

# **CONTRACT REVIEW PERFORMANCE PACK LAND CHARGES**

# Service Performance Summary

In a number of ways the service has performed well, consistently meeting its KPI and receiving excellent customer satisfaction scores.

The service has won, or been shortlisted for, national and local awards during recent years.

Although the service falls short of the challenging income targets that were set at the beginning of the contract, the level of income generated far exceeds the cost of the service within the management fee. Income levels have held up well during the pandemic.

Data quality held by the service requires improvement, which was recognised by an audit last year. Over the next 12-18 months, the datasets used by the service will be comprehensively cleaned. This will be completed prior to a data transfer to Land Registry, who will begin delivering some types of searches.

# Key Figures 2018 - 2021

	2018/19	2019/20	2020/21
<b>Management Fee</b> (as per Financial Model 2013)	150,669	152,602	153,832
<b>Indexation</b>	10,326	13,799	16,337
<b>Change Request</b>	4,254	4,339	4,425
<b>Total</b>	<b>165,249</b>	<b>170,740</b>	<b>174,594</b>
<b>Special Projects</b>	None		
<b>Income (target)</b>	(1,202,764)	(1,229,728)	(1,247,625)
<b>Income (actuals)</b>	(1,162,993)	(984,155)	(909,300)

## Service Journey (Including Achievements) 2018 – March 2021

The team has successfully achieved the KPI and PIs over the life of the contract.

The income generated from searches has made a substantial contribution to guaranteed income, although this varies according to demand for searches.

The recent upturn in the housing market partly due to the stamp duty land tax (SDLT) holiday, has resulted in substantially higher volumes.

During the life of the contract, the teams have digitised remaining hardcopy data to prevent loss, improve data security and enable easier retrieval.

HM Land Registry have obtained statutory powers to transfer some types of searches to within its existing operation.

An audit in 2021 highlighted the need for better data quality. In preparation for the future role of land charges, LBB is currently agreeing a project with the land registry to cleanse the data.

## Service Journey (Including Achievements) contd. 2018 – March 2021

The service has supported the local property market by consistently producing searches within three days – much faster than the HMLR expectations of 10 days.

The team have also maintained this high level of service delivery during the SDLT holiday and throughout the global pandemic.

The team and its individual members provide consistently excellent customer service and have been nominated for successive awards from the Local Land Charges Institute and Land Data:

- **2021** - shortlisted for Customers Satisfaction Awards and Unsung Heroes Awards
- **2020** - shortlisted for Customers Satisfaction Awards
- **2019** – shortlisted for a Customers Satisfaction Award
- **2018** – shortlisted for Customers Satisfaction Awards

## Performance to Date – KPIs Annual Outturn

KPI Number	KPI Description	2018/19		2019/20		2020/21	
		Target	Result	Target	Result	Target	Result
KPI001 LC	Average time taken to process requests for Full Official Searches (online and post) in Land Charges	3	2.46	3	1.94	3	2.67

The local land charges service consistently meets its KPI.

# Customer Satisfaction

This SKPI is measured annually with quarterly reports on progress. Customers are emailed a specific survey link at the end of each month which is directed specifically at clients who have used the services of Local Land Charges. Survey results are reviewed at the end of each reporting period and are based on the % of customers scoring Re with either 4 (Good) or 5 (Very Good).

Due to the nature of the Local Land Charges client base (solicitors, conveyancers and personal search agents), it is often the same group of clients that are asked for feedback. Whilst the client base is small, **Local Land Charges have consistently achieved a rating over 98% as good or very good.**

