



Newsletter May 2024

Get the latest information about the Local Land Charges (LLC) Programme and local authorities' data migration to the central LLC Register.

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Achieving gold standard

Last month we announced the launch of the **quarterly performance reports**. These reports offer migrated local authorities greater insight into their local land charges (LLC) registration patterns and customer search activity. By providing details of registrations and searches, the reports can be used to support continuous improvement, enabling the early identification and rectification of potential problems.



Maintaining the accuracy and timely registration of charges is critical to ensure we can deliver the level of service customers deserve. Behind the scenes, our **Service Performance and Integration team** continually monitors each local authority's data quality and service performance. This live data is used to rank migrated local authority departments on an annual basis.

Local authority performance is ranked as either gold, silver, or bronze, indicating the degree of potential progress that is possible. The winner of the annual Land Data Awards is selected from the local authorities with gold status.

Our **Relationship Managers** will be working with all local authorities to improve their data management, further enhancing effectiveness. The quarterly performance reports were issued on 30 April 2024. If you have not received your copy, please contact your Relationship Manager.



Reminder: Local Planning Authority webinar

Register for our latest **Local Planning Authority webinar on Thursday 23 May 2024**, and get support and guidance to help enhance your understanding of our quality processes and standards, which lead to an outstanding registration experience.

During the 1 hour session we cover a number of topics relevant to registering or varying charges on the LLC Register. These include:

- the most common quality fails
- our quality assurance process
- the impact of quality fails on our customers
- the live quality fail scenarios, and
- additional support available to you.

Migrated local authority representatives who would like to attend the webinar can [register here](#).



We've implemented your request

We are committed to delivering the best service possible to customers and are actively working to introduce the developments you require. Based on your feedback we have made improvements to the map pages on Search for local land charges.

These improvements include:

- an amended layout and more informative descriptions to explain the mapping functionality tools, making searches more intuitive.
- Users with accessibility needs can now search the map using keyboard shortcuts, benefiting anyone who cannot use a mouse.

Future enhancements

Several other enhancements are currently being developed. When these are launched, adding or editing charge registrations will become simpler and quicker. Outlined below is an overview of these developments, more information will be shared in the coming weeks.

- **Register activity audit for Maintain users**
Originating authorities will soon be able to check their own recent registration activity, providing a safeguard against staff changes.
- **Enhance 'Search by title number'**
This enhancement will allow multiple title number extents to be used for a single search.

— **Visually identify invalid geometry in Maintain**

Indicate exactly where a problem lies with a specific polygon, such as the location of the self-intersect or loop. This will assist charge registration when the user uploads a complex area.

We value your feedback, if you would like us to consider a change to our service, please [share your idea with us](#).



Jan Boothroyd tribute

We pay tribute to Jan Boothroyd, a ‘Local Land Charges legend’ who sadly passed away following her battle with cancer. Jan dedicated her career to improving and modernising the LLC profession, and the way local land searches were managed.

In 2022, when accepting the lifetime achievement award in recognition of her contribution to the LLC profession, she said:

“As I look around, I am extremely positive about the future of the local land charge professional – the unsung heroes of the housing market. I look forward to seeing new solutions emerge that facilitate data provenance, or ‘one source of truth’, remove delays and reduce costs.”

We are pleased that customers can now access that one source of truth, simply and quickly from the LLC Register, while LLC data is stimulating new solutions that benefit the wider property market.

Source: [Land Data](#)



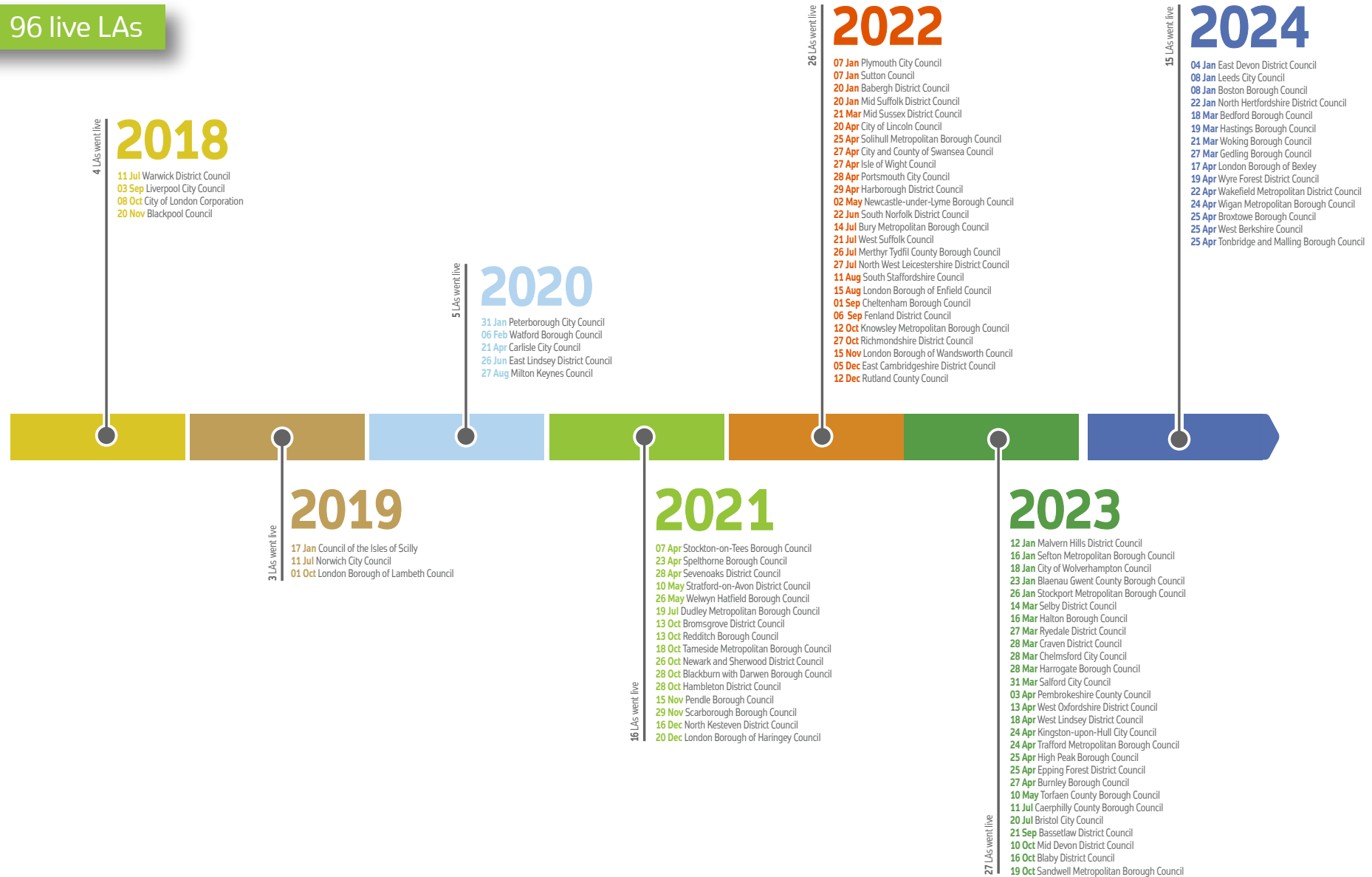
Jan Boothroyd, pictured here with Allison Bradbury, Head of Local Land Charges Implementation



Local authorities on the register by 25 April 2024

HM Land Registry Local Land Charges Register

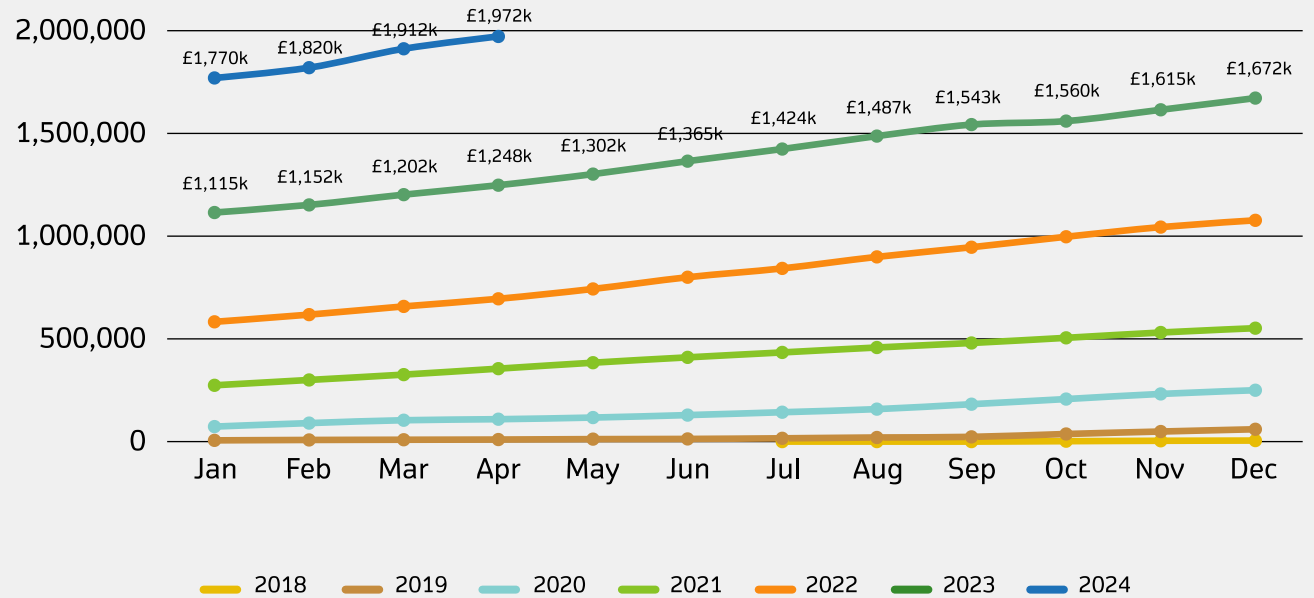
96 live LAs



The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£1.9 million** from searches with customers in migrated areas, saving an average of **13 days** to obtain an LLC search result. There are over **5.5 million** charges from the **96 local authorities that have been migrated** to the register.

Cost savings since service go-live



This graph illustrates the accumulative savings as more local authorities join the national LLC Register



The national LLC Register - total number of searches

Since July 2018,
we have recorded

957,002

searches on
the register

Search figure accurate up to the end of the preceding month (April-24)



Kind regards

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