

How technology is supporting HM Land Registry's Local Land Charges Register

Mark Edwards, Service Manager, Local Land Charges Programme

HM Land Registry's Local Land Charges (LLC) Programme is transforming all local authority LLC registers across England and Wales into a central, digital service. This is eliminating local variations in price, speed and format and providing property buyers with immediate access to the data.

Our ambition is to complete the migration of all LLC data by 2025. This means it is vital that we have the technology to enable this increased pace of delivery.

As the Service Manager, my team and I ensure that our [Search for local land charges](#) service is available 365 days a year. The coronavirus (COVID-19) pandemic put the need for resilient and accessible public services into sharp focus. And highlighted the robustness of the LLC Register, which continues to deliver search results despite pandemic challenges and changes in working patterns.

New service enhancements are ensuring users have the best experience possible. And our continued monitoring of the integrity, timeliness and quality of data entered onto the register, provides users with confidence in their search results.

How we increase the pace of delivering migrations

Our work with migrated local authorities, has given us a better understanding of the issues we need to address when migrating services. To streamline our data activities and create a simpler and faster process for local authorities, we have built a suite of tools that include:

- Our [Data Analysis Dashboard](#) (DAD) tool, which provides an audit of all the data. It also allows us to plan with local authorities what is required to clean up, transform and migrate their LLC data;
- Our [Migration Helper](#) tool provides a single space where local authorities and HM Land Registry can work through data issues identified by the DAD tool. This has improved the capturing of spatial extents;
- The way we capture textual data, such as charge descriptions and dates, has also improved. Our Optical Character Recognition tool provides those working on textual data with an interface to make the process easier.

We are also working with local authorities' software partners to streamline our integrated systems that ensure continuity when the service goes live.

Supporting our activity in Wales

As the LLC Programme continues to gather pace, we are delighted to confirm that we will also migrate the [22 Welsh local authorities](#) alongside the 314 across England.

To ensure we have a fully accessible digital register, my team and I have worked with our Welsh language team to build a dual language LLC Search service for customers.

Improving our service

We value our customers and stakeholders' feedback, which we use to review and improve our service. Recently we [improved our search result layout](#) to provide a simpler and more accessible document. These changes mean we can provide a better customer service and reduce some of the work required by users to interpret LLC data.

Work to enhance our mapping systems will allow users to access different layers of spatial information. This development is part of a wider mapping transformation effort, aimed at improving services such as [MapSearch](#).

Moving forward, we will continue to work with the private sector to identify opportunities that will help us contribute to the wider economy and maximise the benefits of our service. We are currently working with lenders to identify how more consistent access to a fully spatial dataset can improve the homebuying process and deliver savings. This work is still in its infancy, but we look forward to sharing the results of our current discovery.

I also look forward to welcoming many more local authorities onto our register, while bolstering our services.