



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:
Organisation (if applicable):
Address:

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 checked="" type="checkbox"/>	Legal representative

	Local Government
X	Medium business (50 to 250 staff)
	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: The Land Registry is a hugely efficient body in whom virtually all Solicitors have total faith: they perform a vital, crucial fundamental role and it would be a massive mistake to entrust the day to day operation to a potentially outsourced commercial concern which would have more commercial concerns and could fall into hands that would be questionable

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 We would be appalled at any attempt to introduce y the proposal:

Question 3

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

Comments: See above

Question 4

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

Comments: We fail to see any justification whatever to change the present system which works well and efficiently

Question 5

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

Comments: Maybe they are "administrative" – but their total accuracy could well be potentially compromised if they fall into commercial hands. This is simply not a risk that the country can take.

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: We consider that the proposal should be totally unacceptable and could only endanger the Land Registration system in this country which it is vital to maintain in non-commercial hands.

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: Absolutely not.

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: Do not change the present system

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: Do not change the present system

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: Do not change the present system

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: Do not change the present system

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: Do not change the present system

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: The present system works well and we have total confidence in customer protection as it is. Do not change it !

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?

X☐ Yes

☐ No

☐ Not sure

Comments: Yes very clearly there is a massive difference – a Service Delivery Company would take a “commercial” viewpoint which could be at risk of compromising service delivery and endangering customers. Furthermore the maintenance of experienced staff is vital and the present proposals could only lead to an erosion.

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.

X ☐ Yes

☐ No

☐ Not sure

Comments: We are wholly against the proposal anyway – but certainly there is every chance that the risks would be hugely increased. So far as opportunities are concerned why change a system that works so well at the moment and does not cost the taxpayer a penny ?

Question 16

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

Comments: We consider that they are doing a great job as it is – why change it.

Question 17

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

Comments : We can only think that the proposal was made by people who have no real understanding of how the most effective present system works. We very doubt that there would be any support from those people who use the Land Registry, as we do, on a day to day basis

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 ; Please, please, please do NOT change the present system that works so well. The risks inherent in the new proposal are very much too terrifying to consider.

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?

X ☐ Yes

☐ 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