

Case study



Areas of focus include:
Residential and Commercial Property Law, Private Client and Family Law, and Personal Injury



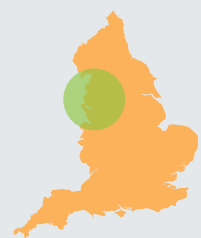
550
substantive applications
per month (average no.)



58%
via the Digital
Registration Service



200
employees



7
offices across the
North West

Overview

Birchall Blackburn Law is a long-established firm of solicitors and provider of legal services. With 212 members of staff and offices across the North West in Chester, Chorley, Leyland, Manchester, Morecambe, Preston and Southport.

They won several awards in 2021, including [National Conveyancing Firm of the Year 2021](#).

They were early adopters of the Digital Registration Service, taking part in our test phase and now using it to submit over 58% of their applications.

We spoke to members of the post completion team to find out what it's been like switching to the Digital Registration Service.

You were an early adopter of the Digital Registration Service – using it since September 2020 – what made you jump on board so quickly?

“It seemed like a natural next step. We hoped it would take some steps out of the current procedure and saw it as a good opportunity to reduce requisitions”
Andrea Fairweather, Residential Property Partner

And how is it performing?

“It's definitely making a difference. Taking the time to switch to the new service has been worth the benefits.” Andrea Fairweather, Residential Property Partner

How much training did you need to give your teams?

“The training to move to DRS was minimal. The system guides you and doesn't let you make mistakes. It is so simple to use” Jonathan Hunt, Post Completion Team Member

How have new starters found the service?

“I didn't get any specific training on DRS because it is so easy to use. Any new updates, like the power of attorney one, didn't need any new training either”
Georgia Bolton, Post Completion Team Member

“It's self-explanatory. No training needed. I didn't even need to ask others how to use it. It's much quicker than using the Document Registration Service”
Hollie O'Loughlin, Post Completion Team Co-Ordinator

How does it work with your case management system?

“The two work together well. We don't find there is much repetition between our systems” Andrea Fairweather, Residential Property Partner

What other benefits have you seen?

“The new system is a lot quicker and takes all of the issues away of cross-checking of names and has undoubtedly helped in the fees aspect of applications.” Jonathan Hunt, Post Completion Team Member

For more information about switching to Digital Applications visit:
<https://www.gov.uk/guidance/hm-land-registry-digital-applications>