

By Email

Claire Baker, MSP
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Committee
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Reply to: Edinburgh Office
Department: Senior Management
Contact: Jennifer Henderson
Telephone: 0131 357 8199
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Date: 16 October 2024

Your Ref: N/A
Our Ref: MC-070-2024

Dear Ms Baker

REGISTERS OF SCOTLAND – EFW QUARTERLY PROGRESS UPDATE

I am writing to provide the Economy and Fair Work Committee with a quarterly update on the work of Registers of Scotland (RoS) as part of our agreed reporting. For ease of reading, I have outlined the latest updates against relevant headers below.

Performance

Our Key Performance Indicator (KPI) progress is updated quarterly on our external website and the end of September position is [now available](#).

Overall, open casework volumes continue to reduce and our KPI for reducing longstanding open casework continues to be ahead of the indicator. The operational performance KPI position remains similar to the previous quarter with Dealing with Whole (DW) cases ahead of the indicator and expected to remain so, whilst continuing to show improvement as technological enhancements are introduced. First Registrations (FR) KPI is behind indicator due to an increase in complex applications and a shift in focus to clear older FR casework and expedites. Transfer of Part (TP) indicator is marginally behind but is predicted to return to target indicator this month.

Property market volumes and our income continue to be at or around expected levels and well within the bounds of our forecast.

Transparency of Land Ownership

At the end of September 2024, 95.6% of land mass coverage in Scotland was held in our Land Register (54.7%), casework in progress (6.4%), and Unlocking Sasines data (34.4%). Plans to provide Unlocking Sasines data in a more accessible way for business users are expected to complete in the next few months, with public access being considered beyond this milestone. This will also enable us to be in a position to display indicative ownership extents of Sasines titles to business customer via ScotLIS.

Submissions to the Register of Persons Holding a Controlled Interest in Land (RCI) are

now searchable, and we continue to support RCI enquiries via our customer services team and guidance materials.

New Registers

Good progress continues to be made on the build of the two new registers required by the Moveable Transactions (Scotland) Act 2023 and we now have laying dates for the bulk of the SSIs required to give effect to the scheme of registration.

Our fee structure consultation for the new registers, conducted on behalf of Ministers, closed mid-September, and we are currently analysing the responses and will share a briefing with Ministers in due course.

Finance

We remain on track to deliver a breakeven position again this year, with our fees fully covering our operational expenditure.

Customers

RoS conduct extensive customer surveys in spring and autumn each year. Our scores from the autumn customer satisfaction index survey are; professional 82.6 (+0.9 change from spring survey), and citizen 81.2 (-3.2), against a public sector average of 73.3 (-0.3). Customer effort scores, against a public sector average of 5.1, where 0.0 is excellent and 10.0 is very poor, are; professional 3.1 (-0.3) and citizen 3.8 (+0.5). As part of the survey feedback, we are prioritising a review of the RoS website to support citizens in utilising our digital services and making these services more accessible and understandable for all customers.

Digital Services

We have successfully extended our automation services to support Standard Securities and with automation levels meeting expectations, we are looking to further expand the service to support deeds of Disposition and introduce Embedded Title Sheets to simplify the processing of TP applications.

People

We have concluded a programme of job evaluation and salary benchmarking as part of our pay and grading review of our digital, data and technology (DDAT) function. Analysis is now underway to inform recommendations for a more cost effective pay model, reducing our reliance on contractors, in support of the delivery of our digital services.

Upskilling and cross-skilling of operational colleagues to deliver more capacity and resilience across our services has supported strong performance against targets to reduce our stock of open casework.

Progress against our Diversity & Inclusion (D&I) Action Plan has included the upskilling of colleagues to conduct EqIAs, and a planned D&I Fundamentals learning session organisational roll-out. Publication of our Wellbeing Statement reflects RoS' ongoing commitment to creating a supportive and healthy work environment.

Estates

We keep our estates under review to deliver maximum value for money. A scoping project is underway to evaluate different financial and operating models to achieve net zero objectives and offer high quality accommodation to other bodies.

Public Service Reform

RoS continues to make good progress on delivering on our reform activities, aligned to the Public Service Reform (PSR) agenda. Further information on our PSR plans and progress has been provided directly to SG through the various commissions on this topic. We are looking forward to reviewing the outputs of the Cabinet Office Benchmarking exercise and using this data to inform planned reform work for our corporate functions.

Other matters

RoS' 2023-24 Annual Report and Accounts were laid before Parliament on 07 October 2024 and have subsequently been [externally published](#) and shared with key stakeholders.

RoS continue to support a range of broader policy decisions across SG including the Land Commission and Land Reform.

Cohort 6 of Geovation Scotland are now in the exploration stage of the accelerator programme. 31 Companies supported by Geovation Scotland have now raised over £4.6m (up £0.4M from last quarter) of funding and investment and have created 75 FTE jobs.

We look forward to meeting with the Committee on 30 October 2024, however, please do not hesitate to contact me if you require anything further in relation to the information provided in this update in the meanwhile.

Yours sincerely



JENNIFER HENDERSON
Keeper of the Registers of Scotland