



Maldon District Council – The importance of good communication throughout migration.

Local authority profile

Local authority: Maldon District Council

Work started: 18 October 2021

Served notice: 8 October 2024

Date of migration: 5 November 2024

Data type: Hybrid (Digital and Paper)

Number of charges migrated: started with 113,408 charges and after cleansing migrated 35,417

Software supplier: Idox TLC

Migration supplier: Cyient

Delivery model: Supplier Delivered

Live operating mode: TLC API

Before the programme

When Maldon District Council began working with HM Land Registry (HMLR), no other local authority (LA) in their area had started the migration process. The team didn't know what to expect, they were entering the unknown. Like many other LAs, Maldon were apprehensive about the migration process, being particularly concerned about job losses within their Local Land Charges (LLC) team.

Maldon were aware of issues with their register before the migration began and intended to address them. However, with just over 200 employees it was challenging to prioritise this task with their limited resource. Michael Sakyi, LLC Officer at Maldon said "We had so many charges on our register – I wondered if we would have to go through every single address. I didn't realise that our migration supplier would consolidate the data for us".

Maldon attribute their success to good communication with HMLR and their suppliers. Their migration process started during Covid-19 when staff worked remotely. Regular meetings were important to ensure everyone was engaged, and nobody felt they were working in silos. These weekly 'all party' meetings continued until notice was served, ensuring everyone was on top of project deadlines. During the meetings, challenges were discussed and issues resolved before they became problems, they also helped clear up any misunderstanding among HMLR or their partners.

"Joanne Silva, HMLR's Delivery Manager made it feel like it wasn't us against them; it was them for us," said Michael.

During the programme

Maldon experienced many setbacks, due to issues with their third-party supplier, resulting in an unusually high number of queries. These problems hindered the migration progress, resulting in rescheduled deadlines. This was an issue because temporary staff were hired to help with the project, funded by their transition payment. However, further delays meant more resourcing was required, which had to be funded with their burdens payment.

“Our recruitment of extra staff really helped us to ease the burden. We were able to manage a very complicated project, without affecting our business as usual, or exceeding our timeline. This was a fantastic achievement for our team.” said Melonie Waumsley, Principal Technical Lead at Maldon.

Joanne Silva, HMLR Delivery Manager added, “I don’t think I’ve ever worked with a local authority that ran their migration as a project internally, which helped massively. Maldon worked cohesively; and their communications was outstanding”

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HMLR Delivery Manager

After the programme

After three years of managing the migration, the Maldon team were relieved to go live. Although it wasn’t a smooth process, the team were very confident they wouldn’t have further issues.

“Everyone has worked so hard, and more than anything, we’re excited,” said Melonie.

Maldon migrated on 8 November 2024 and are already noticing the benefits, especially considering how easy the LLC Register is to navigate, they haven’t experienced any problems. In fact, they have more time to get on top of other tasks and pressing matters.

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What advice would you give to other Authorities?

Planning across the organisation is crucial. For Maldon, this started during early engagement, we used this time to ensure our LLC team had a clear understanding of the project. It was at this stage that we realised how many other departments needed to be involved in the project. And the importance of ensuring each department understood their role.

“To succeed, the project needed organisational responsibility” said Matt Winslow, Assistant Director: Planning & Implementation. “Maldon is a small council, so projects with the potential to pull on resources from more than one department are managed through a corporate Project Board. The board provides the organisational oversight of the resources needed and updates the council committee on project progress.

Matt’s advice to other LAs would be to consider the migration as an organisational responsibility, not just an LLC team project.

To finish, Melonie reiterated that “Communication is the key, with that everything will interlink. Have regular catch ups, ensure additional pressures aren’t put onto the LLC team. If there is a breakdown in communication, it’ll be a harder for the project to deliver.”

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