

Legal, Licensing and Registration
LOCAL LAND CHARGES
CLIENT SATISFACTION SURVEY 2010 RESULTS



Our current fee of **£53.00** for a standard search of **LLC1 + CON29R** was set on 1 April 2010 and is based on cost recovery. Our local performance indicators require that 80% of standard and 75% of non-standard searches are returned within 5 working days.
Current average is 100% of searches returned within 2 working days.

April / May 2010 156 Clients surveyed 7 responses received

Your views on our overall quality of service are important and will help us improve our performance.

Q1 How would you rate the turnaround time for searches submitted to Leeds City Council? (currently averaging 2 working days)

Excellent **86%** Good **14%** Fair Poor Don't know

Q2 How would you rate the service in terms of value for money?

Excellent **43%** Good **57%** Fair Poor Don't know

Q3 If you contacted the Local Land Charges section by telephone during the last 12 months, how would you rate the overall response in terms of :

	Excellent	<input type="checkbox"/> 29%	Good	<input type="checkbox"/> 71%	Fair	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Courtesy	Excellent	<input type="checkbox"/> 14%	Good	<input type="checkbox"/> 72%	Fair	<input type="checkbox"/> 14%	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Time taken to answer	Excellent	<input type="checkbox"/> 14%	Good	<input type="checkbox"/> 72%	Fair	<input type="checkbox"/> 14%	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Satisfaction with reply	Excellent	<input type="checkbox"/> 14%	Good	<input type="checkbox"/> 72%	Fair	<input type="checkbox"/> 14%	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Calls returned when promised	Excellent	<input type="checkbox"/> 14%	Good	<input type="checkbox"/> 57%	Fair	<input type="checkbox"/> 29%	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

Q3 If 'Poor', please tell us why?

Q4 If you made written contact with the Local Land Charges Section during the last 12 months, how would you rate the overall response in terms of:

Courtesy	Excellent	<input type="checkbox"/> 25%	Good	<input type="checkbox"/> 75%	Fair	<input type="checkbox"/>	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Speed of reply	Excellent	<input type="checkbox"/> 20%	Good	<input type="checkbox"/> 60%	Fair	<input type="checkbox"/> 20%	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
Satisfaction with reply	Excellent	<input type="checkbox"/>	Good	<input type="checkbox"/> 75%	Fair	<input type="checkbox"/> 25%	Poor	<input type="checkbox"/>	Don't know	<input type="checkbox"/>

Q4A If 'Poor', please tell us why?

Q5 Do you submit search requests electronically via NLIS (National Land Information Service?)

Yes No **100%** (go to Question 5A)

Q5A If 'No', do you intend to use the NLIS service at some point during 2010?

Yes No **43%** Maybe **57%**

Q6 To streamline the property search service, we installed a direct downloadable search enquiry form and guidance on www.leeds.gov.uk. Do you submit search requests using this form?

Yes **29%** No **71%**

Q7 What do you think of the quality of our website and the information it provides? To view, go to www.leeds.gov.uk and insert "local land charges" in the search box on the top right hand side.

Excellent **100%** Good Fair Poor Not visited

Q7 Do you use the services of a Personal Search agent ?

Frequently **33%** Rarely **44%** Never **33%**

Q7A If "Frequently" are you aware if your Personal Search agent obtains responses to Standard Enquiries on the CON29R from Leeds City Council as the authoritative source of the Required non-statutory information to ensure a HIP compliant search report?

Yes **33%** No **44%** Don't know **33%**

Q8 Do you feel you are kept informed of any changes to our service?

Yes

88%

** please see comments box below*

Q9 Finally, how would you rate the overall quality of the service we provide?

Excellent

57%

Good

43%

Fair

Poor

*Comment received: Q8 Insufficient notice had been given when fees changed. Response:
Due to the council's decision making process, fees are set and published in the last week of March.
Where it is evident that a search request has been submitted prior to the date of any fees alteration, we
are happy to refund the overpayment.

Thank you for your help and taking the time to complete this questionnaire. Compliments received with
your feedback are appreciated. As the ONLY authoritative source of the latest, accurate information we
shall continue to provide you with a low cost, quality assured product.

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