

Street Naming and Numbering Policy

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Officers and members of the Council may not grant a name or number without consideration being given to this policy.



Conwy County Borough Council

Street Naming and Numbering Policy

Version 003 March 2018

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Section A: Introduction

The purpose of this document is to set down the policy for the allocation, management and use of all addresses within the County Borough of Conwy, including the allocation of street names, changes to property names and the addition of new names.

1. What is street naming and numbering?

- 1.1. Street naming and numbering allows a unique identity to be assigned to a street and subsequently any associated property which may be accessed via the street.

2. Why is street naming and numbering **an essential requirement**?

- 2.1. The address of a property is a very important issue. All public and private sector organisations, the emergency services and the general public need an efficient and accurate means of locating and referencing properties.
- 2.2. Maintaining a comprehensive, consistent and high standard for the naming of streets and numbering or naming properties is essential as it allows:
 - Emergency Services to find a property quickly – delays can cost lives and money
 - Mail, services and products to be delivered reliably and efficiently
 - Records of service providers to be kept in an effective manner
 - Companies to accept an address for official purposes in providing telecom services, insurance, banking, credit rating and the like
 - Visitors to locate their destination

3. Who is responsible for street naming and numbering?

- 3.1. Conwy County Borough Council has statutory duties and powers, within the context of adoptive legislation, for the naming of streets, alteration of street names and indication of street names. The Council also has additional discretionary powers to provide a number or name to a property.
- 3.2. It should be noted that Royal Mail has no statutory responsibilities or powers to either name a street or to name, number, rename or renumber a property. Royal Mail has sole responsibility for assigning a postcode following notification of new or amended address details by Conwy County Borough Council

4. Policy statement

- 4.1. This policy provides a framework for Conwy County Borough Council to operate its street naming and numbering function effectively and efficiently for the benefit of residents, businesses and visitors. It will also act as a guide for developers when considering new names for streets.
- 4.2. The Policy defines:-
 - Legal framework for operation of the street naming and numbering service.
 - Protocols for determining official street names and numbers.

- 4.3. The Legislation under which naming and numbering can be carried out is: Public Health Act 1925.
- 4.4. The delivery of the street naming and numbering function is provided under the Council's Scheme of Delegation. The delegated Officer is the Head of Regulatory and Housing Services, hereafter 'the Head of Service'.

5. Welsh language considerations

- 5.1. Conwy County Borough Council is subject to the provisions contained within the Welsh Language Act 1993, the Welsh Language (Wales) Measure 2011 and Welsh Government language strategy, Living language: a language for living – Welsh language strategy 2012 to 2017 **and subsequent amendments**.
- 5.2. The Welsh Language Commissioner and Welsh Government are responsible for developing all aspects of the Welsh Language.
- 5.3. The Authority's Welsh language scheme and The Welsh Language Regulations (No2) ensure that Welsh and English languages are treated equally.
- 5.4. The policy in relation to new street names will therefore be to adopt either a Welsh language name or a bilingual name that is consistent with the local heritage and history of the area. In respect of "green field" sites or other appropriate cases, historical name such as field names recorded in the Tithe Register will normally be used.
- 5.5. Existing street names that are in only one language will not be translated except where a request is made to re-name the street as per the renaming process in Section B. paragraph 4 (below)
- 5.6. Where a query arises over a place name, the Council may consult the Welsh Language Commissioner's place name advisory service or other appropriate, authoritative source.
- 5.7. It is recognised that many databases can only hold one version of an address. With bilingual addresses it is Royal Mail's policy to only publish the English version of addresses whilst holding the Welsh version in the background.

6. When to apply – guidance for applicants

- 6.1. Applications for Street Naming and Numbering services should be made by:
 - Property or land owners / developers wishing to add a name to an existing numbered only property
 - Property or land owners / developers wishing to rename an existing named property
 - Property or land owners / developers building new properties including new residential properties, commercial premises, industrial units and the like
 - Property or land owners / developers wishing to amend layouts for new developments that have already gone through the formal naming and numbering process.

- Property or land owners / developers undertaking conversions of existing properties which will result in the creation of new residential properties or business premises. This will include existing buildings which are sub-divided into flats or offices, barns converted into residences and the splitting of commercial units
- Anyone wishing to rename a street
- Individuals and businesses seeking confirmation of an address

6.2. As the process of street naming and numbering involves consultation and the preparation of appropriate notices, applicants should consult with the Council at the earliest opportunity to avoid potential delays. Applications should be submitted as soon as possible after formal planning consent and/or building regulation approval for the proposal has been granted.

7. How to apply – guidance for applicants

7.1. A Street Naming and Numbering application can be made online via the council website at **<http://www.conwy.gov.uk/en/Business/Licenses-and-Permits/Street-Naming-and-Numbering.aspx>**

7.2. Alternatively an application form can be obtained by:

- Email: licensing@Conwy.gov.uk

7.3. Fees may be applicable to any application, please refer to annex A

Section B: Naming Streets

1. General principle

- 1.1. The naming of new streets in the County Borough is undertaken within the provisions of the Public Health Act 1925.
- 1.2. Developers/**applicants** should endeavour to preserve any historic link to the land or the locality, by reference to the Tithe Records or other data.
- 1.3. It is important that developers/**applicants** contact the Head of Service about street naming and numbering before building work commences. Failure to do so may result in a delay as approval must be given for street naming and numbering prior to any signs being erected or postal addresses provided.
- 1.4. Fees may be applicable for the administration, supply and erection of nameplates for new streets, which will need to be borne by the developer/**applicant**. A detailed plan clearly showing the proposed street(s) and plot numbers should be forwarded to the Head of Service. Consultation may be carried out with the Environment Roads & Facilities Department with regards to the suitability of the proposed street name plate locations. A signage specification and contact details of a supplier can be provided to the developer/**applicant**. For any adopted street, the maintenance of the nameplate(s) will become the responsibility of the Council.
- 1.5. New street names should not duplicate any similar name already in used by the Royal Mail. A variation in the terminal word, i.e. 'street', 'road', 'avenue' etc., will not be accepted as sufficient reasons to duplicate a name.
- 1.6. Any proposal to name a street after specific individuals (living or deceased) will be considered on its own merits.
- 1.7. Any street name that **commercially promotes any active company, organisation, service or product will not be allowed.**
- 1.8. The Council reserves the right to object to any suggested name deemed to be inappropriate.
- 1.9 Punctuation in the use of street names will be used: for example "St. Andrew's Drive" will appear in all street naming documentation and street nameplates as "St. Andrew's Drive".

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

- Street for any road
- Road for major roads
- Way }
- Road }
- Avenue }
- Drive } for residential roads
- Grove }
- Lane }
- Gardens } (subject to there being no confusion with any local open space)

- Place
- Court
- Crescent - for a crescent shaped road
- Close - for a cul-de-sac
- Square - for a square only
- Hill - for a hillside road only
- Circus - for a large roundabout
- Terrace - for a terrace of houses (provided it is not a subsidiary name)

The following will not be acceptable as suffixes:

- End }
- Cross }
- Side } All these words can, of course, be incorporated in a street
- View } name provided it terminates with an appropriate suffix
- Wharf } (e.g. Mile End Road)
- Walk }
- Park }
- Meadow }

The only exception to this will be single or dual names without suffixes in appropriate places (e.g. Broadway – for major roads only)

2.1. All new pedestrian ways will end with one of the following suffixes:

- Walk
- Path
- Way

2.2. Aesthetically unsuitable names such as, Tip House, Pit Lane will be avoided, or names capable of deliberate misinterpretation like Hoare Road, Typple Avenue, Swag House, etc.

2.3. The use of North, East, South or West (as in Alfred Road North, and Alfred Road South) is only acceptable where the road is continuous and passes over a major junction. It is not acceptable when the road is in two separate parts with no vehicular access between the two. In such case one half should be completely renamed.

2.4. Two phonetically similar names within a postal area will not be allowed e.g. Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.

2.5. Conwy County Borough Council as street naming and numbering authority has responsibility for final approval of a street name, subject to 2.6 below.

2.6. In the event of unresolved disagreement, a final decision will be taken by the General Licensing and Regulation Committee. If the person proposing to name the street continues to disagree with the Council's objections they may, within twenty-one days, appeal against the objection to a Magistrates' Court.

2.7. The Council's Welsh Language Officer will be responsible for determining place names in regard to approved Welsh language translations.

3. Use of unofficial marketing names

- 3.1. Developers/**applicants** must clearly state in any marketing literature distributed to prospective purchasers that marketing names are subject to formal approval and consequently liable to change.

4. Street renaming / alteration of a street name (Section 18 Public Health Act 1925)

- 4.1. Renaming of a street and renumbering of buildings is very time consuming process and may cause costs or disruption to individual occupiers and owners and wherever possible will be avoided. Renaming of a street is normally only considered if problems occur for the Emergency Services and the renumbering of properties is only considered when infill development etc. is so great, that numbers for the new properties cannot be allocated. The existing street may then be subject to a renumbering scheme.
- 4.2. The renaming of a street may be proposed by any person or body. The applicant will be responsible for any associated fees.
- 4.3. The cost of renaming and re-signing streets at the request of the Emergency Services will be borne by the Council.
- 4.4. Prior to any street renaming / name alteration the Council will conduct a full consultation with the frontages on the affected street and those on the consultation list outlined in Section D paragraph 4.1. A letter and form will be sent to all frontages on the street and those on the consultation list outlining the reasons for and consequences of the proposed change. The consultation period will be 28 days.
- 4.5. A report detailing the results of the consultation will be submitted to the officer with delegated powers who will determine whether or not to proceed with the change. Reasons for not proceeding with the proposed change may include, but are not restricted to:
 - Insufficient support from frontages
 - Prohibitive costs
 - A genuine and serious objection from a stakeholder that cannot be easily remedied.

The report will include the cost of installing any new street name plates and whether the proposed change would involve a change of the Royal Mail postcode.

- 4.6. If the Head of Service decides to proceed with a name change the Council will issue a notice of intention to make an order for renaming of an existing street. This notice will be displayed at each end of the street or in some conspicuous position in the street or part of the street affected under Section 18 Public Health Act 1925 and they must remain in place for one 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 Council must wait until that appeal is heard before approving any street name.

5. Naming of existing unnamed streets

5.1. The procedure will be in accordance with **Section 2,3,4,5** for renaming a street and the new name must adhere to the principles set out within this policy.

5.2. Any person may propose a name for an un-named street, ***the proposer/applicant will be responsible for any associated fees***

6. Display of street names (street name plates)

6.1. It is the duty of the Local Authority to display street nameplates on streets which are have been named by the Local Authority (S.19 Public Health Act 1925).

Section C: Naming and Numbering Properties

1. Property numbering sequence

- 1.1. New streets will be numbered so that, travelling away from the town or village centre, even numbers are on the right of the street running from start to end and odd numbers allocated to the left.
- 1.2. Short cul-de-sac and small scale development will be numbered consecutively in a clockwise direction. Longer cul-de-sac development will again be numbered with even property numbers allocated to the right and odd property numbers allocated to the left.
- 1.3. Numbers (including the number 13) will remain in sequence and there shall be no exclusion of any number due to superstition or personal preference. Applications to omit any number from a numbering sequence, for whatever reason, will be refused.
- 1.4. Properties (including those on corner sites) will be numbered according to the street in which the main entrance is located.
- 1.5. Where a street numbering sequence may not exist, predominantly in rural areas, it will be appropriate to allocate agreed property names.
- 1.6. Infill development (new properties built between existing properties or in the grounds of an existing property) on a numbered street will be given the same house number as the property preceding the infill followed by a suffix of 'A', 'B'. For example 10A, 10B etc.
- 1.7. A business name shall not take the place of a number or a building name.
- 1.8. Annexes to buildings e.g. granny flats or ancillary accommodation, will be given the prefix "Annexe". The rest of the address will be the same as the parent property e.g. Annexe, 1 High Street.
- 1.9. For any dwelling accessed internally through a commercial premise, the accommodation will be given a prefix to match the accommodation type e.g. 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 Flat, Name of Public House, Property Number and Street Name.
- 1.10. Blocks of flats and apartments may be given a name but each individual flat or apartment will be numbered consecutively
- 1.11. All newly proposed development block names should preferably end with one of the following suffixes (or prefixes in the case of Welsh language translations):
 - Court
 - House
 - Apartments
 - Mansions
- 1.12. Use of the word "Flat" will apply to those properties where accommodation is on one floor only of a building. Where residential accommodation covers two or more floors and has its own internal stairs, the term "Apartment" will be used.

- 1.13. All flats will be given a number rather than a letter or description e.g. Flat 1 rather than Flat A or First Floor Flat.
2. Shopping centres, retail parks and industrial estates
 - 2.1. Names for Shopping Centres, Retail Parks, **Sports Grounds, Parks, Leisure facilities** and Industrial Estates etc. are subject to the same principles as those outlined for street or building names
3. Activation of new addresses
 - 3.1. When a new development has been approved, addresses are created by the Council as 'provisional' entities. The details of the proposed development are shared with Royal Mail who subsequently 'hold and record' the addresses on their 'Not Yet Built' address database. To avoid any issues of post being sent to non-existent properties the addresses are not activated until occupation or the properties completed and, therefore, are able to receive postal services.
4. Adding a name or renaming to an existing numbered property.
 - 4.1. Where a property has a number, it must be used and displayed. Where a name is given to a property together with its official number, the number must always be included. The name cannot be regarded as an alternative to the number.
 - 4.2. The owner (not tenant) of a property may request the addition, amendment or removal of a name for their property. Where a property is numbered, any name will be in addition to the number.
 - 4.3. If a request is received to add a property name to an existing numbered property then the authority will issue the following guidance:
 - There should be no conflict with existing property or street names in the same area post town as used by the Royal Mail and Local Land and Property Gazetteer (LLPG).
 - Properties should not be named after specific individuals (living or deceased).
 - The proposed name should not include offensive or inappropriate language.
 - 4.4. Where a house is numbered by the local authority and has also been given a name by the occupant, Royal Mail will include only the number in the postal address.
5. Converting an existing building
 - 5.1. The conversion or sub-division of a residential property resulting in a single point of entry from which all the flats are accessed will be numbered rather than described or lettered. For example, Flat 1 as opposed to First Floor Flat or Flat A
 - 5.2. Conversion or sub-division of a residential property resulting in multiple points of entry with each flat having its own separate front door from the designated street, will include a suffix to the primary parent or shell address. For example 'A', 'B', 'C' will become 10A, 10B, 10C

5.3. A merged property will utilise the numbers of the original properties where premise numbers are used. For example, the merging of two properties at 4 High Street and 6 High Street or Unit 1 Trading Estate and Unit 2 Trading Estate will result in new addresses of 4-6 High Street and Unit 1-2 Trading Estate respectively

6. Re-numbering existing properties

6.1. The re-numbering of any existing property will be considered when changes occur which give rise (or are likely to give rise) to problems for the delivery of services or issues identified by the emergency services. This may apply where a new development cannot be accommodated within the existing numbering sequence. As the process can be time consuming and can result in additional cost, disruption or inconvenience to individual occupiers, it should be avoided wherever possible.

6.2. For new developments within an existing street the use of suffixes or re-numbering where just a few properties are affected is preferable to wholesale re-numbering of a street. However, this is not always possible and the re-naming of streets and renumbering of properties will be at the discretion of the Council.

7. Display of property names and numbers

7.1. All property numbers must be visible from the highway. This may mean 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.

Section D: Postal addresses

1. Allocation of postal addresses

- 1.1. The allocation of postal addresses does not serve as confirmation that any building or structure has been authorised under Planning, Building Regulations or any other Legislation. Owners/occupiers may be at risk of enforcement action if any necessary approvals have not been obtained.
- 1.2. The Local Authority is not liable or responsible for third parties, including Royal Mail, updating their databases with address information.
- 1.3. A piece of land, e.g. a farmer's field, cannot be given a postal address, only property on that piece of land that can receive mail can have a postal address for the purposes of delivering mail and services

2. Postcodes

- 2.1. All elements of an address, with the exception of postcode, are defined by Conwy County Borough Council. The numbers and names assigned to property and the official names assigned to streets are the Intellectual Property of the authority. Allocation of postcodes is managed by the Royal Mail and must be provided by them on receipt of the official naming and numbering scheme from the Local Authority but the postcode will be held in "reserve" by Royal Mail until they are notified that the property is occupied.
- 2.2. Royal Mail does not publish on its website addresses that are not completed. This means that in certain cases addresses that have been officially allocated and issued by the Local Authority may not, for a while, be visible to anyone using the Royal Mail website to validate an address. This may also mean that other organisations using the Royal Mail address database (Postcode Address File, PAF) will also not be able to validate addresses.
- 2.3. Developers, owners and tenants should be aware that their property/ies may not have the same postcode as the surrounding or existing properties.
- 2.4. The maintenance of postcode information, and any future change to individual postcodes or postcode sectors, is the responsibility of the Royal Mail.

3. County or County Borough name

- 3.1. The County or County Borough does not form part of any postal address and changes to it are not, therefore, covered by Royal Mail's Postcode Address File Code of Practice.
- 3.2. The postal Counties of the United Kingdom, now known officially as the former postal counties, were postal subdivisions in routine use by Royal Mail until 1996. The *raison d'être* of the postal County – as opposed to any other kind of county – was to aid the sorting of mail by enabling differentiation between like-sounding post towns. Since 1996 this has been done by using the outward code (first half) of the postcode instead. The postal county was removed from the PAF database in 2000 and does not form part of Royal Mail's code of practice for changing addresses.

3.3. Despite this, County data is routinely sold to companies, ostensibly in order for them to cleanse their own address data. As the former postal county data was the last to be in routine use, some organisations have continued to use this obsolete data as part of postal addresses. It is for this reason that the former counties of Clwyd and Gwynedd appear on some mail. In 2010 the Regulator advised Royal Mail to cease supply of county data altogether and a timetable has been put in place for this to occur between 2013 and 2016.

4. Notification of address change intelligence to internal and external partners

4.1. On completion of an application for Street Naming and Numbering, the Council will include the following partners as part of the formal notification process:

- The relevant local County Borough Councillor
- The relevant Town or Community Council
- Internal Council Services,
- Welsh Ambulance Service,
- North Wales Fire and Rescue Service,
- North Wales Police
- Royal Mail
- Current Electricity and Gas Suppliers operating in the area
- The Statutory Water and/or Sewerage Undertaker
- Ordnance Survey
- The Land Registry
- Valuation Office Agency.

5. Conwy County Borough Council Corporate Address Gazetteer

5.1. There are two primary sources of address information in use across the UK- the National Address and Street Gazetteer and Royal Mail's PAF.

5.2. As a local authority, the Council is required, under the Public Sector Mapping Agreement, to manage and maintain a Corporate Address and Street Gazetteer with regular change updates being provided to the respective National Address and Street Gazetteer central hub.

5.3. The Corporate Address and Street Gazetteers, which are managed and maintained by all local and unitary authorities across Wales, England and Scotland, are the keystone for the on-going development and delivery of the national address infrastructure programme for Great Britain.

5.4. The National Address and Street Gazetteer are managed by GeoPlace (a public sector limited liability partnership between the Local Government Association and Ordnance Survey) providing definitive and up-to-date sources of publicly-owned spatial address and street data.

- 5.5. The National Gazetteers are recognised as critical components for the development of a comprehensive register of accurate address and street information for both the public and private sectors.
- 5.6. The Corporate Gazetteers comply with the British Standard BS7666 – Spatial Datasets for Geographical Referencing Part 1 and 2 and the National Data Entry Convention Guidelines as agreed by the designated maintaining authorities.
- 5.7. The Royal Mail PAF is specifically designed to support the delivery of postal delivery services and Royal Mail do not accept any responsibility or liability for the use of PAF for any other purpose or intended use outside of the delivery of these services.
- 5.8. The Corporate Address Gazetteer is intended to facilitate the accurate delivery of all services and is based on the actual geographic location of the property but also includes post town as used by Royal Mail.
- 5.9. In addition, the Corporate Address Gazetteer includes additional non-postal objects such as development and agricultural land, woodlands, parks, churches, halls, public conveniences etc. which are not encompassed within PAF.
- 5.10. Council's Corporate Address Gazetteer is the primary address register used in the delivery of Council services.
- 5.11. It is important to recognise that there is one definitive address that is used by all services when contacting residents and businesses, and for customer use via the web site. A definitive and single address system will enable all information about a property or piece of land to be retrieved from all the Council's appropriate systems.
- 5.12. Integrating the master address database with other internal systems avoids duplication of data and maintenance and facilitates easier and more-accurate exchange of information between departments, authorities and agencies.
- 5.13. The provision of correct address information is of critical importance to local emergency services.
- 5.14. All new database systems procured or developed by the authority that use address data must be BS7666 compliant and be able to receive LLPG updates successfully.

Section E: Charges for Property Numbering Services

1. Fees and charges will apply to the numbering of new properties including properties on new streets and in-fill properties. In this case the developer/**applicant** will be liable for the fees.
2. Fees will also apply to changes of existing number and changes of existing property names except where there is an exemption. In this case the owner of the property will be liable for the charges.
3. Property owners will be exempt from charges for a change to their property number or name that is required to assist the Emergency Services to identify and locate the property.

Section F: Installation of street name plates

1. Street nameplates should be fixed 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 3m of the intersection of the kerb lines, but where this is not practicable the distance may be varied up to a maximum of 6m.
2. Street nameplates should be mounted so that the lower edge of the name plate is approximately 1m above the ground at sites where they are unlikely to be obscured by pedestrians or vehicles and at approximately 2.5m where obstruction is a problem. They should never be lower than 0.6m or higher than 3.6m.
3. Nameplates should normally be fixed at each street corner. At minor cross-roads, particularly in residential areas, one name plate on each side of the street positioned on the offside of traffic emerging from the road may be sufficient, except where the road name changes or where it is thought that paragraph 8 would apply.
4. At T-junctions a main street nameplate should be placed directly opposite the traffic approaching from the side road.
5. Where the street name changes at a point other than a crossroad, both names should be displayed at the point of change and many Local Authorities have found it useful to include arrows to indicate clearly to which parts of the street the name refers.
6. On straight lengths of road without intersections, nameplates should be repeated at reasonable intervals with priority given to such places as bus and railway stations, and opposite entrances to well frequented sites such as car parks.
7. Where two streets branch off obliquely from a common junction with a third street, name plates on fingerpost mountings can be useful, provided they do not obscure any traffic sign.
8. Where it might reasonably be expected, for example at intervals only on straight lengths of road or at intersections or T-junctions, many Local Authorities have found it useful to incorporate, on the nameplate, information indicating street numbers on either side of the intersection.
9. Whenever practical, street nameplates should be mounted on walls, buildings or other boundary structures at the back edge of the footpath. Post mounting or finger mounting should only be used where normal mounting does not make the name plate conspicuous (e.g. where an important side road has a narrow entrance or in the exception circumstances mentioned in paragraph 7 above, or where it will frequently be obscured by pedestrian movement and cannot be mounted at the 2.5m height).
10. The nameplates should be fixed so that there is a clear space of at least 0.3m in every direction between them and any notices, advertisements or other printed or written matter. Where possible greater clearance should be provided. Care should be taken to keep the view of nameplates free from obstruction by trees or other growth.

11. Where possible, nameplates should be fixed so that they will be illuminated by light from street lamps, especially at important junctions, provided they remain visible to vehicles on the main carriageway.
12. Street names may be displayed in panels in bollards facing footways, as an addition to, but not as a replacement for, other nameplates.
13. ***Where subsequent repeater signs are requested, the signs may be placed in an appropriate position. The developer/applicant will be responsible for all fees and costs.***

Section G: Policy review

1. This policy will be reviewed by the General Licensing and Regulatory Committee every three years or earlier if a major change in the process is required through the introduction of new legislation for example. Fees and 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.

Section H: Fees

1. Wherever possible the Council will seek to recover all reasonable costs incurred for the administration of any discretionary function.
2. Fees and charges associated with street naming and numbering are available within appendix A.

Section I: Useful Contacts

Email: licensing@conwy.gov.uk

Telephone: 01492 57 6626

<http://www.conwy.gov.uk/en/Business/Licenses-and-Permits/Street-Naming-and-Numbering.aspx>