

# A year of transformation, inclusion and continuity in crisis

Press release

Today we have launched our Annual Report and Accounts 2019/20: Transforming in uncertainty.



The report provides a retrospective view of a year of success through digital transformation, a strong focus on our people and adapting to support the conveyancing process through the coronavirus (COVID-19) crisis.

The year April 2019 through March 2020 saw HM Land Registry:

- empower more than 5,000 of our people to work remotely to ensure continuity in conveyancing through the coronavirus crisis
- deliver on some 35.6 million service requests, maintaining a 90% customer satisfaction rate
- expand our digital transformation with new online services to grow and support the 94.8% of all applications we now receive electronically

The full report provides commentary on a year of exciting change underpinning property rights worth more than £7 trillion, and more than £1 trillion in secured lending, tied to more than 25 million registered parcels of land in England and Wales. It details a staunch focus on the development of digital capability, which has created more facilities to electronically process and support applications in a faster, more accessible manner for years to come; while a combination of increased recruitment, new services and the early stages of enabling team potential through restructuring saw impactful development of our operational ability.

Simon Hayes, Chief Executive and Chief Land Registrar, comments:

Six months after joining HM Land Registry, I am proud to be able to report on a year of high quality service delivery. Despite the unprecedented challenges which we currently face, I remain

confident for the future, and excited by the opportunities that lie ahead. This year has seen HM Land Registry and its people display all the qualities which are needed to deliver its critical role successfully, and which will enable us to set new standards in the coming years.

[Read more about our Annual Report and Accounts 2019/20: Transforming in uncertainty.](#)

The report itself contains financial and performance statements, alongside updates from HM Land Registry's directorship on the year's important developments. [Read the full version.](#)

Published 16 July 2020

Last updated 16 July 2020 [+ show all updates](#)

1. 16 July 2020

First published.