

Land Registry: Digital Transformation

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Land Registry

- Government department created in 1862.
- Registers the ownership of land and property in England and Wales.
- Self-funding through the charging of fees.
- Provides a state guarantee to land and property owners and security for £1 trillion of residential mortgage lending.
- Evidence of ownership is recorded in the Land Register – modern Domesday Book.
- Confidence for buyers, sellers and lenders.

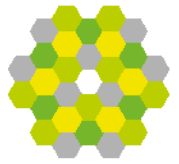
Number of applications 2011/12
23.3m

Turnover 2011/12
£359.3m

80% of land in England
and Wales is registered

Population of 55 million served





Our role in the property market

Services

Used by developers, estate agents and other property professionals

- Property monitoring
- Database management
- Risk management

Property price information

Informs the decisions of buyers and sellers

- *Find a property*
- Market Trend Data

Searches

Solicitors and conveyancers search our records on behalf of buyers

- Register
- Title plan
- Flood risk

Registration

Each sale is registered and a copy of the register sent to the buyer

- Confidence for owner
- Security for lender
- Efficiency for conveyancer



Customer strategy

“Listening to our customers and meeting their needs at a cost we and they can afford”

Customer experience:
single point of contact, delivering consistency and ease of doing business



Price	Date	Postcode
32000	25/01/2012 00:00	B37 6DZ
250000	09/02/2012 00:00	NN10 8PJ
120000	10/02/2012 00:00	NP44 1DD
350000	30/01/2012 00:00	RG7 3DL
585000	20/12/2011 00:00	GU10 2NY
210000	03/02/2012 00:00	BN43 6GA
125000	13/01/2012 00:00	BB10 2QW
73000	06/02/2012 00:00	NN9 5BJ
86000	10/02/2012 00:00	DT6 5RB
97500	03/02/2012 00:00	ST3 5UD
247950	27/01/2012 00:00	B74 4SE

Data and tailored services:
free data and tailored services

Digital:
online products and services



Diversification:
new opportunities to meet our customer needs in land and property related matters





Drivers for change

Economic

- Level of property **transactions suppressed**
- Increase in the **rental market**
- Increase in the volume and **sophistication of fraud**
- Need for **resilience and agility**

Data

- Increased levels of **data sharing**
- Opportunity to develop **new services and re-use of data** to stimulate economic growth
- **Greater transparency** and accessibility of public sector data

Stakeholders

- Stakeholders demanding **increased efficiency**
- Drive to **digital by default**
- Need to monitor and manage **compliance**
- Demand to **reduce complexity**

Customers

- Customer base is more **diverse**
- Customers under increasing **cost pressure**
- Customers require increased **assurance**
- Customers **increasingly 'e' enabled**



The Strategy

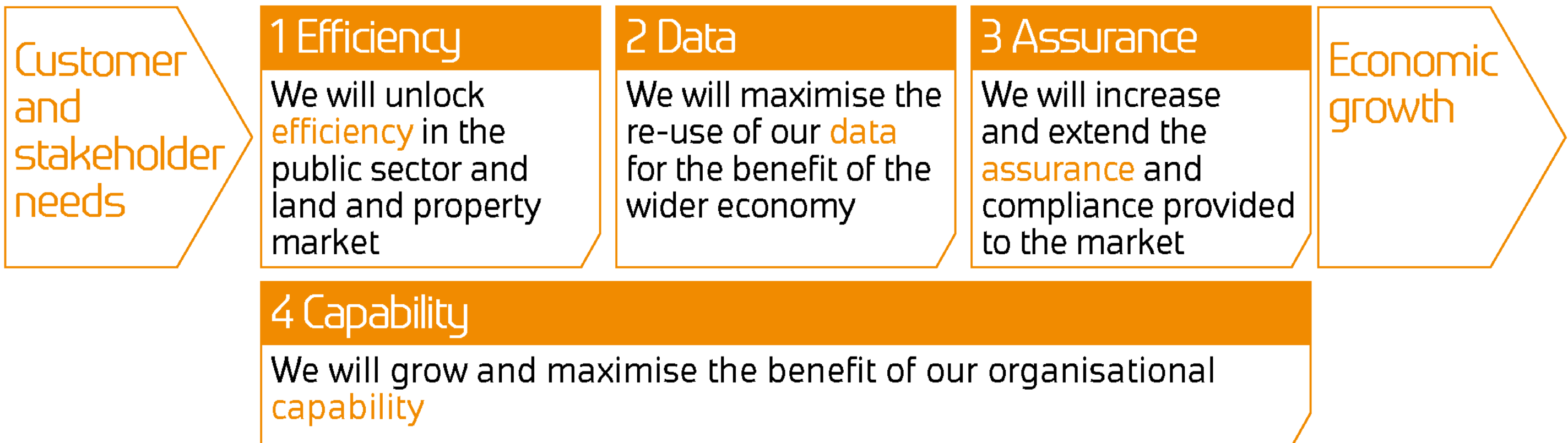
1 Our purpose

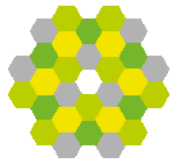
To enable the release of economic value in land & property and related data markets

2 Our vision

To be recognised as a world leader in the digital delivery of land registration services and in the management and re-use of land and property data

3 Our Business Strategy themes





Key initiatives

The strategy will be released through a series of business change initiatives. The 3 most significant are:

Digital

Local Land
Searches

Data

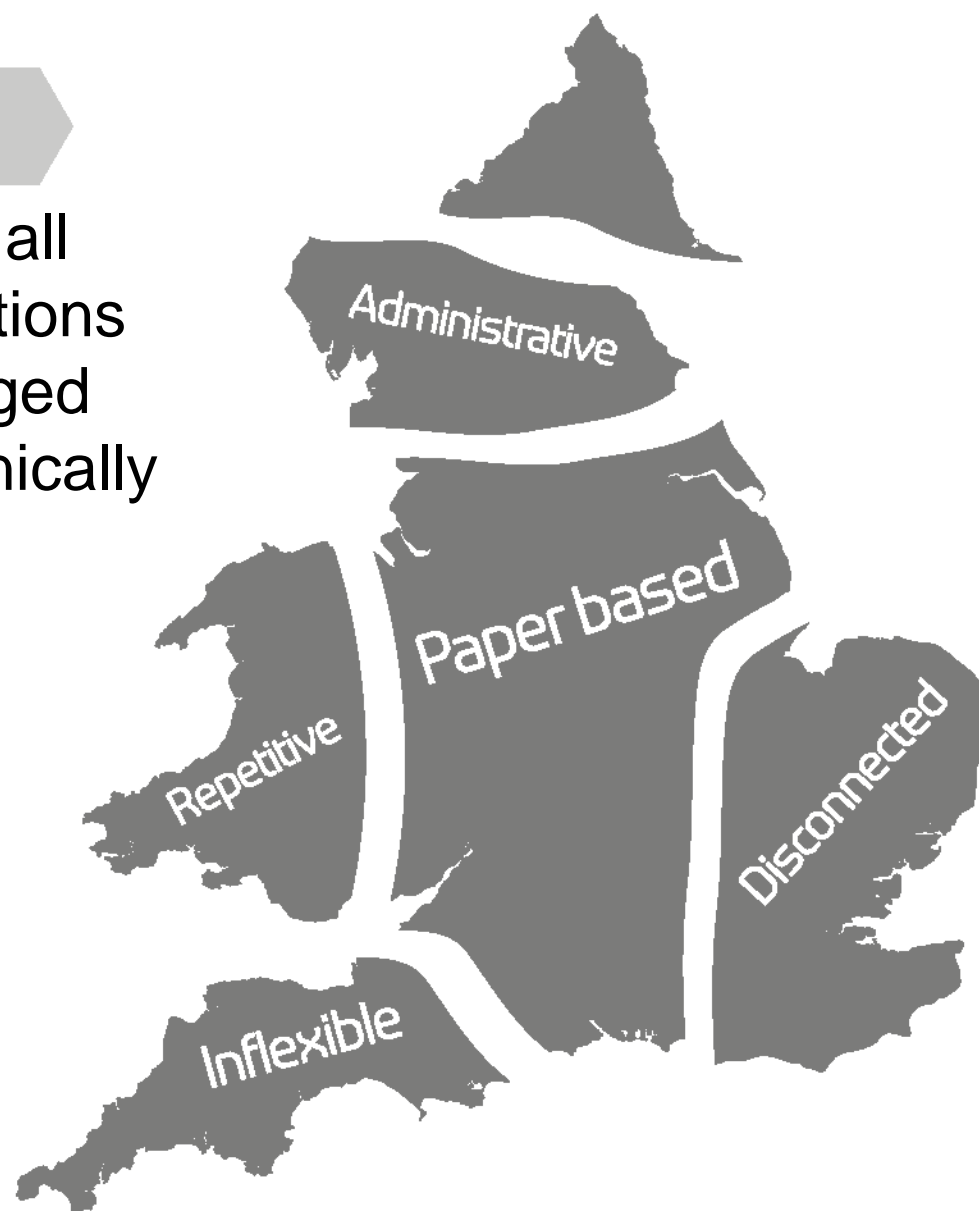


Digital service delivery

...will drive up electronic lodgement of applications, enable self-service, re-use of data and bring significant customer benefits

Now

70% of all applications are lodged electronically



Future

90+% of all applications will be lodged electronically





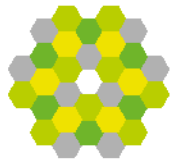
Local Land Searches – a single digital gateway

The Challenge

- Lack of standardisation in
- Format
- Price
- Service Levels

The Proposal

- Land Registry widens its range of information services to include standardised provision of Local Land Charges search and Con 29 information by:
- Amending legislation to move responsibility for Local Land Charges to Land Registry.
- Consolidating the Local Land Charges Register into one central register
- Digitising Con 29 information and making it accessible to the private sector



Local Land Searches cont'd

The approach

Develop a prototype in collaboration with local authorities and the Government Digital Service to:

Prototype

- Establish business as usual impact
- Establish complexity of digitisation
- Establish appropriate technology



Legislative impact

- Public Consultation
- Transfer of statutory function



Partnerships

- Investigate partnerships for digitisation
- Potential partnership for publication of Con 29 data



HMT Business case

- Full cost/time determination
- Pricing of Con 29

November 2012

November 2013



The Prototype

- 1 year
- 7 local authorities –
 - Liverpool
 - Sefton
 - Denbighshire
 - Newark & Sherwood
 - Watford
 - Havant
 - Swindon
- IT build
- Transfer of electronic records
- Maintenance of register – updates
- Parallel processing of searches





Why a Prototype?

Defined scope to investigate options and prove assumptions

Reduces risk

Small cost compared to overall delivery

Allows decision to be made at the end of the prototype on way forward.



Prototype findings

A large orange triangle is positioned on the left side of the slide, pointing towards the top right. Three white rounded rectangular boxes are stacked vertically along its right edge, each containing a finding.

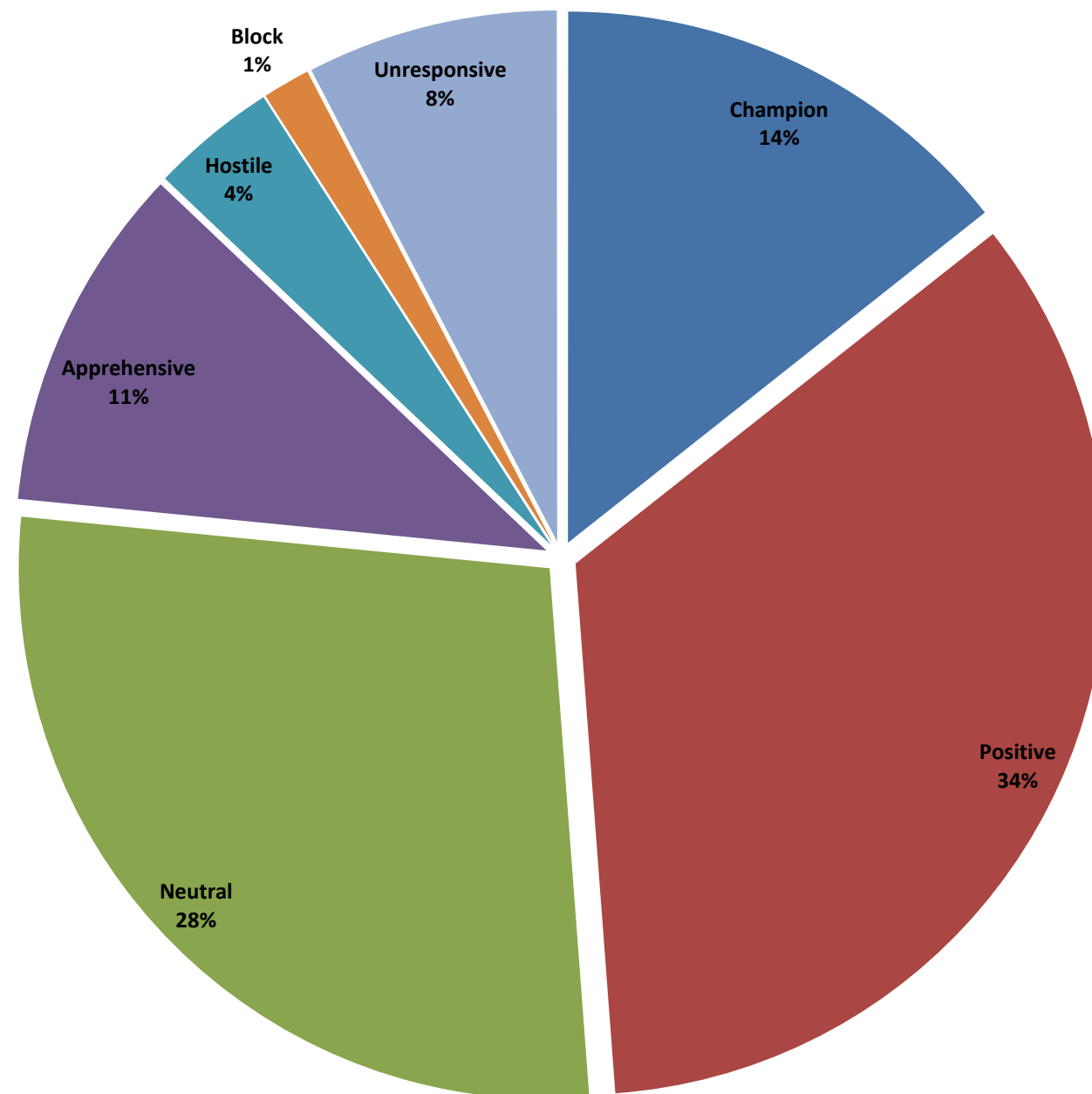
Over 2,000 searches
completed

Over 1,000 updates
made to the register

Over 15,000 paper
records digitised



Local Authority Engagement





Customer Research

- Ipsos MORI research – summer 2013
- Qualitative research – 30 in depth interviews
- Quantitative research – 400 customers
- Focus groups – Customer, personal search market, local authorities, local government.

Fully support/partially support – 53% (2013) 58% (2011)

Full proposal support:

Fully support/partially support – 63% (2013) 78% (2011)

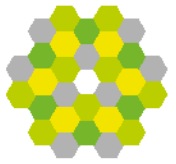
Confidence in LR providing the service – 77% (2013) 85% (2011)

Stakeholder Support

- Government Digital Service transformation project
- DCLG Approval
- No.10 Approval
- Cabinet Office approval
- Local Land Charges prototype identified as one of the top 3 priorities for BIS forms part of the overall BIS Digital Agenda for Government.
- Policy supported Growth and Strategy Directorate
- Shareholder Executive support
- Local Government Association support
- Assistance from OFT to consider all issues.

CON29

- Working with the private sector and Local Government on:
 - How can the market assist Land Registry and local authorities to digitise and automate the CON29 datasets?
 - How can the market partner or work with Land Registry to realise the CON29 proposition?
 - How could the market add value and realise the potential benefit to the digitised data?



International comparison

What is achieved ?

Internal gains

- **Fewer phonecalls /show**
= 5 emp. (ca. 2,6 mill. NOK)
- **Better service**
 - = 1-3 days processing time
 - = Electronic documents
 - = Increased availability
 - = Simplified payment
- **More time for counseling**



More efficient processes enables services of higher quality at lower cost.

What happens next?

- Prototype ended in November
- Public Consultation – Jan 2014 to Mar 2014
- Development of system – 2014
- Royal Assent – April 2015
- Migration of data from Local Authorities – 18 month period
- Other property search development – 2014.

Any questions?

