



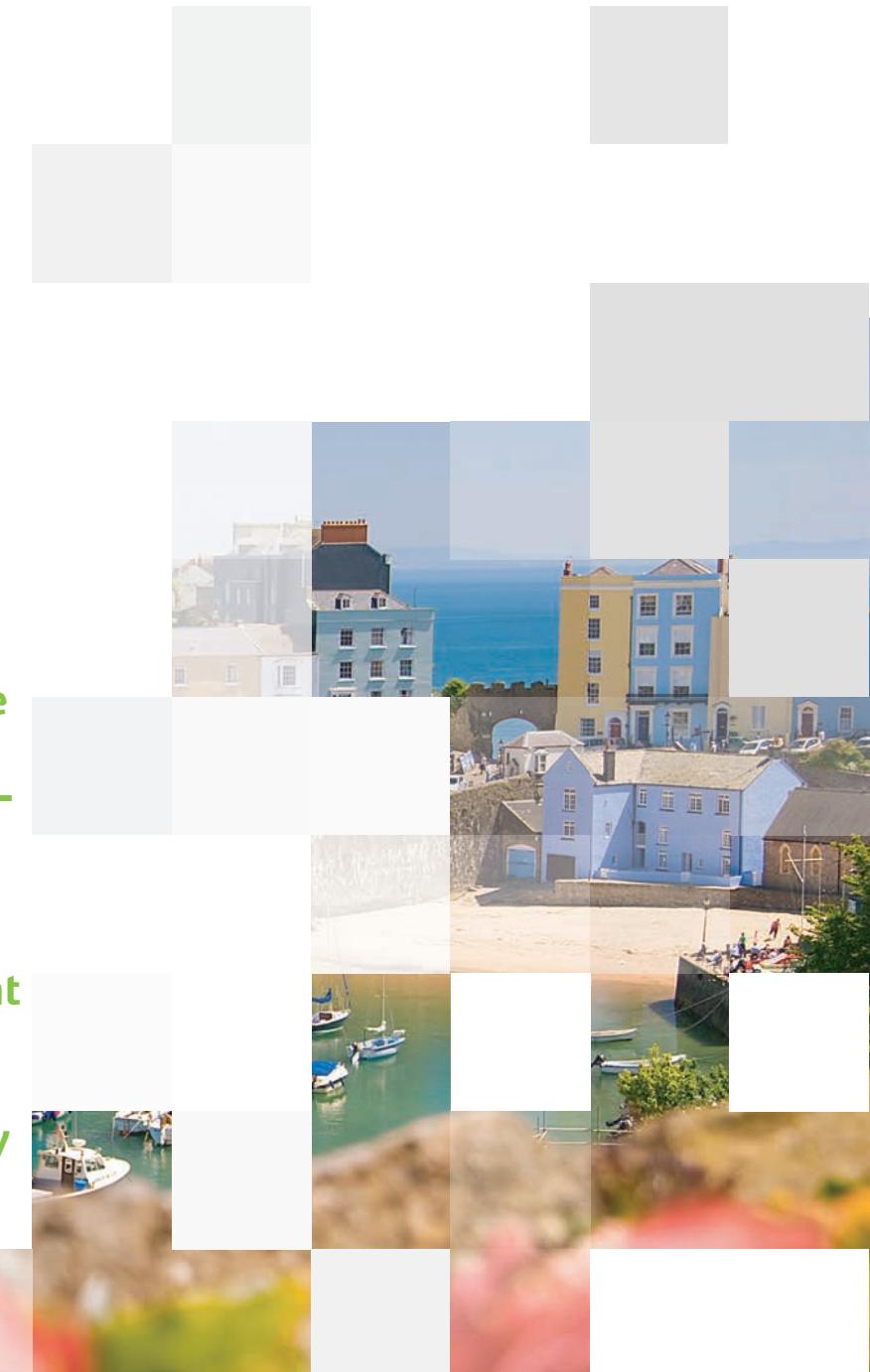
Newsletter

August 2023

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

In this special edition
Celebrating five years of the LLC Register

- Reflecting on the last five years
- The pioneers celebrating five years of efficiency
- Personal Search Companies - In their words
- From concept to reality – our milestones in pictures
- July stakeholder engagement
- Local authorities on the LLC Register
- Inside the LLC Programme by the numbers



Reflecting on the last five years

The LLC Programme successfully launched a new national digital service on 11 July 2018 by implementing the powers granted to HM Land Registry under the Infrastructure Act 2015.



Local Land Charges
Programme at **five** –
Five questions with
Allison Bradbury
Head of Implementation



Watch [This video](#) of my reflection on the last five years



The pioneers celebrating five years of efficiency

The successful migration of Warwick District Council officially launched the LLC Register in July 2018, solidifying its position as a pioneer in the history of the LLC Programme.

As early adopters, the Council has enjoyed the longest use of the national digital service as two of their Systems and Business Improvement Officers, Mike Martin and Rekha Sonecha informed me during a recent conversation.

They shared some insightful perspectives on how the service has evolved and positively impacted their operations.

Before the migration, Warwick District Council encountered various challenges with its LLC1 service. They had developed their own personal search machine, leading to frequent appointments for Personal

Search Companies (PSCs) at the reception. This process however proved cumbersome and time-consuming as they had to manually book appointment slots for the PSCs over the phone. The machine's complexity further added to their workload requiring significant effort in responding to PSCs' queries arising from the machine's search results.



LLC Programme colleagues celebrating the first successful migration and launch of the LLC Register 11 July 2018

After migrating to the LLC Register, they experienced a remarkable transformation:

- Swift management of Charges:** The implementation of an Application Programming Interface (API) linked to the live service allowed for easy addition, amendment, and deletion of charges.
- Seamless onboarding of LLC Officers:** A user-friendly website streamlined the onboarding process for new staff and a smooth transition into their roles.
- Automated notifications:** Automated email notifications simplified the identification and resolution of amendments and deletions, increasing operational efficiency.

— Zero PSC enquiries: The end of PSCs' phone and reception enquiries has increased productivity by freeing up around 200 minutes a week to focus on other priorities.

— Enhanced Council experience: The provision of a dedicated Relationship Manager, who conducts regular meetings, contributed to an enhanced overall council experience.

LLC launch with Warwick District Council



Harriet Billau, Warwick District Council's **Relationship Manager** manages a portfolio of recently as well as older migrated local authorities. She shared further insight into the Council's relationship with the LLC team:

Q1: How would you describe your relationship with Warwick District Council's LLC team?

HB: Wonderful! They are such a responsive bunch and committed to doing their part, and we are equally committed to supporting them. Put it this way, we have a 3-step escalation process if there is an issue, and I have never had to use it.

Q2: Is there any difference between your relationships with newly and formerly migrated LAs?

HB: The attentive approach is the same; however, as expected, those who have had more experience with the service tend to be a lot more relaxed as they know the ropes. The newly onboarded and slightly unsure LAs get a lot more reassurance as they

find their feet. But I have not had any major issues, which makes my job very enjoyable as I love to problem-solve.

Q3: What advice would you give local authorities who are joining the LLC Register?

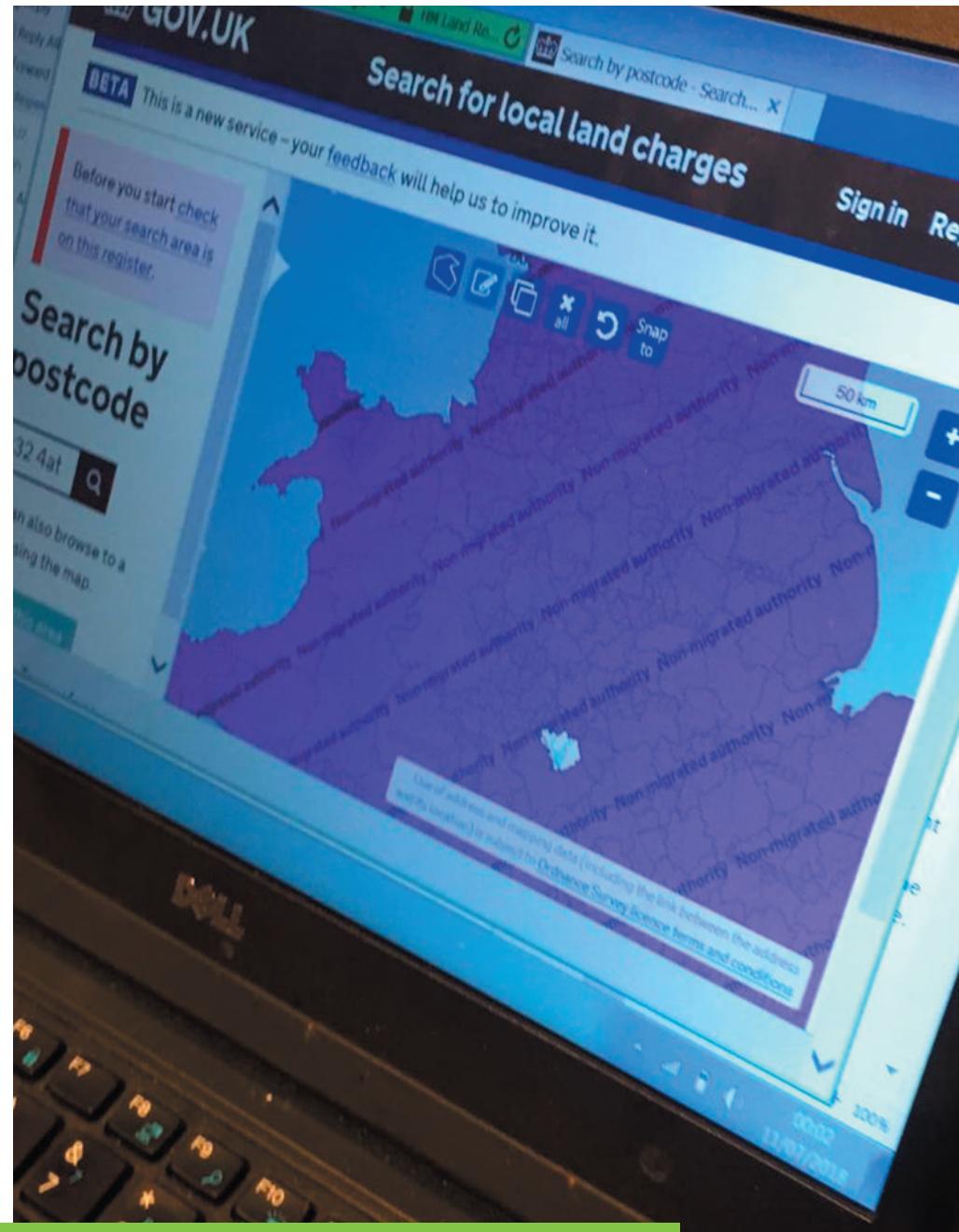
HB: Keep in touch and don't hesitate to ask if you are unsure of anything. With

77 LAs in the Register, it is unlikely that your issue is unique; we are guaranteed to have come across it, so do ask. We also do a buddy system where we pair local authorities with similar requirements. Finally, just relax as we are here every step of the way.



Before their migration, the search process at Warwick Council took 10 days. With the LLC Register's instant access, Warwick's property market has saved a remarkable **52,200 days** which is equivalent to approximately **140 years** to date.

The Council has successfully completed a total of **5,800 official searches** and **30,000 personal searches** in the Warwick area since joining the LLC Register.



The first search:
11 July 2018 at
00:03:48

Personal Search Companies - In their words

From the beginning, we collaborated with conveyancers, search providers, and local authorities over several years to develop the LLC Register. So far, we are pleased with the positive feedback from the majority of users who find it easy to use, resulting in a simpler and less stressful homebuying process.

For our five-year anniversary, we invited **Personal Search Companies** to share some of their experiences with the register. We asked them how long they have used the service, what was working and what we could improve.

"We have used the LLC Register since inception. Instant online access has been a time-saver and has eliminated the need for office visits and travel, reducing our carbon emissions.

A clearer prepopulated polygon from the start and the automatic ability to have data expanded when the outline is revealed. This would save time and eradicate the need to click to expand it manually."

Julie Schofield
Search Agent
PSG Ashton

"The speed and ease of access and the familiar standardised format have been helpful and were long overdue. The availability of information outside normal council hours is a real bonus. Additionally, the flexibility to adjust the initial outlined plan to accommodate added plots and nuances of the 'site' to be searched is particularly useful.

To further enhance the service, I suggest incorporating a 'nearest point' address marker and allowing searches based on developer information or village, and town names to streamline searches on new developments."

Paul Owen
Director
PMO Legal Services Ltd



"I have been using the national digital LLC Register since its inception and believe its 24/7 accessibility is the primary benefit. It is also simple to use and has plenty of helpful features.

It would be helpful if the system automatically outlined the specific property when selecting a postcode and address. While professionals find it suitable for their needs, the system might be too complex for someone who may not be knowledgeable about the work/software."

Valerie Bennett
Owner/Director
Home Information Searches Ltd
IPSA Member

"We have been using the national digital LLC Register since its inception, and the main benefit we've experienced is a significant reduction in travel. The improved efficiencies are evident, especially with the analogue councils now covered; it has eliminated the need to manually write out the information. One specific feature we find particularly useful is the ability to expedite delivery time to our clients.

As the service continues to evolve, we believe it will become even more effective for our personal search needs, adapting to the changing information landscape."

Martyn Byrne
Proprietor
Smartsearch



"We have used the national LLC Register for a few years now. The elimination of paper forms and the need to visit council offices to view the Land Charges Register has significantly improved our efficiency. The system's time-saving capabilities, combined with standardised procedures and fees across different councils, have made the process much smoother. One particularly useful feature is the ability to edit the search area and easily identify and remove registrations on adjoining properties.

To further enhance our search experience, we suggest incorporating a zoom function while editing areas, especially for properties with complex boundaries."

Baljinder Dhaliwal
Proprietor
BLS Law Agency Services

"We have been using the LLC Register since 2019. The instant access to data with a consistent format has saved us substantial time, streamlining our processes with a single reliable source. The removal of long appointment processes and restrictions on the number of properties we can check has significantly reduced our turnaround times. Being able to check on the multiple search format is beneficial, i.e mapping, title number, and postcode. Also, the ability to generate results based on manually drawn footprints

and copy-pasting information directly from the web page has been a tremendous timesaver.

It would be helpful to have an associated map with each land charge entry, showing the boundary of land and/or property which is affected. This is especially useful for land charges which are not recorded on a specific property, for example, Land at High Street."

Carol Gildea
Head of Operations
OneSearch Direct



In response to the feedback, **Joe Stronach, our Senior Product Manager** explained **HM Land Registry's** ongoing efforts to enhance the service.

"We are committed to continuous improvement and value our customers' feedback, we combine this information with the output from focus groups, and user research to help prioritise future developments. We actively engage customers in the testing of prototypes and mock-ups to assess their effectiveness. We are currently conducting user research, which will be used to shape an enhancement to the search results display.

Our team's ultimate objective is to listen to our customers and take action to ensure the LLC Search service consistently delivers an effective service. We take pride in the progress made with HM Land Registry's first native digital Register, but we recognise the need to remain agile and apply lessons learned for the service's future. Complacency is not an option, we are committed to exceeding expectations and delivering excellence to our valued customers."



From concept to reality – Our milestones in pictures:

Over time, we have demonstrated the feasibility of the new service and its positive impact on the conveyancing market.

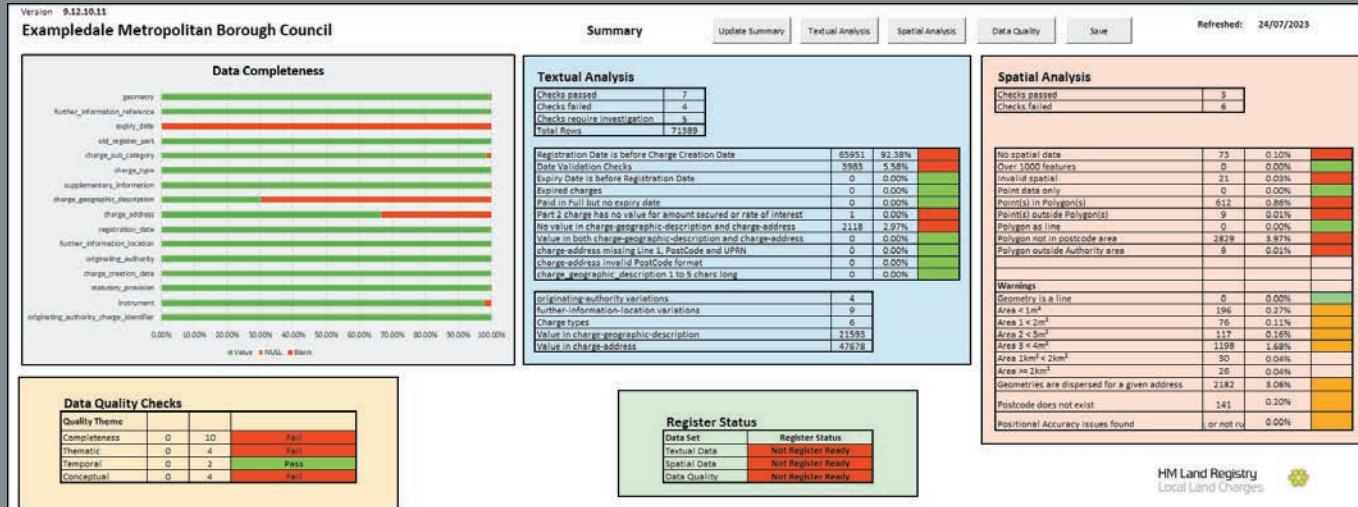
As of July 2023, every local authority in England and Wales is positively engaging with the programme, and where they have not already migrated, are preparing to do so.



Introduced **transition payments** (in addition to burdens payments) to provide local authorities with financial certainty in meeting migration costs



Our in-house built innovative digital tools:



Data Analysis Dashboard interrogates and fixes data issues

Check charge

Charge details
Extent B of S(Candidate)

Address: Seaton Court, 2 William Prince Road, Plymouth, PL6 5WS [Change](#)

Description: Erection of a single story extension [Change](#)

Law: Town and Country Planning Act 1990 [Change](#)

Old register part: 3b

Creation date: 14/09/2006 [Change](#)

Registration date: 05/11/1991 [Change](#)

Originating authority: Plymouth City Council [Change](#)

Authority reference: Test/01 [Change](#)

Category: Planning

Migration Helper builds huge capability to digitise, create, validate and fix spatial data.

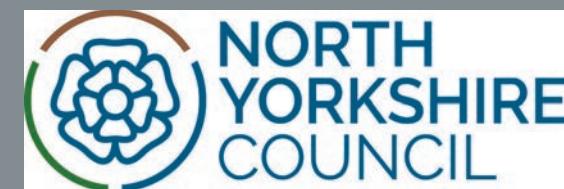




After the LLC (Fees) (Wales) Rules 2021 legislation came into force on 1 April 2021, we welcomed Swansea Council, the **first Welsh LA to join the LLC Register** in May 2022.



Partnered with the private sector
Migration Services Delivery Partners
Cyient and Landmark



NORTH YORKSHIRE COUNCIL | 1 April 2023 Did you know North Yorkshire Council will...

Be the largest council by size in England, covering **3,100** square miles

The **first successful cluster migration** of the North Yorkshire Council comprising 8 LAs





Partnered with Geospatial Commission in collaborating with other five departments to unlock the benefits of location data to the UK economy





HM Land Registry introduced an award to recognise migrated LAs ensuring data integrity and positive outcomes for property buyers.



The LLC Programme has been awarded for innovation and continuous improvement making it a multi-award-winning Programme



July stakeholder engagement

The Local Government Association (LGA) Conference was a success as we showcased the Search for Local Land Charges service and provided Programme updates.

The team engaged with numerous delegates, including local councillors, private organisations and even Graham Farrant, the CEO of Bournemouth, Christchurch, and Poole Council, with whom we are collaborating in Early Engagement.



The team demonstrating the Search Service at the LGA Conference in Bournemouth



Engaging with stakeholders

The discussions throughout the event highlighted the many challenges faced by local authorities. Housing and planning were of primary concern.

The overall feedback we received was overwhelmingly positive, particularly during demonstrations of the Search Service. One delegate expressed amazement at the speed of the search results, as we swiftly revealed a Listed Building charge that she had spent three weeks trying to locate elsewhere.

We are determined to play a crucial role in supporting future initiatives with real-time information and are committed to providing a seamless, efficient and valuable service for all our users.



The Early Engagement team responding to queries at the LGA Conference

Local authorities in the register by 31 July 2023

HM Land Registry Local Land Charges Register

77 live LAs

2021 16 LAs went live

- 07 Apr Stockton-on-Tees Borough Council
- 23 Apr Spelthorne Borough Council
- 28 Apr Sevenoaks District Council
- 10 May Stratford-on-Avon District Council
- 26 May Welwyn Hatfield Borough Council
- 19 Jul Dudley Metropolitan Borough Council
- 13 Oct Bromsgrove District Council
- 13 Oct Redditch Borough Council
- 18 Oct Tameside Metropolitan Borough Council
- 26 Oct Newark and Sherwood District Council
- 28 Oct Blackburn with Darwen Borough Council
- 28 Oct Hambleton District Council
- 15 Nov Pendle Borough Council
- 29 Nov Scarborough Borough Council
- 16 Dec North Kesteven District Council
- 20 Dec London Borough of Haringey Council

2019 3 LAs went live

- 17 Jan Council of the Isles of Scilly
- 11 Jul Norwich City Council
- 01 Oct London Borough of Lambeth Council

2023 23 LAs went live

- 12 Jan Malvern Hills District Council
- 16 Jan Sefton Metropolitan Borough Council
- 18 Jan City of Wolverhampton Council
- 23 Jan Blaenau Gwent County Borough Council
- 26 Jan Stockport Metropolitan Borough Council
- 14 Mar Selby District Council
- 16 Mar Halton Borough Council
- 27 Mar Ryedale District Council
- 28 Mar Craven District Council
- 28 Mar Chelmsford City Council
- 28 Mar Harrogate Borough Council
- 31 Mar Salford City Council
- 03 Apr Pembrokeshire County Council
- 13 Apr West Oxfordshire District Council
- 18 Apr West Lindsey District Council
- 24 Apr Kingston-upon-Hull City Council
- 24 Apr Trafford Metropolitan Borough Council
- 25 Apr High Peak Borough Council
- 25 Apr Epping Forest District Council
- 27 Apr Burnley Borough Council
- 10 May Torfaen County Borough Council
- 11 Jul Caerphilly County Borough Council
- 20 Jul Bristol City Council

2018 4 LAs went live

- 11 Jul Warwick District Council
- 03 Sep Liverpool City Council
- 08 Oct City of London Corporation
- 20 Nov Blackpool Council

2020 5 LAs went live

- 31 Jan Peterborough City Council
- 06 Feb Watford Borough Council
- 21 Apr Carlisle City Council
- 26 Jun East Lindsey District Council
- 27 Aug Milton Keynes Council

2022 26 LAs went live

- 07 Jan Plymouth City Council
- 07 Jan Sutton Council
- 20 Jan Babergh District Council
- 20 Jan Mid Suffolk District Council
- 21 Mar Mid Sussex District Council
- 20 Apr City of Lincoln Council
- 25 Apr Solihull Metropolitan Borough Council
- 27 Apr City and County of Swansea Council
- 27 Apr Isle of Wight Council
- 28 Apr Portsmouth City Council
- 29 Apr Harborough District Council
- 02 May Newcastle-under-Lyme Borough Council
- 22 Jun South Norfolk District Council
- 14 Jul Bury Metropolitan Borough Council
- 21 Jul West Suffolk Council
- 26 Jul Merthyr Tydfil County Borough Council
- 27 Jul North West Leicestershire District Council
- 11 Aug South Staffordshire Council
- 15 Aug London Borough of Enfield Council
- 01 Sep Cheltenham Borough Council
- 06 Sep Fenland District Council
- 12 Oct Knowsley Metropolitan Borough Council
- 27 Oct Richmondshire District Council
- 15 Nov London Borough of Wandsworth Council
- 05 Dec East Cambridgeshire District Council
- 12 Dec Rutland County Council



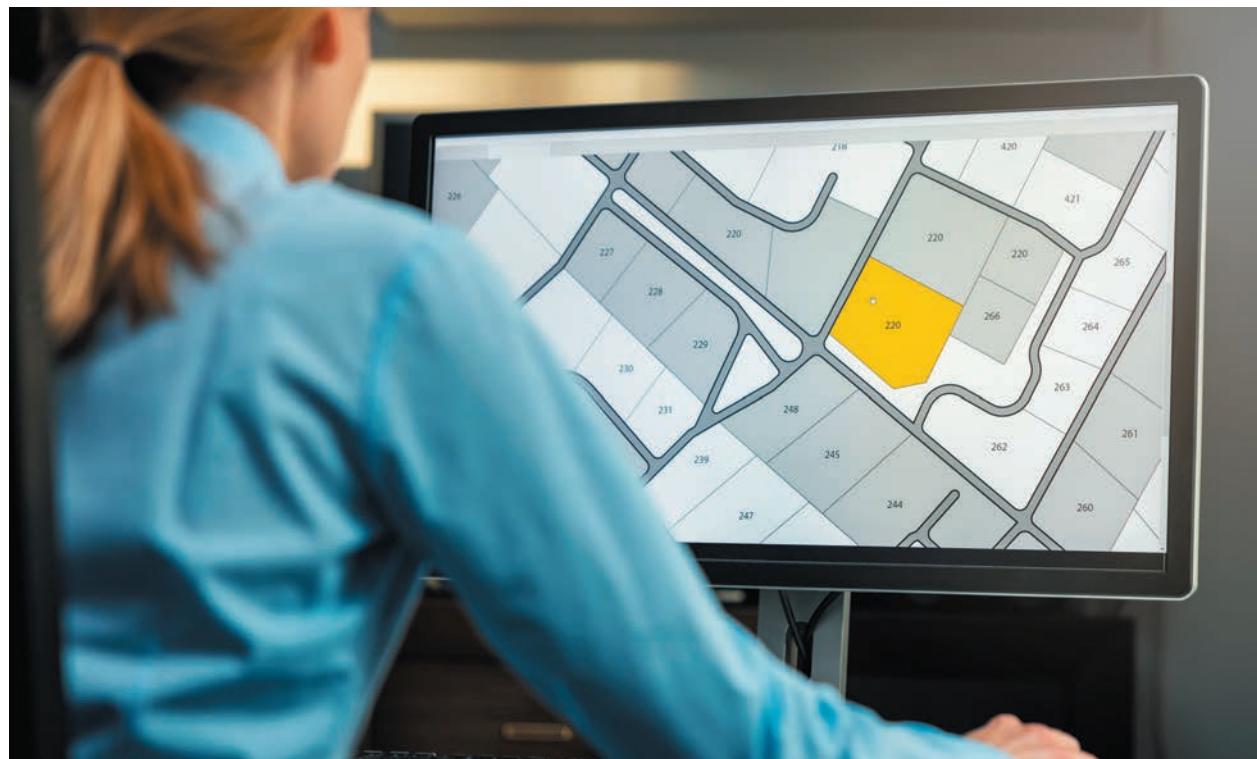
Inside the LLC Programme by the numbers

The LLC Programme is the most ambitious geospatial data transformation ever undertaken by the UK government. Its primary objective is to streamline the home-buying process, making it faster, cheaper and easier.

Improved, accessible, geospatial data enables entrepreneurs to develop new services, worth billions to the UK, generating up to £14 of benefit for every £1 invested.

Key facts and figures include:

- HM Land Registry's first new register in 90 years.
- HM Land Registry's **first fully digital register with spatial information.**
- Involvement of 476 users in developing the service.
- Testing of the service by 12 organisations.
- Centralising over 25 million charges from 331 local authorities in England and Wales.
- 77 local authorities have [joined the register](#).
- Over 4 million LLC records added.
- Completion of over 650,000 searches.
- A total cost saving of over £1.4 million from searches.
- An average of 12 days saved to obtain an LLC search result.



Cost savings since service go-live



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

Kind regards

A J Bradbury

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Implementation
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