



Department for Business, Innovation & Skills

Introduction of a Land Registry service delivery company: Consultation response form

This consultation response form is available electronically on the consultation page:
www.gov.uk/government/consultations/land-registry-new-service-delivery-company

Alternatively, this form can be submitted by email or by letter to:

Kirun Patel
Shareholder Executive
Department of Business, Innovation and Skills
1 Victoria Street
London
SW1H 0ET
Email: bis.lr.consultation@bis.gsi.gov.uk

This closing date for this consultation is **20 March 2014**.

The Department may, in accordance with the Code of Practice on Access to Government Information, make available, on public request, individual responses.

Name: Thurstan Hoskin
Organisation (if applicable): Thurstan Hoskin Solicitors
Address: Chynoweth
Chapel St
Redruth TR15 2BY

Please tick the box from the list below that best describes you as a respondent. This allows views to be presented by group type.

| | |
|--------------------------|---|
| <input type="checkbox"/> | Business representative organisation/trade body |
| <input type="checkbox"/> | Central government |
| <input type="checkbox"/> | Charity or social enterprise |
| <input type="checkbox"/> | Individual |
| <input type="checkbox"/> | Large business (over 250 staff) |

| | |
|----------|-----------------------------------|
| | Legal representative |
| | Local Government |
| | Medium business (50 to 250 staff) |
| | Micro business (up to 9 staff) |
| x | Small business (10 to 49 staff) |
| | Trade union or staff association |
| | Other (please describe) |

Question 1

Do you agree that by creating a more delivery-focused organisation at arms length from Government, Land Registry will be able to carry out its operations more efficiently and effectively for its customers?

☐ Yes

☒ No

☐ Not sure

Comments:

Question 2

Do you agree that the OCLR should retain exclusive responsibility for the functions set out in paragraph 49?

☒ Yes

☐ No

☐ Not sure

Comments: And the rest

Question 3

Are there additional functions that should be retained in the OCLR? Please explain what and why.

Comments: Yes ALL

Question 4

What are your views in respect of the proposals for shared functions set out in paragraphs 50-51?

Comments:

Terrible idea

1 No one in Westminster or Whitehall has a clue about how to privatise or run a business or quasi business eg MOD purchasing eg royal mail sale eg railways and power companies. None of these have been total failures but all have huge weaknesses.

HMLR has long been one of very few beacons of efficient government, suffering a deterioration when Blair/Brown told it to make money. The proposals will ruin it , further discouraging our own businesses and foreign investment.

Question 5

What are your views on the proposed approach to service delivery company functions in paragraph 52?

Comments: wrong in principle so no point in comment on detail

Question 6

Do you agree that the overall design provides the right checks and balances to protect the integrity of the Register and safeguard the provision of indemnities and state title guarantee? If not, please state your reasons why not.

☐ Yes

☒ No

☐ Not sure

Comments: There would be

Confusion

Dispute

Extra layer of bureaucracy

sooner or later, Corruption

No doubt someone would want a new computer system and we know how good governments are at that. If this were left to the company then no doubt it would overcharge

All resulting in Waste of Time and Money

Question 7

Would you be comfortable with non-civil servants processing land registration information provided they do so within the framework set out by the OCLR through the service contract? If not, please explain your reasons why not.

☐ Yes

☒ No

☐ Not sure

Comments: As above

Which government functions currently operate efficiently and effectively ?

Question 8

Are there any situations, other than those set out in this consultation, in which you would want to see an escalation process to the OCLR? Please explain what and why.

Comments: What does the question mean?

Question 9

Do you agree with the proposed approach for handling complaints, as set out in paragraph 56? If not, please explain your reasons why not.

☐ Yes

☐ No

☐ Not sure

Comments: Trivia at this stage

At best, yet more layers. Look at the number of layers the governments have imposed on the legal system! You probably do not have enough fingers on two hands !

Question 10

Do you agree with the escalation process set out for objections in paragraph 56? If not, please state your reasons why not.

☐ Yes

☐ No

☐ Not sure

Comments:

Question 11

Do you think the Rule Committee should include a representative from the service delivery company? Please explain why or why not.

☐ Yes

☐ No

☐ Not sure

Comments: These sorts of question assume that you will proceed regardless of the survey

Which may well be true

Question 12

The Data Protection Act will protect personal data that is provided to the service delivery company. Would you like to see any protections beyond this, and if so please explain what and why?

☐ Yes

☐ No

☐ Not sure

Comments:

Question 13

What are your views on the proposed system for safeguarding customer service issues and the continued role of the Independent Complaints Reviewer?

Comments: would need clearer picture but on face of it reasonable

Question 14

Do you think there is a difference between the opportunities and risks depending on whether operational control over the service delivery company is entrusted to Government or a private sector company? If yes, what?

☒ Yes ☐ No ☐ Not sure

Comments: Too Obvious to merit asking the question

Question 15

Do you think there is a difference between the opportunities or risks depending on whether the service delivery company is owned by the Government or a private sector company or both? If yes, please explain your reasons.

☒ Yes ☐ No ☐ Not sure

Comments: would cease to be focussed on providing the country with a good service

Question 16

What do you think are the constraints and dependencies for Land Registry's successful delivery of the business strategy?

Comments: What on earth does the question mean?

Question 17

Do you have any other comments on the proposals contained in this consultation?

Comments: Terrible Idea typical product of inhabitants of the twin ivory towers of Westminster and Whitehall

Question 18

Do you have any other comments that might aid the consultation process as a whole? Please use this space for any general comments you may have. Comments on the layout of this consultation would also be welcome.

Comments

Keep to the point in consultation, (if you genuinely want to consult).

Too much detail makes the processes more time consuming and irritating and greatly limits the number of responses (as probably intended).

What about a simple yes/ no question to all practicing property lawyers?

Thank you for your views on this consultation. We do not intend to acknowledge receipt of individual responses unless you tick the box below.

Please acknowledge this reply ☐

At BIS we carry out our research on many different topics and consultations. As your views are valuable to us, would it be okay if we were to contact you again from time to time either for research or to send through consultation documents?

☐ Yes

x ☐ No

© Crown copyright 2014

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. Visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email psi@nationalarchives.gsi.gov.uk.

This publication is also available on our website at <https://www.gov.uk/bis>

Any enquiries regarding this publication should be sent to:

Department for Business, Innovation and Skills
1 Victoria Street
London SW1H 0ET
Tel: 020 7215 5000

If you require this publication in an alternative format, email enquiries@bis.gsi.gov.uk, or call 020 7215 5000.

BIS/14/510RF