

Planning Committee

10.00 am, Thursday 4 December 2014

Review of the Statutory Addressing Charter

Item number	6.1
Report number	
Executive/routine	Executive
Wards	All

Executive summary

The purpose of this report is to seek the Committee's approval of the revised Statutory Addressing Charter.

The current Statutory Addressing Charter was approved in 2012. Changes are required to reflect the amendment to the criteria for naming streets approved by Planning Committee on 7 August 2014, to update the document to reflect current procedures and practices, and to make changes in response to service user comments.

Sections within the document have been reviewed and revised to provide further clarity on the processes and procedure followed. The service standards have been refreshed, and additional text has been proposed. The revisions aim to improve the charter's clarity and accessibility.

Links

Coalition pledges	P44
Council outcomes	CO19 , CO23
Single Outcome Agreement	S04

Review of the Statutory Addressing Charter

Recommendations

- 1.1 It is recommended that the Committee approves the revised Statutory Addressing Charter.

Background

- 2.1 Street naming and property addressing is one of the Council's statutory functions. Section 97 of the Civic Government (Scotland) Act 1982 empowers a local authority, in relation to any street or road to which the public have access in their area, to create or alter street names.
- 2.2 The current Statutory Addressing Charter was approved in 2012. A copy of the current charter can be found by following the link at the end of this report.
- 2.3 Planning Committee, on 7 August 2014 approved a change in the criteria used for naming streets, which requires to be incorporated into the statutory addressing charter publication.
- 2.4 In addition, revisions are needed to reflect better current procedures and practices.

Main report

- 3.1 The revised Charter is attached at Appendix 1. There are two service standard changes. The service standard relating the erection of signage within 8 weeks has been removed. This change has been made, as the process of ordering and erecting signage takes an average of 8 weeks with orders placed at regular intervals according to demand, rather than a fixed measurable timescale. Other external factors such as the Council's contractors and weather events also affect the timescales that the Council can realistically achieve. The text within the signage section has been updated to reflect this change.
- 3.2 The service standard relating to the erection of new signage on a property has been revised. The notice period has been revised to state a minimum of 10 days, rather than a fixed 14 day period. This change is proposed to help improve delivery times for new developments, where there is no previous signage.
- 3.3 The proposed revisions are as follows:

- **Introduction:** No change.
- **Definitions:** No change.
- **The Statutory Address Service:** the text in this section has been revised to improve clarity and remove information not relevant to the operation of the service or the charter. Information and the service standards relating to charging and procedures has been moved to the Procedures section.
- **Naming Streets:** This section was previously titled “How We Name a Street”. The section has been renamed to reflect more accurately the content within the section. The section now contains the guidelines and criteria on how streets are named, rather than the procedures that are used. The section incorporates minor revisions to the text, and the newly defined criteria for naming streets after deceased persons. The Street Name Banks section text has been revised, removing the reference to the street naming guidance document (now part of the charter) and updating the link to the street naming suggestion form. The text on the naming process has been moved to a new Procedures section within the document.
- **Numbering Properties:** This section was previously titled “How we Number Properties”, and has been renamed in line with the previous section. The sub-headings within this section have been changed to simplify and more correctly describe the criteria for numbering properties. A new sub-section has been added to provide clarity to our customers regarding the responsibilities of the Council and Royal Mail in terms of the composition of the address, including the postcode. The sub-sections on property merges and subdivisions have been removed, as the criteria for these processes are covered within the existing renamed sections. The flat numbering sub-section now includes text describing the different numbering systems in operation within Edinburgh.
- **Procedures:** This section has been formed from the previously titled “Allocating Statutory Addresses” section. New sub-sections have been added for each of the main processes carried out by the service. Each new sub-section has retained the basic content from the previous charter and some have been expanded to provide more detail on the processes involved. The relevant service standards from the previous charter have been moved to this section.
- **Additional Services:** This is a new section incorporating the owner-requested renumbering section from the previous charter. This process has been revised in consultation with Royal Mail. The procedure for renumbering properties to that of the postal address is defined, requiring a full consultation with all owners.
- This section also now includes details of the Address Confirmation service which the Council offers. This service was not previously included in the charter, but was introduced when fee charging for the service came into operation.

- **Street Nameplates:** The text in this section has been reviewed and minor changes applied. The number of days notice provided to owners where a new sign is to be erected has been reduced from 14 days to a minimum of 10 days. The text has been amended to reflect the average time taken to erect a new sign, rather than an absolute time. This is to reflect changes outwith the Council's control, as this service is provided by external contractors and can be weather dependant.
 - **Complaints Procedure:** This has been updated to reflect the new Council complaints procedure.
- 3.2 Once the revised Charter has been approved, it will be placed on the Council website and sent to key customers.

Measures of success

- 4.1 The revised Statutory Addressing Charter will provide greater clarity to customers of the service. Customer satisfaction levels should improve, measured by the number of service compliments and complaints.
- 4.2 The compliance with the service standards set out in the charter will be a measure of the success of the policy and procedures.

Financial impact

- 5.1 There is no financial impact to the Council in revising the Statutory Addressing Charter.

Risk, policy, compliance and governance impact

- 6.1 There are no identified risks to the Council in agreeing the recommendations.

Equalities impact

- 7.1 The impacts of the report in relation to the Public Sector Equalities Duty and the ten key areas of rights have been considered. The report has no significant impact on the Council's three equalities duties or the ten areas of rights.
- 7.2 There is no direct equalities impact arising from this report.

Sustainability impact

- 8.1 The proposals in this report have been considered in relation to the three elements of the Climate Change (Scotland) Act 2009 Public Bodies Duties. Positive impacts were identified for
- Social Cohesion

- Sense of Place

The proposals in this report will help achieve a sustainable Edinburgh because naming and numbering a street correctly enables a community to have links with the past and strengthen its identity and cohesion.

Consultation and engagement

- 9.1 Consultation was carried out with Royal Mail with regards to changing the procedures for the update of individual properties on the Royal Mail database.

Background reading / external references

- 1 Statutory Addressing Charter for the City of Edinburgh Council 2013
- 2 Street Naming Guidelines
http://www.edinburgh.gov.uk/download/downloads/id/3554/street_naming_guidelines
- 3 Report to Planning Committee Thursday 6 December 2012, Statutory Addressing Charter: Proposed Revisions.
- 4 Report to Planning Committee Thursday 7 August 2014, Review of Policy and Criteria for New Street Names

John Bury

Acting Director of Services for Communities

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Links

Coalition pledges	P44 Prioritise keeping our streets clean and attractive
Council outcomes	CO19 Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards CO23 Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community
Single Outcome Agreement	SO4 - Edinburgh's communities are safer and have improved physical and social fabric
Appendices	Appendix 1: Revised Statutory Addressing Charter 2014

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APPENDIX 1 – Revised Statutory Addressing Charter

Statutory Addressing Charter for the City of Edinburgh Council 2014

Introduction

Travel through any city, glance at a street sign and you get an instant impression of the history of an area. This link to our past is even more profound in Edinburgh where our historic settlements, industries, pioneers, inventors, philanthropists, and other significant citizens are commemorated.

Naming our streets connects us with our past while building for the future; something I believe we should all embrace.

The Council is responsible for the naming of streets and the numbering of property in new developments. It is also responsible for the renaming or renumbering of existing developments when required. The Council is also responsible for the maintenance of all street nameplates within the city.

This Charter explains how the street naming service works and what you can expect of this service.

Customer care is important to the Council and I would encourage and welcome any suggestions you have to further improve our service to you.

Councillor Ian Perry

Convenor of the Planning Committee

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Definitions

- 1. The Statutory Address service**
- 2. The Process of Allocating Statutory Addresses**
- 3. Naming Streets**
- 4. Numbering Properties**
- 5. Procedures**
- 5 Additional Services**
- 6. Street name-plates**
- 7. Complaints procedure**

Key Customer's List

List of Contacts

DEFINITIONS

Key Customers: includes customers of the Council's address data who are notified on a weekly basis of changes to the Corporate Address Gazetteer. A list of current key customers can be found at the end of the document.

Corporate Address Gazetteer (CAG):the Council database of properties which follows the British Standard (BS7666) for Addressing, and the One Scotland Gazetteer standards and conventions.

Statutory Address: The official address by which properties are identified

Local Newspaper: Edinburgh Evening News

Neighbourhood Partnerships: 12 area-based bodies established by the Council to engage with communities and local groups

Development Management Sub-Committee : Council Committee which takes place every two weeks

Signage: any street nameplate which belongs to the Council

Material Representations: a convincing statement that may have a significant impact on the outcome.

1. THE STATUTORY ADDRESS SERVICE

The Council is responsible for the naming of streets and numbering of property in new developments. It is also responsible for the renaming or renumbering of existing properties when required. This process is known as the allocation of statutory addresses and is governed by legislation.

Section 97 of the Civic Government (Scotland) Act 1982 empowers the Council to allocate statutory addresses. The Council may, in relation to any street or road to which the public have access:

- give such name to it as they think fit;
- after advertising in a newspaper circulating in their area any proposal to alter its name and taking into account any representations thereupon made to them within 28 days after the date of the first publication of the advertisement, alter any such name;
- affix, paint or mark its name on any premises, fence, lamp post, pole or other structure in it so as to be readily legible to members of the public there, and erect poles or other structures there for that purpose;
- give each of the premises in it such distinguishing number as they think fit; alter that number when necessary; and require the owner of each of the premises, by notice served on him, to affix or paint that number on his premises so that it is readily legible from the nearest part of the public place giving access to the premises.

In undertaking this function the primary consideration is public safety, ensuring that street names are not duplicated and that new streets and properties are named and numbered in a logical manner to facilitate easy identification in the event of an emergency.

This Charter outlines the procedures and standards of service that can be expected from the Council in undertaking its statutory duties. Some of the procedures are complex; others require time to undertake properly. The aim of this Charter is to ensure that the adopted procedures are easily understood, are fair and reasonable, and that interested parties are kept informed.

SERVICE STANDARD 1

By publishing our standards and targets, we aim to improve our street naming service and make it responsive to the needs of our customers. We will monitor the contents of this Charter to ensure that standards and targets are being met.

2. NAMING STREETS

In general, new streets should be named after people, places or events associated with the City of Edinburgh. New street names will preserve history for future generations, reinforcing the sense of place. Names should meet at least one of the following:

- commemorate local history, places, events or culture, and in particular any that pertain to the site;
- honour and commemorate noteworthy persons associated with the local area, or the City of Edinburgh as a whole;
- celebrate cultural diversity in the City of Edinburgh;
- commemorate national and international noteworthy persons, who are deceased;
- commemorate national and international events;
- strengthen neighbourhood identity;
- recognise native wildlife, flora, fauna or natural features related to the community or the City of Edinburgh as a whole.

Public safety is the primary consideration when naming a new street; this is of particular importance in relation to the emergency services.

Unique names will be allocated to separately accessed streets (except in circumstances where the introduction of a new name would create difficulties). Multiple use of the same prefix, distinguished only by a different suffix eg. Road, Street, Avenue etc is not normal procedure, due to the confusion this can cause in emergency situations.

Each new section of street between major junctions will be given a separate street name (in order to avoid extremely lengthy sections of street with a single name.

Streets are not named after individual living persons, as there is potential for this to become undesirable at a future date. Where such a name is proposed, it can be added to the appropriate street name bank until a suitable time for its use, i.e. after a minimum period of 5 years has passed following an individual's death. Should a name be proposed which does not meet this criteria, the proposal shall be placed before the next available Development Management Sub-Committee for determination. Use of a person's first name should be avoided in street names, unless additional identification is necessary to prevent duplication or confusion.

New street names should try to avoid duplicating any similar name already in use in a town/village or in the same postcode area. Names should be easily understood over the telephone in the event of an emergency (they should be easy to spell and pronounce).

The use of abbreviations, punctuation and similar sounding names is avoided where possible to avoid confusion.

Street Name Banks:

The City of Edinburgh Council maintains a number of Street Name banks which are consulted when naming new streets. A name bank exists for each Neighbourhood Partnership area.

Names can be added to the banks through Neighbourhood Partnerships via the partnership manager, or directly through the Council's Street Naming Officers.

Names submitted through the Neighbourhood Partnership are discussed and ratified by the partnership before submission to the name bank.

All suggested names require to be accompanied by supporting documentation as to the history behind the suggestion.

All names are checked to ensure that they meet the required street naming criteria. Names can be held in the bank if they do not meet all the required criteria, if they are likely to meet the criteria in the future, e.g. the name of a person who has not been dead for five years. Names held in the bank are published on the Council web site.

3. NUMBERING PROPERTIES

The numbering of properties does not require consultation and can be carried out more quickly if no new street name or renumbering of existing properties is required.

The main principles in determining the numbering of properties are:

- Streets will be numbered in a logical manner to facilitate the identification of properties. In general odd numbers are on the left and even numbers on the right.
- The phasing of the development, access points and local circumstances will be considered in deciding where numbering should start.
- Cul-de-sacs will be numbered consecutively in the same direction as the main access road, low to high.
- All properties and premises, including lockups and car spaces where appropriate, shall be numbered from the street on to which the principal access is gained.
- In all instances the number 13 is never omitted.
- Lockups will be denoted by the suffix 'G' where available.

These guidelines apply to all types of development including units within commercial developments.

Postcodes:

The Council is responsible for the number and street name elements of the statutory address. The Council supplies this information to Royal Mail, who then allocate a postcode and postal town against this address. The addition of a postal town is to aid the routing of mail. The Royal Mail postal town can often differ from the statutory address town.

The statutory address issued by the Council includes all the elements of the address, including the postcode.

Numbering Subdivided Properties and Gap Sites:

Where possible, whole numbers are allocated to properties. If there are not enough whole numbers available then numbers may have to be shared, by the addition of an alphabetical character (for example 12a, 12b, etc). Where possible, existing properties will retain the whole number and any new properties will begin a, b, etc as appropriate. We will consider creating a new street name and/or renumbering of existing properties if this is appropriate.

Numbering Merged Properties

Where a new development involves the amalgamation of two properties with separate addresses, the new street number will incorporate both former numbers (for example, the amalgamation of 11 and 13 will become 11-13). Where this is not possible, e.g. where two ground floor properties either side of a common stair have been merged, the primary access will retain the number and the former number will

be reserved for future use. This is to prevent confusion with the logical numbering system.

Numbering Flats

It is recognised that Edinburgh has a unique character which also translates into the flat numbering systems used. Edinburgh has two main flat numbering systems in operation; the traditional tenement numbering system e.g. GF1,1F1 and the modern flat numbering conventions e.g. Flat 1, Flat 2. Where development takes place within properties with the traditional tenement numbering, this numbering system will be retained. New development will be allocated the modern flat numbering convention.

Properties in common stairs must be allocated a main street number. Numbers are then allocated internally to each flat for example, Flat 1, Flat 2. For the traditional tenement numbering system, flat are allocated number is the form 1F1, 1F2, etc. 1F1 should be interpreted as 1st Floor, Flat 1.

The rotation of the internal numbers follows the rotation of the staircase, with the highest number being located at the door furthest from the last riser on the stair.

Displaying numbers

It is the responsibility of the property owner to display the correct statutory address for a property. The number should be clearly visible from the road on to which the property is addressed.

4. PROCEDURES

The process of allocating statutory street names and numbers is time sensitive. Developers require statutory addresses before utilities companies will provide services. Royal Mail cannot allocate postcodes to properties until statutory addresses are allocated.

In order to allocate statutory addresses and street names, the Council must receive an application from the developer to apply for the addresses. Developers are contacted during the early stages of the Building Warrant process to invite them to apply for statutory addresses for their development. The application forms are also available on the Council's web site.

Where possible, we will communicate electronically to speed up procedures.

In order to partially cover the costs of the service, a series of charges are applied. These are reviewed periodically.

The following table sets out the average timescales involved for each type of application. Published timescales take into account any consultation processes which are required, and if the proposals require to be considered by the Development Management Sub Committee. In certain circumstances, these timescales can be exceeded where agreement on names is not achieved.

Procedure	Average Timescale
Numbering properties	8 weeks
Naming new streets and numbering properties	16 weeks
Renumbering properties	16 weeks
Renaming existing street and numbering/renumbering properties	24 weeks

SERVICE STANDARD

When we receive a valid application, we will aim to issue a statutory notice allocating addresses for developments in line with the timescales indicated.

SERVICE STANDARD 2

We will ensure our charges for statutory addressing and street signs are fair and reasonable and that details are made easily available on the Council's web site.

Numbering Properties

If a development only requires the allocation of numbers into an existing street, applications are processed in accordance with our numbering guidelines.

Naming New Streets and Numbering Properties

If a development requires new street name(s), the process involves consultation with the local ward councillors for the area.

Developers are invited to make suggestions for new street names with their application. These suggestions, together with any existing names in the local street name bank will be considered first. All names suggested will be checked to confirm that they meet the street naming criteria for new street names. Where more names are required, research will be carried out to identify further suitable names for the development.

The local ward councillors are notified of the proposed names, and given 21 days in which to respond to the proposals. Ward councillors can propose alternative names during the consultation process. All names should meet the Council's agreed criteria for new street names.

All ward councillors must agree to the proposals. If agreement cannot be reached, the matter is referred to the Development Management Sub-Committee for determination.

Renumbering of Properties

Renumbering is a highly disruptive process and only considered as a result of new development or where there are public safety issues.

Owners of affected properties will be notified in writing of the proposal to renumber their property. The local ward councillors and the relevant neighbourhood partnership will also be notified as a courtesy.

All affected parties will be given 28 days to raise any comments or objections to the proposal.

Where there are material representations, the matter will be reported to the Development Management Sub-Committee for consideration and determination. Where no representations are received, the renumbering is agreed. Once the renumbering is determined, statutory notices will be issued to property owners providing a minimum of 3 months notice of the change.

Renaming existing Streets and Numbering/Renumbering Properties

Renaming and renumbering is a highly disruptive process, and will only be considered as a result of new development or where there are public safety issues.

The renaming of streets is determined by the Development Management Sub-Committee. The owners of properties directly affected by the proposed change and the local ward councillors are notified of the proposals and the reasons why the proposal is necessary. The proposals are publically advertised for 28 days in the local press.

Any material representations received will be considered and presented to the committee for a decision.

Once agreed, a minimum of 3 months notice is provided to affected parties, and a new statutory notice is issued for each property.

If a development requires the renaming of an existing street, the application must be advertised in accordance with the Civic Government Act. All representations must be placed before the Development Management Sub-Committee for a decision.

Statutory Documentation

On completion of all case types, we will send the developer a plan clearly showing the streets and property numbers, a numbering schedule and a statutory address certificate for each property.

All addresses are maintained on the Council's Corporate Address Gazetteer to the Scottish Standards as defined by the One Scotland Gazetteer. Our key customers are informed of new / amended addresses on a weekly basis.

SERVICE STANDARD

We will allocate property numbers according to the guidance outlined in this Charter.

SERVICE STANDARD

We will consider names suggested by developers or councillors provided that they meet the criteria outlined in this Charter, in addition to those in the Street Name Banks.

SERVICE STANDARD

We will report cases to the Development Management Sub-Committee for its decision where agreement on proposed names cannot be reached with all the ward councillors.

SERVICE STANDARD

We will notify affected owners, the local ward councillors and the relevant neighbourhood partnership and consider any material representations in relation to the renaming of streets when reporting the matter to the Development Management Sub-Committee for consideration.

SERVICE STANDARD

We will advertise any proposal to rename a street in the Edinburgh Evening News.

SERVICE STANDARD

Following the final decision on renaming a street, we will issue statutory notices to all those affected, giving them a minimum of 3 months' notice of change.

SERVICE STANDARD

We will notify affected owners in relation to the renumbering of properties. Where material representations are received, we will report the matter to the Development Management Sub-Committee for consideration.

5. ADDITIONAL SERVICES

The Council deals with a large number of enquiries regarding the naming of new streets and the numbering and renumbering of properties.

Renumbering of Properties

When an individual owner directly approaches the Council to renumber their property, we will consider the impact of the request in line with the numbering guidelines. Renumbering of properties for illogical and irrational purposes will be resisted. Where residents experience issues/problems with delivery and registration services due to differences between their statutory address (as issued by the council) and the postal address as used by Royal Mail and other delivery services, renumbering can be considered.

When requested, the Council can instruct the Royal Mail to update their records to that of the Council's statutory address. We cannot update the Council's statutory address to that held by Royal Mail.

Should an owner wish for their statutory address to be that used by Royal Mail, a consultation must be carried out with ALL property owners affected. In the case of a change to a flat within a block, the whole block must be consulted, and agree to the change to the numbering. If 100% agreement is reached, the renumbering process as described will be implemented. Should full agreement not be reached, the matter will not be taken further.

Address Confirmations

The Council offers a service of providing an official confirmation of the statutory address for property or properties on payment of a fee. The fees associated with this request are outlined in the fee table, published separately.

6. STREET NAME-PLATES

The Council is responsible for the erection of street name-plates in compliance with the Civic Government (Scotland) Act 1982.

Sign Location

Street name-plates should be erected at the point nearest to where road junctions intersect.

Ideally, street name-plates will be located on buildings/structures between ground and first floor level to maximise visibility and minimise vandalism. Where this is not possible, street name-plates will be placed on existing walls and fences. Freestanding signs will be erected where neither of the above options is possible.

New Signage

The Council is responsible for the erection and maintenance of all street nameplate signage in the Council area. There is a charge for this service. The Council maintains the responsibility for all signage to ensure uniformity and quality are maintained across the city, and ongoing maintenance once developers have vacated the site.

Developers are asked to submit an application form and plans to enable the Council to determine the minimum number of new signs required. Where possible Road Construction Consent requirements will be accommodated in any signage requirements.

The purchase, production, delivery and fitting of street name plates takes an average of 8 weeks. Orders for plates are placed at regular intervals according to demand. Specialist nameplates used at particular locations within the city and its extents can take longer to manufacture and erect.

There is no statutory requirement to inform the owner of a property prior to fixing or erecting a nameplate on their property. As a courtesy, where a new sign is to be erected where there was previously no sign, owner/occupiers will be given a minimum of 10 days' notice that a sign is to be erected on their property.

The Council will undertake all ongoing maintenance and replacement of signage thereafter.

Reporting Missing or Damaged Signage

Broken or missing signs can be reported to the Council online via the Council's web site or through the CLARENCE free phone number (See List of Contacts) Signage issues can also be reported directly to the Street Naming Team.

Signage that is reported as dangerous will be dealt with as a priority by either refitting or removing the signage. This will be carried out within 3 working days.

Where replacement signs are required, the Council will endeavour to replace signage on a like-for-like basis, unless policy and best practice determines that standard plates should now be used.

SERVICE STANDARD

We will attend to dangerous/damaged signs within 3 working days of the Council being notified.

SERVICE STANDARD

We will aim to give owners/occupiers a minimum of 10 days' notice prior to the erection of a sign on their property, where there has previously not been a sign.

7. COMPLAINTS PROCEDURE

Complaints Procedure

The Council hopes that you will be satisfied with the statutory addressing service we provide. If you have any suggestions, concerns or difficulties we want to hear from you. We are committed to improving our service and to dealing fairly, honestly and promptly with any failures. If you wish to complain about our service, the following procedure will be followed.

Stage 1 – frontline resolution

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. We will give you our decision at Stage 1 in no more than five working days, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

Stage 2 – investigation

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it. The SPSO **cannot** normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO:

- in person: SPSO, 4 Melville Street, Edinburgh EH3 7NS
- by post: SPSO, Freepost EH641, Edinburgh EH3 0BR
- freephone: 0800 377 7330
- online contact: www.spsso.org.uk/contact-us

SERVICE STANDARD

We will respond to you within 5 working days of receiving a complaint or suggestion to let you know what is happening. We will monitor all complaints and suggestions made and use them to review and improve the service we provide.

KEY CUSTOMERS LIST:

Scottish Fire and Rescue Service;

Police Scotland;

Scottish Ambulance Service;

Royal Mail Address Management Centre;

Lothian Valuation Joint Board;

Scottish Power;

Transco;

Scottish Water;

British Telecom;

and Geographers A-Z Maps.

Also included are the following Council Teams:

Children and Families;

Environmental & Consumer Services;

Customer Contact Centre;

Health and Social Care;

Revenues and Benefits.

Contacts

STREET NAMING TEAM

Team Email: streetnaming@edinburgh.gov.uk

Team Telephone: 0131 529 4328/4081

Team Fax: 0131 529 6206

Manager: Susan Cooke

Office Hours:

Monday to Thursday 8.30 am to 5.00 pm

Friday 8.30 am to 3.55 pm

Waverley Court (G2)

4 East Market Street

Edinburgh

EH8 8BG

Council website: www.edinburgh.gov.uk

ACTING HEAD OF PLANNING AND BUILDING STANDARDS

David Leslie

Waverley Court

4 East Market Street

Edinburgh

EH8 8BG

Other Contacts

TO REPORT BROKEN OR MISSING STREET NAME-PLATES

Call CLARENCE on freephone 0800 23 23 23 or

Team Enquiry Point on 0131 529 4328/4081

or e-mail streetnaming@edinburgh.gov.uk

THE INTERPRETATION AND TRANSLATION SERVICE

Central Library

George IV Bridge

Edinburgh

EH1 1EG

Telephone: 0131 242 8181

Fax: 0131 242 8009

COUNCIL COMPLAINTS AND SUGGESTIONS SERVICE

The City of Edinburgh Council,

Quality and Customer Care Unit

Department of Corporate Services

City Chambers

High Street

Edinburgh

EH1 1YJ

Telephone: 0131 529 4295

www.edinburgh.gov.uk