

Case Management: Searching for Addresses Efficiently

Users **must** search the system for an address in a number of ways **before** adding it as an exception.

In most cases the field labels in Case Management help us to know what data to enter and in which place.

Using the following address, we'll explore different ways to check if it already exists in Synergy: Flat A, 48, Northolme Road, Islington, London, N5 2UX, Islington

Method 1: Postcode + House Number/Name

This will be the most common type of address search:

Postcode	<input type="text" value="n5 2ux"/>
House Number/Name	<input type="text" value="48"/>

This produces the following results:

	Flat Number/Organisation Name	House Number/Name	Street	Locality/Town	County	Postcode
		48	Northolme Road	Islington, London		N5 2UX
	Flat A	48	Northolme Road	Islington, London		N5 2UX
	Flat B	48	Northolme Road	Islington, London		N5 2UX

In this case we can now see the address we need, so can select it from the list.

Method 2: Postcode + Flat Number / Organisation Name

The details would be entered as follows:

Postcode	<input type="text" value="n5 2ux"/>
House Number/Name	<input type="text"/>
Flat Number/Organisation Name	<input type="text" value="Flat A"/>

And these are the results:

Case Management: Searching for Addresses Efficiently

	Flat Number/Organisation Name	House Number/Name	Street	Locality/Town	County	Postcode
	Flat A	47	Northolme Road	Islington, London		N5 2UX
	Flat A	48	Northolme Road	Islington, London		N5 2UX
	Flat A	50	Northolme Road	Islington, London		N5 2UX

Again, we can select the address from the list.

Method 3: Postcode + Partial Flat Number / Organisation Name

If we were to simply enter 'A' instead of 'Flat A':

Postcode	<input type="text" value="n5 2ux"/>
House Number/Name	<input type="text"/>
Flat Number/Organisation Name	<input type="text" value="A"/>

We end up with several pages of results as denoted by the numbers highlighted below.

Flat Number/Organisation Name	House Number/Name	Street	Locality/Town	County	Postcode
	St Joan Of Arc Primary School	Northolme Road	Islington, London		N5 2UX
	St Joan Of Arc School House	Northolme Road	Islington, London		N5 2UX
	41	Northolme Road	Islington, London		N5 2UX
Flat 1	41	Northolme Road	Islington, London		N5 2UX
Flat 2	41	Northolme Road	Islington, London		N5 2UX

« < **1** 2 3 4 5 ... > »

Method 4

In some cases, it's not always obvious which part of the address is the flat, the building name etc.

Let's try entering 'Flat A' as the House Number / Name:

Postcode	<input type="text" value="N5 2UX"/>
House Number/Name	<input type="text" value="flat a"/>

This again results in multiple pages:

Case Management: Searching for Addresses Efficiently

Flat Number/Organisation Name	House Number/Name	Street	Locality/Town	County	Postcode
	St Joan Of Arc Primary School	Northolme Road	Islington, London		N5 2UX
	St Joan Of Arc School House	Northolme Road	Islington, London		N5 2UX
	41	Northolme Road	Islington, London		N5 2UX
Flat 1	41	Northolme Road	Islington, London		N5 2UX
Flat 2	41	Northolme Road	Islington, London		N5 2UX

« 1 2 3 4 5 ... »

Note - if your search criteria returns too many results (as seen below), simply try adding more detail, i.e. flat number or house name:

Find Address

Too many Records found. Please refine your search.

In Summary

It's impossible to know which method will work for any given address, so the key is to apply all of them until you find the address you need. If after applying all methods within this guidance you are still unable to find the address please contact Synergy support (Christopher.Marriott@hackney.gov.uk)

An address should only be added as a last resort and **after** it has been flagged with Synergy support (Christopher.Marriott@hackney.gov.uk)