

ASTLLCC

Maintain records in order to respond to official local land and property enquiries



Overview

This unit is about maintaining records in specific local authority departments, such as highways, planning, building control environmental health and housing, in order to be able to provide accurate, timely and up-to-date land and property information to enquirers. This does not include maintaining the Local Land Charges Register, which is covered in unit LLCA.

There are three performance standards:

1. Agree processes for accessing information required to respond to local land and property enquiries
2. Determine the format of records required to respond to local land and property enquiries
3. Maintain the quality of records required to respond to local land and property enquiries.

Who is it for?

This unit is for you if you:-

1. Are responsible for maintaining records required to respond to local land and property enquiries.

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Performance criteria

You must be able to:

Agree processes for accessing information required to respond to local land and property enquiries

- P1 identify the information required by your department in order to respond to local land and property enquiries
- P2 identify the **sources** of information required by your department in order to respond to local land and property enquiries
- P3 explain clearly to each **source** your requirements for information to respond to local land and property enquiries
- P4 agree whether the **source** will supply you with
 - P4.1 unrefined information, or
 - P4.2 information structured in a **format** that meets your requirements and national standards for responding to local land and property enquiries
- P5 agree with the **source** the quality of information and level of service to be provided
- P6 monitor the quality of information and level of service and take appropriate **corrective action**, where required.

Determine the format of records required to respond to local land and property enquiries

You must be able to:

- P7 periodically review the **formats** in which you maintain information to respond to local land and property enquiries
- P8 evaluate the **formats** for maintaining information in your own department, other departments and other authorities
- P9 select **formats** which
 - P9.1 allow you to respond to local land and property enquiries within agreed timescales
 - P9.2 can be maintained efficiently
 - P9.3 can be accessed efficiently and effectively by those who need to access them
 - P9.4 are compatible with local and national systems and processes for responding to local land and property enquiries
 - P9.5 provide an acceptable return on investment
- P10 define the quality requirements for records and the processes and procedures for maintaining records to these quality requirements.

Maintain the quality of records required to respond to local land and property enquiries

You must be able to:

- P11 allocate sufficient **resources** to keep records required to respond to local land and property enquiries up-to-date, in line with agreed quality requirements

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- P12 ensure that staff clearly understand the importance of keeping records up-to-date and what they have to do
- P13 provide advice and support to allow staff to keep records up-to-date
- P14 monitor the quality of records against requirements and take appropriate **corrective action**, where required

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Knowledge and understanding

You need to know and understand:

Analysis

- K1 how to evaluate the range of formats for maintaining information to respond to local land and property enquiries
- K2 how to calculate return on investment Communication, Information and Advice
- K3 how to explain your requirements clearly
- K4 how to negotiate and agree the supply of information, quality requirements and service levels
- K5 how to brief people clearly on what they have to do
- K6 the types of advice and support people may need to keep records required to respond to local land and property enquiries up-to-date, and how to provide this

Equipment

- K7 how to use any equipment involved in maintaining records of information required to respond to local land and property enquiries
- K8 the implications of the Local Land Charges Act 1975 and Local Land Charges Rules 1977 for your department
- K9 the role of your department in responding to local land and property enquiries
- K10 the information required by your department in order to respond to local land and property enquiries and sources for this information
- K11 the difference between unrefined information and information structured to meet your requirements and the implications for your work

Organisational Context

- K12 sources of information to respond to local land and property enquiries in your authority and other organisations
- K13 systems and processes in your department and other departments involved in responding to local land and property enquiries
- K14 the resources available to maintain records required to respond to local land and property enquiries LLCC Maintain records in order to respond to official local land and property enquiries

Quality Assurance

- K15 how to determine quality requirements
- K16 the importance of monitoring performance against quality requirements

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and how to do so

K17 corrective action that can be taken in case of failure to meet quality requirements

Records

K18 the range of formats for maintaining information to respond to local land and property enquiries, the different features of these formats and the cost, quality and time implications of these.

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Additional Information

Scope/range related to performance criteria

1. **sources**
 - 1.1. within your department
 - 1.2. in another department within the local authority
 - 1.3. within another organisation
2. **format**
 - 2.1. paper-based maps and plans
 - 2.2. paper-based registers, files and records
 - 2.3. micro-fiche/microfilm maps and plans
 - 2.4. electronic databases and records
 - 2.5. computerised geographic information systems (GIS)
3. **corrective action**
 - 3.1. reviewing performance against requirements and agreeing improvements
 - 3.2. reporting unsatisfactory performance to a higher authority
4. **resources**
 - 4.1. your own time
 - 4.2. permanent staff
 - 4.3. temporary staff

Links to other NOS

How does it relate to other units?

LLCC is one of a group of eight units which describe the specific Local Land Charges and property information functions.

A similar unit, *LLCD Contribute to maintaining records in order to respond to official local land and property enquiries* describes the functions carried out by those who contribute to maintaining records, but do not have overall responsibility for them.

A parallel unit, *LLCA Maintain the Local Land Charges Register* describes the function of maintaining the statutory Local Land Charges Register in order to be able to carry out Searches of the Register and provide accurate, timely and up-to-date information to enquirers.

LLCB Contribute to maintaining the statutory Local Land Charges Register describes the functions carried out by those who register and remove Local Land Charges, but who do not have full responsibility for maintaining the Local Land Charges Register.

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Relevant occupations Administration and Secretarial Occupations; Government and Related Organisations; Business and Finance Associate Professionals; Managers and Proprietors in Hospitality and Leisure Services; Managers in Farming, Horticulture, Forestry and Fishing; Architects, Town Planners and Surveyors; Legal Professionals; Public Service Professionals

Suite Local Land Charges and Property Information

Key words provide, information, update, enquiries
