



# Newsletter

## March 2023

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

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# Our most successful year

**I am delighted to share that we will have added seven local authorities to our register by the end of March, making it our most successful quarter. This achievement also means that the past year has been the most successful on record. In total 66 local authorities shall be live on the LLC Register by the end of March.**

The success of these migrations is the result of the tremendous collaborative effort, involving local authorities (LAs), suppliers, and partners. [Following my message in December](#), I am happy to announce that our Migration Service Delivery Partners have joined our delivery team and have already completed one successful migration with two more expected by the end of the month. This added capacity combined with the cooperation we continue to receive from our software suppliers has been instrumental in ensuring smooth migrations.

The availability of instant search results has allowed property buyers in migrated areas in England and Wales to save an average of 12 days. This has resulted in nearly 500,000 searches being conducted. By digitising and integrating spatial elements, we have been able to enhance at least 50% of charges during the migration of data to the LLC Register. We are dedicated to continuing to develop and refine the Live Service to ensure customers receive the most current results in a format that is easy to use.





Internally, we are expanding our in-house capacity by recruiting and training more Business Analysts to respond to the volume of migrations in the pipeline. We constantly [engage with our stakeholders](#) to improve our policies, processes, tools, and the LLC service. Following our Process Optimisation event in May 2022, the Programme was shortlisted for the Civil Service Smarter Working Programme Awards. We hope to win another award in the [‘Championing Continuous Improvement’](#) category on 23 March in Manchester.

Although we have faced some challenges, we are encouraged by the hands-on-deck approach, dedication, and persistence shown by everyone involved. This is particularly evident as we prepare for the first cluster migration for the new North Yorkshire Council, which will be established on 1 April 2023. Our regional approach gives neighbouring authorities an opportunity to support each other during migration and also supports broader economic growth.

We are committed to building upon the momentum and [leveraging the national LLC Register](#) to promote progress and prosperity throughout England and Wales.



# Our dedication to listening and improving

In our survey last October, 20% of respondents indicated that they were not aware of the [Migration Hub](#), which provides guidance to support LAs on their migration journey.

Whilst many respondents expressed an interest in using the platform during migrations, some people felt the navigation could be simpler. Those who had used it during their migrations said the process-related content and general guidance had been especially useful.

As a result of your feedback, we conducted a thorough review of the Migration Hub and are working to

update and enhance the service. When the project is complete, accessing the information you require will be simpler and more intuitive.

We are committed to ensuring the platform's content is easily accessible and informative for all users at every stage of the migration.



# Quote of the month

“We consider the digitisation and migration of local land charges (LLC) information to HM Land Registry a real game changer. In migrated areas, our colleagues no longer need to physically visit local authority offices, which has saved us significant time and cost.

The LLC Register offers a long-awaited conveyancing solution to delays in obtaining search results, by delivering instant and consistent information. We look forward to the completion of this enormous project as it will greatly benefit Search Companies and the wider property market.”

**Carol Gildea**

Head of Operations (OneSearch)



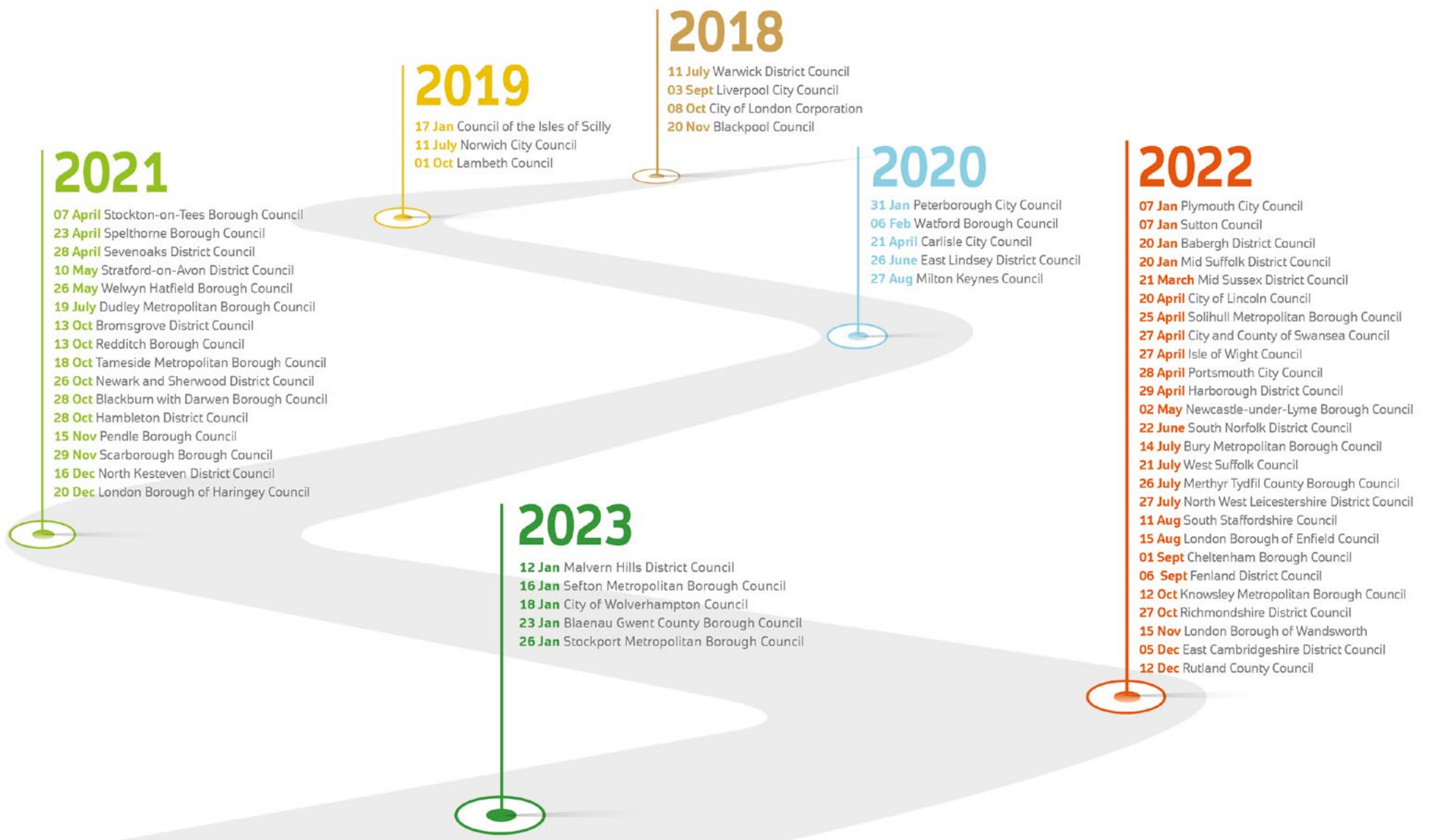
# Top migration tips

- Attend the weekly meetings with HM Land Registry to keep yourself updated on the migration process. These meetings are essential as they provide step-by-step guidance on the process, and an opportunity to monitor progress and share concerns.
- Share the change template provided at the beginning of the migration discussions with other departments at the earliest opportunity. This will give them enough time to understand the context and enable them to support you if needed.
- It is important to adhere to the timescales agreed at the beginning of your migration. Any delay in meeting these timescales may cause unnecessary delays and affect your payments.
- Whilst training is provided, we recommend that you have a basic understanding of using MS Teams. This is the primary platform used for communications and document sharing between a local authority and HM Land Registry.
- Notify HM Land Registry of any concerns or suggestions as soon as they arise to avoid them becoming issues. This proactive approach allows us to address any concerns promptly, ensuring a smooth and successful migration.

Visit our [Migration Hub](#) for more tips.



# Local authorities in the register by 28 February 2023



# Events Calendar

We attended our tenth and final event of the Development Conference series on 1 March 2023, at the North East Development Conference in Newcastle. The conferences brought together key developers, investors, and local authority leaders who showcased new policies and projects across various sectors. This gave us an opportunity to share the benefits of the LLC Register and its impact on developers and the regional property market.

Our customer team will be speaking to residential solicitors and conveyancers at a series of four ProConference events in Bristol, Gatwick, Watford, and London during March. In addition to explaining the benefits of the national register, and its impact on the conveyancing industry, the team will also demonstrate how it works.

Finally, we will be at the Bristol Land Data and Development event on 28-29 March to provide updates on the Programme. I hope to see most of you on the first night at the [LLC 2023 Excellence Awards ceremony](#), as we celebrate the Best Migrated Local Authority winner. This is the first face-to-face event in three years, offering [training and development opportunities](#) to local authority LLC personnel.

North East the Built Environment Networking Ltd  
Northeast Development Conference in Newcastle.



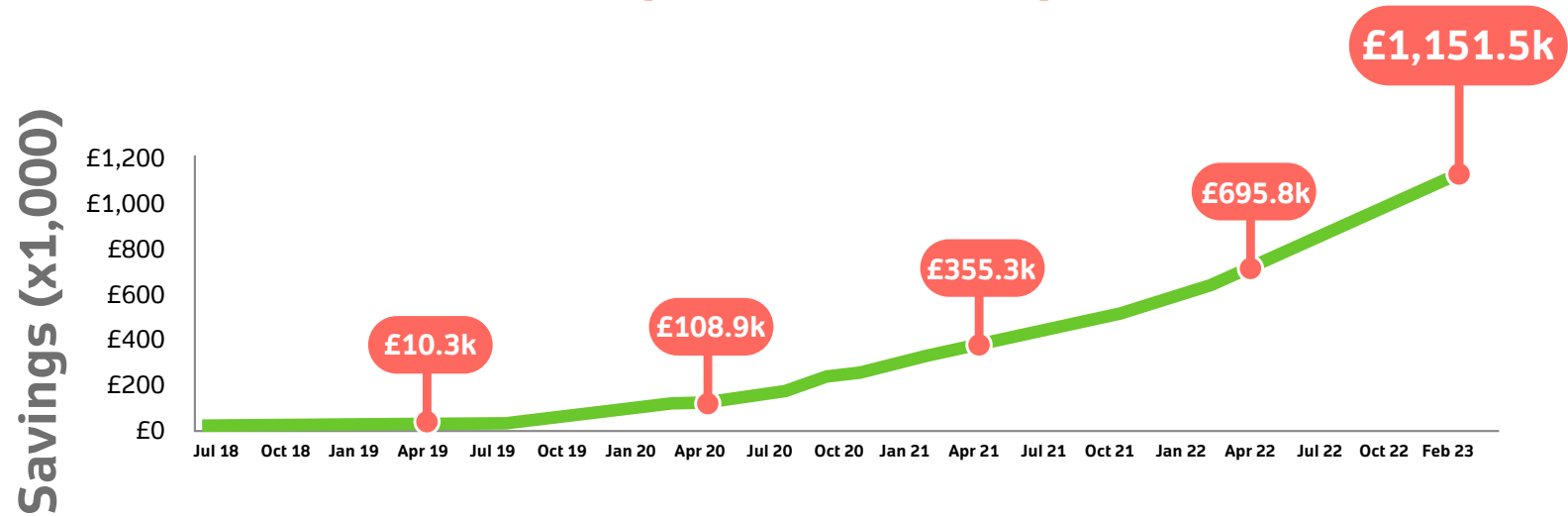


# LLC Register cost savings

More than 700,000 residents in [North Yorkshire](#) will soon benefit from instant LLC search results when their local authorities migrate their service to the register. There are over three million charges from the [59 local authorities](#) that have been migrated to the register.

With over £1 million saved from searches to date, this graph illustrates the upward trajectory of savings as more local authorities join the national LLC Register since its launch.

## Cost savings since service go-live



Kind regards

*Allison Bradbury*

**Allison Bradbury**

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