



Newsletter April 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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Enhancing Community Infrastructure Levy charge results

The Service Performance and Integration (SPI) team are working with local authorities (LAs) across the Yorkshire and Humber region to improve the clarity of information for new and existing Community Infrastructure Levy (CIL) charges. The CIL charge can be imposed by LAs on new developments in their area. However, frequently customers require the LA team to explain the information.

With the help of our business analysts, enhancements are being made to reveal more information in CIL results, to minimise customer queries. These enhancements will:

- include details about outstanding amounts after other considerations
- provide clarity on interest rates
- make the type of notice clearer by specifying if it is a liability or demand notice, with the date of issue.
- add more information in the supplementary information field.

The enhancements have been shared with a small number of LAs who have provided positive feedback. Idox users of the Exacom service in the Yorkshire and Humber region will have access to the enhancements.

Due to significant differences in LA CIL datasets, it is currently not possible to deliver the enhancements more widely at this time. However, the SPI team are investigating when rollout can begin and we will provide an update in the near future.



A record-breaking quarter

We are celebrating a record-breaking quarter for the Local Land Charges (LLC) Programme. From January to March 2025, 19 local authorities across England and Wales were migrated, making it our most successful quarter yet. We now have a total of 110 local authorities in live service, with an additional 15 going live this month.

In a recent blog, Rhonda Griffiths Head of Programme Management and Policy shared the [LLC journey so far](#). A third of local authorities have now migrated, a third are in active delivery, and a third are signed-up and starting work on pre-migration action plans.

In 2028, all 300+ local authorities will have transitioned to the national LLC Register. Anyone requiring LLC information at that time will have instant access to more than 26 million LLC records in a consistent format, online.



Local authority visits

Mid Sussex receive their award

On 1 April 2025, Live Service Manager, Nick Boddington and Relationship Manager, Natasha Morris presented Mid Sussex District Council with their Local Authority (LA) of the Year 2024/25 award. Led by Daniel James, the council’s Local Land Charges (LLC) department scooped the award by excelling in all award categories over the past 12 months.



Natasha Morris presenting the LA of the Year award to Daniel James, Mid Sussex District Council

In last month’s [newsletter](#) we shared **why** Mid Sussex District Council were so successful, but **what** do they do to achieve such high standards?

Local authorities often attribute late registrations to internal feeder departments. To address this issue Mid Sussex created a ‘Registration Tracker’. This internal document allows all departments to track charges from creation to registration and identify any issues. The strict 3-days service level agreement (SLA) was agreed by all departments. If the SLA is missed, the feeder or LLC department is responsible for noting the reason for the delay. With no late registrations in the last 12 months (except for one outside of the LA’s control), this has proven to be an effective tool managing timeliness across departments.

To maintain high-quality scores, Mid Sussex implemented a two-person approach to creating charges. One colleague creates and checks the charge before passing it to another colleague who double-checks it, if there is any concern. If there is still uncertainty, they immediately consult Natasha, their Relationship Manager, rather than waiting for a scheduled meeting. This two-person approach has ensured the council maintain the highest quality standards.

If you think your LA would benefit from implementing similar procedures to improve your overall performance, please contact your Relationship Manager. Once again congratulations to everyone at Mid Sussex!

Screenshot from Mid Sussex District Council's Registration Tracker

LLC New Registrations Tracker								
This spreadsheet tracks when we receive and register new LLC Registrations. PI is 3 working days - Ideally we should be registering the same day.								
Remember to add a UPRN/Address to the new record in Uni Constraints.								
Type (select from dropdown)	Uniform Ref	Dated	Date received	Difference (days)	Date registered	Turnaround (days)	Notes	
WSHA - West Sussex Highways Agreement		25/02/22	25/02/22	0	28/02/22	1	Received after office hours, registered next working day	
PLAG - Planning Agreement		28/02/22	28/02/22	0	01/03/22	1		
PLAG - Planning Agreement		01/03/22	01/03/22	0	02/03/22	1		
PLAG - Planning Agreement		03/03/22	03/03/22	0	03/03/22	0		
PLAG - Planning Agreement		03/03/22	04/03/22	1	04/03/22	0		
PLAG - Planning Agreement		07/03/22	07/03/22	0	07/03/22	0		
PLAG - Planning Agreement		07/03/22	07/03/22	0	09/03/22	2		
PLAG - Planning Agreement		09/03/22	09/03/22	0	09/03/22	0		
HSNT - Housing Grant		10/03/22	14/03/22	2	14/03/22	0		
HSNT - Housing Grant		15/03/22	18/03/22	3	18/03/22	0		
PLAG - Planning Agreement		17/03/22	21/03/22	2	21/03/22	0		
PLAG - Planning Agreement		24/03/22	24/03/22	0	24/03/22	0		
PLAG - Planning Agreement		28/03/22	28/03/22	0	28/03/22	0		
PLAG - Planning Agreement		04/04/22	04/04/22	0	04/04/22	0		
PLAG - Planning Agreement		04/04/22	04/04/22	0	04/04/22	0		
PLAG - Planning Agreement		04/04/22	04/04/22	0	04/04/22	0		
SEWRPA - Sewer Protection Agreement		06/04/22	06/04/22	0	06/04/22	0		
HSNT - Housing Grant		05/04/22	08/04/22	3	08/04/22	0		
SEWRPA - Sewer Protection Agreement		20/04/22	20/04/22	0	20/04/22	0		
PLAG - Planning Agreement		26/04/22	28/04/22	2	28/04/22	0		
PLAG - Planning Agreement		28/04/22	03/05/22	2	03/05/22	0		
PLAG - Planning Agreement		05/05/22	05/05/22	0	06/05/22	1	Sent after office hours, registered next working day	
PLAG - Planning Agreement		09/05/22	09/05/22	0	09/05/22	0		

Face-to-face support

In March, Senior Relationship Manager Georgia McDonald visited three of her live local authorities (LAs). These visits provided an opportunity to help resolve recurring challenges and offer insight into the role relationship managers undertake to support their live LAs.

Talking timeliness

Georgia demonstrated the Power BI tool that generates LAs monthly reports, which provide details of charge timeliness and quality. The tool also calculates if an LA meets the gold standard. The LAs were interested to see the metrics and understand the impact they had on overall performance. This was particularly relevant for LAs that do not register many charges each month, as a single charge can significantly affect their overall performance score.

All three LAs expressed difficulties in getting their feeder departments to register charges within agreed service times. To support internal conversations, Georgia presented the Memorandum of Understanding (MOU). This document allows LA departments to formally set and agree clear timescales and expectations for managing charges and includes repercussions where appropriate.

The MOU can be adjusted to suit the LA's needs and can be useful in various scenarios. For example, one LA that migrated in 2018, underwent significant change following the migration of their LLC data. To set a new standard and to refresh processes within the authority, they decided to implement the MOU.

All three LAs agreed that implementing the MOU would be a priority. If you would like to know more about using the MOU, please contact your Relationship Manager.

Checking quality

Georgia demonstrated the Quality Response Tracker (QRT) to show how the data can be used to maintain the integrity of the register. Specific charges with potential issues flagged by the quality team were analysed and discussed to determine how these errors could be mitigated in future.

Feedback from the LAs has been positive and they are grateful to Georgia for taking the time to visit. If your LA would benefit from a face-to-face meeting for support on specific areas, insight of our systems, or suggestions on how to achieve and maintain gold standard data, please contact your Relationship Manager.



HM Land Registry at Minerva Seminars

The 2025 Minerva Seminar Series has begun with this year's theme: **Essential Compliance Updates & Digital Marketing for Lawyers**. Each face-to-face seminar reveals top tips to building a leading law firm with a data-driven approach.

Jamie Winch, Senior Innovation & Stakeholder Manager for the Local Land Charges (LLC) Programme will be speaking at all three seminars. He will discuss the benefits of the LLC digital service and how it can streamline the conveyancing process.

Locations & Dates:

- **Cardiff: April 30th**, Cardiff Marriott
- **Exeter: May 14th**, Marriott Courtyard Sandy Park
- **Birmingham: June 4th**, Hotel du Vin

All seminars will take place between 10am and 2pm. Coffee and lunch will be provided.

Spaces are limited to 15 places per location. Register now to avoid missing out.

More information can be found [here](#).



Image: Shutterstock/Matej Kastelic

5 lessons learnt from the migration process

Here are five key lessons that **Maldon District Council** learnt from their migration process that other local authorities could benefit from:

- 1. Effective communication** – clear, regular communication with all parties is crucial. Maldon used weekly meetings to resolve issues promptly, prevent misunderstandings and to ensure everyone was on the same page.
- 2. Organisational responsibility** – treating the migration as an organisational responsibility rather than a team project ensured that all necessary departments understood their involvement, leading to better resource management and project oversight.
- 3. Adaptability and resilience** – Maldon faced numerous obstacles during migration and needed to adapt quickly. They recruited additional staff and managed resources effectively to help stay on track without disrupting usual business operations.
- 4. Early engagement and planning** – early engagement and thorough planning across the organisation was key. Understanding the project's scope and the involvement required from various departments enabled smoother execution.
- 5. Positive attitude and team cohesion** – maintaining a positive attitude and fostering a sense of teamwork was essential. The team's cohesive work ethic and outstanding communication contributed significantly to their success.

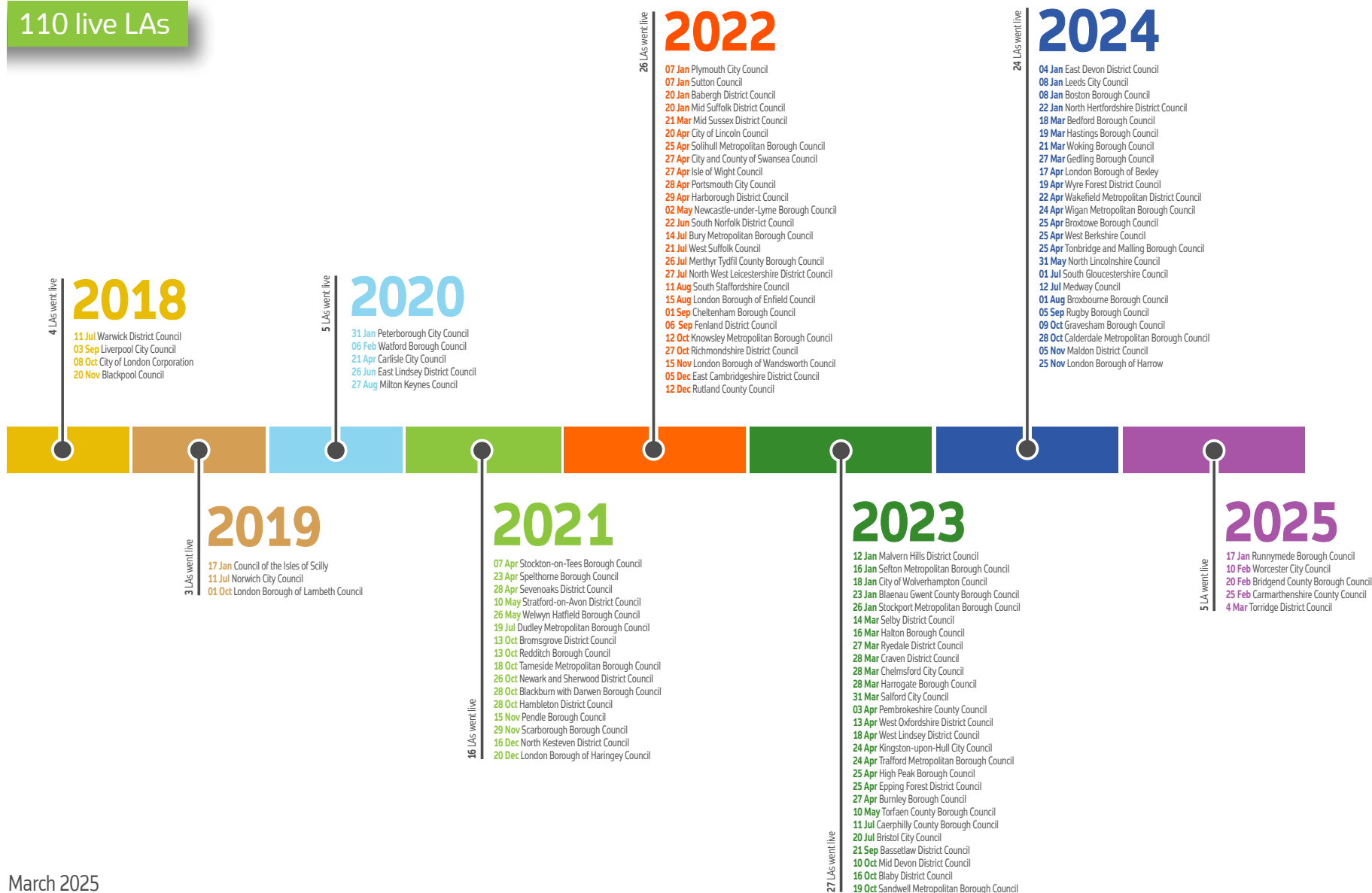
You can read Maldon's full migration story on [GOV.UK](https://www.gov.uk).



Local authorities on the register by 31 March 2025

HM Land Registry Local Land Charges Register

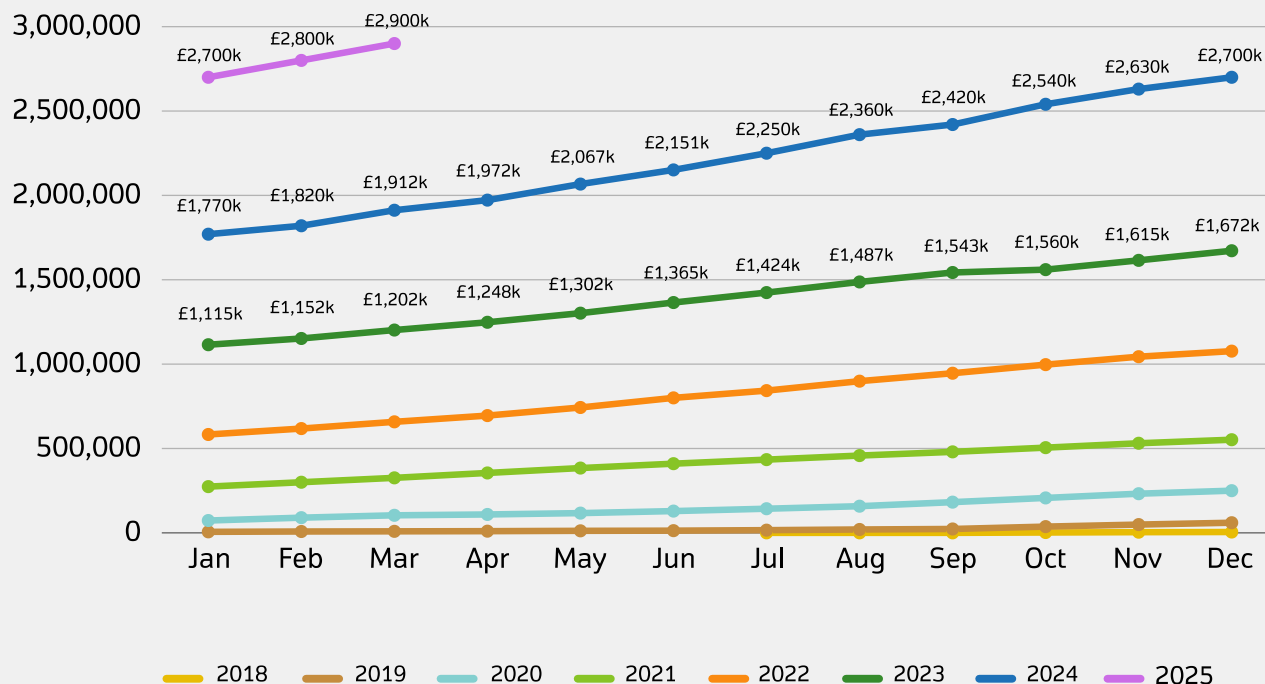
110 live LAs



The national LLC Register cost savings

Since programme launch, the LLC Register has recorded a total cost saving of over **£2.9million** from searches with customers in migrated areas, saving an average of **12.6 days** to obtain an LLC search result. More than **7.2 million** charges from **110 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

1,512,843
searches on
the register

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

Kind regards

A handwritten signature in black ink, appearing to read 'R. Griffiths'.

Rhonda Griffiths

Head of Programme Management
and Policy, Local Land Charges

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