



# Newsletter

## May 2023

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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# Delivering with market-leading partners

I am pleased to share that our Migration Service Delivery Partners (MSDPs), Landmark Information Group and Cyient who are both industry leaders, have successfully completed four migrations so far. Both MSDPs played a crucial role in the successful delivery of North Yorkshire Council's LLC service to the national register.

With the help of Cyient, the LLC data from Selby and Craven was successfully transformed and transferred while Landmark led on Harrogate and also Blaenau Gwent in Wales. Both partners attributed the timely success of migrations and the ability to overcome all challenges to the cooperation and close working relationship with the local authorities (LAs) and HM Land Registry.

**Former Senior Responsible Officer for Harrogate's migration and now North Yorkshire Council's Service Improvement & Development Manager, Dave Clothier said:**

"Landmark took the lead on capturing missing spatial data and other spatial data-improvement tasks. They gave us worksheets to explain the textual improvements that we had to process. Our weekly meetings with Landmark's business analyst and the Delivery Manager helped track progress and ensured a consistent pipeline of work. Landmark became an integral part of our migration delivery team and helped bridge the gap between available and required LA resources

for migration activities. Without their assistance on data-improvement tasks, especially around the spatial element, our migration timeline would not have been achieved."

Landmark has passed its first quarter scorecard assessment since implementation, achieving the Critical Success Factor One Milestone. This success puts them on track to complete two more migrations by the end of June. From the beginning of our partnership with the MSDPs, we have taken a collaborative approach that has developed into a feedback loop, allowing for mutual learning and sharing of best practices.



# Looking after Other Originating Authorities

**Other Originating Authorities (OOAs) in England and Wales also generate local land charges and play a crucial role in keeping LLC information accurate and up to date. Most of our focus so far has been on local authorities as registering authorities, however, as the register has grown, we have realised that OOAs have specific considerations and needs.**

As such, we have adapted our approach to make sure that we are working with all originating authorities as effectively as possible. In addition to the support already being provided to OOAs at the beginning and during migrations, we have recruited two Relationship Managers (RMs) into the Service Performance and Integration team. The new RMs will act as a single point of contact for OOAs in live service, understanding their needs and addressing any concerns, providing timely and tailored support in safeguarding the integrity of the Register.

Last month, we moved all Live Service information from the Migration Hub to a [dedicated GOV.UK page](#). This includes new guidance for originating authorities, information on policies and procedures, as well as [examples of good practices](#) to ensure we continue to provide excellent service. We are committed to delivering an exceptional experience for our customers when conducting searches of the Register.



# Unveiling the refreshed Migration Hub

We listened to your feedback from our survey in October 2022. As a result, we have revised and are now relaunching the Migration Hub. We spent the last six months reviewing and updating the platform's content. We assigned a team of experts to streamline and improve the information provided to users. Our Digital, Developers, and Design teams revised the platform's layout to make it more user-friendly and compliant with GOV.UK accessibility standards.

The revamped [Migration Hub](#) landing page now clearly displays an overview and links to various pages. We also separated guidance for those preparing to migrate from those who have already begun their migration and moved guidance for those who have joined the register to our [GOV.UK page](#).

The updated platform includes resources such as key learnings from previous migrations, case studies, webinars, newsletters and guidance to support all users. We are committed to ensuring that this new platform meets your needs and we will conduct a survey in the autumn to hear about your experiences.

The screenshot shows the top navigation bar of the Migration Hub. On the left, it features the HM Land Registry logo and a decorative hexagonal pattern of colored dots. To the right of the logo is the title 'Local Land Charges Migration Hub'. Below the title is a horizontal menu with five items: 'Migration process', 'Tools', 'Learnings', 'Guidance', and 'News'. The 'Migration process' item is highlighted with a thick black underline. Below the menu, the heading 'Migration process' is displayed in a large, bold, black font. Underneath this heading, there are two columns of content. The first column contains a blue underlined link 'Getting ready for your migration' followed by a right-pointing chevron icon. Below the link is the text 'Tools to help you work out if you're ready for migration'. The second column contains a blue underlined link 'Delivering your migration' followed by a right-pointing chevron icon. Below the link is the text 'Information about each stage of the delivery'. A large white right-pointing chevron icon is positioned in the bottom right corner of the screenshot area.

# Top tips for migrations

- Have face-to-face discovery meetings with as many internal experts as possible. This keeps everyone informed and prevents unnecessary emails for information that could be shared during the meeting. This will ensure that all relevant parties are aware of their roles and responsibilities during the migration process
- It is important to provide HM Land Registry with updated data extracts prior to discovery. This will allow them to identify any potential issues that need to be addressed and stay informed of any recent changes and improvements made to the data.
- To monitor progress, regular meetings with the Delivery Manager should be scheduled and attended. The Senior Responsible Owner from the LAs should also be invited to these meetings, as their attendance can speed up decision-making for tasks under their command.
- In the interest of transparency, it's essential to be truthful with the Delivery Manager about any setbacks or delays that may arise during the migration process. By explaining the reason behind any setbacks, the Delivery Manager may be able to provide assistance and help keep the project on track.
- Use a shared MS Teams channel to save time, improve collaboration and communication among team members. This will also eliminate the need for progress reports and promote better communication, ensuring that everyone is working towards the same goal.





# Quote of the month:

“It’s been a little over 12 months since North Kesteven migrated, and the transition went smoothly with excellent support from our Relationship Manager. We’ve identified some areas that need adjustment, and our review meetings with the Relationship Manager allow for two-way communication to address these issues. The migration process has also given us the opportunity to review our data for accuracy and completeness, which is beneficial for everyone who relies on it and has streamlined our processes.

We believe that the LLC1 bus is doing well, but it still requires some maintenance checks along the way. With more travel in the same direction, we expect to make progress overall.”

**Marcella Heath**

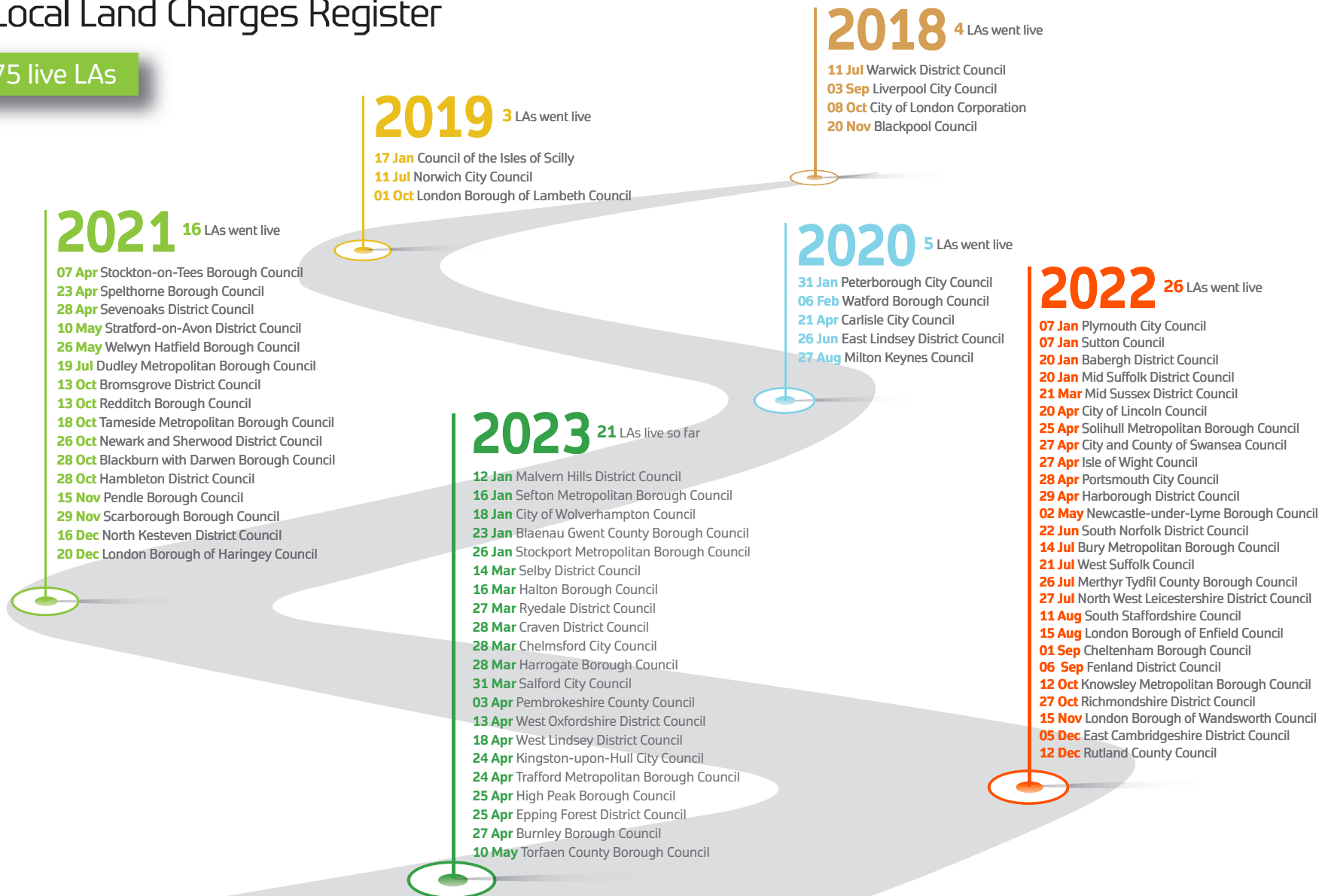
Assistant Director, Democratic Services  
(North Kesteven District Council)



# Local authorities in the register on 10 May 2023

## HM Land Registry Local Land Charges Register

75 live LAs





# Events Calendar

## April:

Our customer team was invited to give an update on the LLC Programme to solicitors and conveyancers at the For Media Group's Residential Conveyancing Update event on 20 April. The event held in Leeds covered recent case law, training related to conveyancing and transactions, as well as the UK property market. During the event, the customer team shared valuable lessons and benefits gained from migrating the seven local authorities that merged with North Yorkshire Council.

## May:

We will be at the Old Swan Hotel in Harrogate on 11 May to celebrate the North Yorkshire Council joining the Register. The event will feature a variety of speakers who will discuss the regional benefits that the LLC Register will provide.

We have been working with the Coal Authority for two years now to create value and provide benefits to our customers. We want to show the progress we have made during this time, so we have booked a space at the Royal Armouries in Leeds on 16-18 May. Our partner Landmark Solutions, who helps us with migration services, will also be there to showcase their part in our success.

**Our customer team Manager Leanne Wright speaking to participants at the For Media Group event**



We are excited to be joining some of the biggest property and infrastructure companies in the UK at the annual UK's Real Estate Investment and Infrastructure Forum (UKREiiF).

We are sending a team to attend the Geo Business event on 17-18 May at ExCeL London. This event will bring together over 120 geospatial technology suppliers

and service providers from all over the world. As an award-winning geospatial programme, we are excited to take advantage of this opportunity to learn about the latest geospatial technology, gain industry insights, and share ideas with other professionals from around the world.

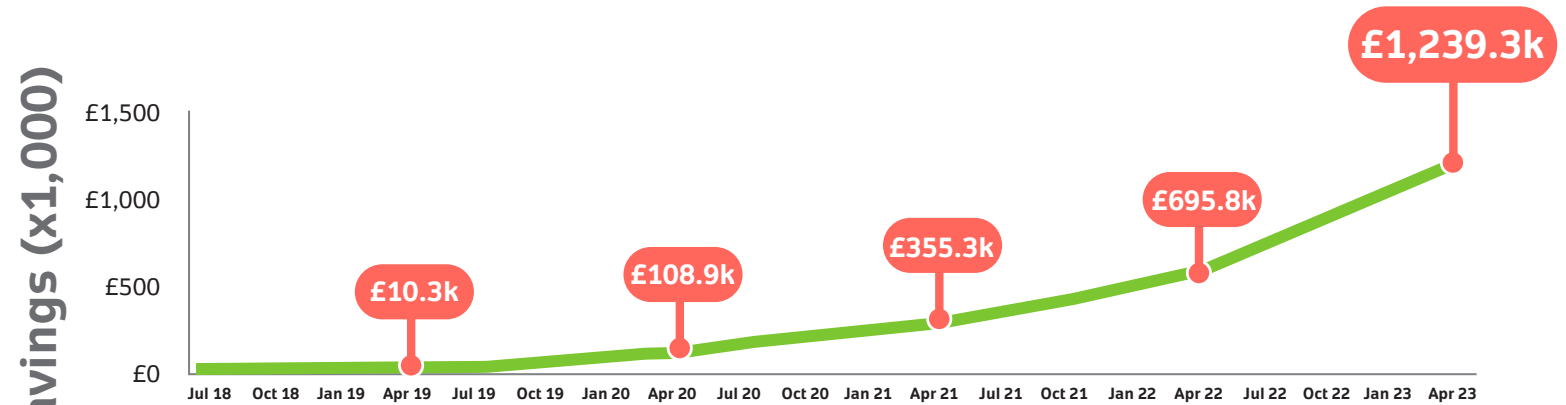




# The national LLC Register cost savings

Since launch, the LLC Register has recorded a total cost saving of over **£1.2 million** from searches with customers in migrated areas saving an average of **12 days** to obtain an LLC search result. There are over **3.9 million charges** from the **75 local authorities that have been migrated** to the register.

## Cost savings since service go-live



Kind regards

*Allison Bradbury*

**Allison Bradbury**

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