



Newsletter March 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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Celebrating the top performing local authorities

Local Authority of the year

The Land Data 2025 Excellence Awards took place on 11 March. The awards provided an opportunity to celebrate the best in local authority (LA) local land charges (LLC) management. We are pleased to announce that Mid Sussex District Council was recognised as the Best Performing Migrated Local Authority 2024/25.

This is the third year that Mid Sussex was shortlisted. With only 0.1% of charges registered late and 0.6% of charges having a quality issue over the year, they earned the top spot. But with 76 LAs ranked as gold standard, what made Mid Sussex the best performing LA of the year?



Proactivity – the team at Mid Sussex deal with issues quickly and proactively, engaging HM Land Registry when necessary. Natasha Morris their Relationship Manager said “I don’t think I’ve ever chased them with a problem. Whether there is a late charge, or a charge unable to be processed through the system, they make this known and resolve it quickly”.

Attention to detail – Mid Sussex also scrutinize their Monthly Quality Reports. They ensure everything is correct, query any unexpected actions and provide an explanation when data is missing.

Continuous learning – Mid Sussex are willing to learn from other LAs and adopt best practices to improve their own service. They are equally willing to share the lessons they have learned and offer advice.

Cross-departmental collaboration – the departments within Mid Sussex work together with the common goal of registering charges quickly and accurately.

Since their go-live date in March 2022, Mid Sussex has consistently provided the high-quality information their end users need and deserve. We congratulate every member of their team.



A perfect quality score

Maldon District Council are the first LA to achieve the perfect baseline score of 0.0% across the board. Since their migration in November 2024, Maldon have shown impeccable timeliness and quality. Customers within the Maldon District can access LLC information with confidence, knowing it's completely accurate.

Maldon's Relationship Manager, Callum Robinson said: **"since Maldon District Council migrated into live service, their work has been outstanding. They are proactive in their work and always assist with any queries in a timely manner. The score is very well deserved."**



Certificates of recognition

We are pleased to announce that 26 LAs will shortly receive a certificate of recognition. This is the first time certificates will be presented to LA LLC teams to acknowledge their outstanding work on the LLC Register.

Selection criteria

Our Service Performance and Integration (SPI) team have analysed all live service LA data from 1 February 2024 to 31 January 2025 to identify the top performers. LAs need to have:

- a minimum of six months in live service,
- achieved a quality score of 99% or above and/or,
- registered all charges within our customer service metric.

Nick Boddington, Live Service Manager said:

“We have placed the customers who use the LLC service at the heart of everything we do. To deliver the service they deserve, timely registrations and high-quality data is critical. The 26 LA teams who receive our certificates have clearly distinguished themselves and deserve acknowledging.”

“An even bigger applause goes to our Land Data Award winner: Mid Sussex District Council, and to the runner up Solihull Metropolitan Borough Council.”

Relationship Managers will be contacting the successful LAs in the coming days. It is our intention to publish their names when approval is given.

Example certificate received by LAs



Improving your live service handover pack

The live service handover pack is presented to LAs and originating authorities (OAs) prior to migration, at their formal handover meeting. This pack contains important information to assist with the transition to live service and the ongoing procedures.

A recent survey about the handover pack revealed it is not being used effectively. Feedback suggests the language is too technical, which limits its use to the initial stages of live service, and rarely thereafter.

In response to the feedback, the Service Performance and Integration (SPI) team are developing a living document that is more user friendly. The revised pack will contain our current processes, and our API management expectations. Furthermore, it will be helpful at any point, including post-migration and will be regularly updated.

The pack is in the final stage of production and will shortly be shared with LAs and OAs approaching live service.



API Continuity Action Plan

The API Continuity Action Plan will encourage LAs and originating authorities (OAs) using an application programming interface (API) register update method to temporarily switch over to the User Interface (UI) Maintain in extenuating circumstances.

If a major technical issue occurs, the API may restrict the ability to update the Local Land Charges Register for a quite some time. By switching to the UI Maintain, LAs and OAs can continue registering charges until the API issue is resolved. Training and access will be provided by your Relationship Manager who will support throughout the temporary transition.

This proposal allows the UK property market to continue functioning when a technical issue occurs, reducing the risk of compensation to affected LAs or OAs and will protect the integrity of the register.

More information on this will be shared shortly



Improving how we monitor quality in live service

To better monitor the quality of activity in the Local Land Charges Register, the Service Performance and Integration (SPI) team have created the **Quality Response Tracker (QRT). The QRT will automatically track and log changes made to charges in the register by local authorities in response to their Monthly Quality Reports. This will eliminate the need for manual intervention by Relationship Managers in most circumstances.**

The QRT will allow your Relationship Manager to:

- Automatically identify which charges have been considered, amended, or cancelled in response to the Monthly Quality Reports.
- Analyse the data provided by the tracker rather than questioning each individual charge that failed a monthly quality check.
- Detect trends in data.
- Provide more detail during monthly quality conversations to improve local authority practises.
- View the overall quality of a local authority's data at the click of a button.

Please [email](#) the SPI team if you have any feedback or future suggestions on how we can improve our services.



Quote of the month

“Your data is important. Putting in time and effort to ensure it is correct and accurate ahead of the migration, will help you post-migration.”

Anita Carter

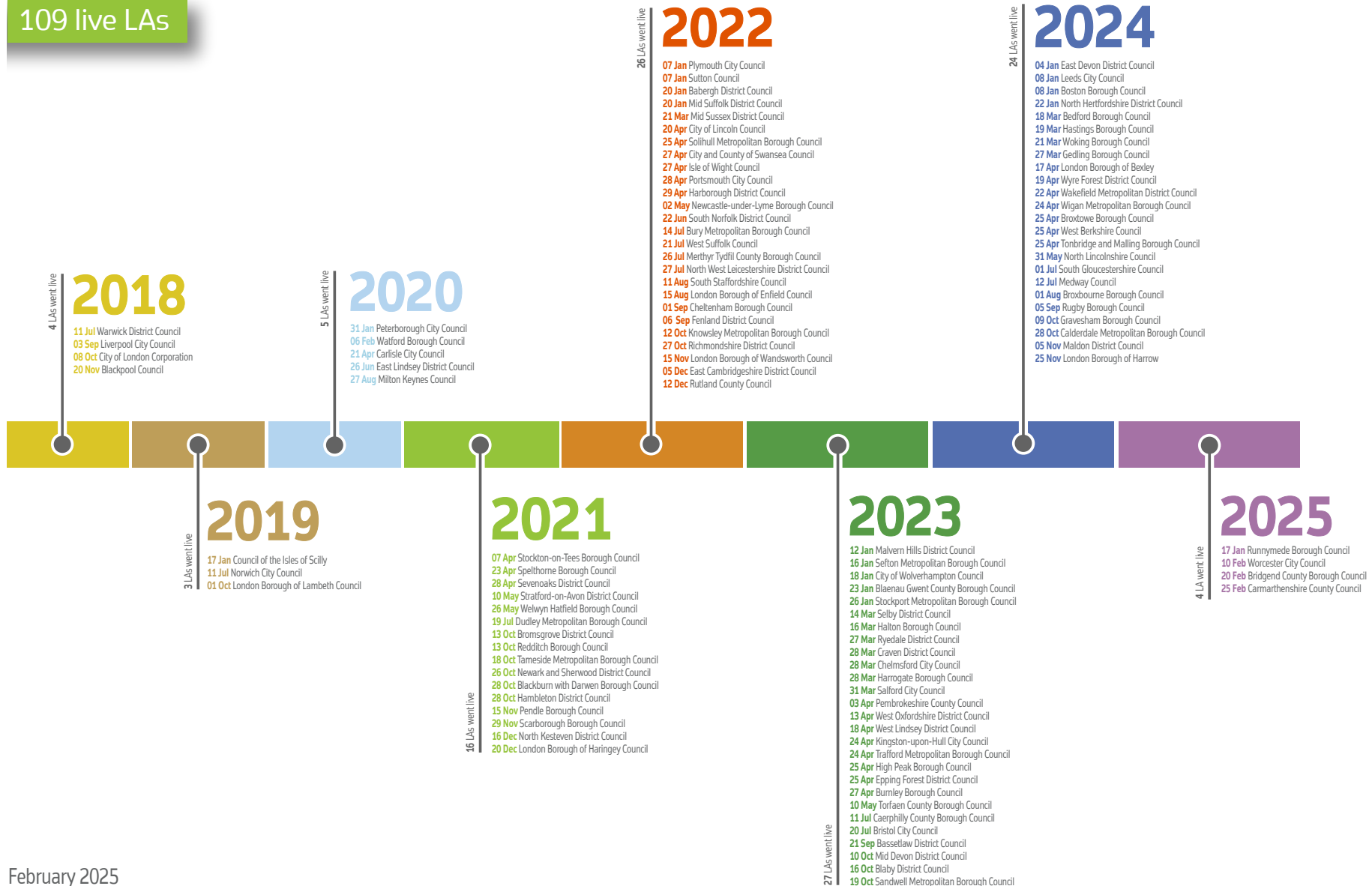
Local Land Charges Officer
Epping Forest Council



Local authorities on the register by 28 February 2025

HM Land Registry Local Land Charges Register

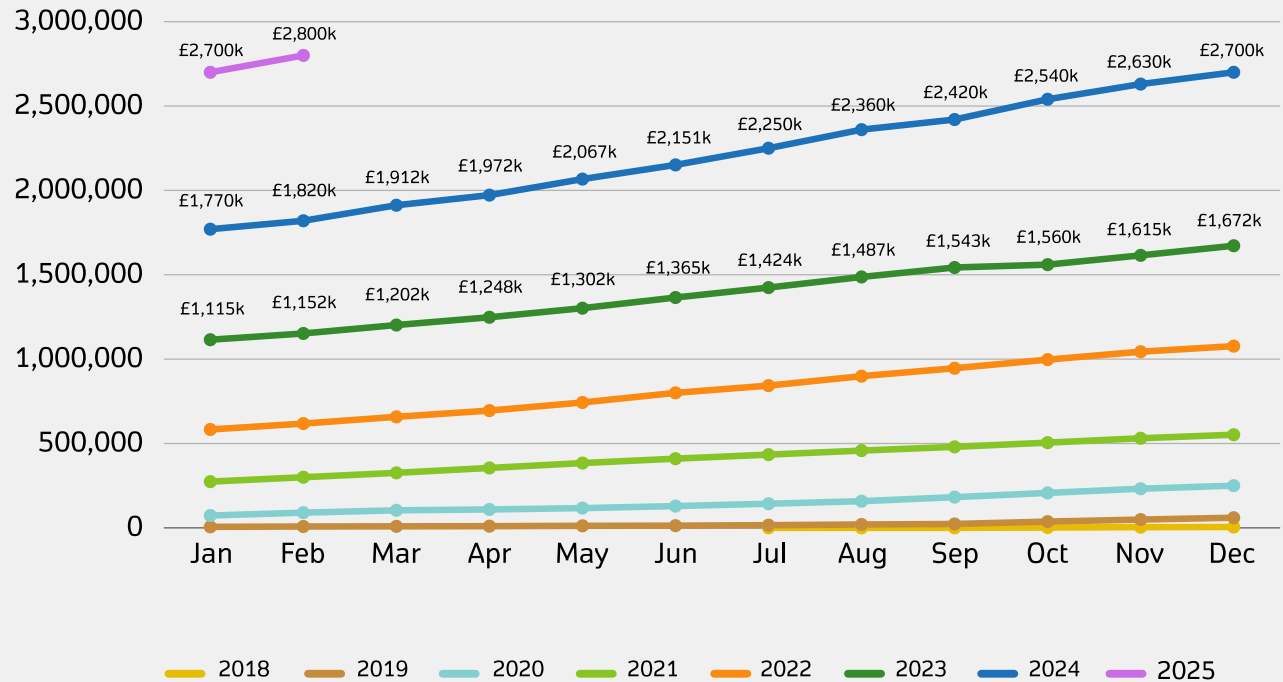
109 live LAs



The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£2.8million** from searches with customers in migrated areas, saving an average of **12.6 days** to obtain an LLC search result. More than **6.5 million** charges from **109 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

1,449,544
searches on
the register

Search figure accurate up to the end of the preceding month (January 25)

Kind regards



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