



# Newsletter

# January 2025

**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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# Gold standard data

**On 11 March 2025, we will celebrate the winners of the national Land Data awards. One exceptional local authority will be named the [Best Performing Migrated LA](#). The winner will be selected based on their outstanding register management and their effective communications with our team.**

While several local authorities are already strong contenders, we want to see even more front-runners. Behind the scenes, our Service Performance and Integration (SPI) team is working tirelessly with local authorities to raise standards so every customer gets the service they deserve. When gold standard data becomes the norm, our objective will be realised, but we cannot achieve this without you.

To help authorities better understand their data, we are introducing a clear categorisation system. From the end of February we will tell each authority if their data is classified as bronze, silver, or gold. We will also actively support them to upgrade its status to gold. To celebrate this achievement, local authorities who reach and maintain gold status will be publicly recognised on [GOV.UK](#) in a new status column. The column will be published on 27 January 2025, and will be updated quarterly on the fourth Monday of the month.

Find out how the SPI team are currently driving greater efficiency and cost savings within local authorities, while improving data quality. Watch our short 3 minute video [Life after local land charges migration - how we support you](#) to see how we can help you.



# Who are our suppliers?

**Migrating local authority (LA) local land charge (LLC) registers to HM Land Registry (HMLR) is a large and complex task. It involves a lot of hard work and close collaboration between supplier teams and the experts in LAs and HMLR. So far, over 100 LAs have successfully migrated to live service and are being supported by our Service Performance and Integration (SPI) team. To make migrations and the ongoing support more efficient, we continually seek to improve both our processes and the technology.**

Software suppliers provide a vital role during migrations, providing, hosting, and supporting the LA registers throughout the process. From early engagement and data analysis, through to migration and ongoing live service support, these important partners ensure things run smoothly.

HMLR has contracts with the following software suppliers:

- **Arcus Global**
- **DEF Software**
- **Idox Group**
- **NEC Software Solutions UK**



The software suppliers below work directly with LAs to support them through their LLC migration and live service activity. Whilst we do not have contracts with these suppliers, we do maintain open and honest communications with them. This collaboration ensures we can continue to rollout our award-winning LLC service across England and Wales.

- **Agile Applications**
- **Civica**
- **Ocella Software Systems**
- **StatMap**

When a LA nears the end of its supplier contract or considers change, we encourage them to contact their Delivery or Relationship Manager. Our team will help to support any transition. We always respect confidentiality and would never share or publish contract information until it is officially signed, and the outcome is made public.

HMLR does not recommend or endorse any one product or service over another, and will not be responsible for any loss, damage, cost, or expense in connection with using particular software.

More information about Software Suppliers can be found on [GOV.UK](https://www.gov.uk).



# Working together in live service

**As more local authorities move into live service, it is important to acknowledge that issues can arise along the way. Having the confidence to ask for help is wise.**

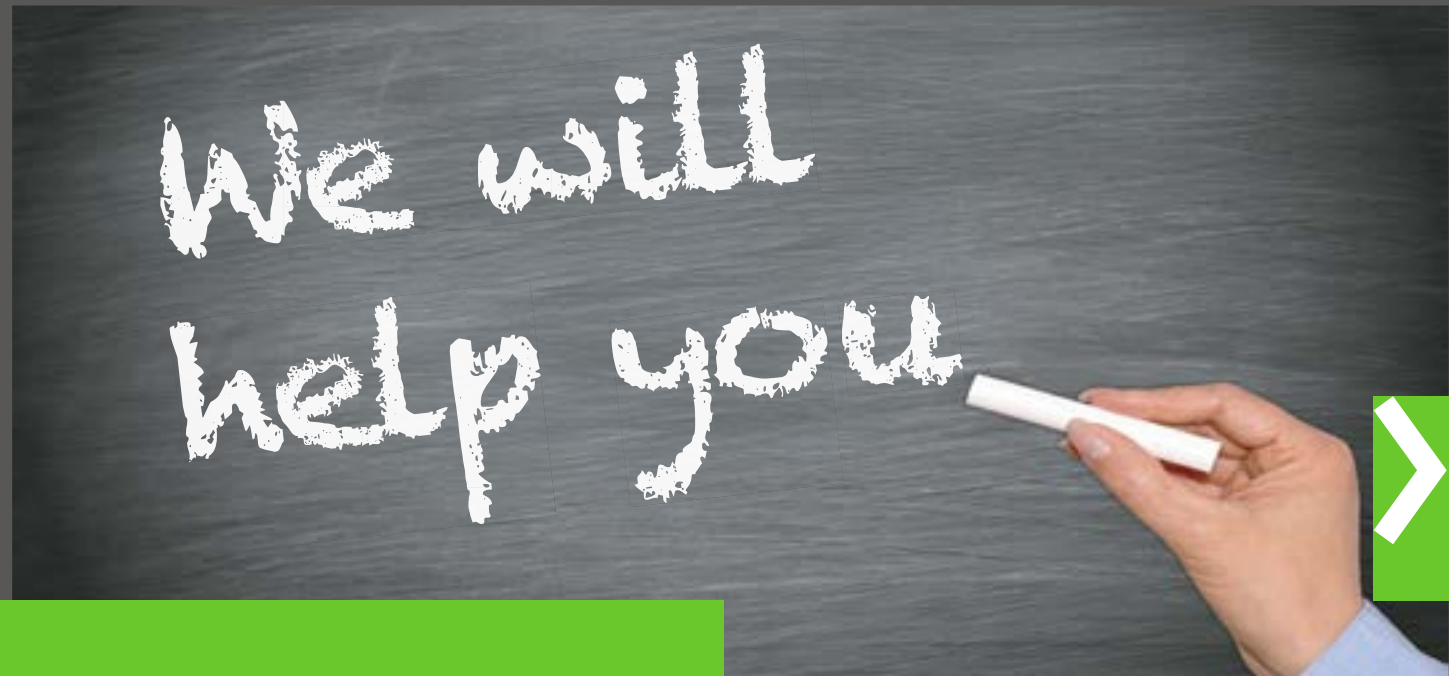
**In June 2020, East Lindsey District Council successfully migrated to live service,** with one Local Land Charges Officer (LLCO) monitoring the Local Land Charges (LLC) Register.

In the summer of 2024, a change of circumstances meant the council would be without a LLCO for a period. This unforeseen situation would create a risk to the integrity of the register if left unresolved. East Lindsey asked the LLC team at Boston Borough Council for support.

Although the Boston authority had only migrated to the LLC Register in January 2024, Shaun Sharp their LLC

Manager agreed to take over East Lindsey's LLC role. Shaun committed to the role in addition to her day-to-day responsibilities, until East Lindsey could resume responsibility. During the interim period, Shaun dealt with more than 225 charges, updating the register in a timely manner.

The cooperation between East Lindsey and Boston meant LLC customer searches were unaffected, highlighting the benefits of good cross-government relationships. We encourage all LAs to build strong relations with neighbouring authorities and share best LLC practices. Our relationship managers are on-hand to assist if required





# Service Performance and Integration team video

Watch our latest video to find out how the **Service Performance and Integration (SPI) team** is creating efficiencies and cost savings for local authorities. In the video, Nick Boddington, LLC Service Performance and Integration Team Leader shares three examples of how improved data quality is helping local authorities.

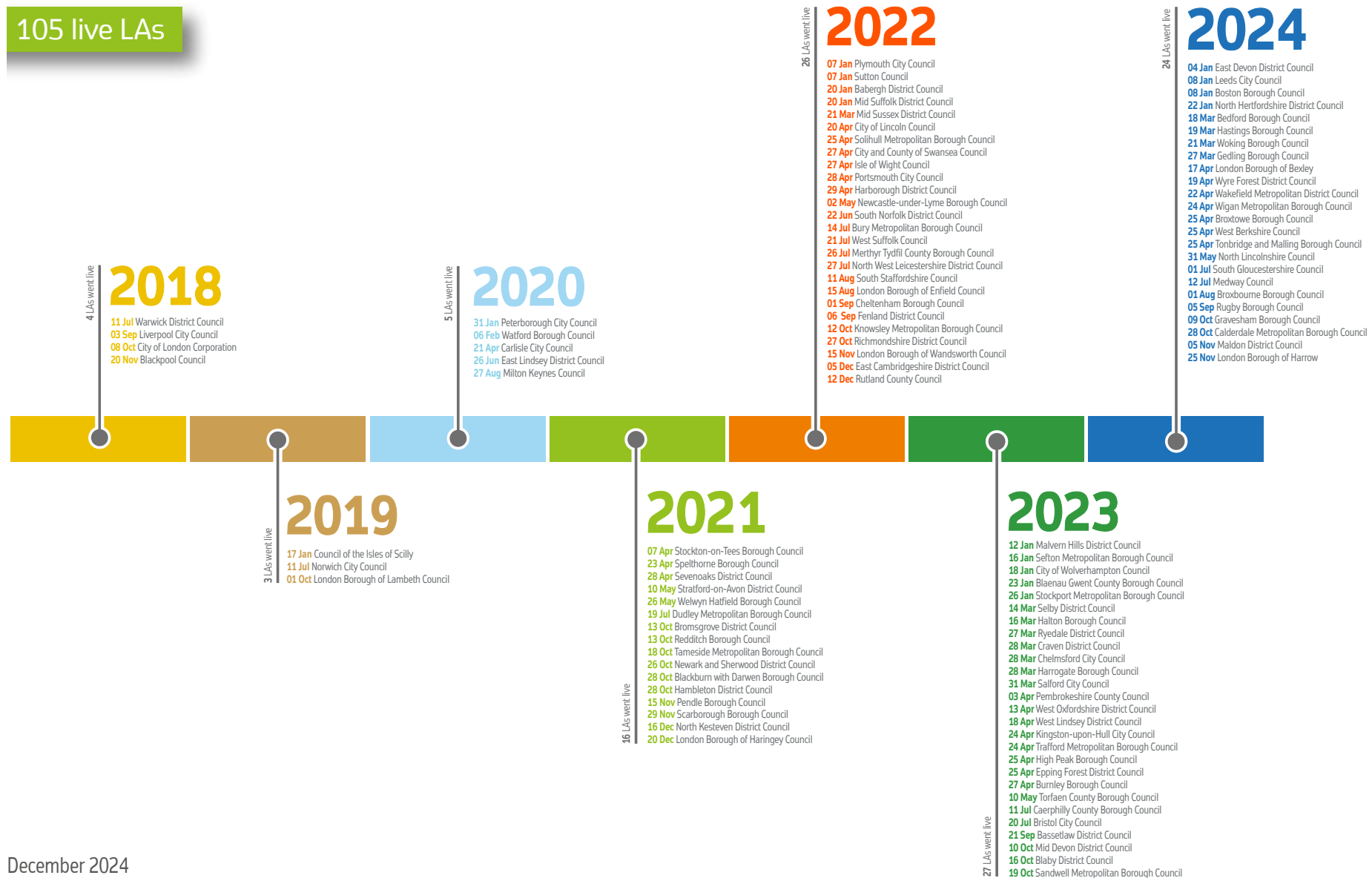
Watch [Life after local land charges migration - how we support you](#)



# Local authorities on the register by 30 December 2024

## HM Land Registry Local Land Charges Register

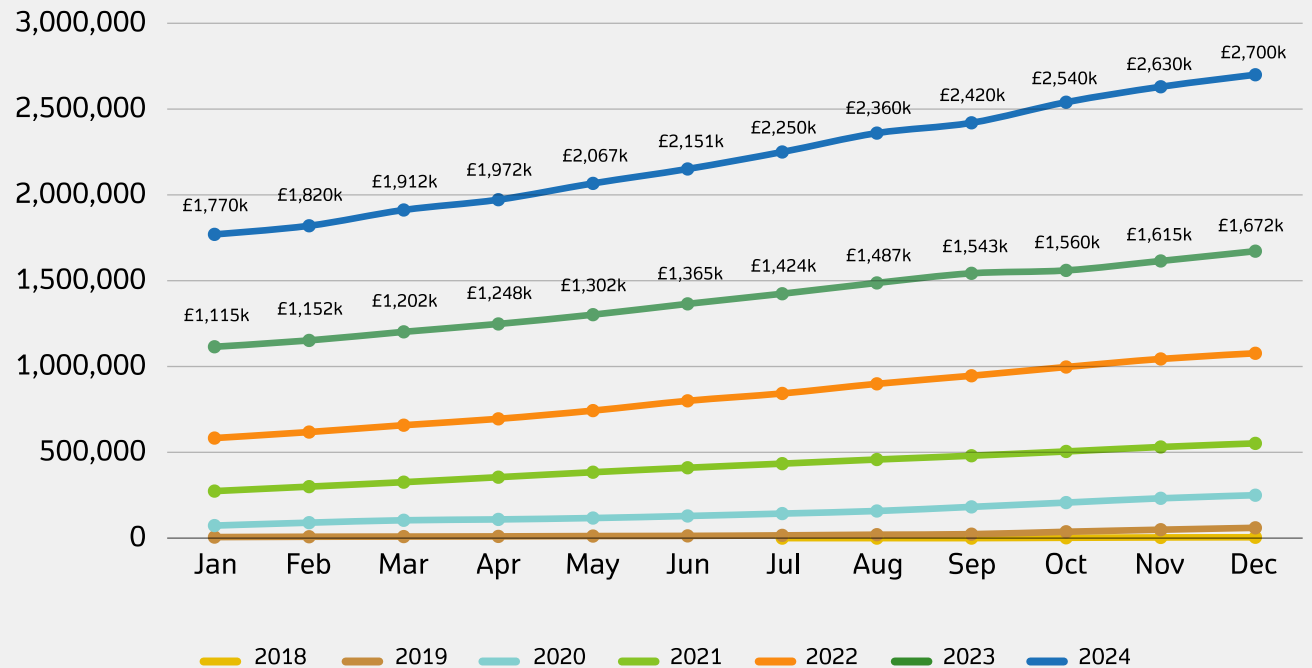
105 live LAs



# The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£2.7million** from searches with customers in migrated areas, saving an average of **12.6 days** to obtain an LLC search result. More than **6.1 million** charges from the **105 local authorities** 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

**1,365,553**  
searches on  
the register

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



Kind regards

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

**Rhonda Griffiths**

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and Policy, Local Land Charges

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