

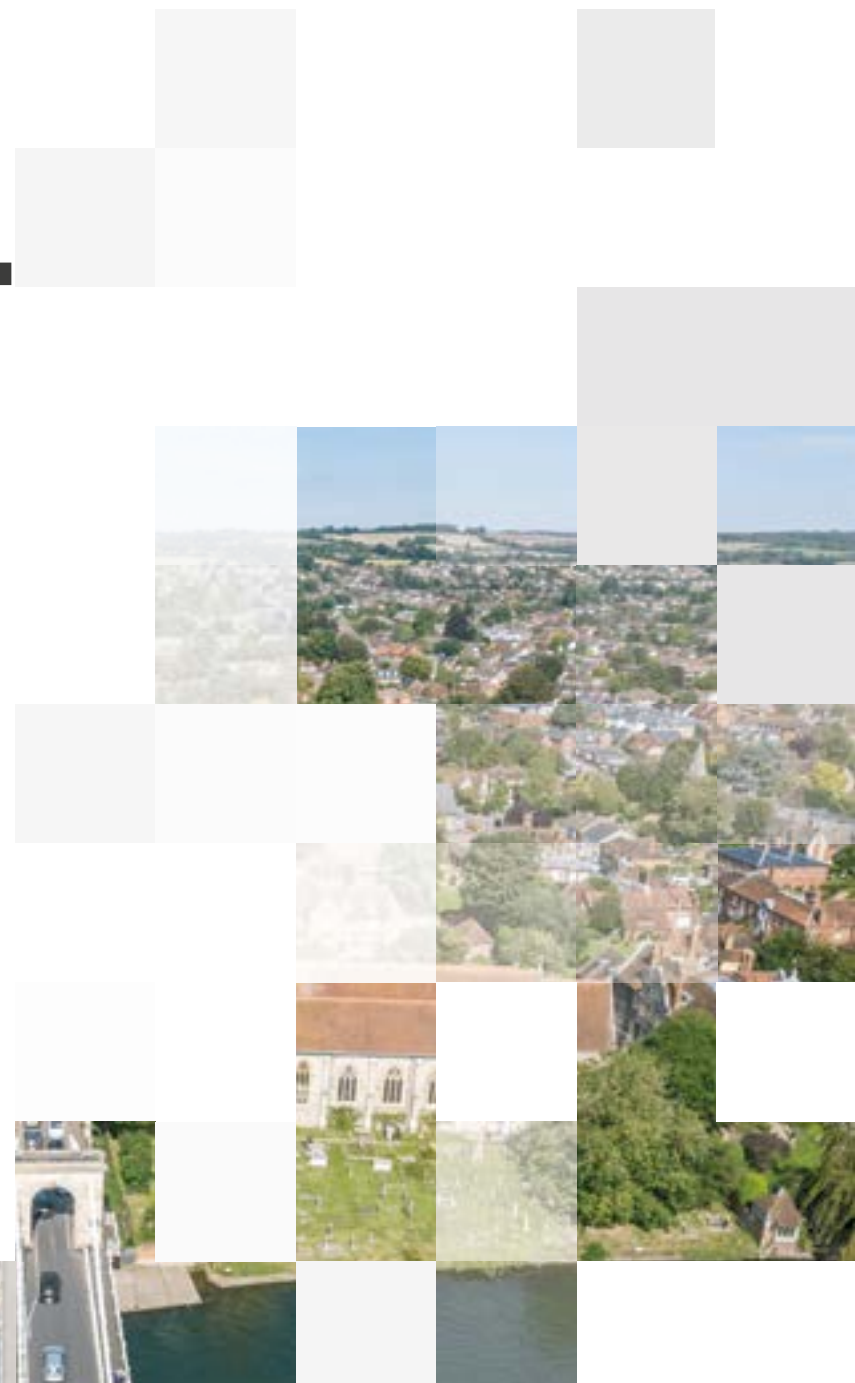


Newsletter September 2024

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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No refunds! The truth about your transition payments

The vision of the Local Land Charges Programme has always been to improve the property buyer's experience and deliver better value for money. To support this vision in 2020, we introduced transition payments. These payments aim to help local authorities (LAs) meet the costs incurred when their local land charges (LLC) service migration begin.

Transition payments are based on the size of the housing market that the LA serves. Using property sales data from the Office for National Statistics, we created three LA bands - small, medium, and large. These three bands represent payments of £60,000, £75,000 or £90,000 respectively.

It is our expectation that LAs use the payments to support the migration of their LLC service. This could include payment for ancillary costs, such as administrative support, equipment, or services that enable a smooth and timely migration. Although the money is not ring-fenced, payments are conditional on LAs achieving two agreed delivery schedule milestones.

The first payment is issued when the LA formally enters service migration and the second after the service goes live. If an LA fails to meet their second milestone, a tapering scheme could deduct 2.5% of the final payment, weekly. These deductions will continue until the revised serve notice is complete. No deductions will be made if the delay is the fault of HM Land Registry (HMLR).

The Local Land Charges Institute (LLCI) has expressed strong support for the transition payment scheme and provided the following feedback at a recent External Advisory Group meeting:

'The LLCI supports the need for transition payments by HMLR to LAs to assist their migration to the centralised LLC Register. We recognise the importance of the first transition payment and how this provides a valuable resource for the LA to mitigate against the impact of the project. It can be used to support the burden on LAs such as for financing of technical upgrades, digitisation or scanning costs, and additional staffing support.'

It is important where possible to ensure this first transition payment is 'ring fenced' for LLC expenditure and the continued development of this service, which can include supporting wider LA initiatives that facilitate not just the migration of the register, but more effective services provided by the LA.



The second transition payment is paid upon migration and is a vital resource in the future development of the LLC service and transition to post migration service delivery. This payment is subject to the possibility of ‘tapering’ by HMLR but these penalties are only instigated if the issues which lead to delays or missed deadlines are the direct responsibility of the LA.

The LLCI would emphasise the importance of establishing a close working relationship with your Delivery Manager throughout the process and keeping a risks and incident log. These key actions enable the discussion and rescheduling of deadlines as required and greatly reduces the risk of any financial penalties.

The transition payments are a key tool in the migration journey and enable LAs to deliver to the expectations and deadlines of the project.’

If you have any questions on transition payments, please speak with your **HMLR Delivery Manager**.



November regional workshops

This autumn we are planning three regional workshops for local authorities, originating authorities and stakeholders. These events will give you an opportunity to get the latest updates on local land charges developments, and best practices while you network with your peers.

More details about the events and how you register will be emailed to you in a few weeks. Please register early to secure your seat and assist our catering plans.

Workshop dates and locations – 10.30am to 3.30pm:

- **Thursday 7 November 2024**
Park Regis Birmingham, Broad Street, Five Ways, **Birmingham**, B15 1DT
- **Tuesday 26 November 2024**
Brunel's SS Great Britain, Great Western Dock Yard, Gas Ferry Rd, **Bristol**, BS1 6TY
- **Thursday 28 November 2024**
The Principal York, Station Road, **York**, YO24 1AA

We look forward to seeing you at one of the events.



Stockport improve its Tree Preservation Orders

Stockport Metropolitan Borough Council went live on the Local Land Charges (LLC) Register in January 2023. Since then, its team has been seeking new ways to enhance their customer service further.

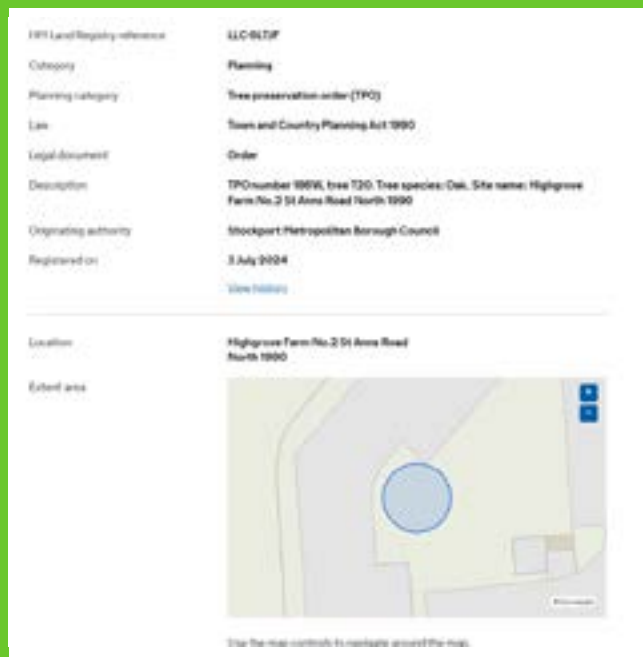
The LLC live service was running smoothly, but the team were committed to continuous improvement. Focussing on **tree preservation orders** (TPOs) they decided that standardised, instantly available reports would significantly benefit customers. Stockport held detailed information, including tree species, on an internal system. However, these details were not available on the LLC Register, leading to customers contacting the Stockport team for further information. Interpretation of the results could be confusing and obtaining the reports was time consuming. By standardising the information and making it instantly available on the LLC register, customers' understanding, and access to the information, would be greatly improved.

Working with HM Land Registry (HMLR), Stockport discussed the level of detail they required in their TPOs. HMLR's team then began developing options for the extraction and update of thousands of TPOs on Stockport's register. After consulting Stockport, the data and format were agreed.

The new TPOs were quality tested by HMLR to ensure they would not negatively impact Stockport's register data. The charges were then uploaded in bulk to the register, allowing customers to instantly access the new and improved TPO search results. The clearer, easier to understand reports led to a reduction in TPO queries and the time the team spent accessing the information.

“For customers this is a big improvement as they can see the detailed information immediately and for us it minimises the number of enquiries that are referred to our legal team for further information on a charge,” said Jaime Scowcroft, Spatial Development Lead at Stockport Council.

Stockport's TPO journey is an excellent example of how local authorities are working with HMLR to improve outcomes for their teams and customers. If you would like to explore how you could improve your service, contact your **Relationship Manager**.



Get involved: help improve the Maintain service

We will be making improvements to our ‘find, cancel and update a charge’ functions in the Maintain service. To ensure the changes reflect customers’ best interests, we will be conducting user research.

If you are part of a local authority team who regularly use the find, cancel and update a charge function, we would like to get your opinion on how this service can be improved.

Please contact your Relationship Manager or John McGrory john.mcgrory@landregistry.gov.uk for more details.



Quote of the month

Broxbourne Borough Council was the 100th local authority to migrate its LLC service to the national register. This was a significant milestone for HM Land Registry, but how did the team at Broxbourne find the migration process?

“We found our migration journey quite daunting, but with the help of the migration team at HM Land Registry we felt supported, and any worries or questions were always dealt with efficiently and comprehensively.

At no point did we have any doubts about our combined ability to reach the go live date, even with a few hiccups along the way!”

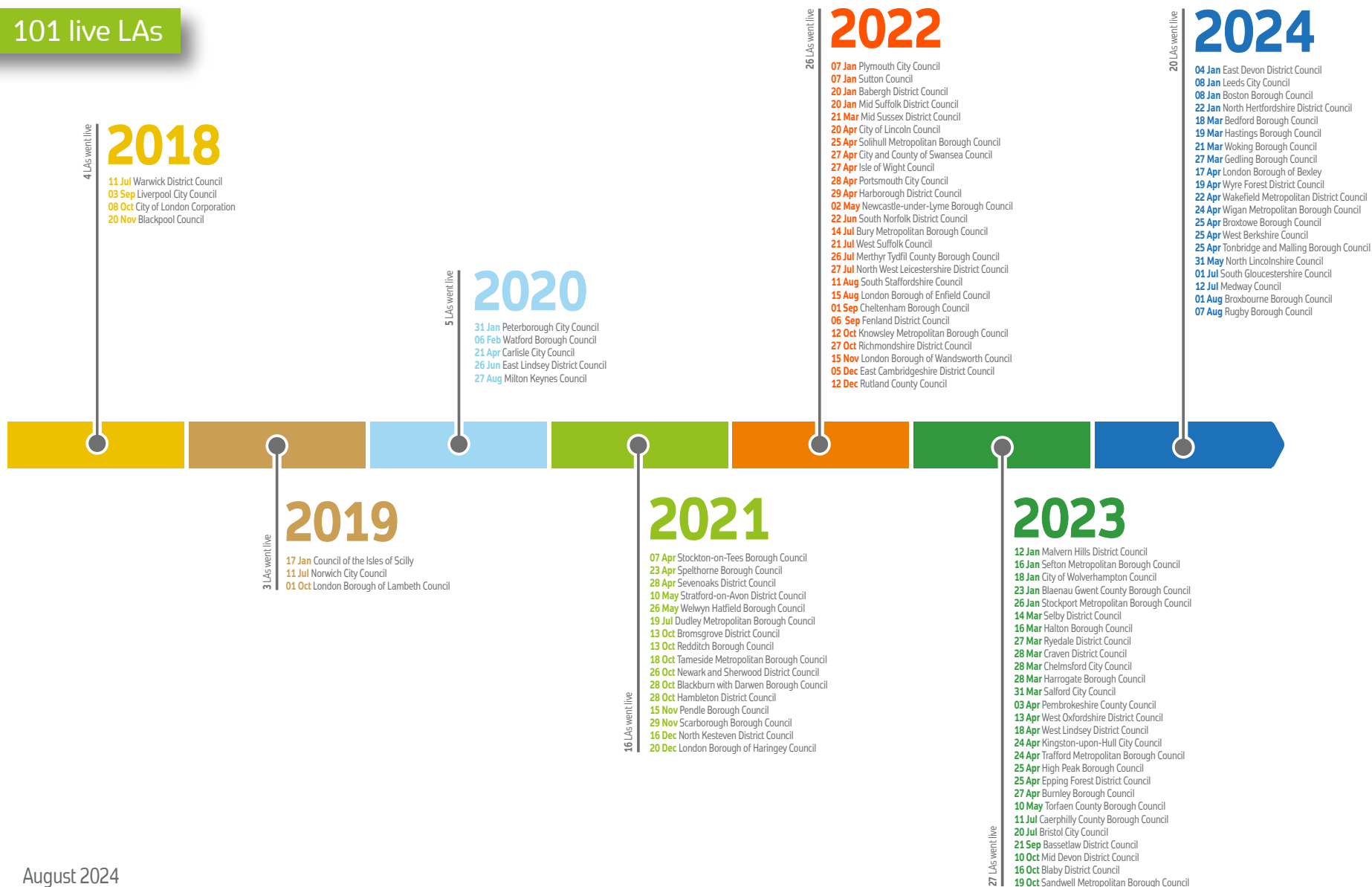
Rita McElhinney
Land Charges Manager,
Broxbourne Borough Council



Local authorities on the register by 31 August 2024

HM Land Registry Local Land Charges Register

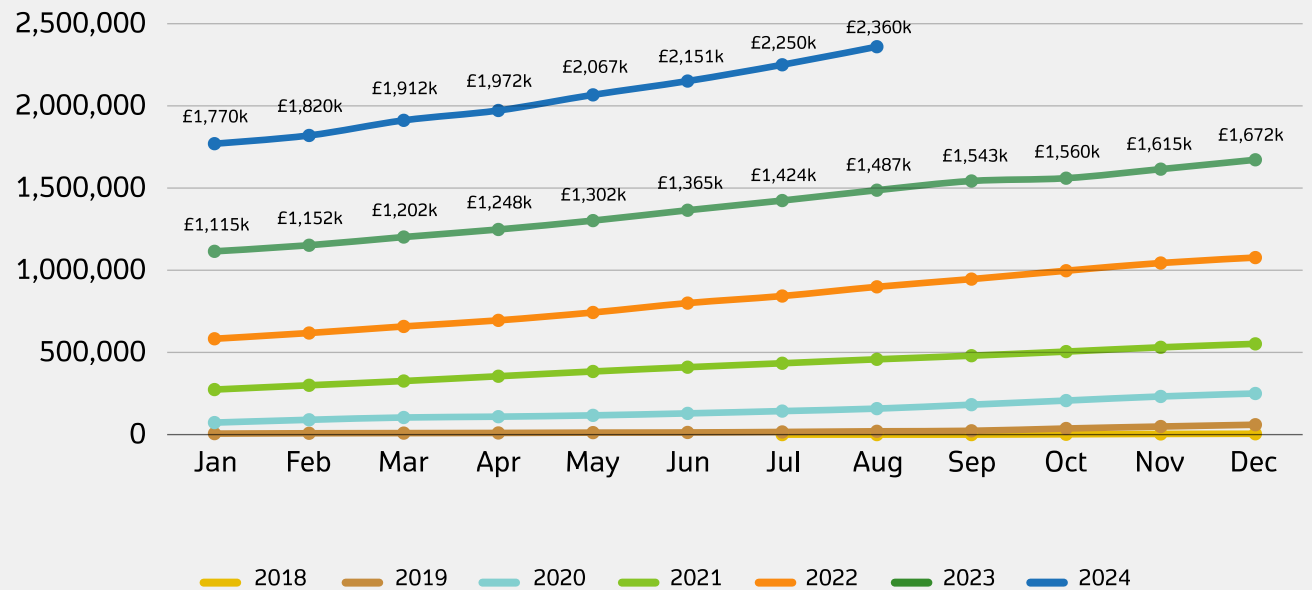
101 live LAs



The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£2.3 million** from searches with customers in migrated areas, saving an average of **12.7 days** to obtain an LLC search result. More than **5.8 million** charges from the **101 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

1,163,973

searches on
the register

Search figure accurate up to the end of August 24



Kind regards

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