



Case study

Refused planning charges - Liverpool City Council

Customers

Liverpool was the originating authority and the customer that had conducted the search was Index North West Limited (Index).

The challenge

Index had carried out a search of the digital LLC Register on GOV.UK. The result revealed a conditional planning consent registered against the property in question.

Upon further investigation by the search agent at Index, it was determined that the planning application had been refused. Index raised a query direct to Liverpool, who confirmed that the application had been incorrectly transferred to HM Land Registry (HMLR). Liverpool immediately cancelled the charge from the LLC Register on the user interface.

The solution

The customer queried this issue and Liverpool identified a legacy issue identifying that some charges had mistakenly been migrated when the Planning Officer had not selected 'Refused' in the planning portal.

Liverpool subsequently ran a report in their planning portal which identified a further 1,600 refused planning charges that had been migrated. With permission from Liverpool as the originating authority, HMLR technical teams ran a script which delivered a bulk cancellation of all these refused planning application charges.

The benefits

Index were able to refresh their search and return a correct result to the conveyancer in a timely manner. HMLR had ensured the quality of the LLC Register was improved in live service and created a 'Lessons learned' to socialize and share with all other local authorities migrating their LLC register data.

Liverpool had greater confidence that such queries would no longer be received.

Summary

The challenge

- Planning applications were incorrectly migrated on to the LLC register
- Correcting mistakes and maintaining an accurate and up to date digital register

The benefits

- Ongoing data quality management
- Certainty for HMLR and Liverpool City Council that the charges are accurate
- Liverpool staff not required to manually cancel multiple charge entries on the user interface
- Customers have certainty that the LLC Register is effectively maintained
- Customers have certainty when searching the register and viewing the result

