

---

**Title: EMERGENCY RESPONDERS UPDATED POSTAL CODES & ADDRESSES**

---

**1. SUMMARY**

- 1.1** Councillors from Bute and Cowal have expressed concern that blue light services are responding to emergency calls but because of incorrect postcode information programmed into their satellite navigation systems, are arriving at the wrong addresses. Clearly if this occurs, the delay could potentially put lives at risk.

**2. RECOMMENDATIONS**

- 2.1** A lead blue light agency should be identified by the Community Planning Partnership (CPP) Management Committee to develop options to address this issue which will involve the Royal Mail service which controls the postcode system and report back to the February 2013 CPP Committee meeting
- 2.2** The Council has a duty to ensure that Council properties are correctly identified in terms of GIS and postcode. This work will be undertaken by the appropriate staff within the Council's Development and Infrastructure Services.

**3. BACKGROUND**

- 3.1** Members at the Bute & Cowal Business Day agreed that the "updating of postcodes and addresses by emergency services to avoid confusion in an emergency" should be an item on the Community Planning Partnership Management Committee agenda.
- 3.2** Councillor McNaughton expressed his wish that every effort be made to involve the Scottish Ambulance Service in the discussion and to attend the February 2013 CPP Committee meeting.

**4. CONCLUSION**

- 4.1** This is essentially a problem with blue light services satellite navigation systems which impacts upon remote communities in Argyll and Bute.

For further information contact: Sandy Mactaggart

Telephone 01546 604141

