



sbh implements GIS to reform Ground Maintenance, improve service delivery and identifies large potential savings!

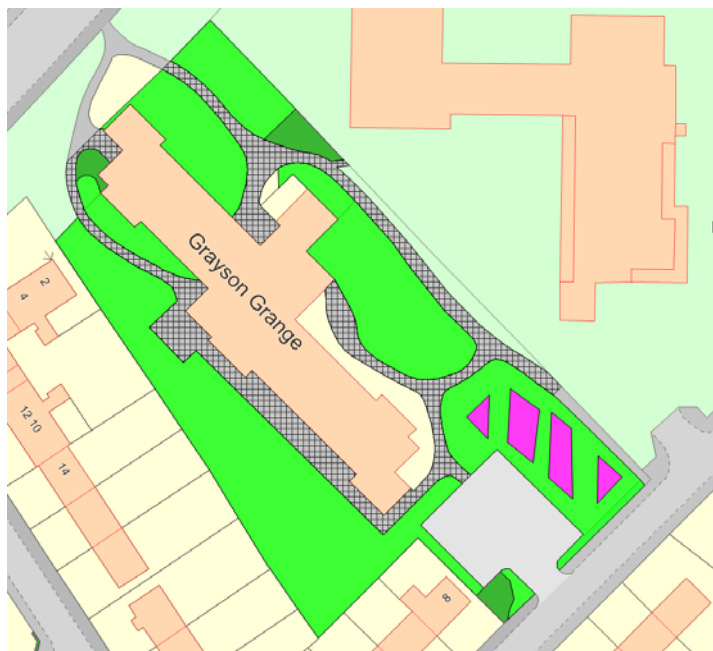
sbh has implemented GIS and undertaken the capture of ground maintenance data in preparation for retendering the maintenance contract. The project has not only enabled the Housing Association to accurately quantify the land to be maintained but provided some unexpected benefits...

sbh was established on 30 March 2009 following a stock transfer from Sedgefield Borough Council. The Housing Association, owns in excess of 8,500 properties, 2,700 garages, and 60 commercial properties as well as areas of land, making them the single largest registered provider of social housing in the Durham area.

Historically the grounds maintenance service was undertaken by Durham County Council but the contract is up for renewal in 2012 and sbh wanted to ensure that their tenants received best value for money from the new contract.

The Housing Association received both electronic and paper information from Sedgefield Borough Council at the time of transfer, however it was recognised that this data was not totally accurate and had not been updated since transfer.

To enable an accurate assessment of the quantity of land to be maintained, sbh decided to implement a Geographical Information System (GIS) and use ODC to capture the land ownership and ground maintenance data. A full explanation of the methodology utilised is included overleaf.



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The project was a great success achieving its primary objective by enabling the accurate quantification of land to be maintained within the desired timescales.

“We have calculated that the amount of land that we maintain is significantly less than previously believed. We are delighted by the results and expect that this will bring a significant saving to sbh” stated **Rachelle Mohan Data Management Assistant**

There were also several additional returns of the project including the identification of areas of land outside the organisation’s ownership and improvements to service delivery from having high quality mapping information.

‘The diversity of the data now available through the GIS will enable us to provide greater assistance to community projects’ continued Rachelle.



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The transfer of housing stock from Sedgefield Borough Council included both paper and electronic land ownership information. To supplement this, the Housing Association acquired MasterMap digital data and digital aerial photography from the Ordnance Survey, together with a set of points that identified the location of each property. This data formed the source information available to sbh.

sbh recognised that to get the greatest benefit from the data it needed to be both accurate and comprehensive. In the timescales available, it was not possible or cost effective to attempt the capture in-house and therefore Oxford Data Consultancy joined the project team.

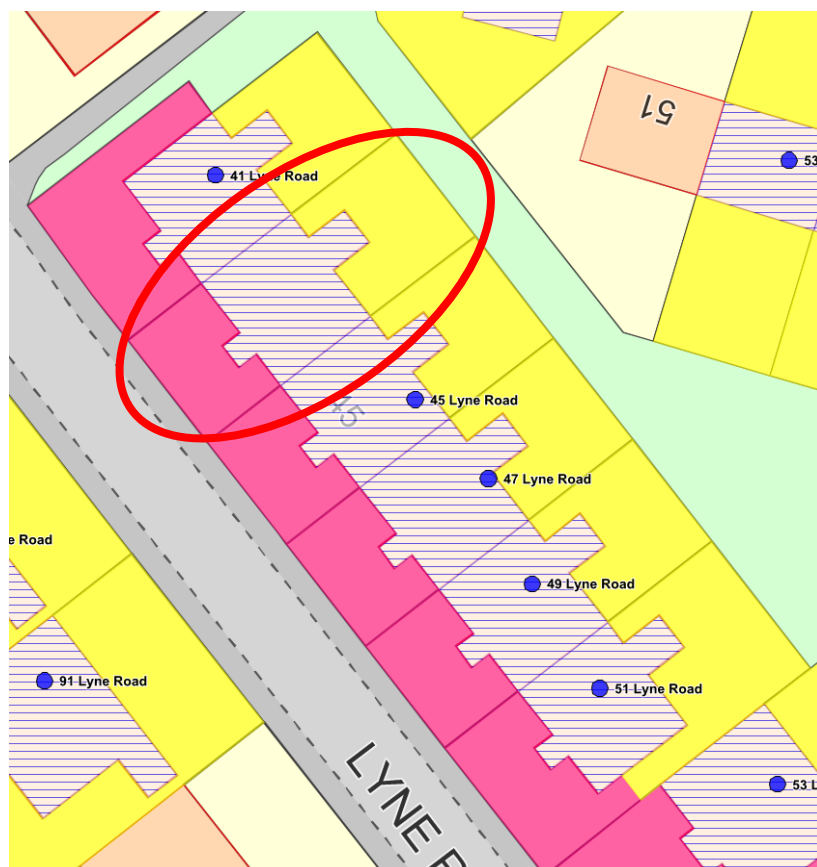
Craig Godwin from ODC visited to discuss the project objectives and preparation requirements. A pilot was undertaken to enable sbh to confirm that the data was being captured as required and for general anomalies to be identified. The pilot was utilised to create a comprehensive set of capture rules that were used as the blueprint for production.

Full production was undertaken in six batches to enable anomalies to be addressed and quality assurance of the capture data to be commenced at the earliest opportunity. Using this approach, numerous anomalies were identified. ODC utilised other web based imagery to eliminate a large proportion of these but the quantity to be clarified by sbh staff was still considerable.

The batch approach enabled the amendment of the data by ODC to be undertaken within the project timescales. Despite a considerable number of anomalies being identified and rectified the project was completed on schedule.

Following the completion of the capture ODC spatially analysed the data to confirm completeness and accuracy. This identified stock points that were not within a captured building, UPRNs not utilised in the capture, garage points that were not within a captured garage and garage UPRNs not utilised in the capture.

This analysis enabled the Housing Association to confirm the accuracy of the captured data and also the stock database.



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'ODC provided excellent data and the spatial analysis was very useful in auditing the accuracy of all of our databases. I would be very happy to recommend ODC's capture service'

Rachelle Mohan, Data Management Assistant

If you would like further information on how ODC can assist you with your data capture requirements, please contact Craig Godwin on 07827 333991 or email craig@odc.co.uk.