



Land Data Awards
for Excellence

Top entry tips from our 2022 winners and runners up

Thinking of applying for one of our Excellence Awards in 2023? We hope so! We understand that taking the time to apply for one of our awards isn't easy. We also know that you're keen for advice on how to make sure your entries put you in the best position to come out on top.

So, while the 2023 awards don't launch until the Autumn, we've asked our 2022 winners and runners up for their top tips on entering one of our awards. More information can be found about the criteria for [each award here](#).

Customer Satisfaction Award for Local Authority Searches



For this award category, Land Data asks solicitors and licensed conveyancers to nominate and provide feedback on the local authority Local Land Charges team that they believe is committed to delivering a consistently high level of customer service. Voters are asked to consider quality, efficiency, reliability and value for money.

Claire Fryer – West Devon Borough Council

"Pick up the phone! Avoid email as it can give a very negative vibe. Talking to the customer builds trust and confidence plus it identifies areas where there has been a misinterpretation of the data which is all too common!"

Deal with queries quickly - it gives a good impression and helps dispel the myth that we take ages to do anything. Solicitors are not going to spend any time trying to sort things out for themselves so we need to be on the front foot."

Local Authority Searches Team of the Year



This team award recognises the hard work and considerable effort made by all Local Land Charges staff to keep their services running efficiently. The criteria focus on service consistency, accuracy, leadership and teamwork within your authority.

Hayley Ayriss – London Borough of Havering

“Set up a folder (either in your email inbox or on teams etc.) at the start of the year to keep copies of any examples that you and your team may want to use for your entry – for example, new procedures or efficiencies that you have implemented. This way, when the time comes to submit your entry, you have them ready to go - saving time and making it more likely you will actually apply for the award.”

“Make sure that you provide evidence for all of the points in your entry. For example, if your entry talks about good communications between your team and your Head of Service or another team within your authority, provide redacted copies of those emails”

Best Performing NLIS Local Land Charges Department



Judges use NLIS Hub data to determine electronic turnaround times, the level of overdue searches, search accuracy and volumes, which are weighted against transactional volumes for the authority's area.

Robert Bates – North Devon Council (Level 2)

“The more work you can take from the units that provide you with information, the better. For example, I now look up the planning and building control data I need, rather than filling in request forms. We've found this allows us to cut out additional steps, streamline our processes and have more control over outcomes.”



Communication with all parties is essential from receipt to sending back. If there is a delay, communicate it. It is actually quite rare for a search to be truly urgent but updating your return times and keeping customers informed cuts down on calls."

Nora O'Meara – London Borough of Merton (Level 2)

"Try and check for searches submitted on NLIS as frequently as possible throughout the day, as this means you can validate a request or reject it quickly so it can be resubmitted with the correct details. The aim is to proceed with a valid search request as quickly as possible."

Peter Audin – City of York Council (Level 3)

"Understand the information you need and who is responsible for it - if you can access that information directly, cutting out the middle man, it can be a great time saver."

A huge amount of information can be accessed via our intranet so we very rarely have to source information from other council departments. We also keep comprehensive details on our network of planning, building regulations and highways information on the "capture once use many times" principle. In essence we have made ourselves self-sufficient!"

