) where installations of nameplate signs are completed by a contractor. The ICT service cannot evaluate this work effectively.

Tools required:

1. Necessary tools to maintain street nameplates on site for straightforward repairs includes common tools such as hammers and screwdrivers.
2. Necessary tools for the installation of new nameplates in posts on a tarmac surface or grass verge. This includes the tools necessary for digging holes for posts, packing holes, and tarmacking after installing a street sign on posts. The ICT service does not have these tools and manages a contractor who carries out the work – this work cannot be evaluated effectively by the ICT Service.
3. Necessary tools to install street nameplates at height on walls and buildings. This includes ladders, drills, screwdrivers, and safety equipment. The ICT service does not have these tools and manages a contractor who carries out the work – this work cannot be evaluated effectively by the ICT service.

Some of the above requirements are for knowledge, skills, or equipment that ICT specialists are not expected to have or be responsible for. This division of labour is inefficient for the Council as the business process is managed by staff who do not have the required expertise to plan or evaluate street nameplate sign installations. This process should be managed by a team which can more effectively plan and evaluate these types of works.