Business Change Playbook

Make it Happen

HM Land Registry
Local Land Charges
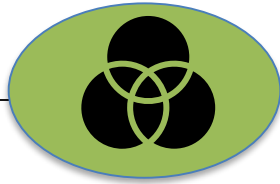

Our ambition is to become the world's leading land registry for speed, simplicity and an open approach to data

Contents

Handover Pack

HM Land Registry

Purpose and content

An information pack that communicates all of the relevant information that a local authority will need ahead of their go live onto the digital register.
The pack covers essential information including what to do if there are any service accessibility issues, how to contact HM Land Registry with any charge related questions and information about compensation protocols.

Best practice

The pack is a useful guide to keep on hand post go-live should thee be any issues or queries when a local authority moves into live service. Just ahead of go-live onto the digital register, the HM Land Registry delivery manager working with the local authority will ensure that all of the information is communicated to key staff.
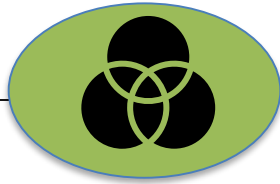
Benefits

- Key contact information is on hand and contained in one place
- Local authorities are clear about what action should be taken if there are technical IT issues with the live register
- Local authorities have the correct information about who to contact in the event of queries

Link to Handover Pack document

Lessons Learned template

Purpose and content

A template to aid the capture of lessons learned to be used once a local authority has gone live on the digital register.
The template covers key areas for review including data preparation, working collaboratively with HM Land Registry and the go live process.

Best practice

The lessons learned meeting should take place in collaboration with the HM Land Registry delivery manager working with a local authority, at around 6 weeks after go live on the digital register.
Any key learnings from the lessons learned review should be fed back to HM Land Registry to enable changes and improvements to be made to existing processes and tools.

Benefits

- Highlights areas of work that went well, as well as those that need improvement
- Enables continuous improvement and learning that other local authorities can benefit from
- Helps HM Land Registry make changes to it's own practices

Link to Lessons Learned template

Becoming a Local Land Charges advocate

HM Land Registry

Purpose and content

More information for local authority staff about the opportunity to become an HMLR LLC Advocate once their migration is complete. Advocates become part of a peer to peer network supporting other local authorities migration onto the register, and is a chance to knowledge share about their own experiences.

Best practice

Getting support from another local authority with similar data sources or similar migration issues has proved helpful.
As a collective, advocates have a wide range of skills and experience that can be shared with other authorities and anyone from the local authority can sign up to the scheme.

Benefits

- Collaborative working between HM Land Registry and local authorities
- Helps other authorities based on real life experience and expertise
- Opportunity to be at the forefront of new developments while sharing good practice

Link to our Becoming an Advocate video

Using the user interface (UI) to update the register

HM Land Registry

Purpose and content

Training video for local authority Local Land Charges staff who are responsible for creating and maintaining charges on the digital register and will be using the user interface (UI) to do this.
The video takes the user through a step-by-step demonstration on how to add, update or cancel charges on the digital register.

Best practice

To be used in preparation for go live onto the digital register.
Should one to one training be needed for any staff, this can be arranged with the HM Land Registry delivery manager working with the local authority.

Benefits

- Quick training guide to creating and updating the register
- Can be easily shared with staff in other departments who may be responsible for updating records
- Video will be automatically updated by HM Land Registry if any changes are made to how charges are created and maintained

Link to Using the user interface (UI) to update the register video