



Service area	DEMOCRATIC AND CENTRAL SERVICES
Date of assessment	FEBRUARY 2010
Name of strategy/policy/function/service to be assessed	LOCAL LAND CHARGES
Is this a new or existing strategy/policy/function/service?	EXISTING
Name of manager responsible for strategy/policy/function/service	
Names of people conducting the assessment	
Step 1 – Description of strategy/policy/function/service	
Describe the aims; objectives and purpose of the strategy/policy/function/service (include how it fits in to wider aims or strategic objectives).	<p>To provide a statutory service for local land charges searches.</p> <p>Ensuring that accurate records relating to properties/parcels of land are maintained.</p> <p>Ensuring that all searches are processed expeditiously.</p> <p>Ensuring that the replies to all searches are accurate.</p> <p>Ensuring that the cost of delivering the service is recovered through the appropriate level of fees and charges.</p>



	<p>Maintaining public confidence in the Council.</p> <p>Compliance with:</p> <ul style="list-style-type: none"> • Local Government Acts (1972), (2000) and (2007) • Land Charges legislation • Land Charges Rules • Law of Property Act • Statutory Regulations • Corporate assessment toolkit • Council Constitution and Financial Code • Performance indicators set by DCLG and NLIS
<p>Are there any (existing) equality objectives of the strategy/policy or function/service</p>	<p>The aims of the function are to provide and promote an accessible, user friendly and responsive Local Land Charges system embracing new technology that meets the needs of all members of the community regardless of race, gender, age, disability, religious belief, sexuality or geographical location. The Council should deal with any service requirement in a fair and equitable manner on the principles of openness, transparency, proportionality, consistency and helpfulness.</p>
<p>Who is intended to benefit from the</p>	<p>Persons purchasing property and holding an interest in land in</p>



<p>strategy/policy/function/service and in what way?</p>	<p>the district.</p> <p>HIP's Providers, Personal Search Agents, Solicitors, licensed conveyancers and Estate Agents.</p>
<p>What are the intended outcomes of this strategy/policy/function/service?</p>	<ul style="list-style-type: none"> i. The maintenance and updating of the Local Land Charges Register on a regular basis; ii. Carrying out LLC1 searches – an official search of the local land charges register; iii. Carrying out a full Search – both CON 29 R and CON 29 O; iv. Carrying out personal searches.
<p>Step 2 – Data</p>	
<p>What baseline quantitative data (statistics) do you have about the strategy/policy/function/service relating to equalities groups (e.g. monitoring data on proportions of service users compared to proportions in the population), relevant to this policy?</p>	<p>There is currently no formal data available. However, the service obtains regular informal feedback regarding customer satisfaction from Solicitors and Personal Search Agents.</p> <p>There is no evidence, or other reason to believe, that there is a higher or lower level of participation or uptake among different groups. Interest in the service is dictated by those in a position to buy or sell a property. This is a factor beyond control of the authority</p>



	<p>No statistics are collected from the range of persons who use the service.</p> <p>Online booking system is available to personal search enquirers.</p> <p>E-mail and fully electronic delivery of the service is in operation.</p> <p>The service is open to all but in practice it is only used by HIP's Providers, Personal Search Agents, Solicitors, licensed conveyancers and Estate Agents.</p> <p>Although never requested Large Print Version of the forms are available.</p> <p>NLIS, the service provider of the on line facility is able to provide proper access tools from their system including set contrast, text only [excluding plans], translation etc.</p> <p>The Council's customer service building is DDA compliant. All personal searches and all face to face discussions take place in buildings which are fully accessible to disabled people</p>
<p>What qualitative data (opinions etc) do you have on different groups (e.g. comments from previous consumer satisfaction surveys/consultation, feedback exercises, or evidence from other authorities undertaking similar work), relevant to this</p>	<p>The service obtains regular informal feedback regarding customer satisfaction from Solicitors and Personal Search Agents. Based on this feedback the service is evaluated to ensure that it satisfies the needs and requirements of its</p>



<p>strategy/policy/function/service?</p>	<p>customers.</p> <p>There is ongoing feedback from Officers involved in delivering the service via one to one meetings, and team meetings.</p> <p>There has never been any complaint of discrimination in this field within the function.</p> <p>Procedures are in place to ensure that if necessary information can to be disclosed may be supplied in different languages.</p> <p>Procedures are in place to ensure that documents may be provided in different formats if necessary.</p> <p>Dates and times of appointments are flexible to be convenient / acceptable for all parties.</p> <p>Awareness of the varying needs of those people needing to speak to officers.</p>
<p>Step 3 – Policy impact</p>	
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on different racial groups?</p>	<p>None identified.</p>



<p>What evidence do you have for your answer?</p>	<p>There has never been a complaint of any discrimination against this function.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on gender, including transgender people?</p> <p>What evidence do you have for your answer?</p>	<p>None identified.</p> <p>There has never been a complaint of any discrimination against this function.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on disabled people?</p> <p>What evidence do you have for your answer?</p>	<p>None identified.</p> <p>There has never been a complaint of any discrimination against this function.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on lesbian, gay, or bisexual people compared with heterosexual people?</p>	<p>None identified.</p>



<p>What evidence do you have for your answer?</p>	<p>There has never been a complaint of any discrimination against this function.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on younger or older people?</p> <p>What evidence do you have for your answer?</p>	<p>None identified.</p> <p>There has never been a complaint of any discrimination against this function.</p>
<p>Are there concerns that the strategy/policy/function/service could have a differential impact on grounds of religion or belief?</p> <p>What evidence do you have for your answer?</p>	<p>None identified.</p> <p>There has never been a complaint of any discrimination against this function.</p>



Action	Target for completion	Responsible Officer
Continue to evaluate the service to ensure that it satisfies the needs and requirements of its customers.	Ongoing	Land Charges Officer
All employees have completed equalities training and be assessed on their awareness of equality and diversity issues.	2012	Central Services Manager