



The Power of the Postcode

Happy New Year from The Postcode People at AFD Software - we hope you enjoyed the Christmas break.

In this edition of Postcode News, we highlight how providing accurate address data has far-reaching benefits, specifically helping the most vulnerable.

An investigation into a recent tragedy concluded that mould

was the cause of a child's death within a poorly maintained property, managed by a housing association in the North of England. We spoke with a different housing association, **bpha**, who have used AFD's solutions to help with the critically important task of managing their maintenance, thereby not only avoiding this sort of extreme tragedy, but increasing their ability to easily

prioritise the properties most in need of upgrade, and the tenants most in need of help.

In December, AFD Software's charity event celebrated £1,600,000 in donations from The Postcode People to over 90 charities. Read more about some of the essential work our charity partners are delivering and how the funds will help those most in need.

A Caring Development



AFD customer **bpha** are a housing association operating between Oxford and Cambridge, whose company values include showing empathy and taking responsibility. They even demonstrate their culture of care not only by efficiently managing 19,500 homes with their 500 staff, but also by running a “Carelink service” which supports not only bpha customers but the wider community with a 24-hour responder service. By going this extra mile they live out their ambition to build communities where people can live happily in affordable homes, while giving customers and families an additional layer of security knowing someone can support them in an emergency.

We spoke to Bill Powell, Software Development Manager at **bpha**, to learn the role accurate data has in helping the organisation and its tenants:



“Our vision is to build thriving communities, and primarily our job is to house and manage our tenants and the properties that they occupy. We wanted to have accurate, property level address data as important updates sent by post need to get to the right place and essential maintenance work would be delayed and would have to be rescheduled months later if we could not find the property straight away.

Since we have brought the maintenance service in-house, we must ensure we are sending our maintenance teams to exactly the right place for every job. Cost of time and fuel is of course a saving we wanted from this process, but the most important benefit was reaching our tenants as planned.

We found AFD had a solution that would review all our property data, cleanse it against the best sources and add property level latitude and longitude data. The result is correct address data with a pinpoint location accuracy of each one, making maintenance



planning fast and accurate.”

UNITED INFORMATION

Combining datasets is difficult, especially so when two datasets could have the same property yet different address data, common with flats and apartments. AFD has over 450 years of combined experience in developing solutions to help solve potential address anomalies or complexities, making them the leading provider of address validation and cleansing solutions. Bill continues:

“For our requirements, we wanted Royal Mail’s Postcode Address File

(PAF) data to cleanse our address database, because we wanted to work with the address format that people are most used to seeing and using. We also needed data from Ordnance Survey (OS) which provided the latitude and longitude data, and a Unique Property Reference Number (UPRN), to link together other datasets which are very important to us.

To achieve this solution ourselves we would have needed licenses from both Royal Mail and OS, and then we would have needed to combine the datasets and attempted to match our data to

all of this – to be honest this just wasn't a feasible option.

Finding a partner in AFD Software that offered the exact datasets we required, pre-aligned for both point of entry validation and cleansing, provided an extremely valuable solution for us. We know full well how difficult it is matching addresses between our own data and another dataset, never mind against two datasets! Many of the addresses in our database had quirks around flat numbers and names that didn't match initially, but AFD worked with us to identify and match these further,

thereby minimising manual work and increasing data accuracy."

INSULATED FROM BAD DATA

Bill explains: "Once the data was cleansed, we used the appended UPRN data to match Energy Performance Certificates (EPC) to each property, quickly identifying how well insulated they are. We asked the question, which properties would most benefit from additional insulation and other measures to improve their energy performance?"



WWW.AFD.CO.UK/DATABASE-CLEANSE



EPC data allowed us to instantly identify a list of our poorest performing properties, so we could then plan what performance upgrades were needed to keep our tenants safe and warm. This vital job would be impossible to get right without having an authoritative dataset of accurate property details that we could match with the EPC data.

Ultimately, this solution allows us to provide our tenants with the right standard of property and efficiently carry out remedial work based on other factors, such as prioritising vulnerable tenants, like elderly residents or residents with young children. In partnership with AFD, we are better planning the work and improving the properties that

need help, which will keep our tenants warm this winter.”

WHAT I VALUE MOST

So what difference have the Postcode People at AFD made to **bpha**? Bill concludes: “After working closely on cleansing our property database, I was very impressed with the reliability that we got through that process. The tech guys at AFD were very willing to look at our data and work with us to get the best results, which gave us great confidence and allowed us to plan work in priority order to the properties most in need. We could also be optimistic that the maintenance teams would not have to waste time finding any property.

I felt that we were properly in a partnership, and to find someone at the end of the process that was as responsive as AFD was a real

bonus. The Postcode People at AFD stay the course and help make their solutions fit your exact requirements, the attentiveness has continued and that is what I value most.”

AFD Software worked with **bpha** to provide the exact solution to their specific requirements, a solution to help identify and manage property locations and data helping efficiently deploy their maintenance teams. Does your organisation have full confidence in its address data? Do you separately manage other datasets that we could help bring together?

Contact Joel Miller today on 01624 811709 or email joel.miller@afd.co.uk to discuss your requirements and understand how we can help solve your issues around data quality, and get full value out of all your data.

AFD Software's Charity Event 2022

Over the last three years, we have seen pandemics, wars, and now the cost-of-living crisis threatening to push many households to their limits. It's easy to get caught up in the negativity and difficulties that we continue to face, especially when many people were already facing hardships and these additional challenges have meant their essential resources have been reduced. In the face of these increasingly challenging times, the team at AFD Software continue to seek to bring some hope and light to those most affected.

In December, AFD hosted its annual charity event to celebrate staff-nominated donations totalling around £1,600,000 to about 90 charities. Hearing from charity representatives sharing stories of how the donations will be used in transformational ways was a powerful reminder that all the team at AFD contribute to one of the company's aims to relieve suffering and help those in need.

As is usual, three charity speakers were chosen to present a glimpse of the work of their charity. In a tribute to the example of the late Servant Queen,

Elizabeth II, ("Lord of Man" - as the reigning monarch is known on the Isle of Man), the chosen speakers were all young women, showing their dedication to the local, UK and international causes they serve. Their charities are as follows:

MANX WILDLIFE TRUST (MWT) are the leading nature conservation charity in the Isle of Man, caring for land, sea and freshwater environments and working to protect the wildlife existing there whilst engaging the community to connect with the nature around them.

AFD's donation will support their work with young people: from primary school sessions through to under- and post-graduate interns, MWT seek to guide and strengthen the next generation of ecologists, which in turn will make them more responsible citizens while benefitting the wildlife and habitats of the Island.

TRANSFORMING LIVES FOR GOOD (TLG) is an award-winning charity that works in partnership with over 250 local churches to support struggling children, young people, and families across the UK by providing practical support in

schools, the community, and homes to bring hope.

AFD is supporting TLG in their ambitious project to launch 110 new church partnerships by the end of 2025 that will focus on early intervention in the form of voluntary one-to-one coaching for children struggling in school, and community clubs that offer free hot meals and fun activities for food-insecure families.

INTERNATIONAL JUSTICE MISSION UK (IJM) are a global organisation working in 15 different countries to protect people in poverty from everyday violence, modern slavery, and human trafficking. The donation from AFD will help scale IJM's work of bringing light into darkness by enabling investigators to work with local law enforcement, fund lawyers and train local partners to not only see a world where children are protected by the justice system, but where they are not abused in the first place.

All the organisations we have partnered with and the incredible work they do can be seen at www.afd.co.uk/charity



WWW.MWT.IM

WWW.TLG.ORG.UK

WWW.IJM.ORG

AFD Data News Q.1/23

AFD Data News Q.1/23 Between October and December 2022 there were significant updates to data on PAF. These included 7 new localities; 7,715 new postcodes; 102,147 new delivery points and 16,710 delivery point changes.

Post-code	Double Dependent Locality	Dependent Locality	Post Town
TN12 9	MARDEN THORN	MARDEN	TONBRIDGE
TR20 9	TRESCOWE COMMON	GERMOE	PENZANCE
YO8 8		SELBY BUSINESS PARK	SELBY
LA1 5		LUNE BUSINESS PARK	LANCASTER
IP13 0		CHARSFIELD	WOODBIDGE
PE7 4		STILTON	PETERBOROUGH
SN3 0		REDLANDS VILLAGE	SWINDON

The most up-to-date PAF data is available now in our latest Q.1/23 update. You can order updates for any AFD Software solution by calling 01624 811711 or email postcode@afd.co.uk



Leon Henery, CTO

As the Chief Technology Officer at AFD Software, Leon is responsible for driving innovation and overseeing the development and implementation of the Postcode People's software and IT systems. With over 25 years of experience in the tech industry, Leon has a proven track record of success in delivering complex IT projects.

Originally from Johannesburg, South Africa, Leon moved to the Isle of Man in July 2014 and joined AFD in April 2020, initially heading up the Infrastructure team. Very quickly demonstrating his leadership qualities and advanced technical skills, three months later he was given the additional responsibility of leading Technical Support, then shortly afterwards progressed to his current role as CTO in December 2020.

When asked what he most enjoys about working at AFD, Leon answers: "I really enjoy the positive and supportive work environment and especially the company culture which promotes collaboration and innovation. Closer to my heart is the amazing privilege to nominate a charity and share some of our profits to support the lives of those who need it most. Seeing and hearing from some of the charities at our annual Charity event in December shows that the impact of my technical achievements extends far beyond just my personal accomplishment. It is both humbling and makes me proud to work for such an amazing company."

Outside of work, Leon spends most of his time with his wife and three children aged 21, 16 and 12. Leon continues: "It goes without saying that I have experience in all the stages of raising kids - where each one claims another bald spot on my forehead! During the long winter months, we enjoy watching a good movie or playing board games together. In the warmer months, if there is some free time, I love playing tennis, badminton, or cricket."

Having travelled all over the world, Leon has a clear winner for the place that is still closest to his heart: "I have had the privilege to visit some beautiful places around the world including the Philippines, Austria, Spain, Greece, and Turkey. But for me, Cape Town in South Africa, with all its natural beauty, is still my favourite destination."

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