

Newsletter November 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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The Historic Environment (Wales) Act 2023

The Historic Environment (Wales) Act 2023 came into effect on 4 November 2024.

The Act consolidates the existing primary legislation for the historic environment of Wales - principally the Ancient Monuments and Archaeological Areas Act 1979 and the Planning (Listed Buildings and Conservation Areas) Act 1990.

The Act improves the accessibility of Welsh law by incorporating some well-established subordinate legislation and elements of case law. From 4 November, originating authorities in Wales will need to consider the contents of the Act when registering local land charges.

Visit the [Cadw website](#) for more information.



Migration Hub content is now on GOV.UK

**You can now access
local land charges
(LLC) live service and
[migration information](#)
on GOV.UK**

On 30 November 2024, the Migration Hub will be permanently withdrawn, and LLC migration information will only be available on GOV.UK. Our aim is to improve navigation and make it quicker and simpler for everyone to find the information they need.

If you haven't yet visited the new site, we'd like to know what you think. Please let us have your feedback by emailing:
llcpolicystakeholdercommsteam@landregistry.gov.uk



GOV.UK



Collaborating with the Ministry of Housing, Communities and Local Government

We are working across government and with private sector organisations to share best practice, knowledge and data, to improve efficiencies. Together with the Ministry of Housing, Communities and Local Government's (MHCLG) Digital Planning Programme, we are using lessons learnt to reduce duplication of work.

In a recent weekly bulletin, they explained how this collaborative work and data sharing is benefitting local authorities:

“MHCLG Digital Planning Programme and HM Land Registry's (HMLR) Local Land Charges (LLC) Programme currently require local authorities

to standardise some of the same data to increase efficiency in key housing and planning processes. As more local authorities have joined Digital Planning, we recognised many are also working on the LLC Programme. This means they are having to undertake similar activities to meet the needs of each programme. Obviously, we're keen to lead by example and ensure that local authorities don't have to work inefficiently on the journey to efficiency!

We have been engaging with HMLR to align ways of working and consider what would help the process for local authorities. We have recently drafted a Memorandum of Understanding with HMLR, to lay the foundations for data sharing between the two programmes, through closer alignment of technical specifications and data sharing processes. We're excited about this first step, and we'll be testing our approach with local authorities through joint events with HMLR in November”.

We have 150 delegates already signed up for these joint events. We have also identified seven migrated local authorities working on Digital Planning to join the workshops in November.

There's still time to register for the North and South events. Use the registration details below to secure your place.

Tuesday 26 November 2024

10am to 3.30pm

**Brunel's SS Great Britain,
Great Western Dock Yard,
Gas Ferry Rd,
Bristol BS1 6TY**

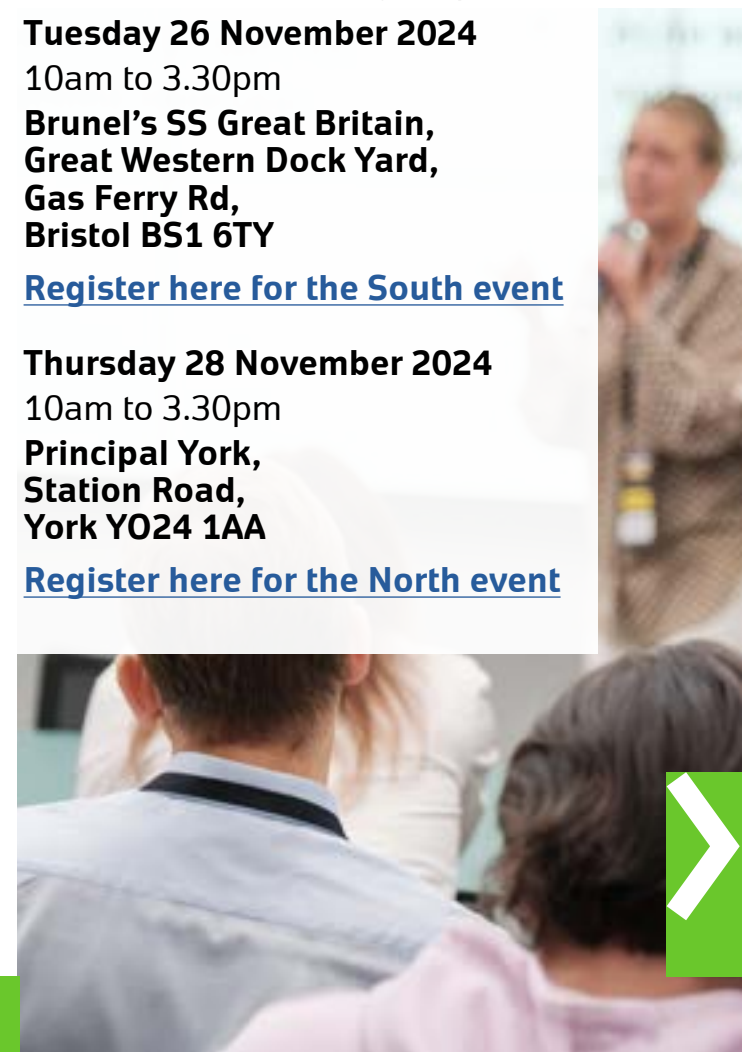
[Register here for the South event](#)

Thursday 28 November 2024

10am to 3.30pm

**Principal York,
Station Road,
York YO24 1AA**

[Register here for the North event](#)



Local Government Association Annual Conference 2024

Representatives from the Local Land Charges (LLC) Programme joined delegates from local and central government, charities, and business at the Local Government Association's (LGA) annual conference. The event addressed key challenges and innovations in local government, providing an ideal opportunity to showcase the LLC live system.

Angela Rayner MP, Deputy Prime Minister and Secretary of State for Housing, Communities and Local Government, highlighted the need for **'good, functioning local government'** in her conference speech. She is committed to bringing local government back into the heart of government. The LLC Programme supports that ambition by enabling quicker and simpler LLC searches. In addition, conversations stimulated by the LLC data signals opportunities

to work even smarter to deliver more innovation and efficiency.

The conference provided a great opportunity to connect with and support our customers. We are committed to continuous improvement and have already started follow-up conversations with those we met. More activity will continue in the coming weeks and months.

You can read Angela's full transcript [here](#).

LLC team members at the LGA Annual Conference



Increasing customer satisfaction with continuous improvement

In May 2024, we introduced improvements to the map page results on [Search for local land charges](#) following customer feedback. Changes to the layout and accessibility mean searches are simpler and more intuitive. These changes combined with the efforts to improve services have resulted in a dramatic upward shift in our quarterly survey results.

In July, the **Customer Heartbeat Survey** that registers customer satisfaction across the breadth of HM Land Registry services, recorded an increase of **17% for Local Land Charges**. This level of increase to ratings in a single quarter is very uncommon.

We are delighted that the work we are undertaking is having a positive impact on customers. And we are committed to ensuring that future developments continue to add real value to our service and are driven by user needs.

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

We are committed to delivering the best possible service.



Celebrating more than 1 million personal searches

Since we launched the Local Land Charges Register **more than a million personal searches have been conducted**. Customers in migrated areas are now taking advantage of the instant, high-quality, digital search results, improving the property buying process.

We celebrate this milestone, while remaining committed to continuous service improvement, so customers receive the best possible experience.



Quote of the month

“Throughout the project HMLR kept us informed and supported. We became a team and worked together rather than as separate entities. Of course, there were some difficult times, and a lot of hard work involved through the project, but we also had some fun times along the way.”

Jayne Pike

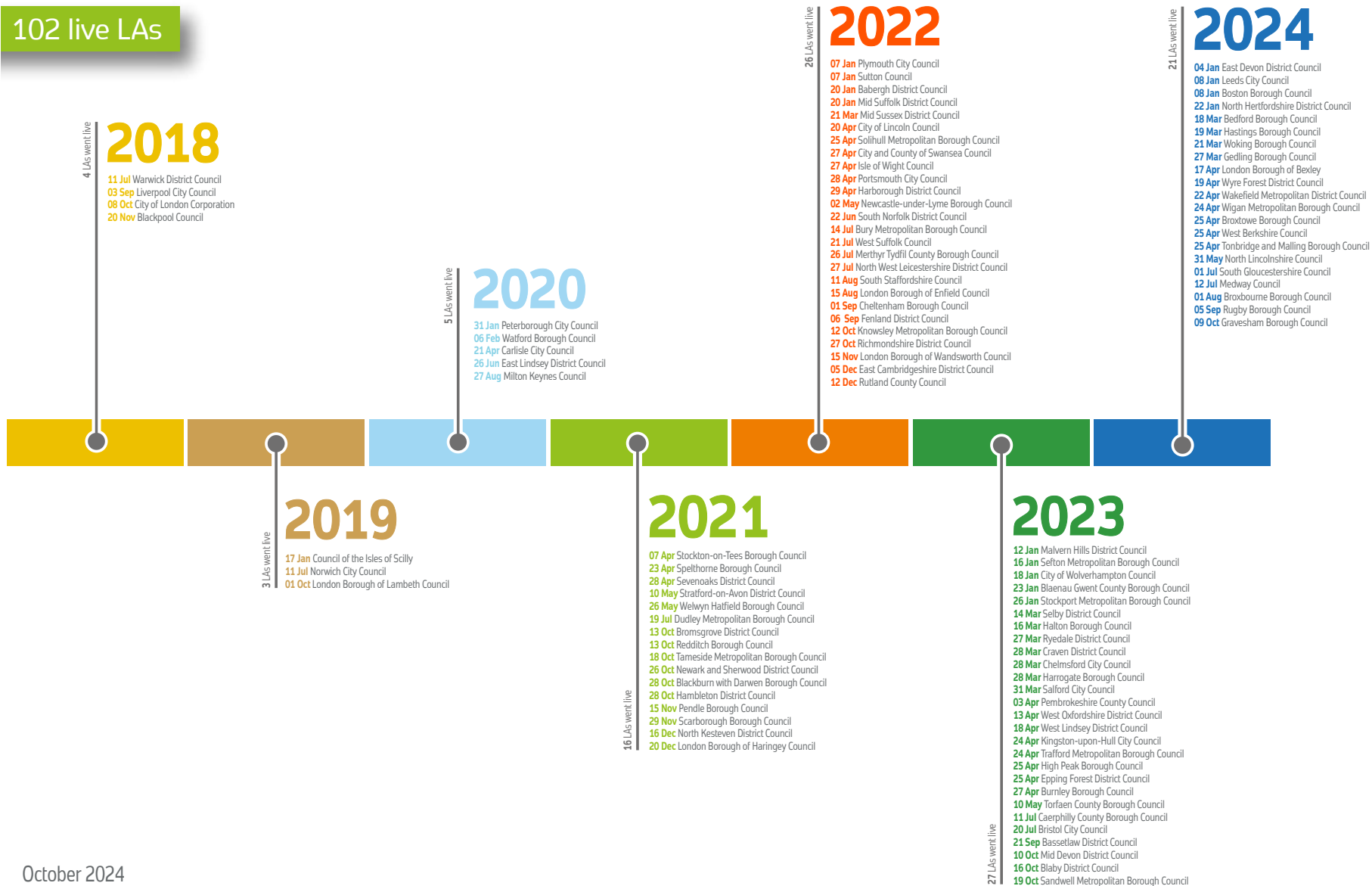
Local Land Charges Manager
Gravesham Borough Council



Local authorities on the register by 31 October 2024

HM Land Registry Local Land Charges Register

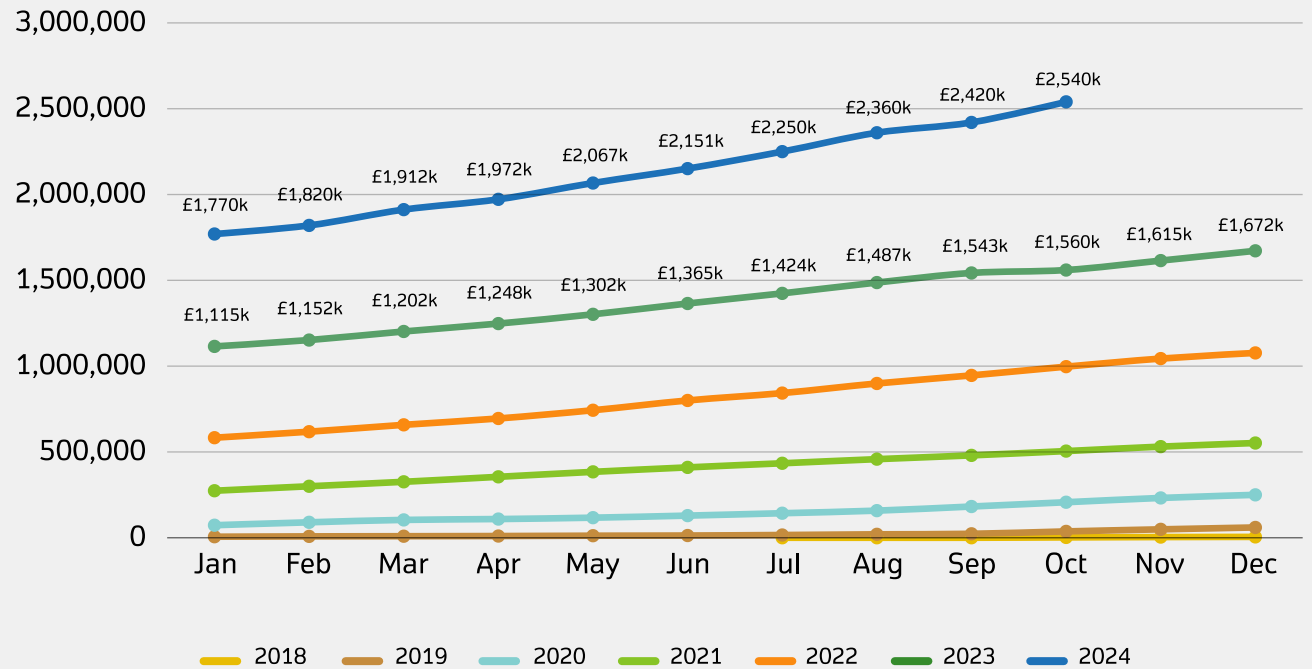
102 live LAs



The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£2.5 million** from searches with customers in migrated areas, saving an average of **12.7 days** to obtain an LLC search result. More than **6 million** charges from the **103 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

1,276,414

searches on
the register

Search figure accurate up to the end of October 2024



Kind regards

A handwritten signature in black ink, appearing to read 'R. Griffiths', with a stylized flourish at the end.

Rhonda Griffiths

Head of Programme Management
and Policy, Local Land Charges

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