



HM Land Registry: Presentation to WPLA

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Agenda: From registration to digital and data

- Background
- How does HM Land Registry identify customer needs?
- How does HM Land Registry design products & services to meet needs?
- Where next?
 - Data, access
 - Other single datasets



Background

- From paper to online
- Commercial products & services
- Customer strategy





How does HM Land Registry identify customer needs?

- Insights gathering
 - Channels
 - Tools
- Utilising insight



Designing products & services to meet needs

- Product development
- Working with customers and stakeholders
- Developing relationships



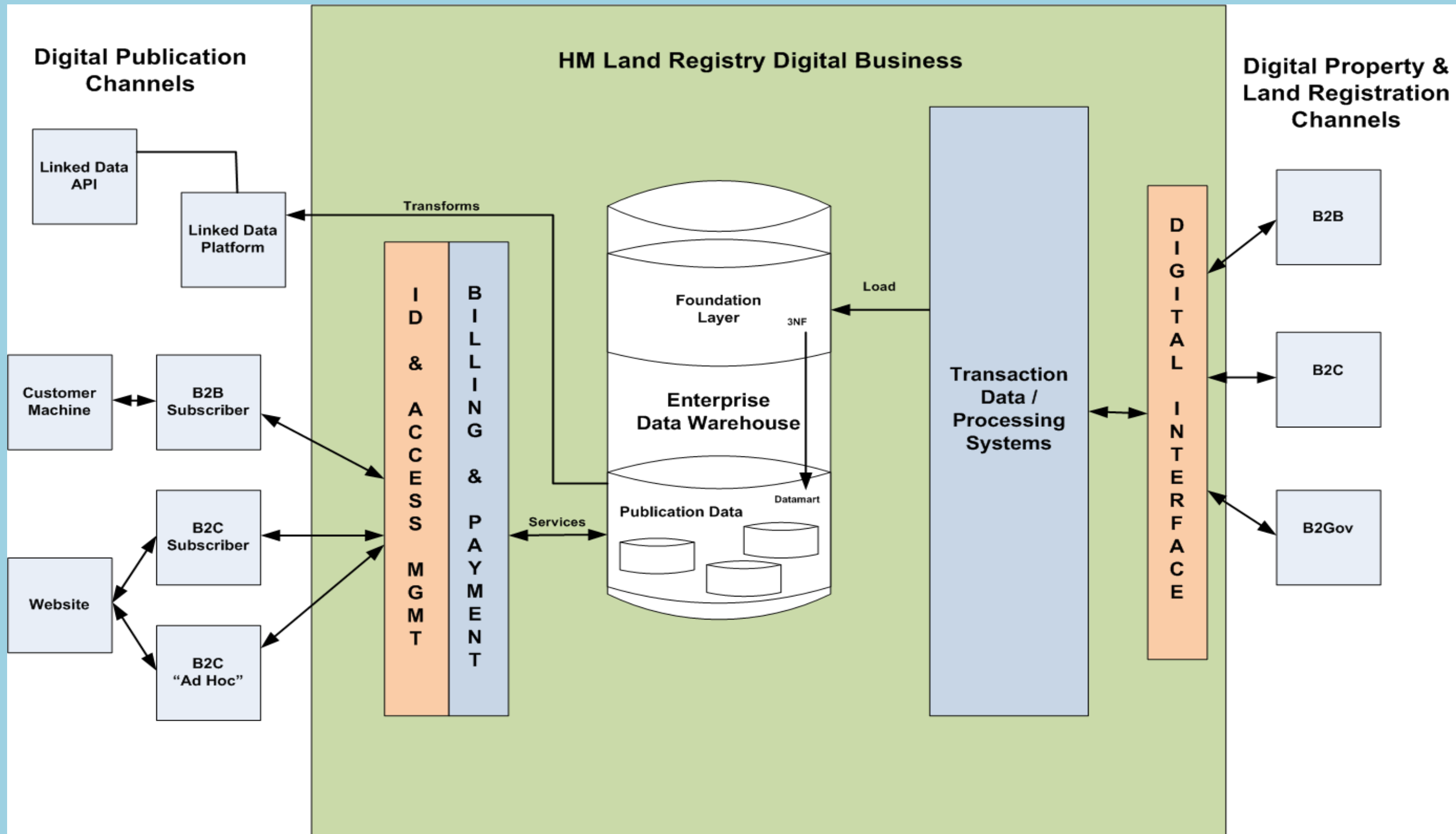


Where next?

- From registration to data
- Data strategy
- Data access



HMLR Digital Business





Summary

- Customer insight drives development
- Development of digitisation continues
- Data re-use