



Here is the latest information for local authorities about the Local Land Charges (LLC) Programme and the migration of local authorities' (LA) data to the live service.

An introduction to how we're changing our approach to migration

Delivering migrations at a greater pace is more important than ever for the LLC Programme. We need to increase the scope and resilience of the digital LLC service, as well as provide local authorities with a valuable tool to help their own economies and property sectors.

To address this, we are laying the foundations for a change in the way we sign local authorities up for active migration work, as they transfer their data over to the LLC service. We have identified an approach that focuses on regional areas, or 'clusters', of local authorities that we will look to migrate on a similar timescale.

There are considerable benefits to adopting this new approach. Creating regional clusters of migrated authorities would encourage the migration of a more diverse set of local authorities throughout the programme's lifecycle. Geographical proximity means that management and coordination between HM Land Registry and local authorities is significantly streamlined. This will also be of greater benefit to customers and local enterprise partnerships, many of whom will be operating in regions that span LA boundaries. Migrating regions allows local authorities to share knowledge and support each other through the experience.

It's important to say that this does not mean there will be a change for those local authorities currently undertaking pre-migration work. We remain committed to moving these authorities through their migration journeys as efficiently as possible. It is important that any regional approach includes local authorities that are at different stages in their migration journey. This will allow us to balance HM Land Registry and supplier support, whilst sharing best practice between local authorities.

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Upcoming communications in September

To begin the process of trialling this regional approach, we'll be writing to local authorities that we have identified as the first to take this forward. If your authority does receive these communications, please get in touch with us to discuss your participation in migration.

As ever, we are conscious that for many LLC departments there are still ongoing challenges caused by Coronavirus (COVID-19). If this is the case for you, please still get in touch with us and we will work together to identify any support that will help your migration journey.

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Service assessment reminders

Earlier this year, the programme re-issued our service assessments to local authorities who have not yet begun working with us on their data. We're thankful to those local authorities who have already returned their assessments and encourage those who are yet to complete their assessments to get them back to us as soon as you are able.

The purpose of these assessments is for us to get an initial oversight of your data. The sample that you provide us with will allow us to gauge the format and complexity of your wider LLC data. From this assessment, we can start to identify the work required during the pre-migration phase to ensure that your transition onto the LLC register is as smooth as possible. It is important that you get this back to us as soon as you're able to.

We do appreciate there may have been difficulties in completing these at this time. If you do have any concerns or queries, please contact your delivery manager or the team inbox here at llcproject@landregistry.gov.uk

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Service enhancements for our customers

As of [20 August 2020](#), LLC search results have been made simpler and easier to read, as they no longer reveal adjoining registration details. This comes as part of a series of changes that HMLR has made to improve the customer experience.

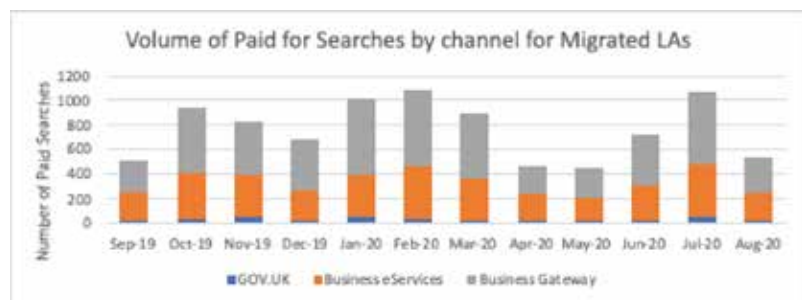
We had received feedback that search results were overly complicated and revealed too much information. We are continually listening to our service users and looking for ways to improve the LLC service. Based on these comments, this enhancement will improve the user experience by making search results simpler and more accessible.

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Service Statistics

This graph illustrates the number of official searches purchased through HM Land Registry's business channels for migrated LAs.

July saw our highest volume of searches sold through our channels, as the housing market continued to re-open. August shows a fall in activity across the market, which is reflected in the number of official searches purchased. At present, there is a higher level of uncertainty in the property market, and so we will continue to work with both local authorities and the conveyancing sector to aid the recovery of the economy.



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Feedback

As always, your feedback is important, as it ensures we can make continued improvements and refinements to the service. Please do contact us with any comments on llcproject@landregistry.gov.uk.

With kind regards,

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Latest addition to the register

We are pleased to confirm that Milton Keynes Council joined our live service on 27 August 2020.