

**LAND CHARGES SERVICE IMPROVEMENT PLAN
NOVEMBER 2002**

Key Issue	Action	Responsible Officer	Resource Implications	User Benefit	PMC	Priority	Timescale
1. Outcomes	1. Separate Service Plan for Land Charges.	Principal Solicitor	Officer Time	More focused Land Charges Service		***	Whole Plan Period
	2. Explicit Statement of priorities for Land Charges.					***	
	3. Completion of data transfer of Map information and historic planning data to Searchnet. Resources and Timescale.	Land Charges Clerk		More efficient service to users	Completion of Transfer	***	March 2003
	4. NLIS 3. To enable use of pursue Hampshire County Council to enable Highways data to be transmitted electronically.	Land Charges Clerk	Officer time	More efficient service to users	Implementati on of NLIS 3	**	Whole Plan Period
	5. Review MVM Contract, and in particular its compatibility with other in house software packages. YEAR2 Establish criteria for the acceptance of searches: inform User Group of commencement date.	Principal Solicitor	Officer Time	Improved service and enhanced IT compatibility	Completion of review	**	End of 2003
	6. Produce monthly performance figures and a Quarterly Report to Services PRP	Land Charges Clerk	Officer Time	Better informed Members and public	Publication	***	Whole review period

2. Equity and Equality	1. Authority wide list of Language Speakers/Sign language users to be available to all Land Charges Officers. (NB No realistic demand for language provision other than English)	Principal Solicitor	Officer Time	Improved access	Number of list referrals	*	Implement 2003
	2. Implement procedures for the "hard of hearing"; especially personal searchers.	Land Charges Clerk	Officer Time	Improved access	Monitor procedure usage	*	Implement 2003
	3. Guide to Local Land Charges (including Large Print Version)	Land Charges Clerk	Officer Time	Improved accessibility	Customer Focus Group	**	Implement 2003
	4. Operation of Personal Search arrangements to be revised to ensure equality of search processing.	Principal Solicitor	Officer Time			**	Implement 2003
3. Accessibility and Communication	1. Investigate and implement IT (including PC terminal) to enable personal searches to be conducted from ground floor reception.	Principal Solicitor & Land Charges Staff + IT Staff	Officer Time plus equipment costs	More efficient service to users	Customer feedback improved satisfaction ratings	**	Implement by 2004
	2. Implement appointment system for personal searches.	Land Charges Clerk	Officer Time	More efficient service	Customer feedback improved satisfaction ratings	*	Implement 2003
	3. Consideration and Risk assessment of personal search security both personal and data.	Principal Solicitor	Officer Time	Enhanced personal safety and more secure data	Staff feedback	***	Complete by end 2002
	4. Consideration of future of DX system in relation to Land Charges.	Land Charges Clerk	Officer Time			*	By end 2003

	5. Obtain customer feedback as to levels of satisfaction with personal searches	Principal Solicitor	Officer Time	Improved service to users	Improved satisfaction on survey reports/ focus groups	**	Whole Plan Period
4. Performance Management	1. Measure time and numbers of personal searches.	Land Charges Clerk	Officer Time	Better quality user focused service	Average length of personal search	**	End of 2002
	2. Quality Control. Set up control measures including a Land Charges User Group to meet twice a year. Immediately. Questionnaire to be sent to end user to gauge satisfaction levels, to be via Estate Agents/ Solicitors.	Principal Solicitor	Officer Time	Better quality user focused service	Customer feedback	**	End of 2002
	3. Set Local BVPI for completion of searches to 9 days 2002/03, and 6 days from 2003/04	Principal Solicitor	Officer Time	Speedier search completions	% of searches completed	***	Whole Plan Period
5. Resources	1. Data Capture (12 – 18 months)	Principal Solicitor	Officer time, equipment and possible temporary staff	Improved efficiency	Completion of data transfer	***	March 2003
	2. Succession Planning upon retirement of existing staff.	Principal Solicitor	Officer Time	Long-term of continuity of service	Appt of new LC Officer	***	January 2003
	3. Risk assessment of viability of service post March 2003	Principal Solicitor	Officer Time	Continuity of service	Completion of assessment	***	January 2003

	4. Service likely to continue into foreseeable future. Presently 3,000 searches per annum.	Principal Solicitor & Land Charges Clerk	Officer Time	Continuity of service	Completion of assessment	*	January 2004
	5. Possible long term (post 2007) possibility of a National Land Charges Register linked with e-government initiatives.	Principal Solicitor	Officer Time	Better informed Members and users	Completion of assessment	*	January 2005
	6. Staff resources: SLO 1.0 LO1 0.5 LO 2 0.5 LO3 0.25 Plus Sol1 4% and Sol2 8% . Effectively 1.50 +Sol2	Principal Solicitor	Officer Time	Efficient use of staff	% staff costs/fee income	**	Whole Plan Period
	7. Identify training requirements including time frame.(1 year?) Document process.	Principal Solicitor & Land Charges Clerk	Officer Time	Improved land charges service	No of courses attended by staff	**	Whole Plan Period
6. Organisational Structure	1. Relocation of Service Options for, Identify strengths and weaknesses of locating elsewhere.	Land Charges Staff	Officer Time	More efficient service to users	Completion of relocation analysis	**	June 2003
	2. SWOT Analysis 3. Opportunity to reappraise the whole Land Charges Service : Functions, costs, management, etc Reappraise the service in management terms	Principal Solicitor and Land Charges Clerk	Officer time and possible financial implications to be advised	More efficient service to users	Service high quality services through most efficient means	**	March 2003

7. Costs of Services	Costs/Charging Rates 1. Publish details of charging regime and costs Explicitly/Justify The Charges we make; and why we make them 2. Costs of Data Capture 3. Costs/contribution to corporate IT initiatives. 4. Costs of Land Charges Staff Training.	Principal Solicitor and Land Charges Clerk	Officer Time	Informed Members/Users more transparent pricing policies	Publication	***	December 2002
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