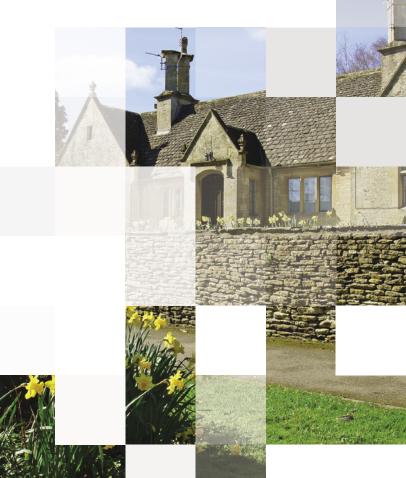


Newsletter March 2025

Get the latest information about the Local Land Charges (LLC) Programme and local authorities' data migration to the central LLC Register.

In this edition

- Celebrating the top performing local authorities
- Improving your live service handover pack
- API Continuity Action Plan
- Improving how we monitor quality in live service
- Quote of the month
- Local authorities on the register
- The national LLC Register cost savings
- Total number of searches



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?

spot. But with 76 LAs rank standard, what made Mid the best performing LA of

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 <u>email</u> 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 07 Jan Sutton Council 08 Jan Leeds City Council 20 Jan Babergh District Council 08 Jan Boston Borough Council 20 Jan Mid Suffolk District Council 22 Jan North Hertfordshire District Council 21 Mar Mid Sussex District Council 18 Mar Bedford Borough Council 20 Apr City of Lincoln Council 19 Mar Hastings Borough Council 25 Apr Solihull Metropolitan Borough Council 21 Mar Woking Borough Council 27 Apr City and County of Swansea Council 27 Mar Gedling Borough Council 27 Apr Isle of Wight Council 17 Apr London Borough of Bexley 28 Apr Portsmouth City Council 19 Apr Wyre Forest District Council 29 Apr Harborough District Council 22 Apr Wakefield Metropolitan District Council 02 May Newcastle-under-Lyme Borough Council 24 Apr Wigan Metropolitan Borough Council 22 Jun South Norfolk District Council 25 Apr Broxtowe Borough Council 14 Jul Bury Metropolitan Borough Council 25 Apr West Berkshire Council 21 Jul West Suffolk Council 25 Apr Tonbridge and Malling Borough Council 26 Jul Merthyr Tydfil County Borough Council 31 May North Lincolnshire Council 27 Jul North West Leicestershire District Council 01 Jul South Gloucestershire Council 11 Aug South Staffordshire Council 12 Jul Medway Council 15 Aug London Borough of Enfield Council 01 Aug Broxbourne Borough Council 01 Sep Cheltenham Borough Council 05 Sep Rugby Borough Council 06 Sep Fenland District Council 09 Oct Gravesham Borough Council 31 Jan Peterborough City Council 12 Oct Knowsley Metropolitan Borough Council 28 Oct Calderdale Metropolitan Borough Council 06 Feb Watford Borough Council 03 Sep Liverpool City Council 27 Oct Richmondshire District Council 05 Nov Maldon District Council 21 Apr Carlisle City Council 08 Oct City of London Corporation 15 Nov London Borough of Wandsworth Council 25 Nov London Borough of Harrow 26 Jun East Lindsey District Council 20 Nov Blackpool Council 05 Dec East Cambridgeshire District Council 27 Aug Milton Keynes Council 12 Dec Rutland County Council

12 Jan Malvern Hills District Council 16 Jan Sefton Metropolitan Borough Council 18 Jan City of Wolverhampton Council

23 Jan Blaenau Gwent County Borough Council

26 Jan Stockport Metropolitan Borough Council

14 Mar Selby District Council 16 Mar Halton Borough Council

27 Mar Ryedale District Council

28 Mar Craven District Council 28 Mar Chelmsford City Council

28 Mar Harrogate Borough Council

31 Mar Salford City Council

03 Apr Pembrokeshire County Council 13 Apr West Oxfordshire District Council

18 Apr West Lindsey District Council

24 Apr Kingston-upon-Hull City Council

24 Apr Trafford Metropolitan Borough Council

25 Apr High Peak Borough Council

25 Apr Epping Forest District Council

27 Apr Burnley Borough Council

10 May Torfaen County Borough Council 11 Jul Caerphilly County Borough Council

20 Jul Bristol City Council

21 Sep Bassetlaw District Council

10 Oct Mid Devon District Council 16 Oct Blahy District Council

19 Oct Sandwell Metropolitan Borough Council

17 Jan Council of the Isles of Scilly

01 Oct London Borough of Lambeth Council

11 Jul Norwich City Council

07 Apr Stockton-on-Tees Borough Council 23 Apr Spelthorne Borough Council

28 Apr Sevenoaks District Council

10 May Stratford-on-Avon District Council

26 May Welwyn Hatfield Borough Council

19 Jul Dudley Metropolitan Borough Council

13 Oct Bromsgrove District Council

13 Oct Redditch Borough Council

18 Oct Tameside Metropolitan Borough Council

26 Oct Newark and Sherwood District Council

28 Oct Blackburn with Darwen Borough Council

28 Oct Hambleton District Council

15 Nov Pendle Borough Council

29 Nov Scarborough Borough Council 16 Dec North Kesteven District Council

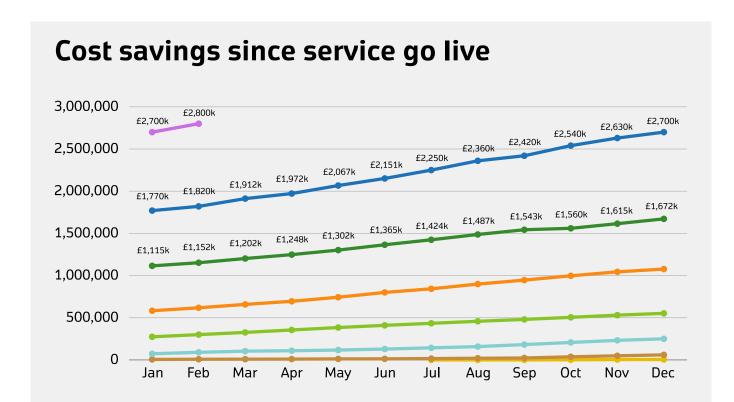
20 Dec London Borough of Haringey Council

17 Jan Runnymede Borough Council 10 Feb Worcester City Council

20 Feb Bridgend County Borough Council 25 Feb Carmarthenshire County Council

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.



This graph illustrates the accumulative savings as more local authorities join the national LLC Register

2019 2020 2021 2022 2023 2024 2025

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



Rhonda Griffiths
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