



# Local Land Charges news

## March 2026

The latest information about the Local Land Charges (LLC) Programme.

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# Migration Helper deferral process enhanced

**A new local authority (LA) deferral work queue has been developed within the Migration Helper tool. This queue will ensure that issues requiring LA action are logged separately to HM Land Registry (HMLR) assigned work, during the migration process.**

When processing textual digitisation and spatial capture, certain issues require clarification from the LA. This commonly occurs with listed buildings, as this charge type cannot legally be processed by HMLR. In these cases, issues are always deferred to the LA.

## **What's changed?**

Previously, the deferral process relied on a manual workflow. HMLR Data Managers logged issues in a spreadsheet, which were later sent to the LA. These spreadsheets included an image or charge reference, which the LA used to locate the item in the Migration Helper tool. Often LA deferrals were in the same work queue as HMLR deferrals, making the overall process difficult to manage and understand.

The revised process reflects our commitment to continuous improvement and a clearer ownership of work. LAs can now identify deferrals requiring action through the Migration Helper dashboard and return work to HMLR in a structured way. HMLR Data Managers can then retrieve the work and move it into the appropriate internal work queue for processing.



## Charges for local authority to review

Search by address, reference or notes

Search

Showing 5 charges

Display deferred charges

| Reference     | Address   | Notes  | Action                      |
|---------------|---|--|-----------------------------|
| 86/01273/HIST | Site Of Bloomfield Cottage Hortons Way Westerham Kent | Unable to locate Bloomfield Cottage on any map | <a href="#">View charge</a> |
| 98/02362/HIST | Otford Railway Station, Station Road, TN14 5QY        | Need a plan                                    | <a href="#">View charge</a> |
| 96/02134/HIST | Recreation Ground, High Street, Seal, KENT            | Can't determine the extent                     | <a href="#">View charge</a> |
| 90/00894/HIST | Mill End, 6 Mill Street, TN16 1TH                     | Can't determine the extent                     | <a href="#">View charge</a> |
| 90/00828/HIST | Farthings, 2 Pound Lane, TN14 7NE                     | Unable to locate Farthings                     | <a href="#">View charge</a> |

[Return to dashboard](#)

### What are the benefits?

- Quicker and easier access to outstanding work.
- It removes the risk of LAs accessing and amending HMLR specific work and vice versa.
- Listed building charges can be added to the LA queue and identified more quickly.
- Reduces wasted time working on the wrong task.
- The new work queues provide a full activity history to support queries in the future.

HMLR Data Manager, Michael Welch said:

**“This change helps to identify the number of outstanding LA deferrals more quickly and easily. With all issues in one place, the LA can self-serve and take ownership without waiting for the details to be sent over in a spreadsheet. LAs can now check the Migration Helper tool, identify and action their work sooner.”**

# 2025 Live Service Survey results

The Service Performance and Integration (SPI) team have analysed the feedback from the 2025 Live Service Survey. Responses from local authorities (LAs) in live service identified targeted operational improvements to strengthen consistency, improve clarity and enhance end-to-end efficiency across our shared processes.



Three key themes were identified, and the following actions have been implemented:

### 1 **Five-day supplement sheet reminders**

Following a review of our internal processes, we have:

- introduced automated reminder emails to ensure five-day reminders are issued consistently and within required timescales.
- implemented a flagged email tracking system to clearly identify when reminders are due and when they have been sent.
- strengthened oversight measures to reduce the risk of missed or delayed reminders.

We now have clearer oversight and improved tracking in place to support timely returns. We will continue to work together with LAs to ensure reports and amendments remain up to date, helping to reduce avoidable follow-ups.

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### 2 **Memorandum of Understanding (MOU)**

A desk aid to complement the existing agreement and provide clearer operational guidance around shared responsibilities is being created to:

- reinforce the importance of registering charges as soon as possible to reduce the risk of missing search information and potential compensation claims.
- clearly explain why mutual working between LAs and processing teams is critical to maintaining compliance and protecting our end customers.
- provide tips and suggested actions that LAs can use to support timely submissions and reduce delays in customers receiving property data.

We hope to move beyond a high-level agreement and provide clear, actionable guidance that supports consistent and compliant practice across all stakeholders.

The desk aid is being finalised and will be shared with LAs shortly.

### 3 **Early engagement with feeder departments**

We have updated our Relationship Management System to formally incorporate early-stage discussions with feeder departments to:

- improve understanding of how information flows into processing teams, and create a more streamlined end-to-end registration process.
- map how departments operate and how information is prepared and submitted.
- identify potential barriers before charges reach processing teams.
- enhance understanding of how different departments can align their approaches to improve timeliness.

We would like to thank the LAs in live service who took the time to complete the survey. As the improvements are implemented, the SPI team will closely monitor their impact, while working with LAs to drive ongoing improvement.

If you have any questions or feedback on any of the actions listed, please **contact your Relationship Manager.**

# Cyber security – protecting the Local Land Charges Register

**As cyber security risks increase across the sector, working together is essential to protect the data held on the Local Land Charges (LLC) Register. Data security is a shared responsibility between HM Land Registry (HMLR) and local authorities (LAs), which helps to keep the register safe for the whole property market. LAs can play a vital role by complying with the [Conditions of Use](#), which outlines their responsibilities.**

When you access the LLC Register through the Application Programming Interface (API) or the Graphical User Interface (GUI or Maintain system), we ask you to adhere to the security steps below:

- tell HMLR immediately if a user ID, token or password becomes known to an unauthorised person or is no longer needed by the person it was issued to.
- take reasonable steps to stop and prevent any unauthorised use of, or access to, the system.
- report any unauthorised access to the API or GUI to HMLR as soon as you become aware of it.

HMLR may cancel a user ID that has not been used for three months and may suspend or disconnect access without notice in the event of a serious security breach.

**If you become aware of a cyber-attack or anything that may compromise security in your organisation, please contact your Relationship Manager immediately.**

For more information, **contact your Relationship Manager** or **email the Live Service Team**.



Image: Shutterstock/Yuganov Konstantin

# Using AI to transform local land charges migrations

HM Land Registry's Data Science team has developed an AI tool that is supporting the migration of historical local authority local land charges data. The AI tool can identify, extract and structure LLC information faster and more accurately than manual efforts, which will help us to meet the 2028 programme end date.

## How is AI helping?

Data quality failures that require re-capture are the most expensive and time-consuming tasks within data transformation, adding weeks to a schedule. Our new AI tool has proven it can eliminate these errors. The London Borough of Newham was the first LA to have its textual LLC information processed by AI with all data quality checks passed.

Initially, the LLC Programme estimated it would take 20 Data Transformation Team (DTT) colleagues three months to capture Newham's data. AI completed the task in four weeks with just four people.

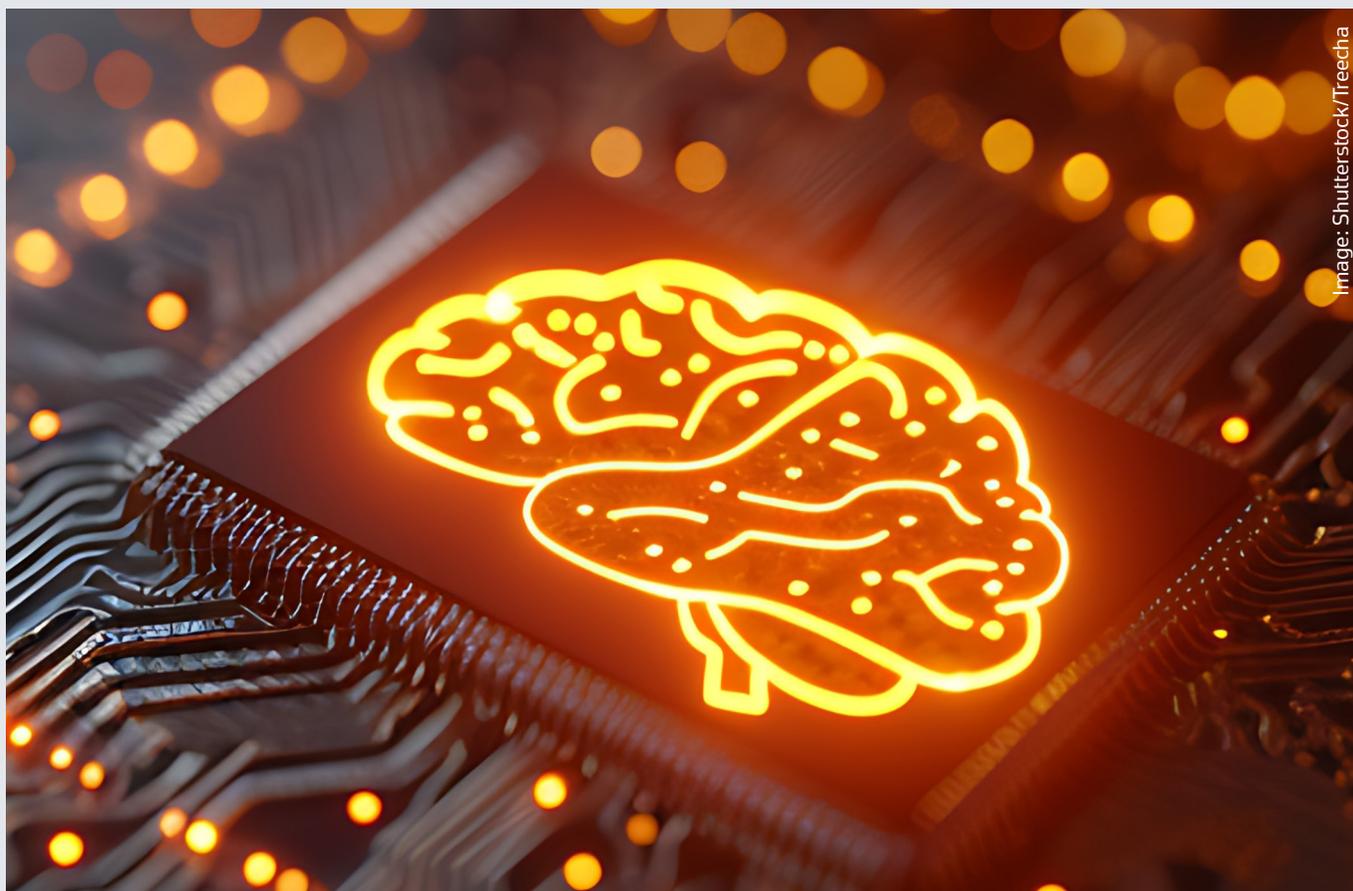


Image: Shutterstock/Trecha

## The journey

Developed over more than five years of agile working, the AI tool represents a significant leap forward from its early iterations, which required a bespoke code for each LA and ran on tailored, physical workstations. The system now operates within HMLR's secure cloud infrastructure, making it far more robust and reusable for LAs.

The tool combines an enhanced Optical Character Recognition engine, a large language model, and several bespoke models to reliably extract data and eliminate common typographical errors. Strict controls prevent false or rogue data from entering the dataset to help safeguard the integrity of the LLC Register.

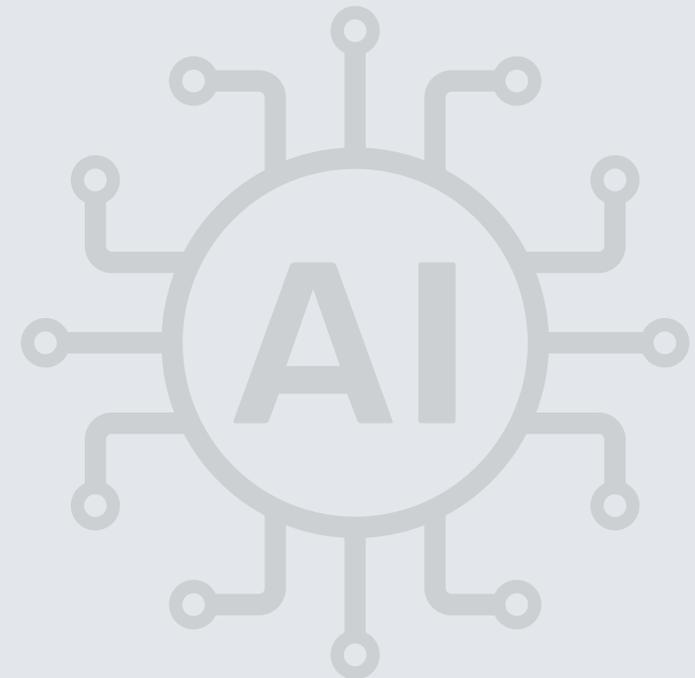
The streamlined process requires just one team member to handle data processing, with cross-checking carried out by the LLC Data Quality and Assurance team. To date, there have been no quality or data completeness failures.

## What's next?

**Mark Kelso**, Programme Director for Local Land Charges said:

**“The London Borough of Newham may have been the first LA to have its LLC data processed using large language model (LLM) AI, but it won't be the last. We're committed to harnessing technology wherever practical to enhance both our efficiency and effectiveness. The AI tool is enabling our data transformation team to move from time-consuming tasks to more complex, high-value work that benefits from human expertise.”**

Following Newham's success, we have used AI with Dacorum Borough Council and Cotswold District Council. The team has also identified other LAs with similar datasets so they can rerun the modelling, to further develop and enhance its capability. If testing continues to be successful, we are confident that AI will significantly increase the pace of migrations.



# Upcoming events

The Local Land Charges Programme will be attending a series of events in the coming months and we would love to see you there.

You can view the full list of events below.

| Event   | Date             | Location   |
|---|------------------|------------|
| <a href="#"><u>HM Land Registry Durham Visit - Newcastle Law Society</u></a>            | 24 March 2026    | Durham     |
| <a href="#"><u>London PropTech Show</u></a>   | 24/25 March 2026 | London     |
| <a href="#"><u>Property Developer Show Bristol</u></a>                                  | 25 March 2026    | Bristol    |
| <a href="#"><u>Build More Homes Summit</u></a>  | 16 April 2026    | London     |
| <a href="#"><u>PropertyMark East Midlands Regional Conference</u></a>                   | 21 April 2026    | Leicester  |
| <a href="#"><u>Residential Conveyancing and Commercial Property Conference 2026</u></a> | 22 April 2026    | Manchester |
| <a href="#"><u>A Conveyancing Law Update in Bristol</u></a>                             | 22 April 2026    | Bristol    |
| <a href="#"><u>A Conveyancing Law Update in Exeter</u></a>                              | 23 April 2026    | Exeter     |
| <a href="#"><u>Building Societies Annual Conference 2026</u></a>                        | 28/29 April 2026 | Edinburgh  |

# Land Data's Local Land Charges Training and Development Event 2026

Land Data's Local Land Charges (LLC) Training & Development event returns on 22–23 April 2026, marking its 30th anniversary. This virtual conference brings together local authorities from across England and Wales to share their knowledge, experiences and learn about the latest developments within the sector.

[Register now](#)

This year's programme offers a range of sessions including:

- the Next Generation NLIS
- expert speakers from the LLC Programme
- training around the Community Infrastructure Levy, the Building Safety Levy and the CON290
- updates from government on the latest data initiatives in the property sector
- industry panel discussion and Q&A
- the results of the Excellence Awards including Best Performing Migrated LA

The two-day event offers LLC professionals an opportunity to hear from colleagues across central and local government and industry, connect with peers, and stay up to date with changes affecting LLC data.

**Visit Land Data's website** for more information.

The logo for the event, featuring three stacked teal squares on the left containing the letters 'L', 'L', and 'C' in white. To the right of these squares, the numbers '20' and '26' are stacked vertically in a large, white, sans-serif font, representing the year 2026.

# The national LLC Register cost savings

Since it launched in 2018, the LLC Register has

- saved customers over **£4.2 million** in search fees
- saved customers an average of **13.2 days** to obtain an LLC search result
- migrated more than **8.7 million** charges from **143 local authorities** on the register.



Figures accurate up to the end of February 2026

# The national LLC Register – total number of searches

Since July 2018,  
we have recorded

**398,197** official  
searches

**1,815,827** personal (free)  
searches

**2,214,024** total searches  
of the register

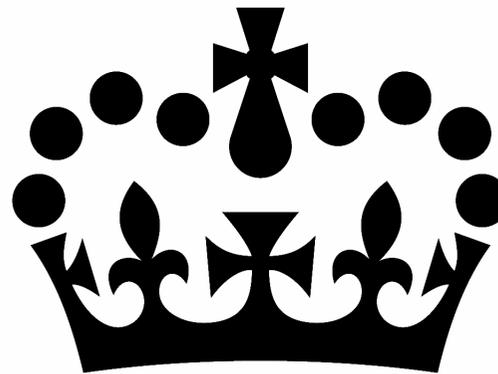
Search figures accurate up to the end of February 2026

# Useful links

- We have numerous [case studies](#) with top tips from previously migrated local authorities.
- The [Local Land Charges Programme](#) page has a list of local authorities who have migrated their data to the LLC Register and further details about the programme.
- [Migrating your local land charges service](#) provides all the migration information local authorities need.
- [Practice guide 79: Local Land Charges](#) explains how to change the register, obtain searches and the compensation protocol for LAs in live service.
- To access the LLC Register, you can [search for local land charges on land and property](#). Business customers can also access it through their portal accounts or Business Gateway.

The [local land charges news](#) page will keep you updated on:

- important updates
- monthly newsletters
- case studies
- blogs
- webinars



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