



Local Land Charges Programme local authority migration experiences webinar

Wednesday 30 September 2020

Our ambition is to become the world's leading land registry for speed, simplicity and an open approach to data

Agenda

10:00 - 10:05	Welcome & introductions	
10:05 - 10:20	Programme overview	Allison Bradbury
10:20 - 10:30	Tameside Metropolitan Borough Council	Steven Walker
10:30 - 10:40	Watford Borough Council	Lianne Anscomb
10:40 - 10:50	Stockton-on-Tees Borough Council	Allison Thomas & Graeme Robertson
10:50 - 11:00	Break and group selection	
11:00 - 11:30	Local Authority discussion groups x3	
11:30 - 11:45	Close and final questions	



Local Land Charges Programme overview

Allison Bradbury

LLC Head of Implementation

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Our ambition is to become the world's leading land registry
for speed, simplicity and an open approach to data

Delivery to date



Warwick
11 July 2018



Liverpool
3 September 2018



City of London
8 October 2018



Blackpool
20 November 2018



Isles of Scilly
17 January 2019



Norwich
11 July 2019



Lambeth
1 October 2019



Peterborough
31 January 2020



Watford
6 February 2020



Carlisle
21 April 2020



East Lindsey
26 June 2020



Milton Keynes
27 August 2020

Migrations for FY 2020/21



14 local authorities in the process of migrating their data

47 local authorities undertaking activity ahead of migration

Tameside Metropolitan Council

St Helens Council

Dudley Metropolitan Borough Council

Welwyn Hatfield Borough Council

North West Leicestershire District Council

Stratford-on-Avon District Council

Sevenoaks District Council

Blackburn with Darwen Borough Council

Stockton-on-Tees Borough Council

Spelthorne Borough Council

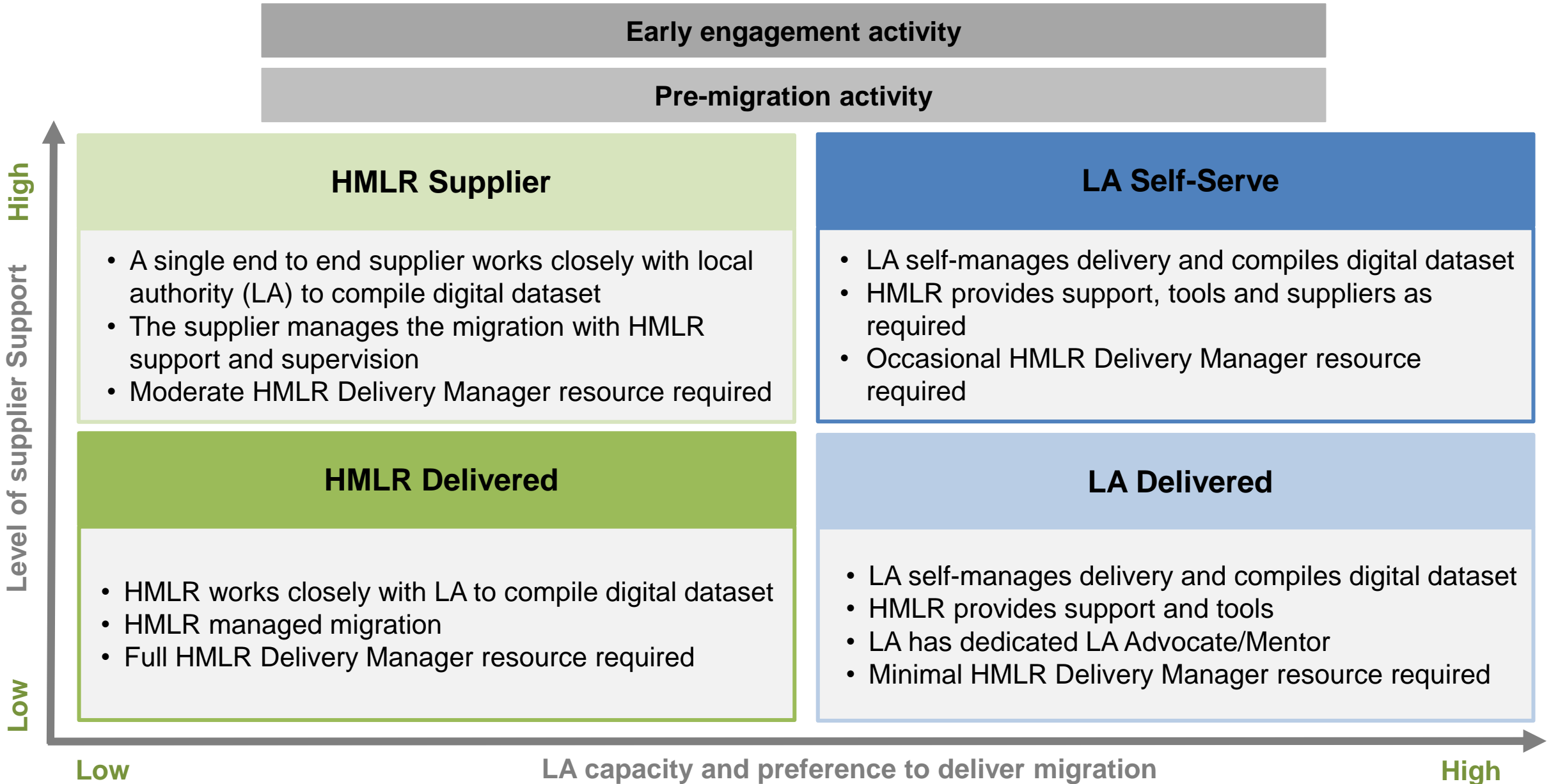
Pendle Borough Council

Epping Forest District Council

Hambleton District Council

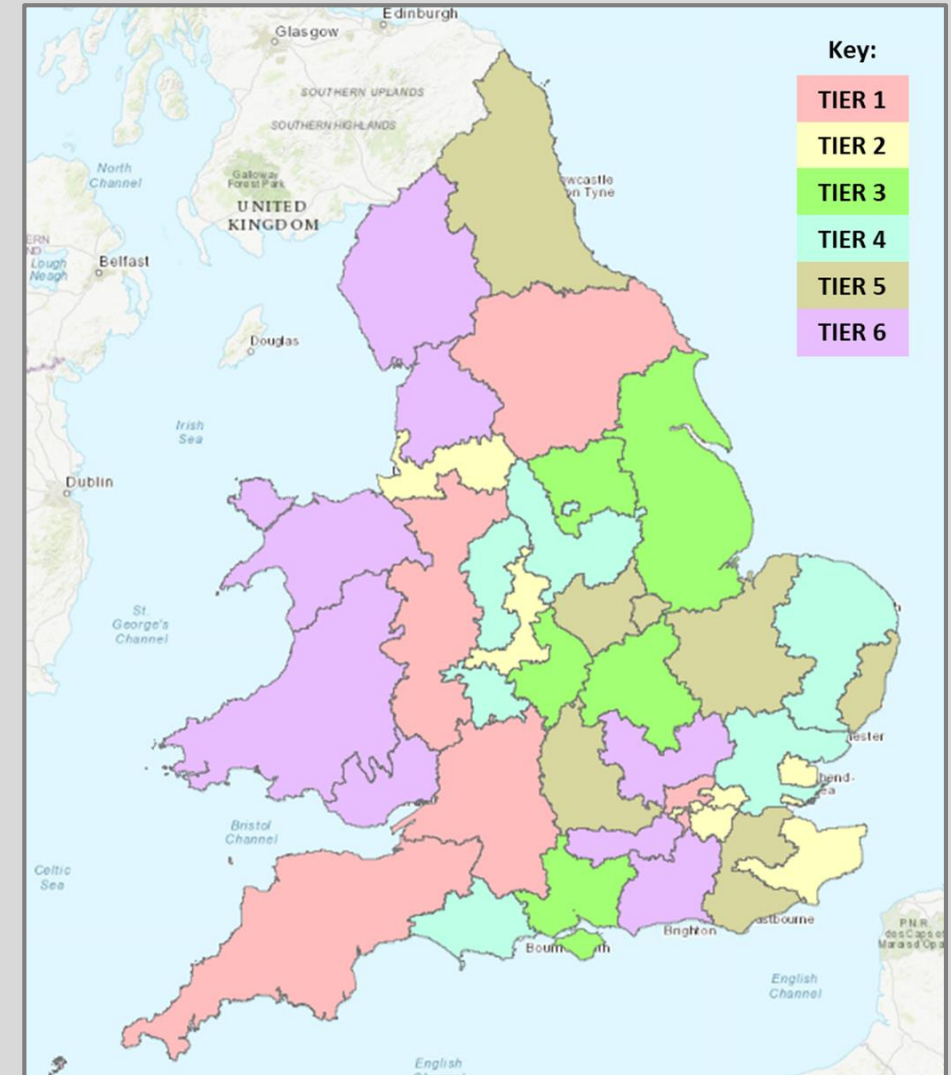
Sefton Metropolitan Borough Council

Delivery models



Regional approach to migration

- Provides a natural mix of local authorities
- Based on geography of Local Enterprise Partnerships (LEPs)
- Allows authorities to work together in a local area
- Provides regional benefits to customers in migrating areas
- Creates large datasets to support innovation and wider use of data by customers



Map of proposed clusters and indicative tiers of priority

- 22 Welsh local authorities
- Consultation on Statutory Instrument
 - launched on 11 August
 - closes on 3 November
- Intend to include the first Welsh authorities in migrations next year



HM Land Registry



- Each local authority is a different experience
- Significant work done by the authority, with a lot of investment in the work at a time when fewer resources are available
- Impressed by the knowledge of their data
- HMLR Delivery Managers and LLC Operations Lead build excellent relationships

Local authorities



- Allowed services to be maintained during COVID-19 restrictions
- Scanned images returned to East Lindsey and Tameside to create LLC search results, whilst working remotely and unable to utilise paper records
- Following migration
 - registering charges is quick
 - maintenance is simple
 - queries from customers is minimal

What



- An LLC Advocate is a:
 - member of the LA, or originating authority, community
 - positive ambassador for the work of the Programme
- As a collective, advocates:
 - have a wide range of professional skills and experiences
 - provide challenge as well as positive and practical support

Purpose



- Utilise a primary source of technical and specialist knowledge and expertise
- Support continuous improvement of migration activity
- Promote the work of the Programme
- Encourage LAs to enter migration
- Provide peer-to-peer support and information for LAs before and during migration

Benefits



- Promotes collaborative working towards a common goal
- Provides an LA perspective on decision-making
- Provides opportunities to:
 - be at the forefront of new developments
 - learn new skills and share best practices
- Presents new opportunities to network and speak publicly

Our Advocates

“Working with HM Land Registry is great. It’s been a good opportunity to see how other organisations work and to be part of the Programme”



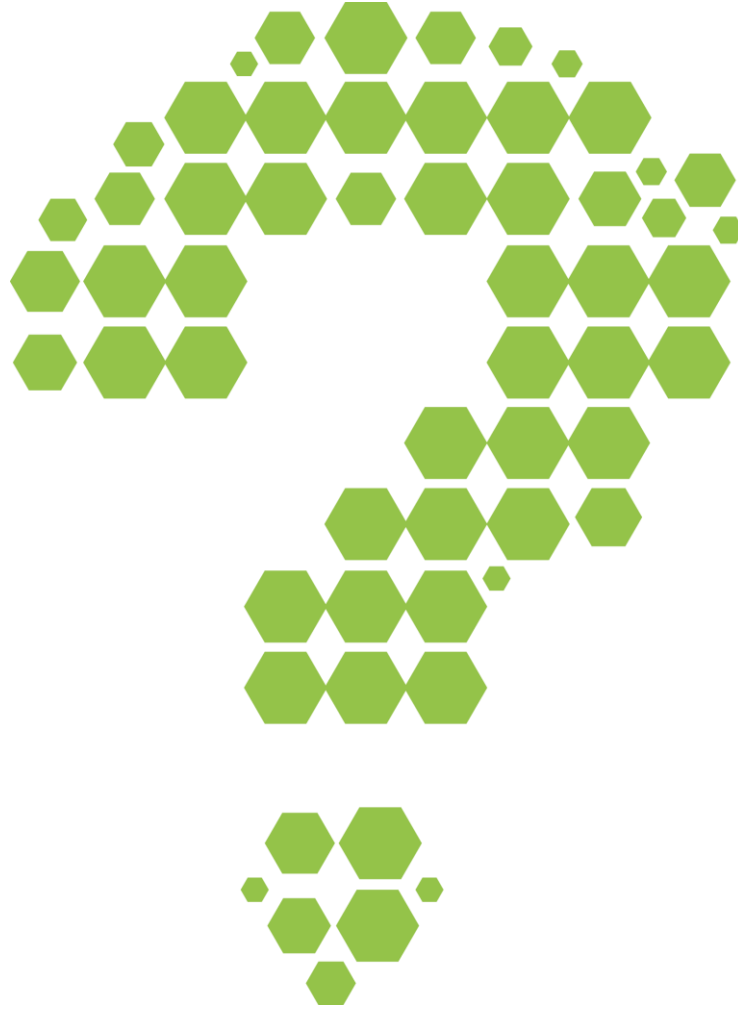
Debbie Robinson
Support Manager
Sefton Metropolitan Borough Council

“I’ve been able to develop my skills facilitating meetings, helping to explain processes and benefits to other local authorities and looking at process mapping”

“As a planner by trade, working on this project has been eye opening. I’ve learnt so much about the importance/scale of this programme and how it will benefit other council’s nationwide. HM Land Registry staff have been great to work with throughout”



Steven Walker
Principle Planning Officer
Tameside Metropolitan Borough Council





Steven Walker

Principal Planning Officer

Acceptance & inclusion

What made you accept the offer to come onboard so early?

- Modernisation
- Speed up the service
- Replacing paper register
- HMLR assistance and tools to migrate
- Flagship authority for Greater Manchester

Concerns

What were your main concerns about coming onboard so early?

- Internal Resource
- Expertise within the team
- Lack of Knowledge/Understanding the programme

Overcoming migration challenges

How have you overcome some of the challenges of migrating?

- Learning along the way
- Working closely and honestly to resolve issues
- Communication and Partnership
- HMLR Resource
- Flexibility
- Invigorated Desire

Working with HMLR

What are your thoughts on working with HMLR?

- Delivery Manager
- Flexible
- Solution orientated
- Data Team
- Maintain service delivery throughout

Benefits

What are the benefits to your local authority from migrating to the new LLC register?

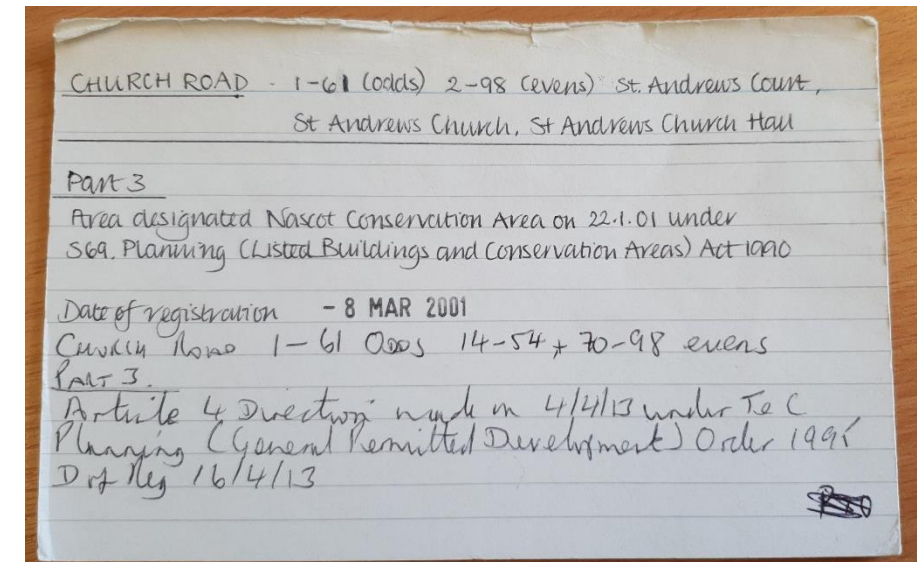
- Current paper based register
- Search agents
- LLC1 searches
- Travel to the Archive Centre
- Covid-19
- Time-savings
- Customers have greater access

Watford Borough Council HM Land Registry Project



Introduction

- Watford Borough Council in Hertfordshire
- Live 6 February 2020
- Paper based: address cards
- 23,000 charges
- GIS, Uniform and TLC



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BOROUGH
COUNCIL**

Acceptance & inclusion into migration

- **Volunteered** – support required and corporate digitisation project
- **Idox Audit** – data issues and system use
- **HMLR Initial Meetings** – timeline and work assessment
- **Scan** - Office visit and register typed up by HMLR
- **Electronic sample** - TLC Extract of register
- **Data Set Analysis** – Excel tables with results



Concerns

- Loss of income?
- Would the organisation still require a full time officer?
- Impact on day to day work load during migration?
- How accurate were the data sets currently?
- How accurate would the HMLR register be post migration?



Overcoming migration challenges

- **Impact on day to day work load** - Local land charges assistant and support from wider team
- **Loss of income** – Fixed term contract ending, cannot fully establish yet
- **Data sets accuracy** – Source data
- **Missing data**– Creation of rules with HMLR help
- **Full time officer** – Still required, enough work



Working with HMLR

- **Positive experience**
- **Helpful team** – strong technical knowledge
- **Communication** – various mediums
- **Support** - HMLR staff in the office



Benefits

- **Service Continuity** – Transitioned in lockdown to paperless procedure.
- **Efficient working practices** – quicker
- **Data set accuracy** – data sets up to standard and future maintenance
- **Personal Development** - additional training to expand skill set
- **No personal searches** - time saved
- **Knowledge Gained** - GIS, TLC & Uniform
- **Register availability** – for everyone 24/7



Thank you very much for listening



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Stockton on Tees Borough Council

Alison Thomas (Legal Practice Team Leader)

Graeme Robertson (System Support Officer)

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Stockton on Tees Borough Council

Acceptance & inclusion

- When the Infrastructure Act 2015 came into force, we decided to participate willingly
- Were aware of reluctance & threatened resistance to transfer by other LA's
- We engaged with HMLR early to work productively in a pre active partnership
- Realised that the loss of the LLCR offered some opportunities & benefits.
- Signed up to the Collaboration agreement in 2019
- Generated our LLCR without supplier assistance for dashboard analysis

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Concerns

- Huge number of planning records in hard copy index card form.
- How could we automate the transfer of cleansed data on a regular basis.
- How much revenue would we lose from loss of LLCR activity?
- How much work was required to cleanse our LLCR data?
- How much additional cost & resources would the transfer incur?

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Overcoming migration challenges

- Drafted staff home based due to Covid 19 to enter index card data into UNIFORM.
- Upgraded to TLC 10.1.10 with migration tools.
- Separated registrable land charges from all Planning Building control hard copy information
- Use Business rules to bulk update LLCR attributes
- Identified 17,000 missing spatial data plots – drafted in plotters to update Uniform records

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Working with HMLR

- Invited HMLR to visit LA to observe current CON 29 & LLCR processes
- Attended HMLR conferences & regional events.
- Used HMLR dashboard to identify issues with our LLCR's
- Provide regular updates to HMLR re progress in data cleansing
- Sought support from HMLR to get hard copy Planning LLCR records digitised
- Working on creating custom business rules to ensure uploaded LLC has correct attributes

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Benefits

- HMLR can deal with LLCR/EIR 2004 enquiries.
- Data cleansing will improve our CON 29 answering.
- Reduction in hard copy paper records.
- Benefit to customers – consistent process across all LA areas.



Discussion groups

Room 1 – Thameside Metropolitan Borough Council

Room 2 – Watford Borough Council

Room 3 – Stockton-on-Tees Borough Council



Closing

Allison Bradbury

LLC Head of Implementation

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[gov.uk/land-registry](https://www.gov.uk/land-registry)

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Our mission: Your land and property rights: guaranteed and protected

hmlandregistry.blog.gov.uk

We give assurance

We have integrity

llcproject@landregistry.gov.uk

We drive innovation

We are professional