

HMLR's Business Transformation

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Our ambition is to become the world's leading land registry for speed, simplicity and an open approach to data



Executive Summary

HM Land Registry's context and purpose

Our Strategy and Transformation

The 4 themes of our business transformation

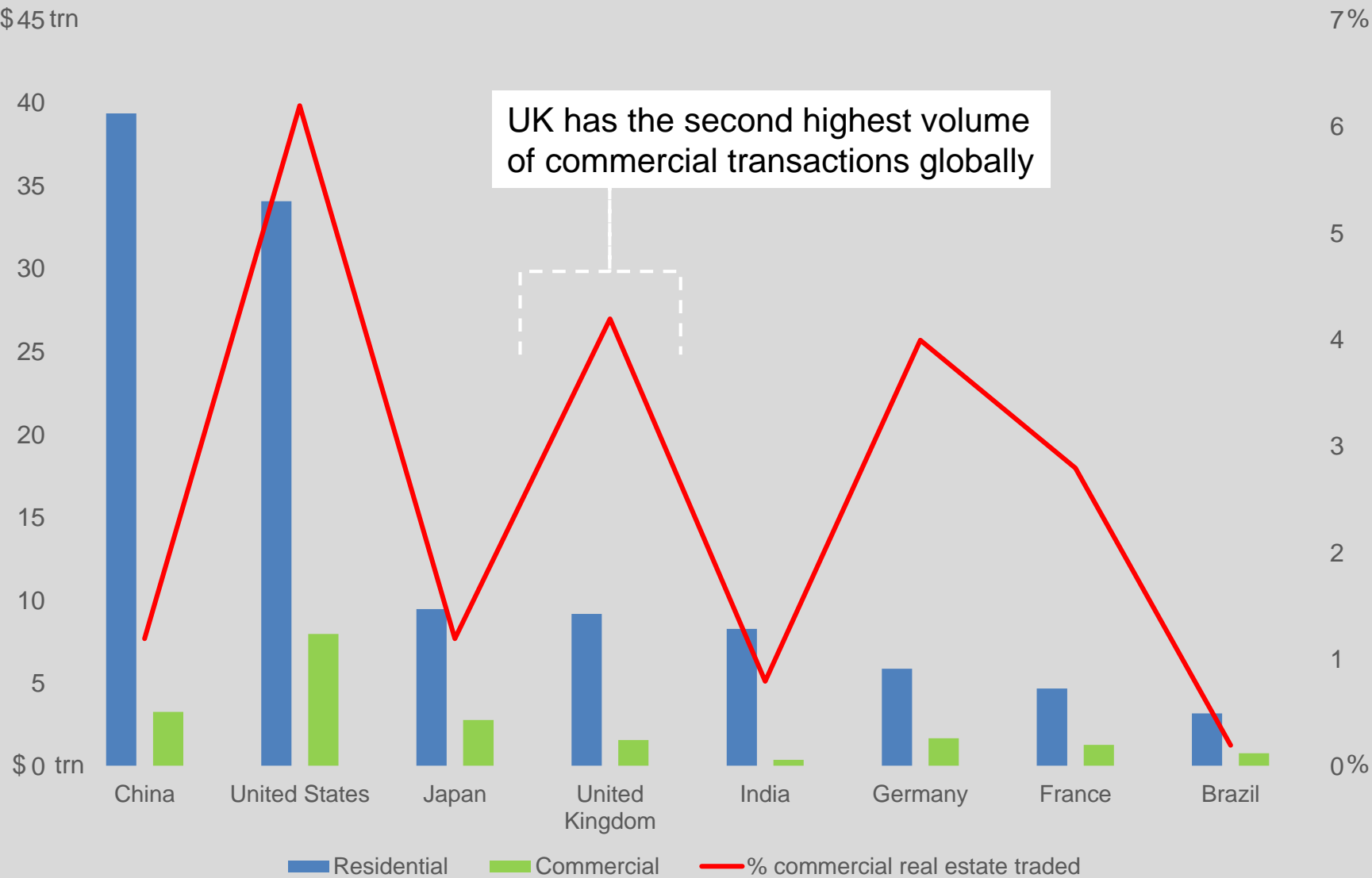
- Making Conveyancing Digital
- Simpler interactions with our Customers
- Investing in our people and culture
- Looking after the Basics

Safeguarding property ownership since 1862

- We safeguard land and property ownership valued at >£7 trillion
- We enable over £1 trillion of personal and commercial lending to be secured against property
- The Land Register contains more than 25 million titles
- Covers 87% of the land mass of England and Wales
- We record ownership changes, mortgages, leases and other land & property rights.



UK within global property market



The UK is one of the **highest value** and **highest volume** property markets in the world.

Our Context



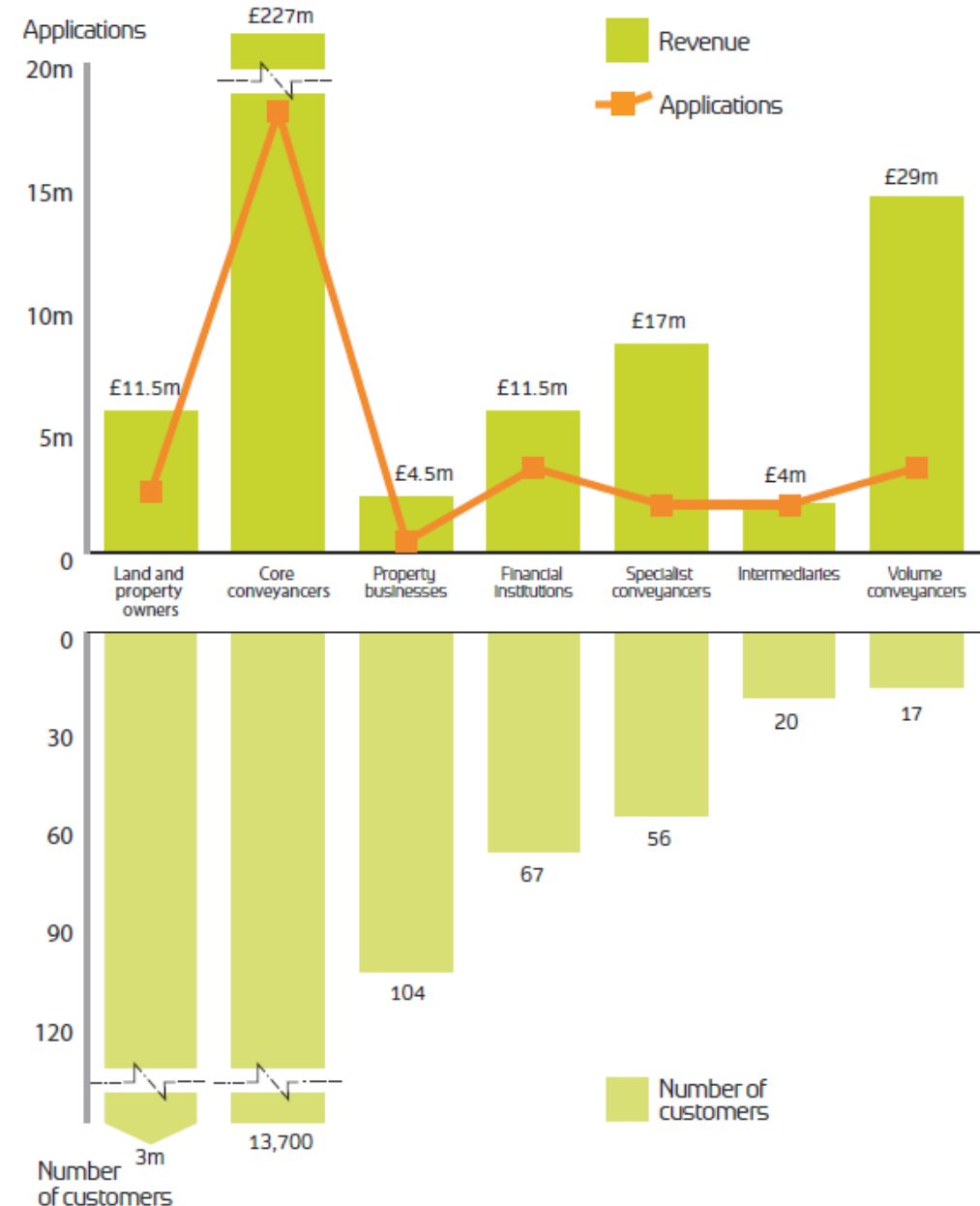
Nearly 36 million transactions each year

14,000 property organisations

3 million land and property owners

Running cost of over £320million

Over 6,000 expert people



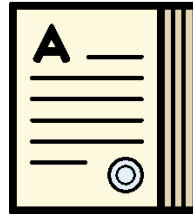


Our Strategy

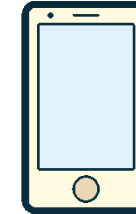
Our strategy 2017 - 2022



1. Brilliant at the basics



2. A comprehensive register

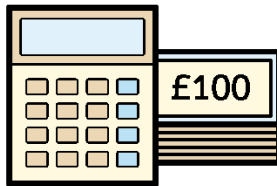


3. World-leading through Digital Street

> Speed

> Simplicity

> Open data



6. Financially strong



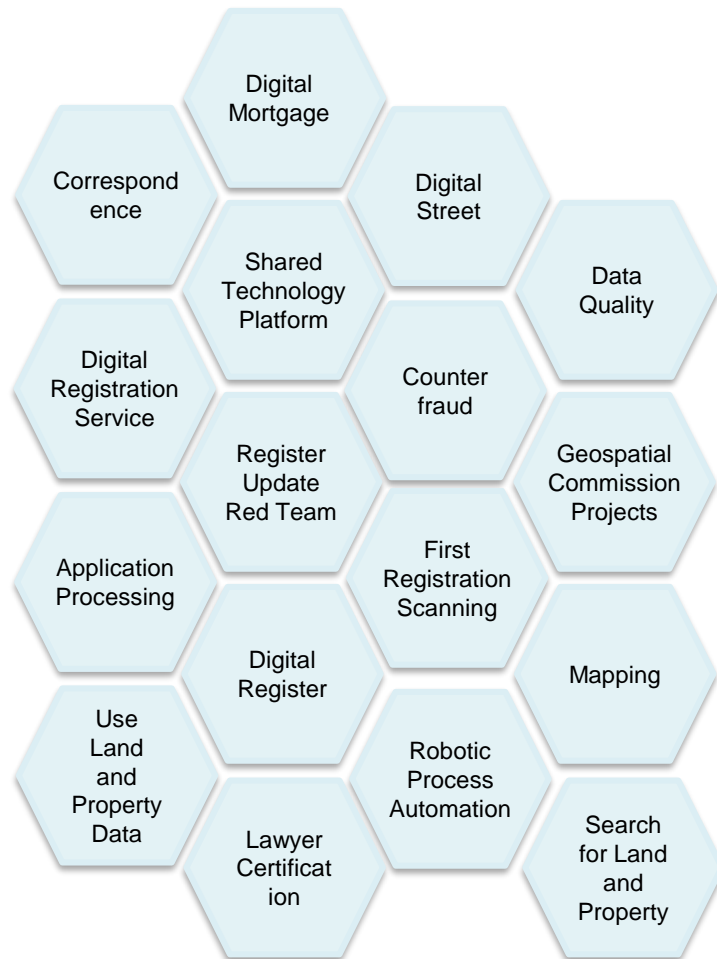
5. Expert people



4. Opening our data



4 Themes of Transformation



Digitisation and Automation

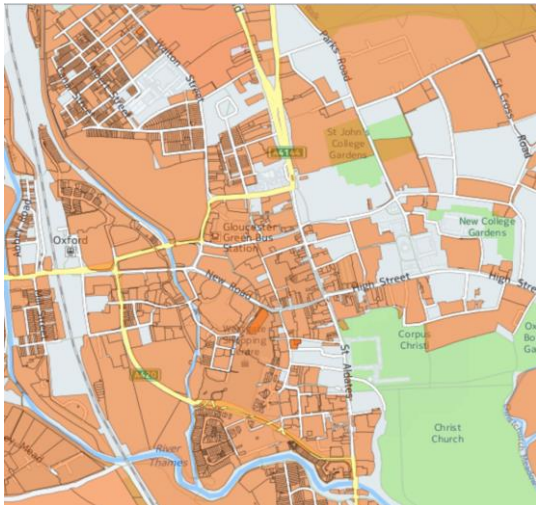
- Digital first applications
- Digital and automated processing in our case working systems
- A machine-readable register
- Shared technology platform to make future enhancements easier

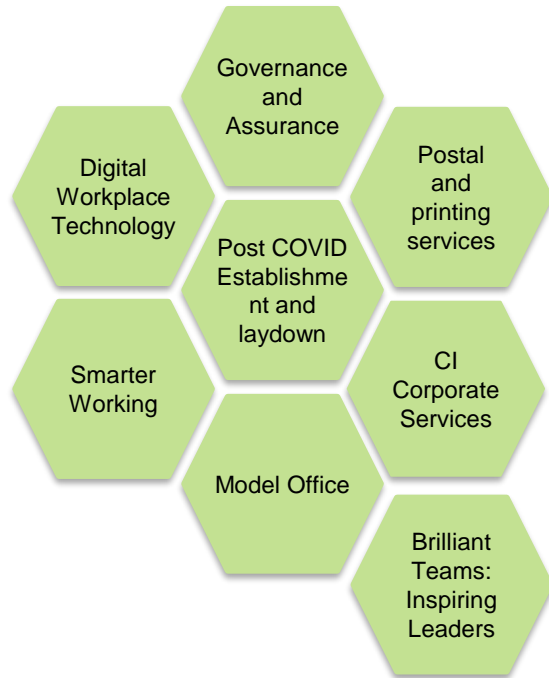
Alongside this, we are introducing the concept of industry wide identity verification, electronic signatures, data and information sharing standards



← Transforming the Customer Journey

- Improving and developing digital transaction channels
- Releasing our data
- Resolving customer pain points and creating specialist services
- Creating a new national register for local land charges





People and Culture

- Structuring our teams to new ways of working
- Investing in skills for more complex work
- Embedding a new culture
- Adapt to a post COVID19 hybrid working model





Enablers



- Reducing paper in the system
- Decommission our legacy IT systems
- Improve and update our finance and HR systems
- Reduce reliance on mainframe technology

In summary

HMLR's transformation is complex, with the aim of:

- ✓ increasing the pace of digitisation and full automation of simpler services, making it cheaper for HMLR and customers;
- ✓ making it easier for customers to interact with us digitally, making homebuying and selling easier;
- ✓ investing in our people and the organisation
- ✓ A more resilient and future proofed infrastructure



gov.uk/land-registry

@HMLandRegistry

hmlandregistry.blog.gov.uk

Our ambition: To become the world's leading land registry for speed, simplicity and an open approach to data

Our mission: Your land and property rights: guaranteed and protected

We give assurance

We have integrity

We drive innovation

We are professional