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By Email Only

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Reply to: Edinburgh Office
Department: Senior Management
Contact: Jennifer Henderson
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DX: 555400, Edinburgh 15
Date: 11 April 2023

Your Ref: N/A
Our Ref: MC-29-2023

Dear Ms Baker

REGISTERS OF SCOTLAND CORPORATE PLAN 2022-27: DELIVERY PLAN YEAR 2 (2023-24)

Following on from last year's 2022-27 Corporate Plan, I am pleased to now be able to provide you with a link to our published [Delivery Plan for Year 2 \(2023-24\)](#).

You will see that our most recent plan covers what we achieved in year 1 (22-23), what we want to achieve over the next year (23-24 KPIs), and how we plan to tackle our biggest challenges.

Delivering the benefits of a completed land register remains our number one priority and our Year 2 delivery will see us build upon the steady progress made in 2022-2023. We will use the improvements in turnaround times for new cases to increase the rate at which we are completing older casework. This will see an increased focus on clearing pre-2023 cases and reducing the overall age of the stock of cases.

We will retain our existing vision and values however you may notice that we have combined strategic objectives 5 and 6 to create a more concise action; "to be an effective and efficient, future-focused delivery organisation". Our key performance indicators also support our strategic objectives and reflect the anticipated progress and pace of work to deliver for customers and support the Scottish economy.

This Delivery Plan forecasts a balanced financial position. We will continue to review our position in year to allow us to recalibrate (including undertaking a periodic appraisal of fees and charges by an income review project team). This will ensure that RoS income can continue to cover our costs while responding to any wider economic factors or uncertainties, for example a changing property market.

You can hear more about our Year 2 Delivery Plan at the upcoming MSP Parliamentary Drop in Event at the Scottish Parliament on 19 April, to which all committee members

have received an invite, and I would also be happy to discuss any aspect of our future work on an individual basis, should this be something Committee members would be interested in.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jennifer Henderson', written in a cursive style.

JENNIFER HENDERSON
Keeper of the Registers of Scotland