Local Land Charges Awards 2015

Recognising Excellence in the Local Land Charges Industry

#LLCawards2015
TM Group is pleased to sponsor
the entertainment for the 2015
Land Data Local Land Charges
Awards for Excellence

www.tmgroup.co.uk
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   By Jan Boothroyd

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Congratulations
to all winners & finalists!

Proud sponsor of the Best Performing NLIS Level 3 and Level 2 Local Land Charges Department Awards.

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Make sure it’s NLIS.

To find out more visit www.nlis.org.uk or email info@nlis-hub.co.uk
We’re into our eighth year for the Land Data Local Land Charges Awards for Excellence and once again local authorities have risen to the challenge. These Awards present a wonderful showcase opportunity, not only for local government and the nominated local authorities, but for you as Local Land Charge Officers and I’m extremely proud to be associated with these prestigious Awards for the recognition of excellence in the Local Land Charges Sector.

This year we received 220 nominations for the customer satisfaction award, an increase from last year of 25%. Whilst some local authorities have been nominated before and it’s great to see them maintaining their high performance levels, which is never an easy thing to do, we have also noted the increasing number of first time nominations, up again from last year and that is truly encouraging.

The last few years have been difficult ones for local government and for this service area in particular, but it is clear from the comments we continue to receive that many Local Land Charge teams are providing exceptional services whilst working in an extremely pressurised environment.

We like to keep the Awards fresh, so this year we’ve created a new award category for the “Best Customer Experience”. This Award celebrates and promotes excellence in customer experience rewarding those local authorities whose efforts, alongside those of the NLIS Channels, help to deliver an exceptional end-to-end service, thereby demonstrating that this long-established partnership still has the ability to deliver industry leading levels of quality service.

As in past years Land Data will continue to promote and regulate NLIS, whilst championing the cause for the use of authoritative data. We are proud to work alongside local government on a range of issues, training and events and we look forward to that strong relationship continuing.

Without the unwavering support and commitment of our Awards contributors the Awards Ceremony could not take place, so my sincere thanks go to all of the Award sponsors: The NLIS Hub, SearchFlow, Thames Water Property Searches and the LLCI. Those sponsors, alongside Land Data, also provided the judging panel of experts who contributed valuable time to help us select this year’s winners and finalists. A thank-you also goes to Costas Leontis the NLIS Hub Service Manager who sources all of the NLIS Hub data and associated calculations and finally to the TM Group for sponsoring the disco. We couldn’t reward Local Land Charge service excellence, without the invaluable contributions from you all!

With thanks to all our judges

The judges met with their teams to review the awards entries, discuss their respective merits and eventually agreed on the award winners and finalists.

Nicola Higgins
Head of Thames Water Property Searches

Amanda Renshaw
Chair, LLCI

Peter Audin
Vice Chair, LLCI

Jan Boothroyd
CEO Land Data

John Pickford
Managing Director, SearchFlow

Special thanks to Costas Leontis, NLIS Hub Manager, for compiling the NLIS Hub data reports for the judges and Adam Bullion, SearchFlow’s Head of Marketing

Jan Boothroyd
Chief Executive, Land Data cic
We are proud to sponsor the **Customer Satisfaction Award** for Local Authority Searches
About the award

For this category, Land Data asks solicitors and licensed conveyancers across the country to vote and provide feedback on the local authority local land charges team that they feel is consistently committed to delivering a high level of customer service. Voters are asked to consider quality, efficiency, reliability and value for money when making their choice. A total of 55 local authorities were nominated.

An in depth scoring criteria is used by the judges to select the winner and highly commended local authority, based on the number of votes that each local authority receives along with the ‘quality’ of the supporting comment from the solicitor. The results are then weighted to reflect official private housing stock figures and total NLIS search volumes.

About the winner

Torridge District Council is no stranger to the annual Local Land Charges Awards and is the only local authority in the country to have been shortlisted in the Customer Satisfaction Award category every year since the Awards were first introduced in 2008.

The LLC team at Torridge, led by Kevin Crowl has won this category twice in previous years, been highly commended on another two occasions and a finalist three times!

Comments from voting solicitors:

“Torridge District Council’s Local Land Charges surpasses any other councils. Kevin Crowl is excellent. The Searches are returned within days - they are so efficient and are extremely helpful should you need to speak to them.”

“An extremely efficient, proactive service. They know where to find what is needed and act on it personally and immediately.”

“Torridge local land charges section provides us with a consistently high standard of service”
CONGRATULATIONS
TO ALL WINNERS & FINALISTS

For the 8th year running we’re in excellent company!
Congratulations to all of this year’s winners and finalists.

www.land-data.org.uk
About the award

This award category is for the local land charges departments that have made the most improvements to their service between 1 June and 30 November 2014.

Judges use data reports provided by the NLIS Hub to look for evidence of some or all of the following criteria:

★ The highest increase in the percentage of electronic search volumes versus other search types (i.e. paper, personal, or email)
★ The most improved turnaround performance (i.e. the highest improvement on the time it takes to return the search to the customer)

About the winner

Elmbridge Borough Council has never been a finalist before, but this year they have sprinted to the finishing line in the Most Improved NLIS Services category! With a consistently improved turnaround time and a significant increase in NLIS electronic searches, the small team proves that a few people with smart processes can achieve big things!

The top ten most improved local authorities:

1. Elmbridge Borough Council
2. Royal Borough of Windsor & Maidenhead
3. East Dorset District Council & Christchurch Borough Council
4. Wycombe District Council
5. Staffordshire Moorlands District Council
6. Surrey Heath Borough Council
7. Watford Borough Council
8. Chelmsford City Council
9. Oldham Borough Council
10. Stoke-On-Trent City Council
LLCI is proud to sponsor the Local Land Charges Officer of the Year Award

Congratulations!

LLCI would like to congratulate all the Local Land Charges Officers who were nominated for this award

The only award that is voted for by Local Land Charges Officers recognising your contribution to the service

Local Land Charges Institute
W: www.llci.org    E: info@llci.co.uk    T: 01226 728299
Local Land Charges
Officer of the Year Award
Pat Morgan, Ealing Council

About the award

All personnel working within Local Land Charges Departments are eligible for nomination by a colleague. The person submitting the nomination must be a member of the Local Land Charges Institute (LLCI).

Nominations are accompanied by a detailed explanation as to why the candidate is worthy of the title. Supportive comments from voters outside the candidate’s local authority will carry more weight.

Judges are looking for individuals who have gone the extra mile to support colleagues or have been active in raising the profile of the local land charges service either at a local or national level.

About the winner

Comments from voting LLCI members:

“Since Land Registry announced its intention to take over the Local Land Charges Service, Pat has singlehandedly driven the LLCI campaign against the proposal. His lobbying on behalf of LLCI has been outstanding and without his extensive knowledge we could not have achieved what we have done to date.”

“Pat is dedicated to local land charges & goes out of his way to interpret legislation, investigate & resolve matters that are raised at LLCI meetings and to distribute the information to members in an understandable way.”

“Pat is extremely knowledgeable on all aspects of local land charges and goes above and beyond in both his job as a LLCO and in his work for the LLCI board.”
**Best Performing NLIS Level 3 Local Land Charges Department**

Ealing Council

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**About the award**

This category recognises the best performing Local Land Charges Department operating at NLIS level 3, between 1 June and 30 November 2014. Judges use NLIS Hub data to evaluate this award and look for evidence of:

- The highest number of NLIS electronic searches during the period (weighted against Land Registry transactional volumes for the LA area)
- The fastest electronic turnaround time (i.e. the time it takes to return the search to the customer)

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**About the winner**

This is the first time Ealing Council has won a Local Land Charges Award and to date they had never featured as a finalist. A consistently fast turnaround time processing a high number of NLIS electronic searches (compared to Land Registry transactional volumes for the area) brings them to the front line in the NLIS level 3 category.

The top ten best performing NLIS level 3 LAs:

1. Ealing Council
2. Torridge District Council
3. Aylesbury Vale District Council
4. London Borough of Barking & Dagenham Council
5. City of York Council
6. London Borough of Barnet Council
7. Portsmouth City Council
8. Fareham Borough Council
9. Brighton & Hove Council
10. Ashford Borough Council
Award Winner

Best Performing NLIS Level 2
Local Land Charges Department
London Borough of Bromley

About the award
This category recognises the best performing Local Land Charges Department operating at NLIS level 2, between 1 June and 30 November 2014. Judges use NLIS Hub data to evaluate this award and look for evidence of:

* The highest number of NLIS electronic searches during the period (weighted against Land Registry transactional volumes for the LA area)
* The fastest electronic turnaround time (i.e. the time it takes to return the search to the customer)

About the winner
A first time winner, this LA was a runner up in the Most Improved NLIS Services Award category in 2013. By providing consistent market share data to the NLIS Hub, judges could see that Bromley has the fastest turnaround time (0.3 days) and processed a high number of NLIS electronic searches (compared to Land Registry transactional volumes for the area) during the period. A winning formula bringing them to the top of the NLIS level 2 category.

Top ten best performing NLIS level 2 LAs:
1. London Borough of Bromley
2. London Borough of Merton
3. North Devon Council
4. London Borough of Lambeth
5. Tandridge District Council
6. Watford Borough Council
7. Borough Council of Wellingborough
8. Spelthorne Borough Council
9. Waverley Borough Council
10. London Borough of Lewisham Council

Highly commended
London Borough of Merton

Award sponsor

Pictured left to right
Janet Boyle, Lynn Cresswell, Alison Bullar, Pauline Maton, Jo Buckstone
And the Winner is...

SearchFlow congratulates tonight’s winners and nominees

Sponsors of the Best Customer Experience category at the 2015 Local Land Charges Awards for Excellence

SearchFlow’s focus on service excellence is driven by our vision to simply make life easier for our customers. We do this by employing dedicated, professional, friendly people who work diligently to improve our customers’ daily working lives.

We’re proud to be able to provide them with access to full Local Authority CON29 data through our fast, convenient one-stop shop, built on the scalable nationwide NLIS platform.

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making lawyers’ lives easier
Best Customer Experience Award

Wealden District Council

About the award

This is a new award category for the 2015 Awards. The Best Customer Experience award celebrates and promotes excellence in customer experience rewarding those local authorities whose efforts, alongside those of the NLIS Channels help to deliver an exceptional customer experience and deliver industry leading levels of service.

NLIS channels nominate local authorities who offer any value added services in order to make the search process smoother and a lawyer’s life easier. Such as:

- The provision of an urgent search if requested by the NLIS Hub
- Notifying the NLIS Hub of changes to service delivery parameters, immediately or within 24 hours
- If a search needs to be rejected, (or when negotiation is used) providing a detailed “customer friendly”, explanation
- The ability to supply, preferably electronically, copy documents upon request

About the winner

This is the third Local Land Charges award Wealden District Council will be adding to the office trophy cabinet! In 2011 the team was awarded Best NLIS Local Land Charges Department and in 2012 the Best Electronic Service Delivery.

Judges commented:

“We were impressed with Wealden’s overall flexibility, excellent service offering and commitment to electronic service delivery.”

Highly commended

South Hams District Council

Award sponsor

SearchFlow

making lawyers’ lives easier

Pictured left to right

Amanda Hockin, Zoe Wynn, Farrah Lucas

Tell us how we can make your life easier.

Call 0870 787 7625 or visit searchflow.co.uk
Thanks to all our sponsors

**NLIS**

**Award sponsor**

NLIS carries the sole mandate of providing the only official electronic ‘front door’ for local authorities. All searches ordered through an NLIS licensed channel (SearchFlow and Thames Water Property Searches) are classified as official searches, because users are connected directly to land and property information held by local authorities, central government and other organisations that provide official sources of land and property data. Conveyancers benefit from a fast and efficient service, safe in the knowledge that the searches are not only authoritative but also comprehensive. Over 22.5 million NLIS searches have been carried out since its launch and today, it is the safest, most secure and only regulated search data hub in the land and property information market.

[www.nlis.org.uk](http://www.nlis.org.uk)

**LLCI**

**Award sponsor**

LLCI and its predecessor organisations have been representing Local Land Charge Officers since 1991 achieving national recognition as the representative body for Local Land Charges and is now consulted by and works closely with government departments, local authority associations, the legal profession and the private sector on a wide range of issues, initiatives and legislation.

The Institute has recently accepted an invitation to be part of the Local Land Charges Stakeholder Advisory Board that has been established by HM Land Registry.

The Institute continues to offer support, advice and guidance to Members whose service faces many challenges in 2015 and beyond.

[www.llci.org](http://www.llci.org)
SearchFlow
Award sponsor and dinner wine sponsor

SearchFlow is the UK’s leading electronic conveyancing search provider and a proud supporter of the National Land Information Service (NLIS). Working in close partnership with the NLIS Hub and local authorities, we deliver an unbeatable combination of the best customer support, turnaround times and value.

www.searchflow.co.uk

Thames Water Property Searches
Award sponsor

Thames Water Property Searches is the official provider of CON29DW drainage and water enquiries in London and the South East, as well as an NLIS channel license partner, providing a wide range of land-based conveyancer and developer searches throughout England and Wales. Our reputation is built on the quality of our service and we pride ourselves on the excellent relationships we hold across the industry.

Our customers appreciate our professionalism and expertise, and we combine industry-leading technology with dedicated and enthusiastic people to deliver the best possible service. We believe passionately in putting our customers at the heart of everything that we do. With quick turnaround times, quality products and no hidden costs, our online service is just a click away.

www.thameswater-propertysearches.co.uk

TM GROUP (UK) PLC
After dinner entertainment sponsor

TM Group is the leading provider of property data and services, ensuring transparency, encouraging collaboration and eliminating risk in conveyancing. Operating across England, Scotland and Wales, TM Group was established in 1999 as a response to the government’s National Land Information Service initiative.

The organisation joins up other industry respected solutions into a coherent platform which minimises and manages the risk of a transaction for everyone involved.

TM Group continues to lead the way in the creation of technology and standards to deliver greater transparency, efficiency and certainty to the UK housing market.

www.tmgroup.co.uk
Land Data offers training and event management services to local authorities on an individual local authority basis, a regional group basis or on a national level. Drawing on our experience and contacts within the land and property searches sector, our training sessions offer interesting and informative training and development opportunities.

**Online knowledge centre for members**
www.land-data.org.uk

Up to date information, support and guidance on changes in legislation in the local land charges sector.

**Local Authority forum**
www.land-data.org.uk

Encourages dialogue between local land charges staff in local authorities across England and Wales.

**Training**

Coaching on topical issues for solicitors and local land charges staff in local authorities across England and Wales.

**The annual Local Land Charges Training & Development Event**

Drawing on Land Data’s experience and contacts within the land and property searches sector, Land Data provides event management, speaker liaison and content management for the annual event.

**The Local Land Charges Awards for Excellence**

Now in their 8th year, these prestigious national awards, created and organised by Land Data are unique in recognising the work and achievements of the local land charges industry.

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**Local Land Charges beginners training course, including the new Con29**

**18 March 2015**
**£225 per person**

*Includes a sandwich lunch and refreshments*

This one day course is especially for people with less than 2 years experience in local land charges.

Run by Land Data’s CEO Jan Boothroyd, who is also the author of Garners, the course will take place in central London and will give those working in local land charges an insight into the legislative & contractual frameworks surrounding the Local Land Charges Register and CON29 enquiries of the local authority functions and its effect on their duties.

**Course highlights include:**

Background to the Local Land Charges Act 1975 and the Local Land Charges Rules 1977, the Local Land Charges Register, form LLC1, form CON29, parcels of land, “Rule 7” and best practice.

*For more information visit* [www.land-data.org.uk](http://www.land-data.org.uk)

*or to register your interest email* training@land-data.org.uk
Congratulations to all Winners & Finalists

Local Authorities
Amber Valley Borough Council
Ashfield District Council
Ashford Borough Council
Aylesbury Vale District Council
Barnsley Metropolitan Borough Council
Barrow Borough Council
Barrow in Furness Borough Council
Birmingham City Council
Borough Council of Wellingborough
Brighton & Hove City Council
Bristol City Council
Cambridge City Council
Chelmsford City Council
Cheshire West & Chester Council
Christchurch Borough Council and East Dorset District Council
City of York Council
Cornwall Council
Dacorum Borough Council
Ealing Council
East Staffordshire Borough Council
Elmbridge Borough Council
Enfield Council
Exeter City Council
 Fareham Borough Council
Huntingdonshire District Council
Lichfield District Council
London Borough of Barking and Dagenham Council
London Borough of Barnet Council
London Borough of Brent Council
London Borough of Bromley Council
London Borough of Camden Council
London Borough of Croydon Council
London Borough of Lambeth Council
London Borough of Lewisham Council
London Borough of Merton Council
London Borough of Newham Council
London Borough of Redbridge Council
London Borough of Richmond-upon-Thames
London Borough of Waltham Forest Council
Maldon District Council
Mid Devon District Council
North Devon District Council
North Dorset District Council
North Somerset Council
Northampton Borough Council
Oldham Metropolitan Borough Council
Portsmouth City Council
Plymouth City Council
Royal Borough of Greenwich
Royal Borough of Kingston upon Thames
Royal Borough of Windsor & Maidenhead
South Gloucestershire Council
South Hams District Council
South Lakeland District Council
Spelthorne Borough Council
Staffordshire Moorlands District Council
Stevenage Borough Council
Stoke-On-Trent City Council
Surrey Heath Borough Council
Swindon Borough Council
Tandridge District Council
Tendring District Council
Test Valley Borough Council
Tonbridge & Malling Borough Council
Torridge District Council
Wakefield Council
Warwick District Council
Watford Borough Council
Waverley Borough Council
Walden District Council
West Devon Borough Council
Westminster City Council
Wiltshire Council
Wolverhampton City Council
Wycombe District Council

LLCOs
Christine Bardwell
Arun District Council
Steve Gasling
Birmingham City
Elaine Perry
Blaby District Council
Shirley Saunders
Cambridge City Council
Amanda Harcourt
City of London Corporation
Kevin McCarthy
City of London Corporation
Alicia Whelan
Guildford Borough Council
Martin Wright
Hart District Council
Richard Bateman
Havant Borough Council
Bridget Whitney
London Borough of Barnet
Pat Morgan
London Borough of Ealing Council
Michelle Newman
North Hertfordshire District Council
Sandra Hole
North Somerset Council and Bath and North East Somerset Council
Philip Cook
Reading Borough Council
Kevin Jones
Rhondda Cynon Taf County Borough Council
Vincent Hindley
Rossendale Borough Council
Clare Merson
St Albans City and District Council
Tracey Barnes
Trafford Borough Council
Val Rogacs
Uttlesford District Council
Sue Dixen
Wakefield Council
Tracy Lowe
Warrington Borough Council

Congratulations to every local authority and local land charges officer who was nominated for an award this year, you should all feel proud of the work you do.

If you would like to see comments from the solicitors who voted for your local authority in the Customer Satisfaction Award for Local Authority Searches, please contact Susan Collyer at Land Data by email susan.collyer@land-data.org.uk