



Local Land Charges Programme

HM Land Registry's (HMLR) digital Local Land Charges (LLC) Register launched in July 2018, with Warwick District Council. By the end of June 2020, 10 further local authorities had migrated their data onto our register.

We could not have achieved what we have without partnerships, particularly our colleagues in the local authorities (LAs) who have migrated or are preparing to migrate their data. With each migration we learned lessons that helped us to develop a range of tools to support future migrations. Each LA is sharing their learning and experiences through [case studies](#) on our Khub site.

This document provides some of the key lessons learned in the words of the 11 LAs who have migrated so far.

Lessons learnt

- 1. Plan resource in advance – use HMLR's tools and expertise to help with this**
We didn't realise what would be involved at the start of the migration, in terms of resource requirements – we were the first to migrate after all. Ask for clear guidance before you start.
- 2. Involve other departments, for example, planning and geographic information system (GIS) from the start**
Make the relevant people in your LA aware early on that you're intending to start the migration process. If you need other services' buy in, let them know in advance and get the ball rolling early with your collaboration agreement.
- 3. Provide a sample of the data for analysis before starting migration**
It takes some time to familiarise yourself with the tools and specific processes, in relation to self-extract and bulk export LLC data and create customised business rules, so build in some time to do this.
- 4. Attend meetings with HMLR regularly to ensure all information is up to date**
Every member of staff we dealt with at HMLR from start to finish was very responsive, clear and helpful. Don't hesitate to ask questions or contact them during the work. We often had phone or video conferences to catch up and keep in touch, which proved invaluable.

5. Communication is key

Building defined communication routes will speed up responses and help you keep track of progress. If you can, make use of specialist collaboration tools (we used Slack) that help simplify this process and provide increased visibility. Email alone is not a good enough solution.

6. Utilise support that is available

Seek the advice of other migrated local authorities, particularly those with the same software system.

Resolved issues

Missing spatial extents

(London Borough of Lambeth case study)

We had to tackle the issue of missing spatial extents and instances of point data (rather than polygon data). HMLR worked with us to provide candidate polygons, which meant we were not starting from scratch in identifying each extent. They were loaded into the Migration Helper (which was being developed at the time) which sped up the process. Now that the dashboard and early data analysis is in place, other local authorities will have early sight of these type of issues.

Missing addresses for charges affecting large areas

(London Borough of Lambeth case study)

HMLR require a geographic description for each charge. For charges such as Conservation Areas, which affect multiple properties, we had no single generic description for these charges in Idox TLC. We were able to use the configuration tool supplied by Idox to create a business rule. This lifted a useable description from a different part of TLC and used it as a generic description for HMLR's register. This greatly simplified what would otherwise have been a lengthy task.

Number of charges to be corrected

(Liverpool City Council case study)

Our data was 100% spatial and we believed it was in a fairly good state. Once the data was analysed by HMLR it became clear that whilst it was fit for purpose, it did not meet the standards that HMLR required. So, we worked closely with HMLR to correct the data so that it could make it through the quality gate.

Light obstruction notices (LON)

(Liverpool City Council case study)

This was an area that caused us a real problem, as once we investigated the LONs on the register it became apparent that for many, there were no supporting documents. This was an issue, as when we tried to get copies of them, it appeared that the Land Tribunals did not have copies either. As this was part of the register that HMLR are maintaining in live service they needed some documents to hold in the system. Working together we produced a 'dummy' PDF to sit behind the registrations.

Complex geography of the City of London

(City of London Corporation case study)

We needed to reflect the complicated geography of a multi-layered, central city area in a comprehensive set of spatial polygons. The eventual solution was to use a long-established set of planning casework polygons to which land charges could be related. In complex areas, such as the Barbican mixed-use high-rise estate, some individual addresses continue to be grouped for search purposes.

Expired charges

(Council of the Isle of Scilly case study)

A large number of charges in our register had expired. Once the register had been digitised it was easy to identify these and have them removed or to delete them from the pre-live system.

Inconsistent electronic data

(Council of the Isle of Scilly case study)

The electronic data stored in our planning records was used to generate polygons and match charges. This planning data wasn't fully complete and not all polygons created. This was resolved by manually generating polygons for the charges once the system was live. Read how HMLR's [Migration Helper tool](#) can now help speed up this process.