



## 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](http://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](mailto: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.

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Address: Dufton Cottage, Hayton, Aspatria, Cumbria CA7 2PD

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)
<input type="checkbox"/>	Legal representative

	Local Government
	Medium business (50 to 250 staff)
<b>x</b>	Micro business (up to 9 staff)
	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:

### Question 3

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

Comments:

The level of information provided so far regarding; HMLR its quest for wider powers and its transformation into a GovCo have been severely lacking. The business cases are littered with omissions citing confidential plans, factual inaccuracies which demonstrate Governments ability to run before it can walk and a distinct required outcome to paint the vaguest picture possible. Both BIS and HMLR engage on more meaningful and transparent dialogue with all stakeholders, face to face and over a serious timeframe to ensure national stability – stakeholders must include the wider Personal Search Companies representative, “IPSA”.

The Land Registry Advisory Council (LRAC) – which is just a narrow collective of contingent interests and serves NO consumer benefit, must be made a Public Interest Company (PIC) – which operates independently and is open to all who wish to participate; regardless of the consultation outcome. This action alone would go some way to promote the transparency agenda the Government wishes to deliver.

#### Question 4

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

Comments:

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#### Question 5

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

Comments:

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#### 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:

### 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:

### 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:

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### 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:

### 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:

### 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:

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### 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:

### 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:

### Question 16

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

Comments:

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### Question 17

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

Comments:

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### 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

The creation of a data monopoly then privatised seems is of great concern as a micro business owner. The HMLR internal testing operations are not conclusive. The business strategy is vague and shrouded in 'confidential' data not published to stakeholders prior to this consultation, or the HMLR Wider Powers consultation – NO clear vision is being made available for critique, positive or negative; what Government have delivered is, at best, an outline of the future – and the sandwich analogy fits best – all bread and no filling; rather unappetising when presented.

These proposals are narrow minded if they fail to consider what and whom it takes to buy and sell a home in UK.

Support micro, small and medium enterprises – think small first – before tampering with the nation's biggest resource.

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 x ☐

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

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