

Local Land Charges Service

Working with Supporta TerraQuest reduces your current data risk and protects your information - maximising its value and ensuring ultimate compliance with NLIS level 3. In addition, Supporta TerraQuest's Local Land Charges Service improves the overall efficiency and effectiveness of your Local Land Charges department.



As well as protecting your records from incidences of fire and flood damage work with Supporta TerraQuest's information experts to proactively:

- Reduce the risk of loss or damage to data;
- Claim back valuable office space;
- Maximise the value of your data through sharing and the ability to search;
- Work towards the DCLG Improvement Plan of complete electronic delivery;
- Launch a new Property Search process;
- Meet your statutory obligations.

Local Land Charges (LLC) Departments have statutory responsibility for holding a 'Register' of all charges held against a property or parcel of land e.g. Conditional Planning Consents, Grants, Legal Agreements, Enforcement Notices, Constraints (TPO's or Listed Buildings etc.).

The LLC Register is historically held as a paper archive and is commonly the only copy of the records in existence - a massive flood or fire damage risk. The Government is committed to a future where the delivery of property searches, including searches of the LLCR, is completely electronic, and customer service is more open, prompt and efficient. The Government also believes that internet technologies should be used to make services available for users in their homes, on websites and at council offices, conveniently and efficiently.

Best practice identified for Local Authorities (LAs), in holding and managing information, recognises that in assessing its costs LAs should factor in its indirect and capital costs, including investment in IT systems, in the cost of searches.

Our Solution

Supporta TerraQuest have vast experience of working with Local Authorities (LA's) to convert details of every local land charge into text records held thereafter in software packages (with the capability to process search responses). Some software packages also hold geographic extents linked to each record in GIS, which considerably speeds up the search process.

The only way LA's can provide data accurately, efficiently, and in the proposed timescales (1 working day and no later than 3 working days) is by implementing back office systems to hold electronic data and complete spatially enabled searches. This needs to be done within minutes and by accurately capturing the associated data electronically e.g. spatially and texturally. For over 20 years Supporta TerraQuest has assisted in capturing the textual and spatial data required for Property Searches, and in implementation of back office systems to receive, collate and produce searches electronically within minutes.

Supporta TerraQuest can ultimately procure and implement a spatially enabled back office LLC system, assisting with any and every stage, including programme management of the whole process.

- **Business Process Review** - for all departments involved in the property search process;
- **Identify quantity, quality and format** - all held data required for property searches;
- **Capture and QA** - all text and associated spatial records;
- **Match the records** - to the LLPG;
- **Load the captured text records** - and associated spatial extents into the back office system;
- **Scan any paper documents / maps** - required for the capture process;
- **Use Image on Demand (IOD) capability** - during the scanning process enabling uninterrupted service;
- **Load and link the associated scanned register images** - into the EDMS;
- **Support 'Go live' on new system.**

Resulting new Property Search process

- Searches are received directly into the back office system via NLIS and checked for validity (may be 1-30 searches per day depending on size of authority, location, time of year and / or the property market climate).
- Valid searches are accepted into the back office system which automatically searches the GIS to respond within minutes.
- The search is checked by an officer.
- The search is sent out back to the solicitor either via NLIS hub or email.

This process has been proven to take a minimum of 3 minutes, and saves cost and resource from the Planning, BC, Environmental Health and County Highway departments every day.



Contact us

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