

HMLR Local Land Charges Programme LA Engagement Events – September 22

Allison Bradbury

Head of LLC Implementation

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

Where are we now

1

LIVE SERVICE

- 49 LAs migrated since June 2018
- Over 2.5 millions charges on HMLRs LLC Register

2

MIGRATION DELIVERY

- Robust end to end migration process established
- Delivery planning established across LAs

3

MIGRATION NUMBERS

- 95 LAs in delivery
- 119 LAs classed as 'engaged' for year 3 (FY23/24) delivery

4

CUSTOMER

- Over 76,500 official searches sold
- Over 284,500 personal (free) searches completed

5

DELIVERY PARTNERS

- Partnered with two Migration Service Suppliers
- Partnered with five Incumbent Suppliers

6

USES OF DATA

- Enhanced valuations
- Energy Performance Certificate (EPC) recommendations
- Property insurance

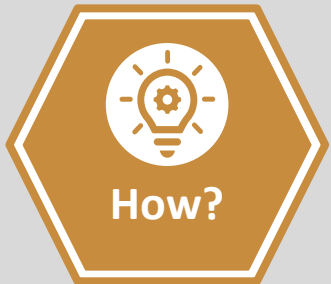
Commitment to the four year plan



- A four-year ambition to migrate all LLC data to the new HMLR service



- Provides certainty - informs local authorities of their delivery timeframe

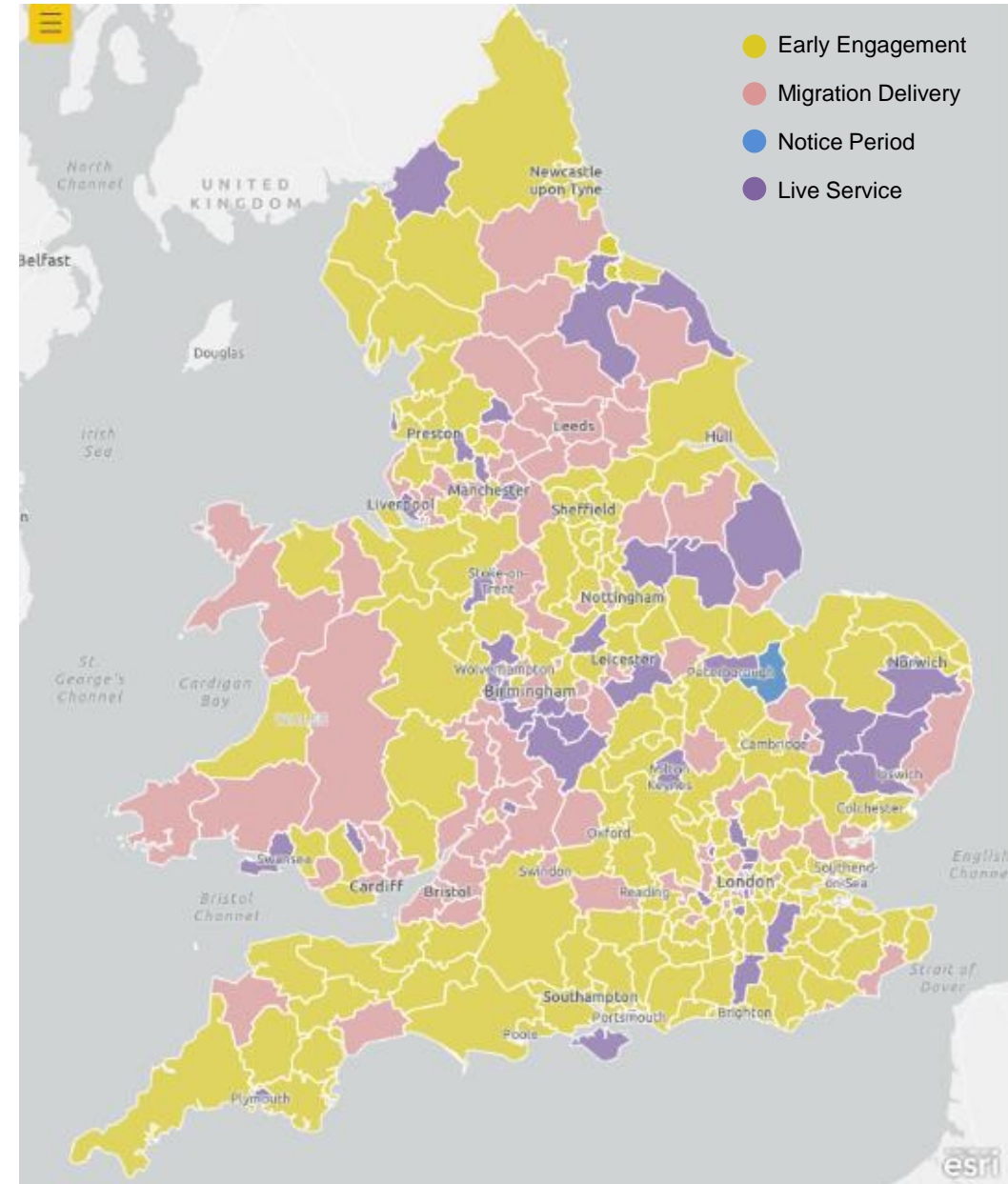


- Increased capacity and capability – internally and externally
- Processes and tools to support LAs
- Strategies for dealing with complex LAs and large digitisation datasets

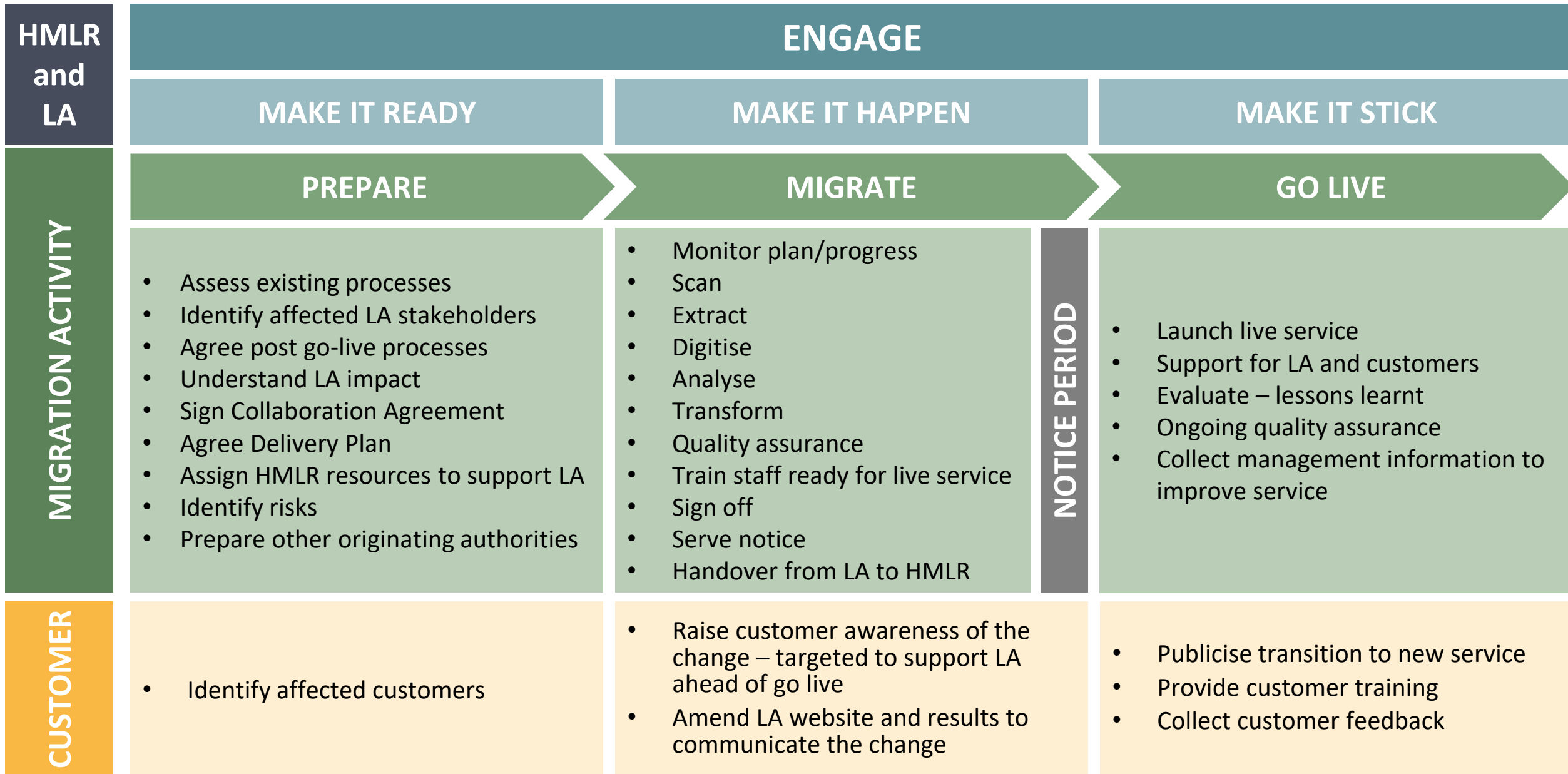
Migrating by clusters



- Our four-year migration schedule is based on regional authority groups
- Provides a natural mix of urban and rural LAs
- Presents regional benefits to major infrastructure and house building programme in line with Governments levelling up agenda
- Promotes the work of Local Enterprise Partnerships (LEPs) and support local investment decisions
- Allows authorities to work together in a local area to share knowledge and support
- Offers regional benefits to customers in migrating areas
- Creates larger datasets earlier to support innovation and wider use of data to stimulate economic growth




Migration process



Transformation of data

Example local authority data



PETERBOROUGH CITY COUNCIL

LOCAL LAND CHARGES RULES 1977

PART III. REGISTER OF PLANNING CHARGES

(a) Notices registered under Section 28(5) or 57(2) of the Town and Country Planning Act 1954 or Section 112(5) of the Town and Country Planning Act 1962 and Section 158 of the Town and Country Planning Act 1971.

1	2	3	4	5	6
Enactment under which notice was registered	Description of Land Affected	Date of Registration	Amount of compensation or payment specified in notice	(Notice under Section 28(5), 112(5) or 158 only) Particulars of any agreement of charge contained in notice	(Notice under Section 28(5), 112(5) or 158 only) Particulars of any agreement of charge giving rise to charge was made

(b) Other Planning Charges

1	2	3
Nature of charge and reference to notice, order, enactment or other document and to enactment under or by virtue of which charge is created or enforceable	Place at which inspection may be made of any document, or certified copy thereof, mentioned in column 1.	Date of Registration

Section 106 of the Town & Country Planning Act 1990.

On the 29th January 2013 an Agreement was made pursuant to Section 106 of the Town and Country Planning Act 1990 (as amended) relating to land at 33 Chisenhale, Orton Waterville, Peterborough.

Agreement made between:

- (1) The Council of the City of Peterborough,
- (2) Elaine Vera Carey (Executrix)
- (3) David Victor Carey (Executor)
- (4) Bank of Ireland (UK) PLC

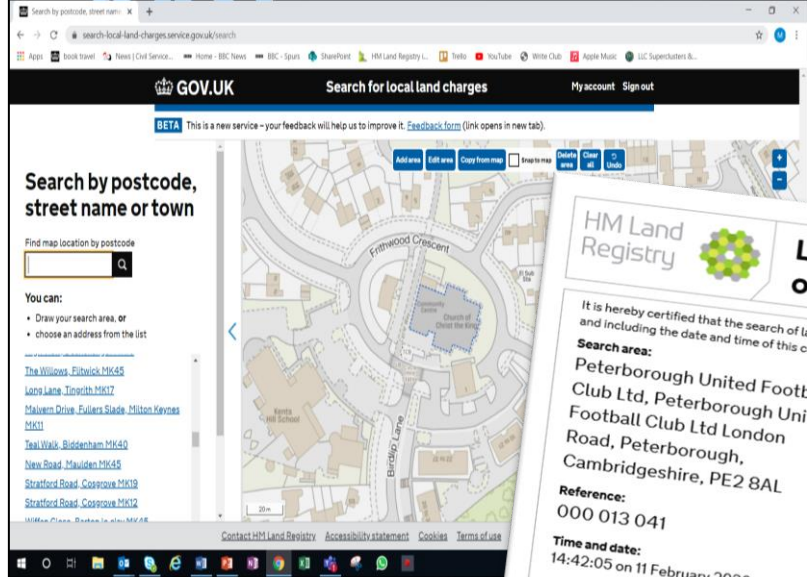
This Section 106 Agreement relates to Planning Permission 12/01628/FUL.

PART IV. REGISTER OF PROHIBITIONS OR RESTRICTIONS

1	2	3
Nature of prohibition or restriction and reference to order, scheme, instrument, resolution, covenant, agreement, or other document, and also to the statute under or by virtue of or in connection with which prohibition or restriction is created or enforceable, sufficient to show the effect of the prohibition or restriction or in the case of a priority notice, nature of the contemplated charge	Where prohibition or restriction or priority notice registered on behalf of another local authority, name of that authority	Date of registration of charge or priority notice

Local Registrar
Peterborough City Council

Example HMLR search service



GOV.UK Search for local land charges My account Sign out

BETA This is a new service – your feedback will help us to improve it. [Feedback form](#) (link opens in new tab).

Search by postcode, street name or town

Find map location by postcode

You can:

- Draw your search area, or
- Choose an address from the list

[The Willows, Fitchwick MK45](#)
[Long Lane, Titchmarsh MK17](#)[Malvern Drive, Fitchwick MK17](#)
[Milton Keynes MK11](#)
[Test Well, Biddenham MK40](#)
[New Road, Maudslayi MK45](#)
[Stratford Road, Coppehoe MK10](#)
[Stratford Road, Coppehoe MK12](#)
[Widmore Close, Biddenham MK45](#)

HM Land Registry

Local Land Charges official search

It is hereby certified that the search of land and property as shown below reveals registrations up to and including the date and time of this certificate

Search area:

Peterborough United Football Club Ltd, Peterborough United Football Club Ltd London Road, Peterborough, Cambridgeshire, PE2 8AL

Reference:

000 013 041

Time and date:

14:42:05 on 11 February 2020

Map key:

- Search area
- Charge area

There are 75 local land charges in your search area.

Category

Planning - Conditional planning consent

Location

Peterborough United Football Club Ltd, London Road, Peterborough, PE2 8AL

Description

Conditional: Y Installation of statue, plinth, benches and associated external works

Law

Town and Country Planning Act 1990

Legal document

Notice

© Crown copyright and database rights 2020 Ordnance Survey 100026316.
Use of this mapping data (including the link between the address and its location) is subject to

East Midlands Airport



What is used to look like



What it looks like now





1

COST AND RESOURCES

The cost of migrating to HMLR's central register is fully funded by HMLR and resources are free to all local authorities in England and Wales throughout migration

2

BURDENS PAYMENT

Additional financial incumbrance is fully funded with a new LLC burden issued within the first quarter of the migration taking place

3

TRANSITION PAYMENTS

Payments are being introduced to give local authorities financial certainty that unplanned LLC migration costs can be met

The benefits to the local authority



Service delivery

Data shared across different LA departments to help deliver services more effectively and transparently



Spatial data

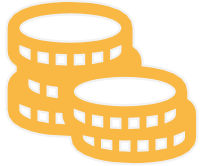
Spatial data can be overlaid with other LA mapping systems to provide a holistic picture of the LAs assets, locally maintained areas and features



Data verification

Free access to spatial data will allow staff to self-serve when answering queries, reducing requests for information between departments

The benefits to customers



Cheaper service

Users are currently saving an average of £8.74 per search.



Faster results

The length of time to receive results has reduced from days or weeks to seconds, saving on average 12 days through instant search results. Customers are likely to experience these time savings through search providers using the LLC service.



Simpler, more consistent service

Properties are searchable by map or text-based address. Information is available on GOV.UK in a standard, easy-to-read, digital format. This format is also available through search providers using the LLC service.

The benefits to the wider economy



Access to date

LLC service makes it quicker and easier for developers, buyers, sellers and lenders to make fast, accurate decisions – stopping property sales falling through



Innovation

Digitising and standardising LLC data will promote innovations in the UK property sector



Digital planning

Digital LLC data will be a critical component of a digital planning system, enabling faster decisions on planning in line with planning reform

Complex local authorities



Complex LA criteria



Have outsourced management of the LLC service to an external 3rd party organisation



Have already merged to form a unitary LA or who are planning to merge



Have complex management structures for gaining approval to start migration and approval of legal documents

Approach and plan



Migration year will remain the same

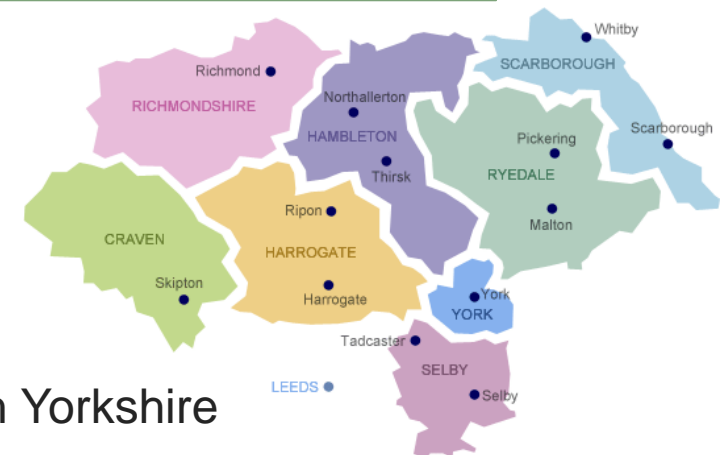


Work with complex LAs will commence earlier than originally planned



Understand all strands to pull together into delivery plan

Example complex LA



North Yorkshire

Takeaways from today



DATA

Understand what to do with data in advance of migration



PLANS

Understand how the delivery plan works



EXPERIENCES

Hear from LA colleagues



LIVE SERVICE

Understand the arrangements in live service





Local authority data workshop

Local Land Charges Programme

Andy Short

Senior Business Analyst

Andrew.Short@landregistry.gov.uk

Colin Worth

Technical Delivery Manager

Colin.Worth@landregistry.gov.uk

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



- ‘Light-touch’ Discovery
 - During Early Engagement to obtain a high-level overview of your LLC register
 - To ‘size’ the task (T-shirt size)
 - Creates an Effort Scorecard
- ‘Full’ Discovery
 - First step of your migration journey

How Effort is measured

0 – No effort

1 – No more than 2 person days of effort (up to 2 days for 1 person)

3 – No more than 10 person days of effort (up to a week for no more than 2 people)

5 – No more than 25 person days of effort (up to a week for 2 – 5 people, or up to 5 weeks for 1 person)

8 – No more than 50 person days of effort (up to 5 weeks for no more than 2 people, or up to 10 weeks for 1 person)

13 – No more than 100 person days of effort (up to 4 weeks for 3 – 5 people, or up to 20 weeks for 1 person)

How Effort is measured (continued)

20 – No more than 200 person days of effort (up to 8 weeks for 3 – 5 people)

40 – No more than 400 person days of effort (up to 16 weeks for 3 – 5 people)

80 – No more than 800 person days of effort (up to 32 weeks for 3 – 5 people)

99 – More than 800 person days of effort (more than 32 weeks for 3 – 5 people) or indeterminable

N.B. Days/weeks is effort, not elapsed time. Times quoted must not be used as duration; e.g. a task that takes up to 5 weeks for 1 person may actually have a duration of 10 weeks.

Effort Scorecard

Summary Information			Milestone	Date	Score	RAG	
	Delivery Manager:	0	Overall score		286	G	
	Supplier System:	0	Score for contracted services		65	G	
	Delivery Mode:	0					
	Status:	Bought-in					
Service/Theme	Area	Description	Resource		Score	RAG	
Discovery	Identify data sources	Effort to investigate and answer key questions (Process mapping, Data sources)	BA/MSDP	5	13		
	Digital data for analysis and migration	Effort to extract data from digital sources	LA/Tech team/Incumbent	8			
Scanning	Physical records for scanning	Effort to scan LLC register	Transformation Team/MSDP	0	0		
		Effort to scan supporting documents (eg for spatial)	Transformation Team/MSDP	0			
Digitisation	Scanned images for digitisation	Manual effort to capture data from scanned images	Transformation Team/MSDP	0	0		
	Electronic images (ie PDFs?) for digitization	Manual effort to capture data from electronic images (PDF, Images) -	Transformation Team/MSDP	0			
	Electronic data (ie Word docs) for transformation	Effort to extract and transform data from electronic images	Betamax / MSDP	0			
Analysis and Transformation	Digital data for transformation	Effort to extract and transform data from digital sources	LA/Tech team/Incumbent	13	46		
	Business/Transformation rule analysis/creation	Effort to investigate, document and apply transformation rules	BA / LA / MSDP	13			
	Textual fixes	Effort to fix textual data	BA / LA / MSDP	20			'High score due to uncertainty over how LA will maintain and potential need to update Acolaid (AJS)
Spatial Creation and Improvement	Missing Spatial fixes	Effort to fix missing spatial (Migration helper candidates needed?)	Transformation Team / BA / Betamax / Local Authority / MSDP	3	6		
	Other spatial data fixes	Effort to fix other spatial data ie Point data, invalid polygons, outside boundaries etc (Migration helper candidates needed?)	Transformation Team / BA / Betamax / Local Authority / MSDP	3			
	PAI fixes	Effort to fix spatial extents impacted by Ordnance Survey Positional Accuracy Improvement (PAI) where this has not already been done.	Transformation Team / BA / Betamax / Local Authority / MSDP	0			
Quality and Go-live	Supplier data load/correlation	Effort by the supplier to update their system with our correlation data. Will other data need to be sent back to the supplier to be bulk loaded into their system?	Incumbent Supplier & Betamax	99	221		LA have not confirmed how they wish to maintain register going forwards. Use of GUI would drastically reduce this, API scores. Build of an API to talk to Acolaid could be difficult, as Acolaid holds data items in single fields rather than discrete items, no type/sub-cat fields. (AJS)
	Supplier API integration	Effort to set up API integration (if needed). Is API integration in place if supplier system being used?	Incumbent Supplier & Tech Team	99			
	HMLR tech teams work	Effort to set up staging, run extracts/loads etc	Betamax	3			
			WebOps	3			
	Formative assessment	Effort to complete a formative assessment	QA	5			
	Final Quality check	Effort to complete a final quality check and search comparison	QA & SPI team	5			
	Go-live	Serve Notice - Technical	Betamax / Webops	3			
		Serve Notice - Legal/Business	Delivery	3			
		Activate Live Service - Technical	Betamax / Webops	1			



- To quantify the effort required to achieve migration
- To reduce risk
- To inform the data migration approach

- **Process maps**
 - Completing an LLC1 search
 - Registering new charges
- **Discovery report**
 - What was found
 - Suggested approach to migration
 - Unanswered questions
- **Inventory**
 - Data sources and type/number of charges in each
 - Identification of any gaps

The ask:

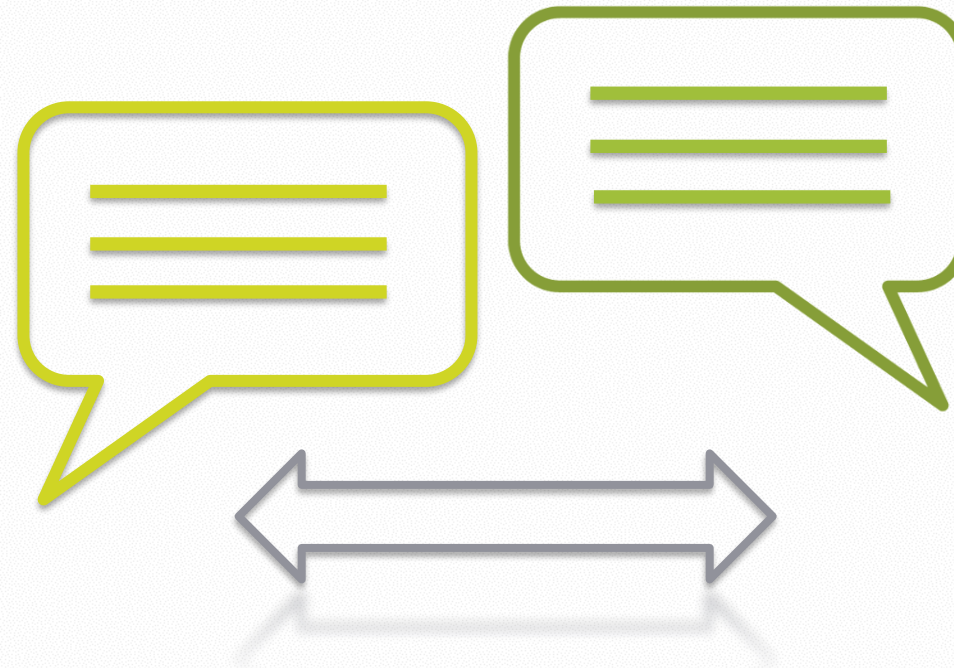
- What do you think you need to provide us with?
- Who do you think needs to be involved?
- How can you help us?
 - In advance of any meetings
 - During meetings
- Where are your data sources?
 - LLC register
 - Other data
- What would you want from a Discovery?



BREAKOUT SESSION

< ≠ +
+ - ^ x
dreamstime







Incumbent solutions in use at LAs such as

- Idox Acolaid / Uniform / Uniform & TLC / Cloud
- NEC M3 / Assure
- DEF MasterGov
- Agile SwiftSearch
- Arcus Global
- Ocella
- StatMap
- LA in house developed solutions



- Are any contract or supplier changes due to take place
 - A supplier change does not necessarily impact on a migration and can have benefits
- Is all the data in the main LA software solution
 - Are any third party integrations included (such as Exacom, Aligned Assets)
 - Is the spatial data stored separately
- Is the LA running the latest versions of the software
- Are all the known modules associated with the software being used



- How well populated is the Legislation (Statutory provisions)
- Is the LA self-sufficient or do you have a strong relationship with the supplier
- Are there any third party IT services supporting the LA IT infrastructure or supporting Teams
- Supplier developed HMLR tools are available for a number of solutions subject to LA software versions
- Speak with us about your environments / difficulties / challenges, we can help



Delivery planning

Turning your LLC data into a migration project

Liam Bond & Various Delivery Managers

Project Manager

Liam.Bond@landregistry.gov.uk

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



- Liam Bond – Project Manager, Migration Delivery
 - Aggregating and monitoring over 50 simultaneous local authority (LA) migration projects
- Delivery Managers – migration delivery
 - Managing LA delivery plans, LA stakeholder engagement and day-to-day project management for each LLC service migration





- What is mobilisation?
 - Who is there
 - Purpose
 - Outcomes
- The 6 week journey
 - Discovery
 - Planning
 - MAP-1 sign-off
 - Transition Payment 1



What is Discovery?

- Discovery is an analysis phase of the project – completed by a Business Analyst.
- Discovery is a process starting in the mobilisation period when the LA is assigned to a migration Delivery Manager.
- The purpose of Discovery is to understand how the LA processes their LLC register and identify all relevant data sources to be migrated to HM Land Registry.
- Discovery involves a meeting with key LA stakeholders to walk through the process of conducting a LLC1 search and creating a new charge. The process is iterative and may involve multiple follow-ups with the LA before Discovery is finalised.

What happens during the Discovery phase?

- **Prior to a discovery meeting, the Business Analyst will undertake preparatory work such as:**
 - gauge potential charge types
 - explore LA website for information
 - review the Service Assessment, dashboard and any other background documents
 - Prepare skeleton Inventory, Discovery Report and Process Map
- **Discovery meetings are an opportunity to meet with key LA stakeholders to explore how they process their LLC register:**
 - Agenda provided in advance so LA can prepare
 - Discovery may be held via MS Teams or on site depending on circumstances
 - On site follow-up if necessary. e.g. non-digital requiring Data Manager's attendance
- **After the Discovery meeting, the Business Analyst will undertake tasks including:**
 - Clarifying information
 - Arrange any new extracts and dashboards
 - Confirm any scanning or digitisation work required
 - Write up three Discovery deliverables – Inventory, Discovery Report and Process Map

What happens during the Discovery meeting?

- Discovery meetings are informal sessions which can take place via MS Teams or on site in the LA offices.
- Meetings intend to generate an open conversation and gain an understanding of your processes, identifying any potential issues you might be aware of.
- It is important that relevant LA stakeholders attend and contribute to the discussion.
- Business Analysts will ask the LLC Officer to walk through the following processes:
 - Responding to a LLC1 search request
 - Manually creating a new charge
 - Automatic creation of charges
 - Updating and cancelling charges
- We want to know about any data sources you use, such as....



Data source examples



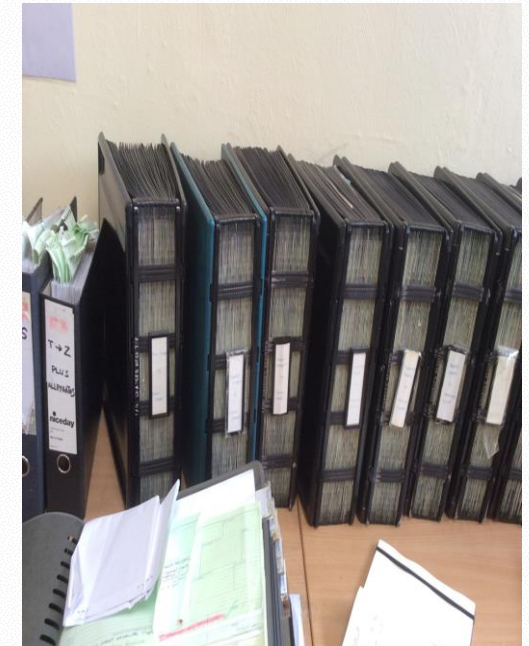
Plotting sheets



Planning cards




























Planning decision notices



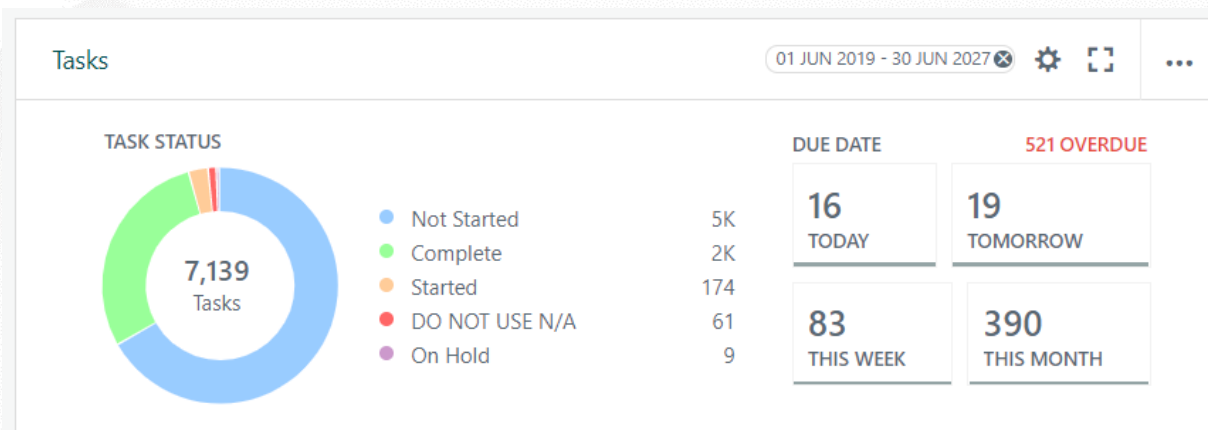
Kalamazoo files

Creating a Delivery Plan

- **The data**
 - What data sources were identified during Discovery?
 - Do we have extracts from all those sources? If not, how do we get the sources and how long will it take to get?
 - Are there clerical records, paper, microfiche, etc that need scanning?
 - If there is no spatial data, where are the source documents, plotting sheets and plans?
- **Analyse the data**
 - How much cleansing is required to prepare the data for migration?
 - Is scanning or digitisation required?
 - How many data changes are required?
 - Who is best placed to make these data changes? Can we use transformation rules?
- **Resource and time**
- **System upgrades**
- **Data import considerations**

ID	INFO	TASK NAME	PREDECESSORS
1	 	Introductory meeting with LA	
2	 	Early Engagement Retrospective	
3	 	Create activity card to record progress	
4	 	Review Service Assessment	
5	 	Identify the LA Transitional Payments / Burdens	
6	 	Mobilisation with LA / Ways of working	
7	 	Introduction / Mobilisation with LA / Ways of working complete	6
113	  	Meeting with LA for formal sign off	110, 106
114	 	Reviewed and issued for formal sign off by HMLR SRO and HMLR CEO	
115	 	Serve Notice Call CEO to CEO	
116	 	Serve Notice Period	117
117	 	LA Served Notice	115, 106

- Uniform task based template.
- Covering mobilisation through to live service.
- Built-in reporting and monitoring tools at project level.



Governance – the ‘MAP’ Process

- Sign-off from all impacted parties required:
 - ✓ LA
 - ✓ Suppliers
 - ✓ LLC Programme.
- Risks, issues and dependencies considered; approach to contingency agreed.
- Baseline dates agreed and Transition Payment 2 target is set.

Plan Sign-off

Team	Name	Date	Comments (If applicable)	RAG (click box)
LA sign-off	Click or tap here to enter text.	Click or tap to enter a date.		R <input type="checkbox"/> A <input type="checkbox"/> G <input type="checkbox"/>
DDaT	Choose an item.	Click or tap to enter a date.		R <input type="checkbox"/> A <input type="checkbox"/> G <input type="checkbox"/>
Data Quality / Search Comp.	Choose an item.	Click or tap to enter a date.		R <input type="checkbox"/> A <input type="checkbox"/> G <input type="checkbox"/>
Data Transformation	Choose an item.	Click or tap to enter a date.		R <input type="checkbox"/> A <input type="checkbox"/> G <input type="checkbox"/>
Incumbent Supplier Manager	Choose an item.	Click or tap to enter a date.		R <input type="checkbox"/> A <input type="checkbox"/> G <input type="checkbox"/>
Migration Service Supplier	Click or tap here to enter text.	Click or tap to enter a date.		R <input type="checkbox"/> A <input type="checkbox"/> G <input type="checkbox"/>
PMO	Choose an item.	Click or tap to enter a date.		R <input type="checkbox"/> A <input type="checkbox"/> G <input type="checkbox"/>

Red – Delivery Plan in its current format is undeliverable

Amber – Delivery Plan can only be delivered following an amendment or specific action to enable delivery

Green – Delivery Plan can be achieved; accepting risk, contingency and mitigations built in

Risk Title	Risk	Mitigation	RAG	Status
1 IDOX script to remove duplicates	LA use a separate GIS system for their business rules, therefore the generic script IDOX have doesn't seem to work on their data.	Conversations are in the early stage between IDOX and the LA to provide a quote for IDOX to create a bespoke script.	R <input type="checkbox"/> A <input checked="" type="checkbox"/> G <input type="checkbox"/>	Open

Management of Uncertainty & Approach to contingency

Approach	Contingency
<ul style="list-style-type: none"> • LLCO is on leave for the whole of August, I have allowed additional time for the LA to complete data fixes. • Notice period is falling over the Christmas period. 	<ul style="list-style-type: none"> • I have given the LA until the end of September to complete all data fixes. • Extended notice period by 1 week.

HM Land Registry

- Key milestones within each delivery plan are monitored for LLC Programme workforce planning.

- | Current situation as at: | | 16/05/2022 | | | | | |
|--------------------------|--------|---------------------|---------------------------|------------------|---------------------------|---------------------|--|
| | | SEARCH COMPARISONS | | QA | | Data load | |
| Monday Slots | Month | Search Comparison 1 | Search Comparison 2 | QA 1 | QA 2 | Data load 1 | DL Details |
| 02/05/2022 | May-22 | West Suffolk | Not Available | West Suffolk | Epping Forest | Not Available | |
| 09/05/2022 | May-22 | West Suffolk | North West Leicestershire | | North West Leicestershire | | 30k SW 27/5/22 |
| 16/05/2022 | May-22 | | North West Leicestershire | | North West Leicestershire | South Norfolk | |
| 23/05/2022 | May-22 | Cheltenham | | | | Bury | |
| 30/05/2022 | May-22 | Merthyr Tydfil | | Stockport | Merthyr Tydfil | | 85k rows - b/n 20/07/CL 19/08 |
| 06/06/2022 | Jun-22 | Merthyr Tydfil | | Stockport | Merthyr Tydfil | | |
| 13/06/2022 | Jun-22 | | | Wolverhampton | | | |
| 20/06/2022 | Jun-22 | North Somerset | | North Somerset | | | |
| 27/06/2022 | Jun-22 | Richmondshire | Cheltenham | Richmondshire | Cheltenham | South Staffordshire | 45k changes - S/N - Early July |
| 04/07/2022 | Jul-22 | Babby | Cheltenham | Babby | Cheltenham | | |
| 11/07/2022 | Jul-22 | Babby | Pembrokeshire | Babby | Pembrokeshire | | |
| 18/07/2022 | Jul-22 | Wandsworth | | Wandsworth | | | |
| 25/07/2022 | Jul-22 | Wandsworth | Ryedale | Wandsworth | Ryedale | Cheltenham | 52k changes - S/N 4/8/22 |
| 01/08/2022 | Aug-22 | Knowsley | Knowsley | West Oxfordshire | Knowsley | Fenland | ~57k changes |
| 08/08/2022 | Aug-22 | Gwynedd | Richmondshire | Gwynedd | Richmondshire | Babby | |
| 15/08/2022 | Aug-22 | Malden | Richmondshire | Malden | Richmondshire | | |
| 22/08/2022 | Aug-22 | Malvern Hills | | Malvern Hills | | | |
| 29/08/2022 | Aug-22 | Torridge | Pembrokeshire | Pembrokeshire | Torridge | Not Available | |
| 05/09/2022 | Sep-22 | Rutland | Pembrokeshire | Pembrokeshire | Rutland | | |
| 12/09/2022 | Sep-22 | Burnley | | | Burnley | | |
| 19/09/2022 | Sep-22 | Burnley | Southwark | West Oxfordshire | Burnley | Epping Forest | booked 8/3/22 |
| 26/09/2022 | Sep-22 | Wrexham | Blaenau Gwent | West Oxfordshire | Blaenau Gwent | | |
| 03/10/2022 | Oct-22 | Ryedale | Blaenau Gwent | Ryedale | Blaenau Gwent | | ~100k changes - two slots booked w/ 8th August |
| 10/10/2022 | Oct-22 | Ryedale | Malvern Hills | Ryedale | Malvern Hills | Gwynedd | 75k changes |
| 17/10/2022 | Oct-22 | Sefton | Malvern Hills | | Malvern Hills | Craven | 30k changes |
| 24/10/2022 | Oct-22 | Sefton | Southwark | | Southwark | | |
| 31/10/2022 | Oct-22 | Wolverhampton | Southwark | Wolverhampton | Southwark | West Oxfordshire | 70k changes - S/N 8/11/22 |
| 07/11/2022 | Nov-22 | Wolverhampton | Kingston upon Hull | Wolverhampton | Kingston upon Hull | Malden | |

HM Land Registry

- Task monitoring completed in CORA by Delivery Manager:

- Weekly project check-ins; internal surgeries.

- MAP-2 governance after formative assessment.

- Re-baseline process and Transition Payment tapering policies in place.

38

LA Exercise



- Go to breakout areas.
- Discuss your LLC data in groups:
 - ✓ Type of data set
 - ✓ Risks / issues
 - ✓ Dependencies
 - ✓ Resourcing
- Complete handout.
- Return in 45 mins:
 - Present in groups at end of sessions
 - Any themes?
- Summary.

Local Authority Information			
LA Name		Incumbent Supplier	
Charge Format		Number of LLCOs	

LLC Data	
Data Source	Format

Known Risks & Issues		
#	Risk / Issue	Mitigation
1		
2		



Other Originating Authorities Local Land Charges Programme

Keith Lloyd

Delivery Manager

Keith.Lloyd@landregistry.gov.uk

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1. Work that has been completed so far.
2. Work currently being undertaken.
3. Roles & responsibilities.



1. Work completed so far

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

Other Originating Authorities (OOAs) are defined as:

- An entity or organisation, other than a local authority, who create local land charges.
- Have registered over 100 charges within the last 3 years at an LA.

7 “National” OOAs:

- Forestry Commission
- National Highways
- Historic England
- Cadw
- Natural England
- Natural Resources Wales
- Environment Agency

Work completed so far



13 National Parks:

- The Broads
- Dartmoor
- Exmoor
- Lake District
- New Forest
- Northumberland
- North York Moors
- Peak District
- South Downs
- Yorkshire Dales
- Snowdonia
- Pembrokeshire Coast
- Awdurdod Parc Cenedlaethol Bannau Brycheiniog/
Brecon Beacons National Park Authority



Work completed so far



24 County Councils:

Cambridgeshire

Cumbria

Derbyshire

Devon

East Sussex

Essex

Gloucestershire

Hampshire

Hertfordshire

Kent

Lancashire

Leicestershire

Lincolnshire

Norfolk

North Yorkshire

Nottinghamshire

Oxfordshire

Somerset

Staffordshire

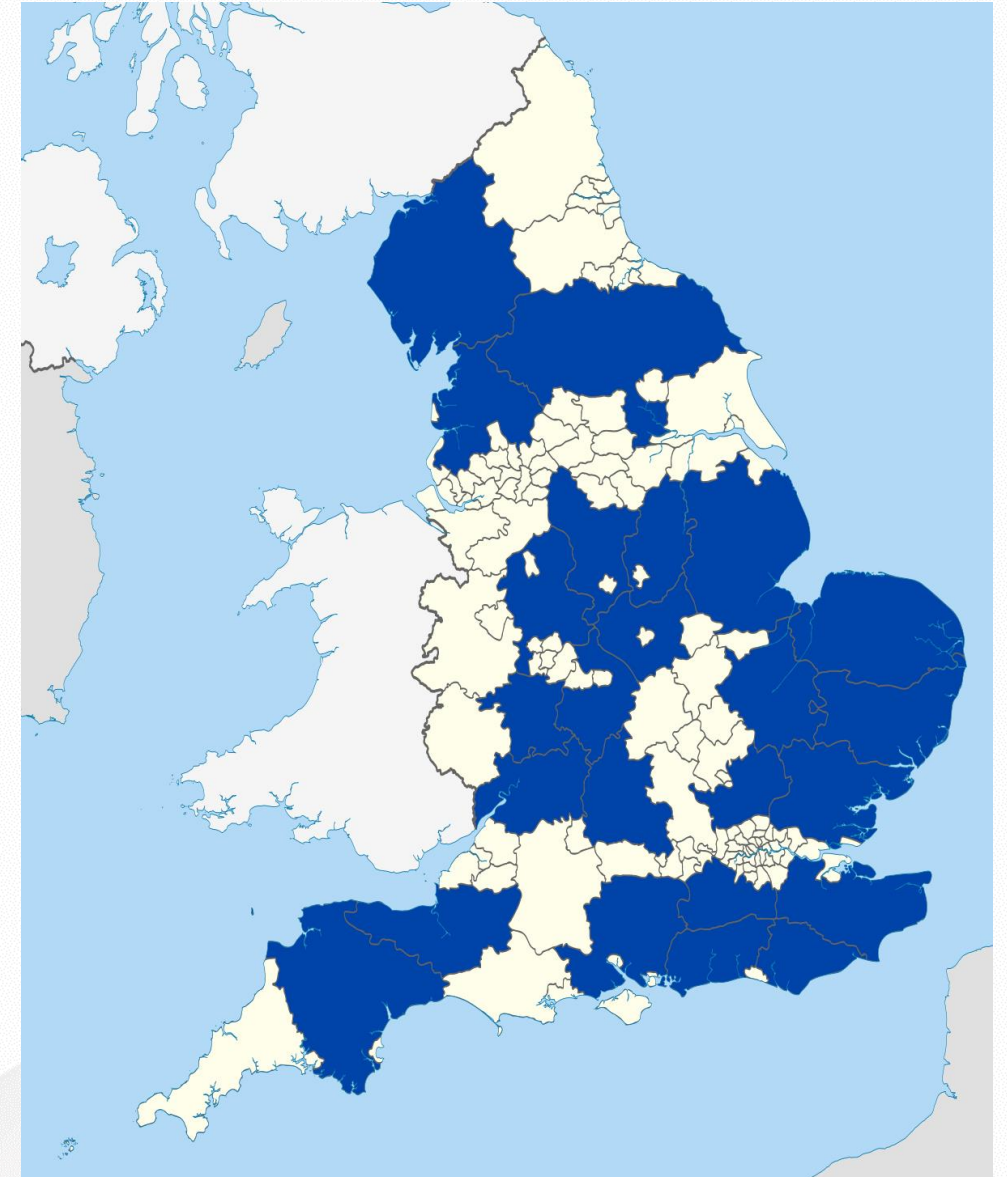
Suffolk

Surrey

Warwickshire

West Sussex

Worcestershire



Work completed so far



11 Water & Wastewater companies in the UK.

- 6 who register charges:
 - Anglian
 - Northumbrian
 - Southern
 - Dwr Cymru Cyfyngedig (Welsh Water)
 - Severn Trent
 - Hafren Dyfrdwy
- Mainly register:
 - under their own water acts (e.g. Section 40 of the Severn Trent Water Authority Act 1983)
 - Section 18 of the Building Act 1984, building over a sewer or a drain





1500 Housing Associations.

- 3 that we know of who register charges:
 - One Vision Housing
 - Trent & Dove Housing
 - Sanctuary Housing
- Mainly register covenants in Right to Buys under the **Housing Act 1985** (see p112 in Garners).



Work completed so far



4 others:

- HS2
- Travel for Greater Manchester
- Bazalgette Tunnel Limited (trading as Tideway) Thames Tideway
- Fisher German (Exolum)



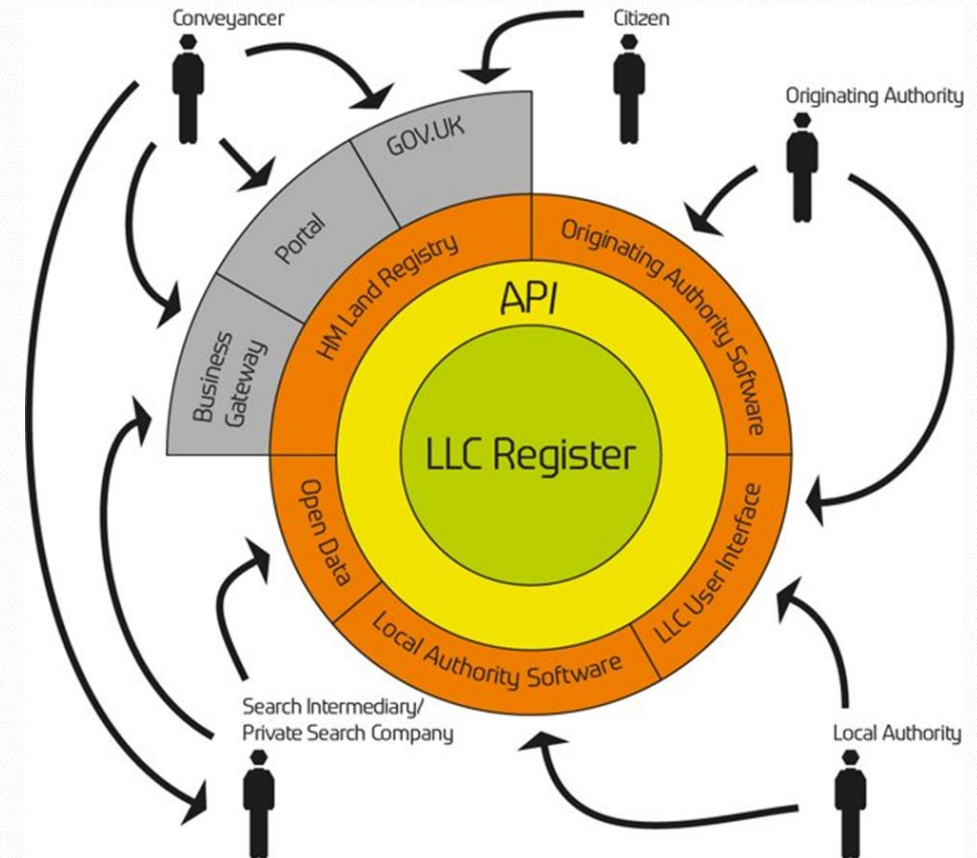


- All 59 OOAs have been contacted.
- HM Land Registry has a named contact in the OOA to update as migrations progress, and if there are any issues. Likewise, OOAs have a named contact in HM Land Registry in LLC teams (Early Engagement or Live Service).
- The OOAs understand their obligations under Schedule 5 of the Infrastructure Act 2015.

Work completed so far



- The OOA must choose how to register charges, vary, or cancel registrations with HM Land Registry.



Work completed so far

- OOA process created.
- OOA data “signed off” as part of LA migration process.
- HM Land Registry is a member of County Council Network.
- HM Land Registry has set up National Park Forum.



2. Work currently being undertaken

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- Data cleansing of OOA data
- Burdens & transition payments
- “Complex” OOAs
- API issues
- Water Companies
- New OOAs
- Communications
- Amend already migrated LA data
- Live service reports for OOAs post migration and Relationship Managers allocated to each OOA



3. Roles and responsibilities

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EARLY ENGAGEMENT:

- Identify if OOA already has LAs who have migrated
- Contact OOA
- Supply Overview of the Programme and what it means to OOA
- Check how OOA currently ensures charges are registered
- Discuss how OOA wants to maintain the register in live service
- Request access to Maintain Service and ensure OOA details are recognised
- Ensure OOA details are passed over to migration delivery
- Maintain OOA relationship for County Councils and National Parks

MIGRATION DELIVERY:

- Ensure OOA process is being followed
- Oversee relationship with OOA during related LA migration
- Ensure that all OOA data that is supposed to be in the LA dataset is present and has the right originating authority name + further information info
- Invite OOA to LA Handover meeting (only for OOAs going through process for the first time)

LIVE SERVICE:

- “Light touch” relationship with OOA
- Produce data extracts for migrated OOAs to compare data between HMLR and OOA for data integrity.
- Co-ordinate data improvement activity if a data issue is found in live service
- User research with OOAs to continue GUI development
- Supply QA reports to OOAs
- Technical support and a permanent contact within HM Land Registry for OOAs

- Processes now in place for OOAs.
- Staff should be aware of these processes.
- Still work ongoing.



Life in Live

Joe Stronach, Nick Boddington, Mark Edwards
Service Manager

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for speed, simplicity and an open approach to data

Phrases you will come to love



SPI Team

Relationship
Manager

Live Service

QA
reports

Trigger
points

True or False?



**After go-live
date, you are
on your own**

FALSE

**Your Delivery
Manager is
your contact
point**

FALSE

**Accuracy &
timeliness are
key to the
register**

TRUE



**Who does a
customer
query a
charge with?**

The local authority

**What support
is provided to
help
customers
understand
search
results?**

Migration hub, LA specific

**How can a LA
view a search
result?**

Experience the customer
view by registering on
GOV.UK



Meet your Relationship Manager
Handover meeting (serve notice)



1-2-1 with your RM
7 days after going Live



Review of training needs
14 days after going Live



Data quality review
Monthly



Service support and review
End of Month 1



Incident management
Ongoing



Reducing customer queries
Migration Hub



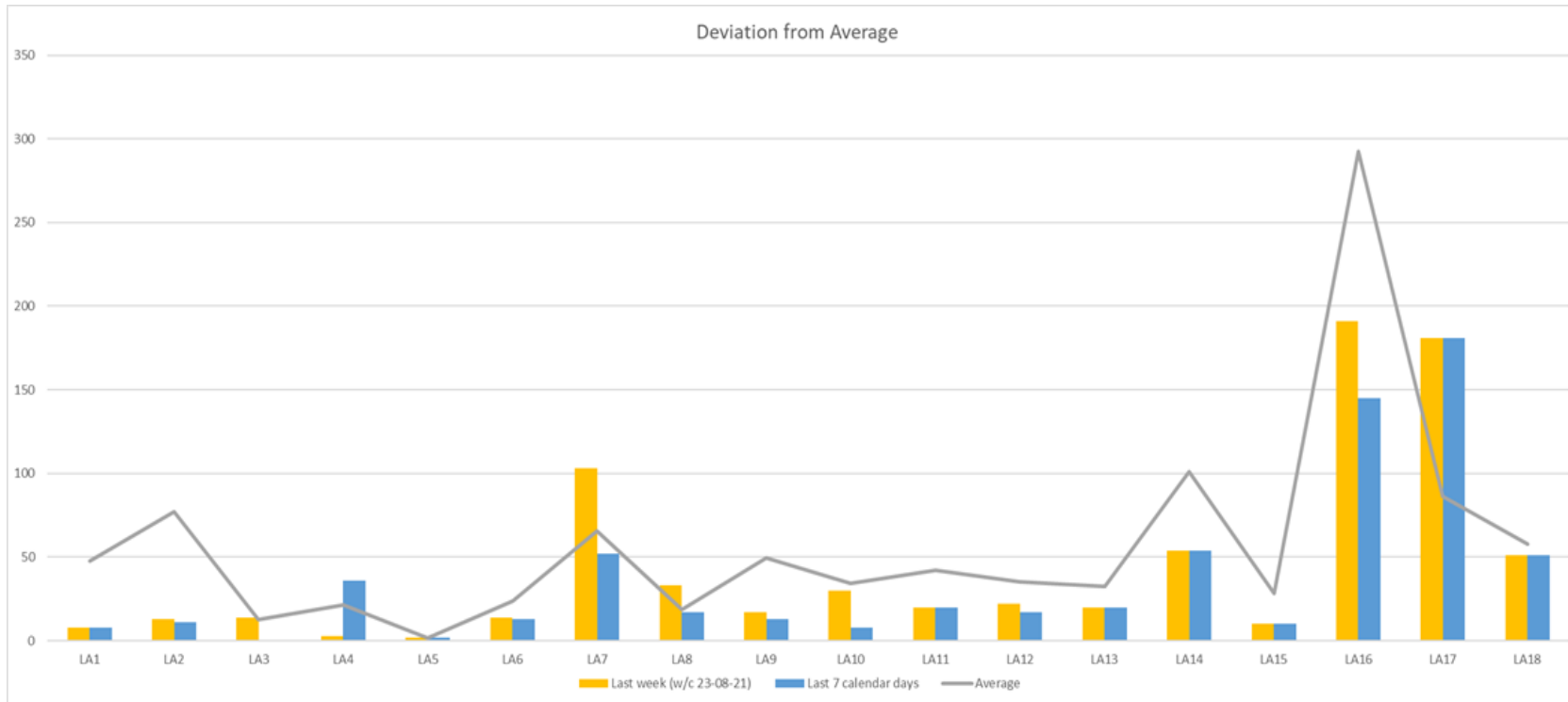
Sharing future uses of data
Work in progress



- Analysis period: 1st March 2022 – 31st May 2022.
- Total charges added to register: 12,232.
- Total charges added in excess of 28 days: 2,105 (17% of all charges added).
- Number of LAs who have not exceeded 28 days: 10 (26% of all live LAs).
- Number of LAs who have an AVERAGE time to register of less than 5 days: 14 (36%).
- Number of LAs who would NOT have breached a 5 day Service Level Agreement: 4 (10%).

Live Service Monitoring

Register to be updated in a timely manner



The following are actively monitored:

- 7 calendar day check for zero activity.
- 14 calendar day check to see if past 14 days deviate by 50% from average week.

Maintenance by HM Land Registry (cont'd)

Accuracy of register

Continuation of quality checks.

- Quality checks will be made against key components of all new charges added into the register each month.
- Assessment will be split into linear and inspection tests.
- Acceptable quality levels applied to each of inspection tests.

LA	New	Edits	LIN% (AQL 97%)	HP% (AQL 99%)	Adv%
1	23	25	81%	100%	96%
2	75	102	99%	99%	100%
3	36	8	91%	100%	100%
4	61	30	98%	100%	100%
5	10	3	100%	100%	100%
6	111	20	96%	99%	100%
7	236	107	92%	100%	85%
8	88	86	98%	99%	99%
9	66	12	94%	100%	85%
10	90	5	100%	100%	100%
11	133	56	98%	100%	99%
12	387	3	99%	100%	100%
13	115	38	96%	99%	100%
14	97	52	99%	99%	81%
15	161	144	94%	99%	83%
16	296	690	97%	99%	99%
17	84	75	96%	100%	100%
18	104	13	98%	100%	99%
Total	2,173	1,469	95.8%	99.6%	95.8%
Position from previous month	↑	↓	↑	↑	↑

Summary relates to new/edited charges.

- Linear checks:
New/edited charges across all live LAs have achieved an average of 95.8% in July which is below the 97% AQL.
- High risk/priority category:
New/edited charges across all live LAs have achieved an average of 99.6% in July which exceeds the 99% AQL.
- 'Advisory' category (no AQL):
The 95.8% average for July is up on the previous month average (94.3%).

What do we aim to deliver?



LAs tell us.

We want to know what 'good' looks like.

Having a clear expectation helps us challenge our feeder departments and hold them accountable.

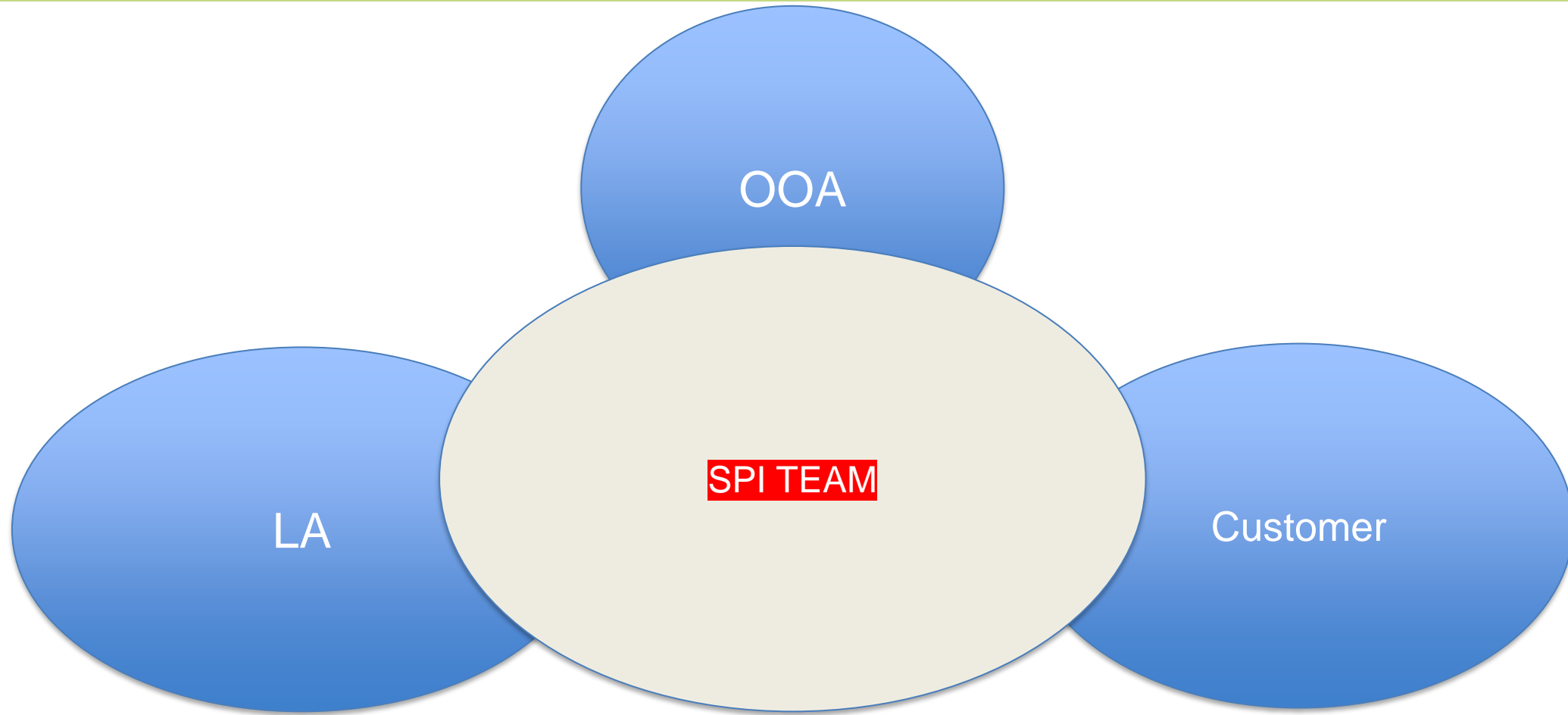
How do we compare to other LAs?

Customers tell us.

We need to trust the information.

HLMR service needs to be as good as or better than what went before.

We want consistency.



Our purpose

