



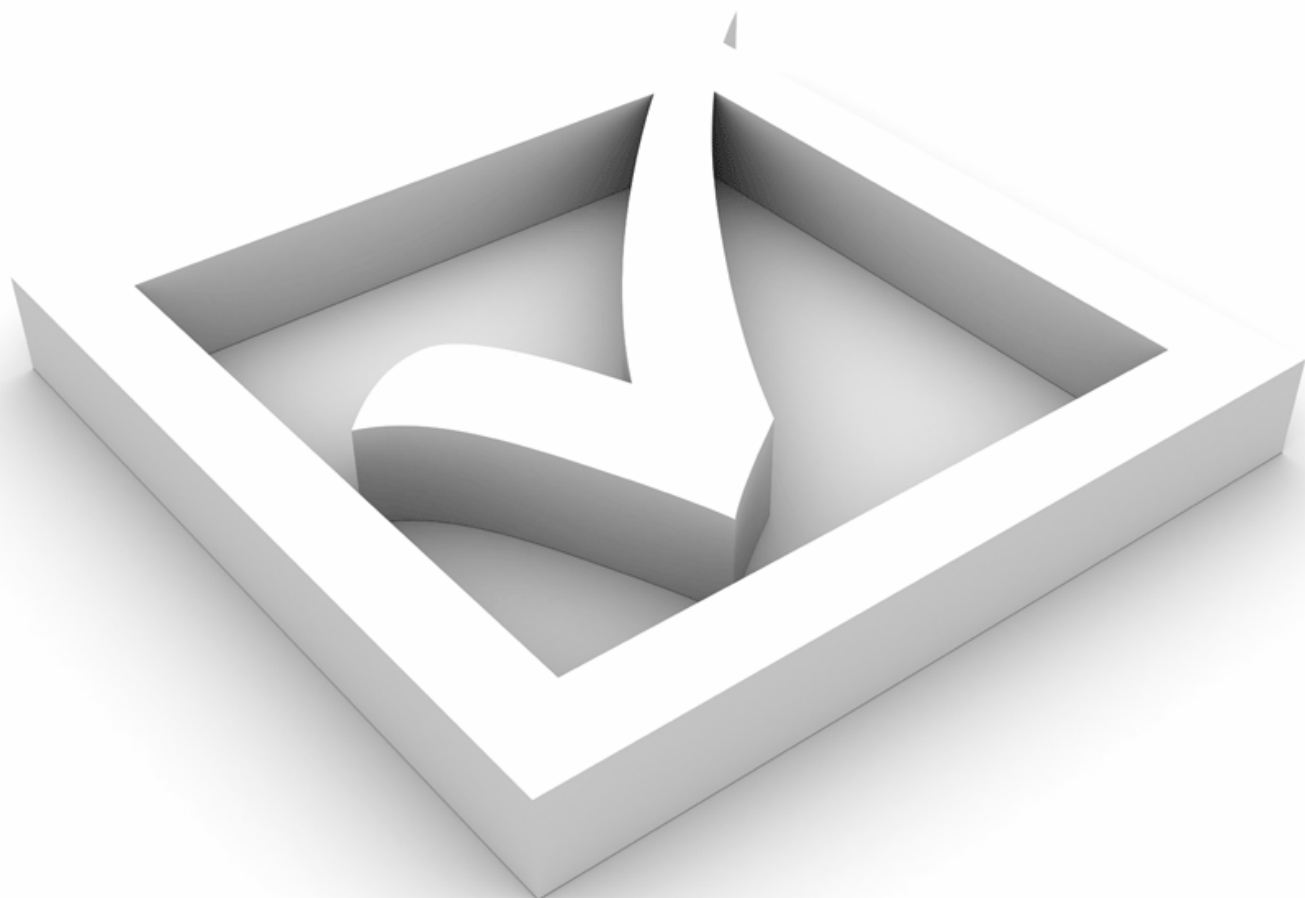
OPSI

Office of Public Sector Information

Information Fair Trader Scheme Report

Land Registry

January 2009



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PART ONE: INTRODUCTION

Information Fair Trader Scheme

1. The Information Fair Trader Scheme (IFTS) is the best practice model for the public sector to demonstrate compliance with the Re-use of Public Sector Information Regulations 2005. IFTS ensures that re-users of public sector information can be confident that they will be treated reasonably and fairly by public sector information providers.
2. IFTS is also the mechanism by which the Controller of HMSO regulates those Crown bodies with a delegation to administer their own licensing. All such bodies with a delegation must remain accredited to the Scheme. Land Registry has such a delegation.

First verification

3. Land Registry was first verified in January 2004 and then re-verified in January 2006.

Re-verification

4. Re-verification is important as organisations change and staff move on. It is also an opportunity for OPSI to ensure that the recommendations of the last verification have been fully implemented. The recommendations made after the January 2006 visit and Land Registry's progress in meeting them can be found in Part Four of this report.
5. The frequency of re-verification is based on several risk factors. These include the complexity of the system that is in place to licence public sector information, how critical the information is to the body in question, the standard of compliance with recommendations from the previous verification, and the degree of policy change that is envisaged. Land Registry is assessed as being medium risk, primarily because, as a data-rich trading fund, it is subject to the first phase of the Trading Fund Assessment and therefore it is appropriate for OPSI to stay in close touch with the organisation to monitor the implementation of any recommendations that flow from it.

Licensing Activity at Land Registry

6. Land Registry has been a non-ministerial government department since 1862. It was established as an executive agency of the Lord Chancellor in July 1990 and as a trading fund in April 1993. It has the formal title Her Majesty's Land Registry and exercises a variety of statutory functions, its key one being to keep a register of title to freehold and leasehold land throughout England and Wales.
7. Due to the decline in the property market, Land Registry's statutory fee income is likely to decline considerably from a peak of £480m for 2007/08 to about £300m in 2008/09. Set against this trend is the growth in income from its added value product and service sales which

increased from £1.8 million in the 12 months to March 2007 to £3.2 million in the same period to March 2008 and looks set to show a further increase for the current financial year.

8. To support its statutory role, Land Registry offers a property service, primarily aimed at the general public. Here, they can view and download information in the form of a title plan, which defines the property, and a title register, where it is possible to find out who owns the house or land and the price paid/value stated information if it was sold since April 2000. Any rights of way or restrictions on the land noted on the register can also be discovered. There is a standard fee for this service of £3 per copy. For business users, Land Registry offers a service called Land Registry Direct (LRD), a web-based system which allows solicitors and other property professionals to periodically receive multiple records from the register. This service is in the process of being migrated to the organisation's new portal which will allow property professionals to avail themselves of a variety of services, including an increasingly automated conveyancing process. These too are charged for on the basis of a statutory fees order.
9. Allied to the above services, which it classes as part of its statutory role, Land Registry offers a number of products through its Commercial Services department. All of these products, with the exception of Its Illustrative Plans Service, launched about a year ago, are offered via a standard master set of terms and conditions to which a schedule is appended according to which product is being licensed and within which a given number of specific uses are permitted. It categorises the products in its contracts as follows: Non Spatial Data, Spatial Data, Property Watch, Data Matching, Charge Validation, Requisition Reports, and Completion Reports. At the time of our visit, there were no active licensees for Property Watch, Requisition Reports and Completion Reports. The current version of the Illustrative Plans Service was subject to a review which resulted in a condensed version of the standard contract being offered as a set of terms to sign up to as opposed to a formal contract.

Overall Assessment

10. As detailed in part four of this report, Land Registry has made progress against the recommendations that were made at the last verification.
11. Land Registry now stands on the threshold of a period of change. Having established and then consolidated the licensing of its commercial products, it is about to embark upon a review of its licensing documentation. It is also considering further segmentation of its existing portfolio of products. This is in order to offer services via a series of channels that more precisely align with its different customer groups. It is also seeking to gain far greater penetration of its potential customer base. In parallel, it may take forward a more comprehensive e-conveyancing service in the next couple of years.

12. Land Registry has produced a Crown copyright Action Plan since our last visit, setting out its commitment to expand the re-use of its information. However, due to policy considerations relating to the Data Protection Act, limitations are placed on re-use. It has taken advice from the Information Commissioner on these matters and, while it could go further than it currently does and still be technically within the terms of the Act, it chooses, for example, not to permit its information to be used for any form of direct marketing. We recommend that Land Registry keeps this policy under review.
13. From the licence files that we reviewed, it is clear that Land Registry transacts its licences for existing products fairly and without undue delay. Its licensing model, of a set of overarching terms and conditions supported by schedules which apply to each product and which permit given uses, is relatively straightforward and has not yet expanded to the level that it causes confusion on the part of the customer. We note that Land Registry's recently introduced Illustrative Plans service utilises a relatively short, single document to set out the terms and conditions. As indicated in the licence review which forms and appendix to this report, we would like to see this model adopted more widely.
14. With the advent of a new marketing strategy, there has been a restructuring of directorates so that those responsible for providing data, polygons and plans are now part of a separate operations directorate. We would like to see mechanisms put in place so that the product and contractual knowledge that these individuals have accumulated and the customer feedback that they receive continue to be at the disposal of product and account managers. We also support the continuation of the external assurance role played by the Head of Corporate Legal Services.
15. Land Registry has a sound rationale for how it categorises its "public task", viewing its registration activities and services which support the conveyancing process as consistent with its public remit. It then provides data, polygons and plans as added value services. These usually involve a degree of investigation into, or analysis of, information collected at registration, or the information is required for a purpose other than that for which it was originally collected. While we find that it takes a considered approach to such matters, Land Registry should periodically re-visit the extent to which it accounts for its upstream and downstream activities and how it categorises its statutory and value added services.
16. Based on the team's assessment, Land Registry is re-accredited to IFTS and should be re-verified in 2-3 years.

PART TWO: KEY CHANGES

17. In its response to the Office of Fair Trading's CUPI (Commercial Use of Public Information) report, published in December 2006, the Government referred to the Cross-cutting Review of the Knowledge Economy of 2000 and the Chief Secretary to the Treasury asked Trading Funds to submit Crown copyright action plans for opening access to information further. Land Registry completed its action plan in January 2008, setting out how it proposed to launch the Land Registry Portal as a successor to Land Register Online, offer online access to its property price dataset, and, subject to agreement with Ordnance Survey, expand the availability of spatial data. It has made progress on all these fronts.
18. Policy questions relating to copyright and re-use have been overseen by the Head of Corporate Legal Services for some time, working closely with the head of its commercial services and now a director of commercial services who was appointed last year. The appointment of someone at board level is indicative of the priority that the organisation attaches to this area of its operations. There are plans to expand the range and depth of services offered and to reach more of its notional customer base.
19. The Chief Executive of the organisation was in post at the time of the last verification and is currently managing Land Registry's response to the decline in the property market. While Land Registry looks at drawing on its reserves to partially mitigate the drop on income, it has recently offered redundancy terms to some of its employees. This should be viewed in the context of a strategy to modernise the organisation through efficiency savings and the more extensive use of new technology which has been in train for some time regardless of fluctuations in the property market. It also anticipates continued growth in its provision of commercial services, but any growth would probably fall far short of making up the current shortfall.
20. In addition to the CUPI report referred to above, which recommended greater separation between unrefined and refined data, the Power of Information Review (POIR) and the subsequent Cambridge Study, which made the case for the wider adoption of a marginal cost model, have been published since our last visit. Finally, Land Registry is one of the six data-rich Trading Funds that have been subject to the Shareholder Executive-led Trading Funds Assessment. This assessment, which intended to draw on CUPI, POIR, and the Cambridge Study as part of its evidence base, was mentioned in the Pre-Budget Report and further announcements about its work and the linked analysis of the Operational Efficiency Programme are expected.

PART THREE: HIGHLIGHTS AND AREAS FOR IMPROVEMENT

Openness

21. As its Crown copyright action plan suggests, Land Registry takes a positive approach to re-use. It lists what data is available for re-use as a subset of its Publication Scheme and promotes awareness of its Find a Property and Land Registry Direct services via its website, also marketing a variety of services that it designates as commercial through the same medium.
22. Since our last report, it has launched new commercial services, is moving towards greater online provision, and has plans to reach more customers and offer them more segmented services.
23. Land Registry is implementing the above policies in the context of a policy decision on data protection arising from challenges to some of the information available to the public on its Find A Property service. In the course of performing its statutory registration duty, it collected information that was not strictly necessary to execute the legal process. For example some additional information was supplied as part of mortgage applications. To illustrate how seriously it takes such issues, Land Registry officials produced a report for the chief executive, which it appended to its Crown copyright action plan. This report exhaustively analysed the question of what information should be available online, and looked at matters like the practicability of redacting large numbers of documents. The decision was taken to scale back the Find A Property service.
24. In addition to the specific data protection issues relating to Find A Property, the organisation does not allow its information to be re-used for direct marketing purposes as a matter of policy. Further, only in the area of house prices does it make whole data sets available and these are on a property rather than a name basis. The rest of its data is licensed on a line-by-line basis, often because its other services are geared up for organisations which wish to make enquiries about specific addresses.
25. **While it is clear that the organisation has weighed the data protection issues of making its data more widely available carefully, we encourage Land Registry to regularly reassess the information it makes available to ensure that it is maximising re-use.** For example, if there was a request from a company that wished to obtain a tranche of data with a view to achieving economies of scale in its legitimate enquiries and analysis, Land Registry should investigate whether it could supply such data on the basis of its being treated confidentially.
26. The organisation's plans for promoting awareness of its services more intensively are impressive and are expected to lead to a greater take-up of its services, therefore growing re-use. The strategy for achieving this is in the process of being implemented. Part of the strategy is to

place operational delivery outside of marketing structurally. While how it structures such arrangements are entirely a matter for Land Registry, we note that those who have day-to-day responsibility for contract management and questions of copyright are handled by personnel who are now separated from those who deal with product and account management.

27. Land Registry should ensure that mechanisms for operational staff to impart product and contractual knowledge to new account managers via training modules and to report customer feedback should be established and maintained.

28. Similarly, the Head of Corporate Legal Services and his colleagues have played a valuable assurance role in analysing matters such as data protection policy and contractual questions and we would like to see this model of routinely seeking the legal department's input continue as the organisation is reconfigured.

29. In terms of agreeing licences and transacting the supply of data, all the evidence that we saw suggests that it does these things within reasonable timescales. Where delay occurs, this is in two main areas - agreeing licensing terms where there are multiple copyright owners and developing a new service. In the latter case, Land Registry acknowledges that it occasionally exceeds its indicative timescales for assessing and developing a new service from a contractual and technological point of view.

Fairness

30. Land Registry bases its charges for its commercial services on the cost of the maintenance and extraction of the information plus a rate of return. This is in line with a written policy which sets out its interpretation of Treasury guidance.

31. We have seen evidence that it costs out the maintenance and extraction of its data relatively precisely, based on staff time and provision of service from its information services department. Its commercial services department does not formally pay its information department for the data, but a portion of the work that the information services department does for it is allocated as a budgetary cost.

32. Where the commercial services it provides include the provision of items for which there is a statutory fee, these are itemised in the invoice that it issues to the customer and are classed as fee income. As such, the organisation does demarcate between where it is charging for the value-added service and where it is levying a statutory fee in accordance with its core public function. **While we find that it takes a considered approach to such matters, Land Registry should periodically re-visit the extent to which it accounts for its upstream and downstream activities and how it categorises its statutory and value added services.**

33. Land Registry's prices for the provision of information are very clearly stated in its contracts and an examination of its files has resulted in a consistent picture of it maintaining this fixed price stance. With the exception of house price data, which is supplied in bulk by property type and geography, information is supplied on a line by line or item by item basis. On examining the organisation's records, we found a uniform approach in that individual contracts corresponded exactly to pricing schedules for given products. Where challenges to this strict policy were documented, it was clear that it maintained this stance, citing the requirement to treat its customers fairly. One example was of a transport infrastructure organisation whose purchase of significant volumes of polygons was discussed internally, but for whom it was confirmed by the then head of the commercial department that fairness required Land Registry to stick to a per-item pricing policy.
34. The uniform approach described above certainly has the merit of simplicity. However, there could be some scope for differentiation by offering volume discounts. In fact, such an approach may incentivise re-use. OPSI would have no objection to Land Registry adopting such an approach provided that it did so in a transparent manner and applied the discounts consistently.
35. In respect of the work that it does to manually cleanse the data that it provides as part of its data services for lenders and creditors, there could even be scope for it charging specifically based on the specific person hours involved rather than a flat manual intervention fee.
- 36. Land Registry's practice of modifying its general terms, which it publishes on its website, without writing around to existing licensees to inform them of the amendment, results in licensees being on differential terms, albeit marginally different ones. We understand that these amendments relate to modifications based on an update to legislation or level of service as opposed to a variation in trading terms, but this state of affairs should be remedied.**

Transparency

37. Land Registry generally performs well on questions of transparency. It provides a good deal of information on its website about what information is available for re-use and has accessible copyright policies which include a frequently asked questions section. It also publishes its master set of terms and conditions.
38. Our previous report made recommendations for improvements in content and navigation in respect of re-use information on the Land Registry website. Content has definitely improved, while there remains scope for linking related content more effectively.
- 39. Increasing the ease of use and providing comprehensive cross-references about licensing and copyright matters on its website, as set out in the appended website review, would promote transparency.**

40. **Expanding the licensing model that it has employed for its Illustrative Plans service which the appended licence review praises as much easier to understand than the three-part formal licence structure that it uses for its other services, would be beneficial.** In the latter case, there is some ambiguity about under what circumstances additional licences might need to be obtained and how these can be obtained.

Compliance

41. OPSI has carried out a review of a sample of Land Registry's licences as detailed in appendix 2. The organisation should consider the points raised in the review.
42. OPSI has conducted a website review, the results of which are appended to this report. Most of our findings from the review are aimed at improving navigation as the content relating to copyright and licensing is now quite comprehensive. One example of where navigation could be improved is the Show/Hide contents tab which is not easy to spot.
43. In terms of assessing the closeness of fit between its stated policies and day-to-day practice, we found that there was a high degree of compliance.
44. As stated under fairness, examination of the files shows that individual licensing decisions correspond with the policy of fixed bulk or per item prices.
45. The policy of monitoring and receiving reports on legal issues, both contractual and intellectual property, at the corporate level, was confirmed by a wide range of interviews as routine practice.

Challenge

46. Complaints on the basis of the PSI Regulations or Land Registry's membership of IFTS are handled according to a separate procedure from its main complaint-handling function. **While those who deal with general complaints as the first point of contact are aware that such matters should be referred to the legal department, this should be formalised in the procedures, both in electronic and hard copy literature and as a drop-down menu option for those who are registering a complaint online.**
47. It is appropriate that matters which are initially regarded as being about commercial re-use should be routed via the legal department with the option to pursue the complaint via OPSI, while complaints relating to conveyancing and service delivery follow the path of the standard procedure which includes the possibility of recourse to an independent assessor and an ombudsman.
48. No complaints under PSI or IFTS in respect of Land Registry have been received by OPSI since the last verification.

PART FOUR: PROGRESS

Recommendations of previous verification and if they have been met.

Principle	Ref	Recommendation	Priority	Action Taken	Status
Openness	14	We recommend that HMLR continues to develop information trading policy and procedures in line with the principles of IFTS. We further recommend that HMLR should keep OPSI informed of progress and issues.	High	OPSI has been kept informed of developments within its commercial services department and progress on its long-term project to develop e-conveyancing. It has maintained regular contact with OPSI to check that any proposals it has conform to IFTS principles.	Ongoing
Fairness	18	We recommend that HMLR should review the clause on Termination to ensure that it is fair as possible between the parties	Medium	The standard licence has been altered to include a 3 month termination clause for both parties.	Complete

Transparency	22	We recommend that HMLR should review the website in the light of our comments	Medium	All licensing information has been brought together under the Property Information option tab. Land Registry has developed a portal which combines their 3 separate sites into 1.	Part Complete
	24	We recommend that HMLR should review its approach to the inclusion of 'specific use' limitations in its contract terms, and consider whether a less restrictive approach would be more effective in achieving re-use of PSI.	High	HMLR has a standard licence which is non-negotiable. The annex of each licence includes specific use information based on market sectors and takes into account issues relating to direct marketing and privacy. Licences are developed by the product development manager and Head of Corporate Legal Services who periodically review the variety of specific uses that they are administering.	Ongoing

	27	We recommend that HMLR should work closely with OPSI to ensure that the framework being developed for Commercial Services is fully in accordance with the principles of IFTS	High	Land Registry has expanded its commercial activity and its revenue is increasing from services like providing information to credit checking agencies and advising on large construction projects. The expansion of these services has been tested against the IFTS principles.	Ongoing
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APPENDIX 1: SUMMARY OF RECOMMENDED ACTIONS

This is a summary of the recommended actions to:

- remedy the weakness identified; and,
- strengthen the commitment to information fair trading.

Principle	Ref	Recommendation	Priority
Openness	25	While it is clear that the organisation has weighed the data protection issues of making its data more widely available carefully, we encourage Land Registry to regularly reassess the information it makes available to ensure that it is maximising re-use.	M
	27	Land Registry should ensure that mechanisms for operational staff to impart product and contractual knowledge to new account managers via training modules and to report customer feedback should be established and maintained.	H
Fairness	32	While we find that it takes a considered approach to such matters, Land Registry should periodically revisit the extent to which it accounts for its upstream and downstream activities and how it categorises its statutory and value added services.	M
	36	Land Registry's practice of modifying its general terms, which it publishes on its website, without writing around to existing licensees to inform them of the amendment, results in licensees being on differential terms, albeit marginally different ones. We understand that these amendments relate to modifications based on an update to legislation or level of service as opposed to a variation in trading terms, but this state of affairs should be remedied.	M
Transparency	39	Increasing the ease of use and providing comprehensive cross-references about licensing and copyright matters on its website, as set out in the appended website review, would promote transparency.	L
	40	Expanding the licensing model that it has employed for its Illustrative Plans service which the appended licence review praises as much easier to understand than the three-part formal licence structure that it uses for its other services, would be beneficial.	M

Challenge	46	While those who deal with general complaints as the first point of contact are aware that such matters should be referred to the legal department, this should be formalised in the procedures, both in electronic and hard copy literature and as a drop-down menu option for those who are registering a complaint online.	M
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APPENDIX 2: LICENCE REVIEW

<p>Review of Land Registry's Master Commercial Services Contract: Master Terms and Conditions Schedule 1 Schedule 1.2 (Spatial Data)</p>

Evaluation Criteria

1. Clarity of licence terms

Check for clarity of language, jargon, legalistic language, plain English

The Master Terms & Conditions clause 8.4 contains grammatical errors. The phrase 'and any existing contractual commitment' also appears out of context. Shortening the sentence would be recommended.

The key phrase in clause 5 'Permitted Use' of Schedule 1.2 is 'internal business purposes' however this does not match with 'internal business use' as the term is defined in section 1. Also, 'internal business use' is said to include 'reports and submissions to third parties', which could be seen as contradictory. Please see further discussion in section 6.

2. **Comprehensiveness of licence terms**

Are there any significant omissions? Does the licence contain terms that you would not expect to find in a licence?

Clause 7.5 lacks a reference to Crown owned database rights.

Clause 15 'Confidentiality' might benefit from a reference to the Freedom of Information Act and/or Environmental Information Regulations, under which information may have to be disclosed.

Clause 16 'Dispute Resolution' does not mention the complaints process available under the Re-Use of Information Regulations.

3. **Fairness**

Does the licence contain terms that are unfair or unnecessarily discriminates between different user groups?

Clause 11.5 disclaims HM Land Registry's liability to pay refunds on terminated contracts. This could be seen as unfair given that the contract can be terminated on grounds that are not the fault of the licensee.

4. **Consistency**

Does the licence contain any terms which are inconsistent and contradictory?

See section 6 below.

5. Practical Arrangements

Is it clear what the process is for making payments, amending terms for example?

The table of charges given in section 1 of schedule 1.2 lacks instructions for the interpretation of the table.

6. Restrictiveness of terms

Are any of the terms unnecessarily restrictive?

In addition to the above points regarding the clarity of the Permitted Use in Schedule 1.2 the terms may be unnecessarily restrictive. One issue concerns the tension between permitted use for 'internal business purposes' and the restrictions on use for 'commercial purposes'. If the licensee is a commercial enterprise, any internal business purpose must be to some extent a commercial purpose. There should therefore be explicit definitions of acceptable and unacceptable commercial purposes, as it is clear that any business will be in some way or form exploiting licensed information for commercial purposes.

Another issue is the apparent restriction of external publication in the Permitted Use, clause 5.1. This contrasts with the definition of 'internal business use' in section 1 which includes 'reports and submissions to third parties', and the model copyright statement in clause 5.2, which would conventionally only be necessary where external publication was envisaged. OPSI would expect some form of external use to be permitted. The extent and nature of this should be explicitly set out in the Permitted Use, frequent cross-referencing should be avoided, and the document reviewed to avoid conflicting clauses or language.

OPSI would expect that a licence to re-use information commercially and/or externally should be available. Clause 7.8 of the Master Terms and Conditions refers to a 'separate copyright licence' available for purposes outside of the Permitted Use. Given the restrictions discussed above, this would affect a substantial proportion of licensees, and almost all re-users of HMLR information. This 'separate copyright licence' should be brought within the scope of the existing licences if at all possible. If not possible, details should be given of how to proceed with an application and where to find any standard contracts or charging documentation. Consolidation would reduce the chance of unfair discrimination between licensees, comply with the statutory requirement for publication of standard terms and conditions, and add to the transparency of the licensing process.

7. Additional Comments

The fact that a single agreement can be split across three substantial documents does not lend itself to transparency or consistency. OPSI would recommend consolidating the agreement as far as possible, particularly any clauses relating to permitted or restricted use. In this respect the Illustrative Plan Service agreement provides a preferable alternative in terms of licensing approach.

Evaluation Criteria

1. Clarity of licence terms

Check for clarity of language, jargon, legalistic language, plain English

The document is concise and contains little jargon. One question would be the need for the phrase “arm’s length commercial basis,” which is vague.

Clause 8 ‘Permitted Use’ states that ‘internal business purposes’ include ‘supply to clients’. This use of ‘internal’ is not clear, and could be rectified by permitting use for ‘internal business purposes *and [...]*’.

2. Comprehensiveness of licence terms

Are there any significant omissions? Does the licence contain terms that you would not expect to find in a licence?

The licence terms cover the essential elements. The purpose of section 7 ‘Ordnance Survey Licence’ is unclear as it gives no indication of any implications for the licensee. If HM Land Registry’s arrangements with Ordnance Survey affect the licensee the implications should be stated. If the arrangements do not affect the licensee clause 7 should be omitted.

3. Fairness

Does the licence contain terms that are unfair or unnecessarily discriminates between different user groups?

The agreement does not unfairly discriminate between user groups.

4. Consistency

Does the licence contain any terms which are inconsistent and contradictory?

5. Practical Arrangements

Is it clear what the process is for making payments, amending terms for example?

The delivery and pricing arrangements are laid out clearly, as are the service standards.

6. Restrictiveness of terms

Are any of the terms unnecessarily restrictive?

Clause 8 'Permitted Use' makes very limited provision for wider use and provides no information on how to apply to re-use the information. We would recommend reviewing the Permitted Use with a view to broadening it.

7. Additional Comments

APPENDIX 3: IFTS WEBSITE ASSESSMENT

Organisation: HM Land Registry
Site available at: www.landregistry.gov.uk
Date assessed: 9th January 2009

- 1.1 Does the website have an Information Asset Register? **Yes**
- 1.2 If yes, how many clicks is it from the homepage? **0-1**
- 1.3 How long did it take to find? **<1 minute**
- 1.4 If there is no IAR, is there other guidance on what information is available? **N/A**
Please provide a link for the IAR page, along with comments on how easy it was to use.
<http://www1.landregistry.gov.uk/publications/>
Publications were divided up by category/type. No search facility with the exception of the overall site search facility.
- 2.1 Does the PSB use standard licences? **Yes**
- 2.2 Are these published in full on the website **Yes**
- 2.3 If yes, how many clicks are they from the homepage? **4+**
- 2.4 How long does it take to find? **2-4 minutes**
- 2.5 How many standard licences are there? **1**
- 2.6 Is there an explanation of what different licences are for and is it clearly understood? **Yes**
Please provide a link to the standard licences here. If there are a large number of standard licences, are they proportionate to the volume of licensing carried out?
http://www1.landregistry.gov.uk/assets/library/documents/mast_contract_1107.pdf
- 3.1 Is there any charge made for licences? **Yes**
- 3.2 Is there an explanation of the charges? **Yes**
- 3.3 Is there an explanation of how charges are drawn up? **Yes**
Please provide a link to the charges here, along with any explanation of the way they are drawn up.
<http://www1.landregistry.gov.uk/docs/policy/copyright/pricing>
http://www1.landregistry.gov.uk/property_info
The charges for commercial use depend on the information the customer wants to re-use.
- 4.1 Is there an IFTS commitment on the website? **Yes**
- 4.2 How many clicks is it from the homepage? **4+**
- 4.3 How long does it take to find? **1-2 minutes**
Please provide a link to the IFTS commitment
http://www1.landregistry.gov.uk/docs/policy/copyright/fair_information
There is no link from the “Our commitment to fair information trading” page to the IFTS commitment page. Search queries result in numerous pages with IFTS related contents.

- 5.1 Is there clear and precise information on how to apply for a re-use licence? **No**
- 5.2 Are there a variety of methods for applying for licences? **No**
- 5.3 Is it possible to apply online for a licence? (Including emailing a form) **No**
- 5.4 Does it specify a timescale to grant licences? **No**
- 5.5 If yes, what is that timescale (in working days)? **N/A**
“How to apply for a licence” page contains a contact email address only.
- 6.1 Does the PSB have a procedure for complaints regarding licensing decisions? **Yes**
- 6.2 How many clicks is it from the homepage? **4+**
- 6.3 How long does it take to find? **1-2 minutes**
- 6.4 Does it mention that if the complainant is unhappy they can refer to OPSI or APPSI? **Yes**
Please provide a link to the complaints page. If there is no separate licensing complaints page, please link to the general complaints section.
<http://www1.landregistry.gov.uk/docs/policy/copyright/complaints>
- 7.1 Does the website explain what information is not available? **No**
- 7.2 If Yes, does it explain why? **N/A**
- 7.3 How many items are listed? **N/A**
Please provide a link to the page with this explanation. What is the nature of the unavailable items? Please comment if the nature of the PSB’s activity would require a larger/smaller number of exceptions than would be expected. Are the exceptions listed specific, or cover a category?
Could not locate such an explanation.
- 8.1 Does the website outline any exceptions to normal licensing policy? **No**
- 8.2 If Yes, does it explain why that exception has been made? **N/A**
- 8.3 How many exceptions are there? **N/A**
What is the nature of the exceptions? Are the exceptions specific? Please provide a link to the page
Could not locate any explanation of exceptions.
- 9.1 Does the website have a Crown Copyright notice? **Yes**
- 9.2 Is it linked to from every page? **Yes**
- 9.3 How many clicks is it from the homepage? **0-1**
- 9.4 How long does it take to find? **<1 minute**
- 9.5 Is OPSI/HMSO mentioned, with contact details? **Yes**
- 10.1 Does the website have an electronic search facility? **Yes**
- 10.2 If yes, how many clicks is it from the homepage? **0-1**
- 10.3 How long did it take to find? **<1 minute**
*Please provide a link for the search page, along with comments on how easy it was to use. If it is not present, does it say why? **N/A***

On home page: <http://www.landregistry.gov.uk/>

- 11.1 Is the material available by electronic means? **Yes**
- 11.2 Is it possible to download direct from the website? **Yes**
- 11.3 If data is not available electronically, is there an explanation of how to obtain it? **Yes**
- 11.4 If data is sent via email, is there a specified timescale for delivery? **N/A**
- 11.5 If yes, what is the timescale (In working days)? **N/A**
Please state any other methods of receiving data. If a timescale is published, to what extent do they meet that commitment?
Request via email. Contract to be returned within 20 days.

12.1 Does the PSB outline its responsibilities under IFTS on their website?
Yes – all

- 12.2 Does the website explain what IFTS is aiming to achieve? **Yes**
- 12.3 Are the benefits of IFTS explained? **Yes**
- 12.4 Is the PSB using IFTS logos on their website and actively mentioning they are a member of the scheme? **Yes**

- 13.1 Does the PSB outline its policy towards its trading of PSI? **Yes**
- 13.2 Does the PSB explain how it arrives at decisions? **No**
- 13.3 Does the website have an explanation of what re-use is? **Yes**
- 13.4 Does the website explain what Crown Copyright is? **Yes**
- 13.5 Does the website explain why licences are sometimes needed to re-use information? **Yes**
- 13.6 Does the website explain the difference between FOI and re-use? **Yes**
- 13.7 Does the website explain what a trading fund and delegated authority is? **No**

Please provide a link to any explanations here.

<http://www1.landregistry.gov.uk/docs/policy/copyright/reuse>
<http://www1.landregistry.gov.uk/docs/policy/copyright/whatiscopyright>
<http://www1.landregistry.gov.uk/terms/copyright/>

Please enter any comments that you may have about the website, and how it promotes re-use of PSI, explains the processes of licensing and what it says about IFTS.

The Land Registry website benefits from the creation of one area where all relevant information on re-use, copyright and licensing sits. However, this area is initially quite difficult to locate and takes a considerable amount of effort to find. It would be useful if it was not hidden within the “Crown Copyright” section of the website and a more obvious link was created in the site’s navigation menus.

Problems continue to arise from the separation of the Land Registry and the Land Registry Direct websites. Links to the main Land Registry website pages on re-use/licensing from the Land Registry Direct would prove very useful.

The lack of a link between the website’s “Our commitment to information fair trading” page and the IFTS commitment page means most users will not be aware of the CEO’s public commitment to IFTS. The IFTS logo also features on a number of the site’s pages, but not consistently or on all the appropriate pages.

Crown Copyright links are available on every page including the Land Registry Direct pages. This is good practice.

The Publication Scheme pages were also easy to use and provide a clear guide on what is available to users.