



Department for Business, Innovation & Skills

## Response form: consultation on moving Land Registry operations to the private sector

The consultation is available at: <http://www.gov.uk/government/consultations/land-registry-moving-operations-to-the-private-sector>

The closing date for responses is 26 May 2016.

Please return completed forms to:

Lizzie Dixon  
1 Victoria Street  
London  
SW1H 0ET

Tel: 0207 215 4749

Email: [lr.consultation@ukgi.gsi.gov.uk](mailto:lr.consultation@ukgi.gsi.gov.uk)

Information provided in response to this consultation, including personal information, may be subject to publication or release to other parties or to disclosure in accordance with the access to information regimes. Please see [section 4](#) of the consultation for further information.

If you want information, including personal data, that you provide to be treated in confidence, please explain to us what information you would like to be treated as confidential and why you regard the information as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the department.

I want my response to be treated as confidential

Comments:

## Questions

Name: April Milne  
Organisation (if applicable): Cornwall Council  
Address: Planning & Enterprise, Room 105, Cornwall Council,  
St Austell One Stop Shop, 39 Penwinnick Road, St Austell,  
Cornwall PL25 5DR

	Respondent type
<input type="checkbox"/>	Business representative organisation/trade body
<input type="checkbox"/>	Central government
<input type="checkbox"/>	Charity or social enterprise
<input type="checkbox"/>	Individual
<input type="checkbox"/>	Large business (over 250 staff)
<input type="checkbox"/>	Legal representative
<input checked="" type="checkbox"/>	Local government
<input type="checkbox"/>	Medium business (50 to 250 staff)
<input type="checkbox"/>	Micro business (up to 9 staff)
<input type="checkbox"/>	Small business (10 to 49 staff)
<input type="checkbox"/>	Trade union or staff association
<input type="checkbox"/>	Other (please describe)

### 1. Do you agree that the ownership of the Registers should remain in government?

Yes       No       Not sure

Comments:

As the Registers relate to properties across England and Wales, a single data controller or identifiable single body needs to exist to ensure standards are maintained and accuracy monitored. If this goes outside government there is a risk this would be lost.

**2. What steps should government take and what safeguards should it put in place to ensure continued and improved access to high-quality and reliable Land Registry data?**

Comments:

Assurances put in place to ensure data remains accessible in a fast, economical way with performance/monitoring indicators in place to measure quality and reliability. If these are not, appropriate penalties/step-in measures are taken.

**3. How could government use this opportunity to improve the quality and accessibility of data produced by Land Registry for all sectors of the economy?**

Comments:

Development better accessibility online, with easy to follow images/how to's and clear display of charges and take online payments/create accounts.

**4. On what basis should government manage the relationship with a privately owned Land Registry to ensure Land Registry meets, as far as is reasonable, the data quality and availability requirements of all stakeholders?**

Comments:

Contract management principles followed (eg. Use of MSP – gateway reviews, etc). Monthly performance monitoring against agreed indicators and measures. Mechanism for escalation of issues from either side.

Complaints/comments mechanism for users to government.

**5. Do you agree that the suggested safeguards should be included in any model?**

Yes       No       Not sure

Comments:

It's national data on the Registers so safeguarding is key to ensure this protected and securely handled.

**6. Are there any other safeguards that you think should be included?**

Yes             No             Not sure

Comments:

**7. Do you agree with the preferred option?**

Yes             No             Not sure

Comments:

**8. What are your reasons for your answer to question 7?**

Comments:

I believe the delivery of land registry services needs to be kept in a single organisation, splitting the services could create inconsistencies, inaccuracies or even loss of data and place a higher risk on quality.

**9. Do you think an alternative model would be better and why?**

Yes             No             Not sure

Comments: None.

**10. Are there other key costs and benefits that you think we might have missed?**

Yes             No             Not sure

Comments: Key costs – penalties for errors, where would this lie? With the Crown or the NewCo.

Do you have any other comments that might aid the consultation process as a whole?

Please use this space for any general comments that you may have, comments on the layout of this consultation would also be welcomed.

Comments:

Presumably, this privatisation will follow the same route as the Ordnance Survey? And will involve the creation of a new company without going out to tender to see if an existing organisation/body could undertake this service?

Thank you for taking the time to let us have your views. We do not intend to acknowledge receipt of individual responses unless you tick the box below.

Please acknowledge this reply

At BIS we carry out our research on many different topics and consultations. As your views are valuable to us, would it be okay if we were to contact you again from time to time either for research or to send through consultation documents?

Yes

No

**BIS/15/165/RF**