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By Email

Claire Baker, MSP
Convener
Economy and Fair Work Committee
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Your Ref: N/A
Our Ref: MC-22-2023

Reply to: Edinburgh Office
Department: Senior Management
Contact: Jennifer Henderson
Telephone: 0131 357 8199
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Date: 21 April 2023

Dear Ms Baker

REGISTERS OF SCOTLAND – MONTHLY PROGRESS UPDATE

Performance Information

I am writing to provide the Committee with an update on the work of Registers of Scotland (RoS) as part of our agreed monthly reporting.

The three areas of RoS work that are now reported on our external website on a monthly basis, for which I am pleased to provide links to the end of March 2023 position are; [the status of open casework](#), [casework turnaround times](#), and our [delivering the benefits of a complete land register figures](#).

Civil Service People Survey

The Cabinet Office have recently published the results of the [2022 Civil Service People Survey \(CSPS\)](#). The RoS results show a slight decrease of 1 percentage point in our overall engagement index score, which is now 65%, but still aligned with the Civil Service benchmark average.

Other Key RoS Activities

As the Committee will be aware, I publish a monthly newsletter for customers and stakeholders highlighting the key RoS developments. For ease, I attach a [link to the March newsletter](#) for information.

If you require anything further in relation to the information provided in this update, please let me know.

Yours sincerely

JENNIFER HENDERSON
Keeper of the Registers of Scotland