



Newsletter March 2022

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

Finalising the end of year one of our four-year plan

Although the [live service was launched in 2018](#) after years of preparations, this month marks the end of the first of our ambitious four-year plan to complete all migrations. [We've learnt a huge amount over the past year](#) and together continue to prove that the new service is deliverable, customers like it and it's having a positive impact on the conveyancing market. We continue to build pace and momentum and by the end of the month, we will have:

- migrated 33 local authorities – 20 in this financial year (which includes 14 in the last six months)
- 1.6+ million charges on the register
- Partnered with our [Migration Services Delivery Partners](#) to create additional migration capacity
- enhanced [our processes](#) and [migration tools](#)
- started to migrate a number of [Welsh local authorities](#) and made the register available in the Welsh language
- continued to pay both the [new burdens](#) and [transition payments](#) to migrating local authorities.

Looking ahead, [our award-winning Programme](#) is gearing up for another round of migrations in the new financial year. We remain focussed on our vision which we can only achieve with your [support and that of our partners and stakeholders](#).

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Improving the LLC search service

Customers who [Search for local land charges from HM Land Registry](#) on GOV.UK will notice the pages have been re-designed following customer feedback. The changes enhance the usability of the result page as well as improve the content, clarity and layout of the search journey. [The new layout](#) will particularly benefit customers who use tablets or other mobile devices to conduct their search.

The system updates have not removed any functionality or changed the information revealed on search results. Neither does it add any extra steps to the customer journey. We are keen to provide a user-centric service and welcome all feedback. If you would like to share your comments please complete [our feedback form](#). Your comments will be used to inform future service improvements.

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Change to the Light Obstruction Notices address

From February 2022, customers submitting Light Obstruction Notices (LONs) need to send them to the address below. To avoid post being redirected applications should not include HM Registry in the address.

New address:
Light Obstruction Notices
PO Box 3286
Twyver House
Gloucester
GL1 9HP

LONs can also be submitted quickly and safely through [our contact form](#).

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Our events Calendar

The Local Land Charges Programme continues to collaborate with stakeholders, who are participating in and hosting a range of events. We received really positive feedback about the two webinars hosted earlier this year - 'What is happening in LLC'. During the session attendees were updated on our current position and told why we are embarking on a regional cluster approach, they also heard testimonials from migrated local authorities. Click here to watch the [January](#) and [February](#) sessions.

March has seen a continuation of our stakeholder engagement, beginning with a webinar for LAs migrating in 2024. Eighty seven percent of those who attended the session said it gave them 'confidence in what to expect as they prepare for their forthcoming migrations and especially the data assessment'. We plan to hold a series of LA events over the Summer where we will offer practical workshops on the requirements of migration—the webinars have shown us that this is a real area of interest to LAs.

We also delivered a presentation at the virtual annual Local Land Charges Training & Development conference. This event was hosted by Land Data and supported by the Local Land Charges Institute. More than 200 local authorities were in attendance and they provided plenty of positive feedback on the collaborative work between LAs and the LLC Programme.

Finally, the LLC Programme will be exhibiting at the Annual National Local Government Event on 30 March 2022 at the Kia Oval, London. This event is hosted by the Institute of Government & Public Policy and brings together government, academia, and senior leaders from across local government. Delegates will be sharing best practice on dealing with the emerging challenges in the wake of the COVID-19 pandemic through collaboration and innovation. Further information can be found [here](#).

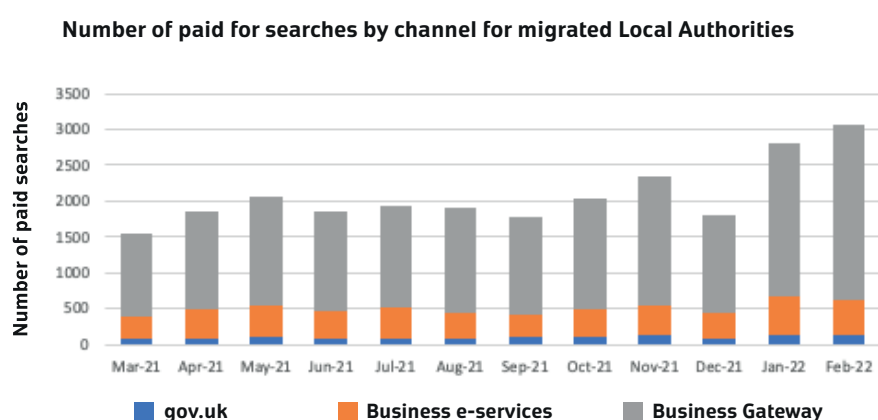
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The national LLC Register usage

We are now beginning to get feedback from those who have joined the register. Speaking to Bromsgrove and Redditch our Product Support officer Fahmida Miah reports:

"They couldn't believe how well the service has been going for them. Almost no customer queries since they went live in October 2021. The new service has freed up so much of their time allowing them to focus on other work. They have even found time to help another local authority who are currently struggling with resource!"

This graph illustrates the number of [official searches](#) purchased through HM Land Registry's business channels for migrated local authorities. Search activities are on the increase in 2022 with [four out of the 32 LAs in the register joining in January](#).



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Feedback

Your feedback is important to us and will be used to improve and refine our service. [Please contact our team](#) with your comments.

Kind regards

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Implementation