



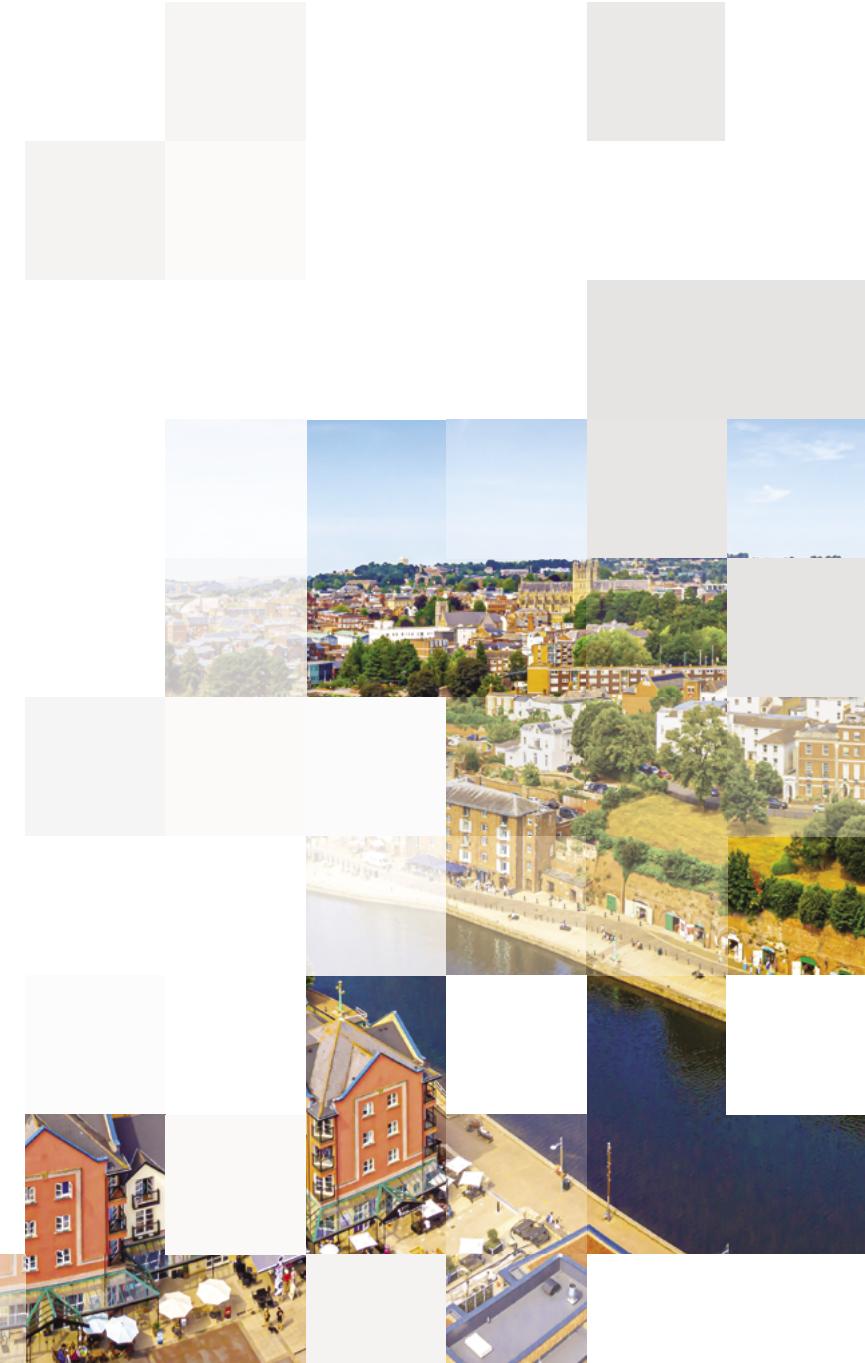
# Newsletter

# August 2024

Get the latest information about the Local Land Charges (LLC) Programme and local authorities' data migration to the central LLC Register.

## In this edition

- Changes to the “Search for local land charges” service
- How social research improves the Local Land Charges Programme
- Quote of the month
- We want your opinion
- Local authorities on the register
- The national LLC Register cost savings



# Changes to the ‘Search for local land charges service’ on GOV.UK

Following user feedback, enhancements have been made to the results page on the search service. The following three changes should enhance your user experience and make search results clearer.

## The changes:

**1 Expandable results list** – this has now been removed and details of each charge are now displayed in a clearer, more straightforward manner.

**2 Image added** – to improve understanding of the search results, an image of the mapped extent for each charge is shown alongside the written details. You can see how this looks below:

### Old view

**Planning**

Show all sections

**Conditional planning consent**

Extensions and alterations to the rear and interior of the existing office building (Use Class E) to provide upgraded office space at floors lower ground to 3, along with the provision of one residential dwelling (Use Class C3) within a newly created two storey roof extension levels 4 and 5 with a small roof terrace at 4th floor.

**Creation date** 28 July 2022

**Hide**

**Location** 9 Newbury Street, London, EC1A 7HU

**Originating authority** City of London Corporation

**Authority reference** 22/00215/FULL

**Registration date** 16 August 2022

**Law** Town and Country Planning Act 1990

**Legal document** Planning permission

**HM Land Registry reference** LLC-2XHZ9

### New view

**Conditional planning consent**



Extensions and alterations to the rear and interior of the existing office building (Use Class E) to provide upgraded office space at floors lower ground to 3, along with the provision of one residential dwelling (Use Class C3) within a newly created two storey roof extension levels 4 and 5 with a small roof terrace at 4th floor.

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**Registration date** 16 August 2022

**Law** Town and Country Planning Act 1990

**Legal document** Planning permission

**HM Land Registry reference** LLC-3XH49

**3 Unique reference number added** – each charge is given a unique reference number to help you identify it at a later point (see below).

**Local land charges for your search area**



Download an official search result for £15

Benefits of an official search result

Pay now

Get help using this service

There are 21 local land charges for your search area.

Your free search reference is: 2324418

Following data migration, local land charge information may differ from that provided by the local authority. See the [local land charges search results guidance](#).

You can view your free search history in your account.

Not the right area? [Edit the search area or start a new search](#).

► What are the search results based on?

# How social research improves the Local Land Charges Programme

## The Local Land Charges (LLC) Programme is currently conducting its biggest ever social research project, which will improve the programme for users.

Social research uses customer insight to evaluate and measure the impact of a policy or programme. This valuable evidence-based tool helps to inform decision-making and continuous improvement.

During phase one of the research, Senior Social Researcher Dr Victoria Gibson gathered feedback from several randomly selected local authorities. The insight was then evaluated, and recommendations were put into place. Users may recognise some of the improvements made following the recommendations:

### — HM Land Registry (HMLR) and local authorities (LAs) to keep a log and share learning with each other:

Lessons learned are added to the log after each migration. The lessons are then added into the programme change cycle and shared with other LAs to improve best practice.

### — HMLR to expand and build upon their customer and stakeholder voice to ensure that LAs are listened to and heard:

The programme now holds numerous conferences, workshops, and webinars for other originating authorities (OOAs) and LAs to network, learn and feedback.

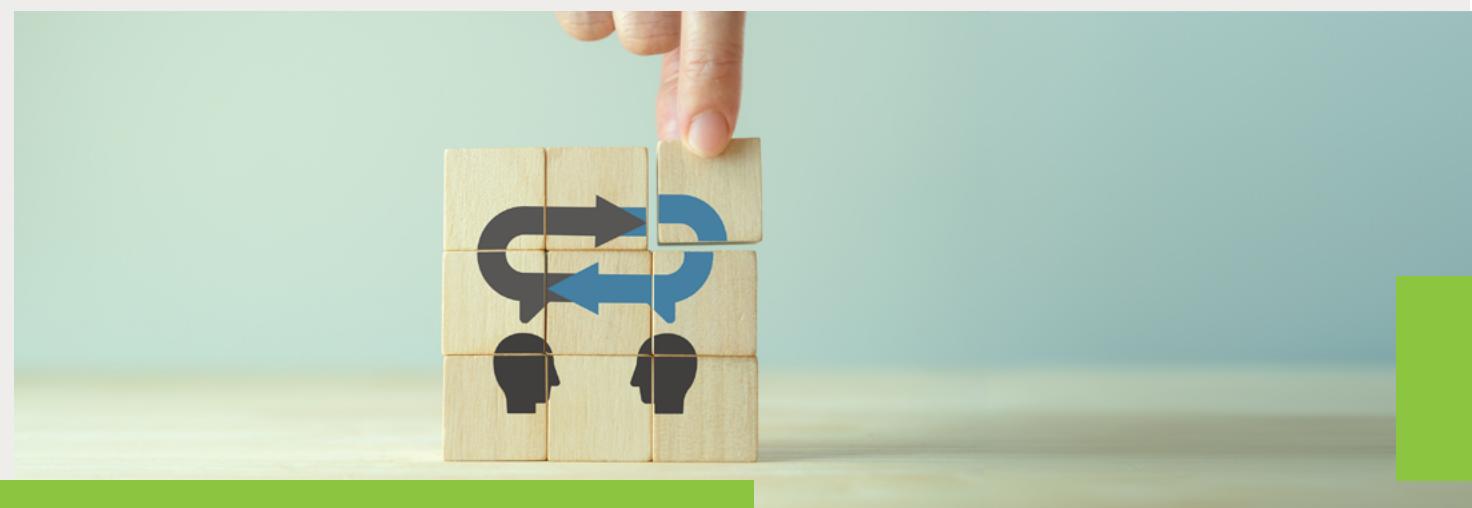
### — HMLR to build upon, where possible, the migration tools on offer to LAs:

The intuitive [Migration Hub](#) is one such tool, which enables customers to learn about each stage of the migration. Training has also been developed to better inform LAs about the role they need to perform during the migration. In addition, multiple product cards have been produced and each LA is allocated a delivery manager to oversee their migration.

## What's next?

Phase two of the project is now complete and the findings from this will be presented to the LLC Programme Board. This part of the project builds on phase one by exploring the views and perspectives of OOAs and external professional bodies. It also assesses value for money and environmental impact. Details of the recommendations and planned improvements derived from this phase will be shared with you in the coming months.

We would like to thank the LAs, OOAs, personal search companies and other external professional bodies for their support during the evaluation.



# Quote of the month

**“From start to finish the transition has been a breeze. Although we were starting from an advantageous position having already digitised our register, any issues we still had with our data were highlighted in a clear and succinct manner allowing us time to resolve them quickly and efficiently.**

**“All the HMLR staff we have dealt with were extremely helpful, knowledgeable and a pleasure to deal with. A special thanks to our Delivery Manager and Business Data Analyst who were always there ready to help.”**

**Dave Atkinson**

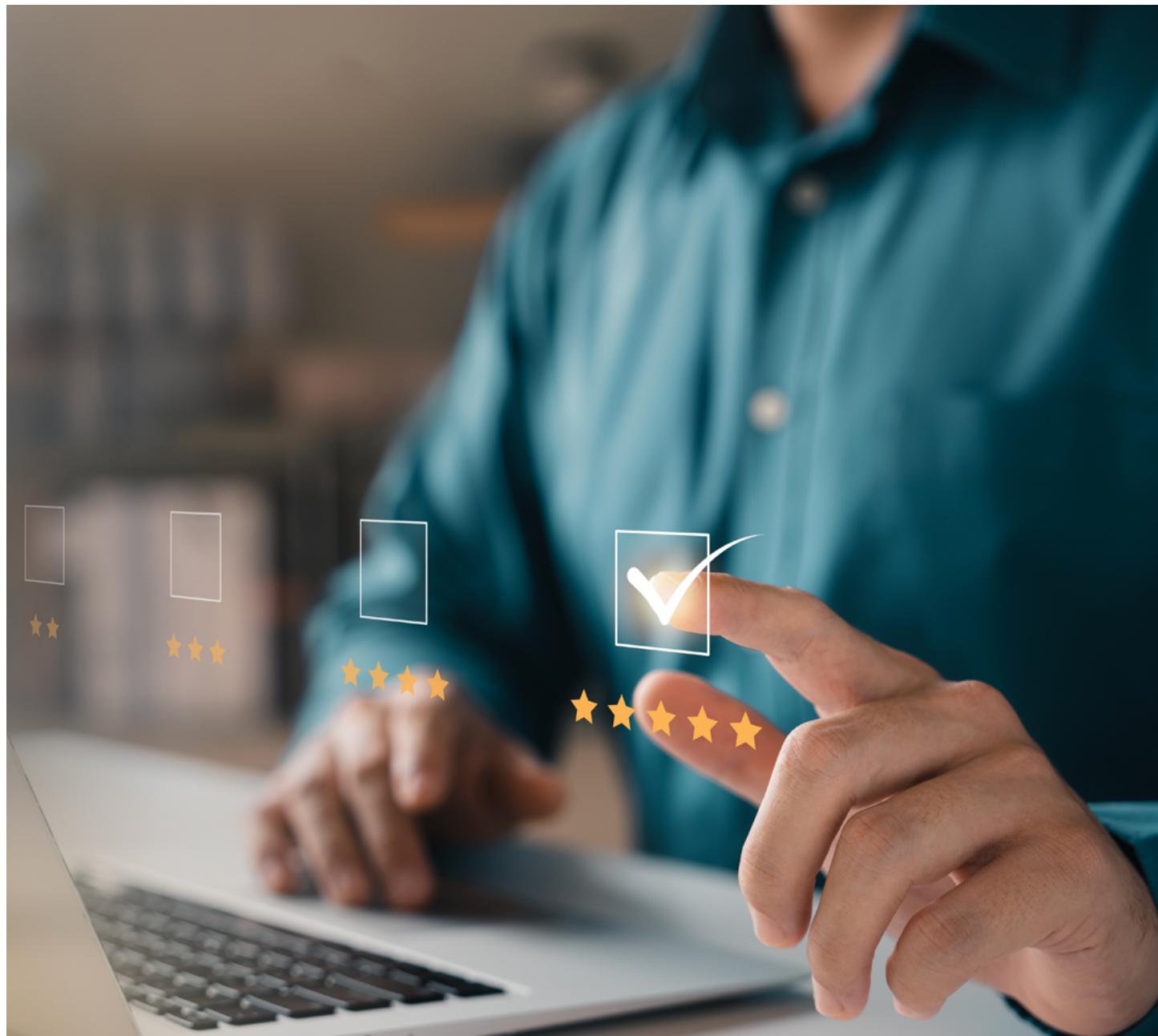
Spatial Data Specialist, Innovation Team,  
North Lincolnshire Council



# We want your opinion

We are carrying out our first survey of live local authorities. All live local authorities are invited to take part as your feedback will help us to ensure that users get the best possible live service.

We want to hear about your experience – what has worked well and what hasn't. Your relationship manager will be in touch in with further information on how to participate.



# Local authorities on the register by 1 August 2024

## HM Land Registry Local Land Charges Register

100 live LAs



# The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over £2.2 million from searches with customers in migrated areas, saving an average of 12.7 days to obtain an LLC search result. More than 5.8 million charges from the 100 local authorities have been migrated to the register.

## Cost savings since service go live



This graph illustrates the accumulative savings as more local authorities join the national LLC Register

# The national LLC Register - total number of searches

Since July 2018,  
we have recorded

**1,118,984**

searches on  
the register

Search figure accurate up to the end of the preceding month (July-24)



Kind regards

A J Bradbury.

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