

Business Change Playbook

Make it Ready

HM Land Registry
Local Land Charges



Our ambition is to become the world's leading land registry for speed, simplicity and an open approach to data

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Purpose and content



This document provides key information about the benefits to local authorities who work with the Local Land Charge Programme. This information will be useful if you need to develop a formal business case for sign off within your organisation.

Best practice



Adapt the information to fit in with your internal business case to your unique circumstances where needed and take this to relevant authority in your organisation as soon as possible - this will ensure that they are supportive of the initiative and you have a green light to proceed with readiness activity and delivery planning.

Benefits



- Key document that provides a detailed view of the benefits of migrating for local authorities.
- The document can be used as the basis for, and to articulate, the identification of benefits and business value that ultimately the organisation could realise in the long term.

Link to [Information to Support Your Business Case](#) document

Purpose and content



A document to identify key contacts, local land charges volumes, and data formats and sources within the local authority.

The service assessment document enables HM Land Registry to get a better understanding of the volume and type of data that a local authority holds and helps determine the support a local authority may need during migration.

Best practice



Completing the service assessment should be done in collaboration with other departments in the local authority that have a role in creating or processing local land charges. The completed service assessment should be returned to the HM Land Registry Delivery Manager that a local authority is working with.

Benefits



- HM Land Registry have early understanding of the size and scale of the data that a local authority holds
- Paper scanning and digitisation requirements can be identified and planned for early on
- Any dependencies on incumbent suppliers are identified and engagement with them can be planned for

Link to [Service Assessment](#) template

Purpose and content



Current 'As Is' processes are mapped out and all data sources used during the search process are identified and scoped into migration timelines.

By identifying all data sources, a complete dataset can be worked with from the beginning of migration activity, helping keep delivery schedules on track.

Best practice



End to end mapping workshop to be held with all key personnel involved in processing a Local Land Charges search, to include:

- How customers request searches
- Data sources used to process requests (digital and paper)
- Key departments, in addition to LLC team, that play a role in the search process

Benefits



- All relevant data sources are identified and work to include them in the digital register is scoped and planned for within the delivery plans
- Timescales are kept on track as unidentified datasets are not discovered late in the migration process
- Size and scale of work to get data ready for migration is understood early on

Link to [Data Source Mapping](#) template

Purpose and content



To provide an overview of what a local authority needs to consider when planning the scanning of non-digital data, including what should be scanned, planning, resource needed and quality requirements. This content is available in the form of a written guide as well as a short video guide.

Best practice



This work can be led by the local authority or undertaken with guidance and support from the HM Land Registry Delivery Manager that will be working with the local authority through their migration. Following the guidance and steps set out in the approach document and video can help the local authority undertake their scan to the required quality and format.

Benefits



- A plan can be put in place for the removal of non-digital records
- Scanning activity undertaken by the local authority will be in the correct format and to the required quality for inclusion on the HM Land Registry digital register

Link to [How to Approach Scanning Your Data](#) and [A video guide to scanning your data](#)

Purpose and content



A guide to give local authorities a guide to self-extracting electronic and digital data including the steps to take while planning, the activities that need to be undertaken during extraction and things that need to be done after the data extract has been obtained in order to share the information with HM Land Registry.

Best practice



Engage with other departments within the local authority who may be involved in creating charges, to ensure that a full data extract is available.
HM Land Registry have Technical Delivery Managers who can work with local authorities to help you get this right.

Benefits



- Ability to extract own data to run through a Digital Assessment Dashboard to enable an early view of data improvement work that needs to be undertaken
- Local authority has control over extracting data and can fit it within own timelines

Link to [How to approach extracting your electronic and digital data](#) and [detailed guide video](#)

Purpose and content



To provide a guide for what you need to do if your spatial digital data for local land charges is affected by Positional Accuracy Issues, which arise when the plotted extent does not follow features on the underlying map when it should. The guide covers how HM Land Registry can help and how you can use the Migration Helper tool to resolve issues.

Best practice



The HM Land Registry Delivery Manager working with a local authority will determine what the best approach is to resolving your PAI and if the Migration Helper is the best tool to use. Where possible, HM Land Registry will enable an automated fix of issues so the local authority can focus on manual fixes of the more complex issues.

Benefits



- Standardised approach to fixing PAI based on tried and tested methods from other local authority migrations
- Ability to automate where possible, freeing up resource to manually fix more complex issues that need a human decision
- Speeds up the data fixing process

Link to [How to approach Positional Accuracy Issues \(PAI\) in your data](#) guide

Purpose and content



The Extent of Change analysis template enables a migrating local authority to identify what day to day activity they will need to stop, start, continue or do differently once migrated onto the digital register, in comparison to their current way of processing LLC data.

Best practice



This activity should be done in collaboration with any other departments within the local authority that have a role in handling LLC data in any way. It should be carried out alongside the activity to map current processes and identify existing data sources.

Benefits



- Early identification of what activities will change post migration
- Ability to map out future processes and identify efficiency improvements that can be made to them
- Clarity around activities that job holders will be required to do in the future, and what capacity they will have to undertake other activities

Link to [Extent of change analysis](#) template

Purpose and content



To provide a view of progress across the three critical factors that need to be considered during migration activity:

- People
- Process
- Data

The output is used to determine additional actions and activities that need to be undertaken to progress through migration.

Best practice



Start completing your Migration Readiness Assessment as early on as possible in your migration journey.

The document should be revisited on a regular basis, as well as when there is a significant change or movement within the project. This can be used alongside the Delivery Plan to measure progress towards being 'Migration Ready'.

Benefits



- Ability to measure progress against the critical readiness factors
- Early identification of issues as they arise to enable action plans to be put in place in a timely manner
- Better understanding of areas that need additional focus, support or resources allocated to them, as early on as possible

Link to [Migration Readiness Assessment](#) tool

Purpose and content



The Terms of Collaboration is a compliance agreement between HM Land Registry and a local authority. It is completed in order to undertake data assessment activity to identify what data improvement work needs to be carried out by the local authority to get ready for migration onto the digital register.
This to be completed by the local authority and returned to HM Land Registry.

Best practice



The Terms of Collaboration needs to be completed before digital data is shared in order to run a Data Analysis Dashboard.
Early sharing with the legal department within your local authority is recommended so that they have time to consider the contents ahead of it being returned to HM Land Registry.

Benefits



- Mandatory document to enable data sharing between a local authority and HM Land Registry for the sole purpose of running digital data through the Data Assessment Dashboard
- Gives early insight into data improvement work that is required to meet the required standard for inclusion on the digital register

Link to [Terms of Collaboration](#) template

How the Data Analysis Dashboard tool works

Purpose and content



A short video guide about the Data Dashboard Tool used by HM Land Registry to help local authorities get a better understanding of the current condition of their digital data. The output report from the tool will inform the local authority about the volume and type of data improvement work that is needed to ensure it is ready for inclusion on the digital register.

Best practice



A local authority should run their data through the dashboard at the earliest opportunity as it will allow them to carry out data improvement work at their own pace ahead of migrating. Multiple dashboards can be run over the course of time to validate the data improvement work and keep providing the local authority with ongoing picture of the condition of their digital data.

Benefits



- Early understanding of the type of data improvement work that will need to be undertaken as well as the volume of work to be done
- Ability to plan resources to carry out data improvement work based on knowledge of what is required
- Opportunity to have an ongoing view of the condition of the digital data held ahead of migration

Link to [How the Data Analysis Dashboard tool works](#) video