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By Email

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Your Ref: N/A
Our Ref: MC-48-2023

Reply to: Edinburgh Office
Department: Senior Management
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Date: 15 June 2023

Dear Ms Baker

REGISTERS OF SCOTLAND – COMMITTEE APPEARANCE FOLLOW UP & MONTHLY PROGRESS UPDATE

EFW Committee Appearance

Thank you for giving Registers of Scotland the opportunity to meet with the Committee at this week's evidence session, to answer their questions, and to update you on the progress we are making against our strategic objectives.

As discussed, I will add relevant information on our strategic workforce planning to my quarterly updates going forward and would welcome feedback on whether this meets your needs. I will also review when it would be appropriate to introduce a citizen customer satisfaction metric as a formal KPI.

Performance Information

I am pleased to provide links to our monthly end of May 2023 performance position. Please see our [status of open casework](#), [casework turnaround times](#), and [delivering the benefits of a complete land register figures](#). I would also like to make you aware that RoS has recently published our bi-annual [Equality and Diversity Mainstreaming Report](#).

Correspondence from Mr Robertson

In addition, I thought it would be useful to provide you with some further information to assist the committee in considering responding to the points raised by Mr Robertson in his correspondence of 09 June 2023, which were not otherwise covered in our responses during the Evidence Session.

In relation to the points raised in Mr Robertson's letter, we would make the following observations:

1. Reporting of the arrear

We note that Mr Robertson's wishes to track progress from month to month. Our current performance pages, as referenced above, provide a wide range of information tracking the organisation's key performance indicators (KPIs) and progress against its corporate objectives. In particular, our [monthly progress](#) page offers comparison data for completed and open casework over the past year. We also offer [the total number of open cases by month](#) which allows comparison.

We have recently updated the pages based on user comments and are in the process, based on feedback from the Law Society of Scotland Property Law Committee colleagues, of making further changes that we believe may address Mr Robertson's request. RoS encourages customers to submit feedback about the information published on its website to help make it as insightful and accessible as possible and we hope that Mr Robertson will let us know if he wishes to suggest further changes.

2. Progress made in reducing the arrear since September 2022

Questions around the progress we have made in managing casework and our forward strategy were covered in some detail during Wednesday's Evidence Session. We were pleased to note that Mr Robertson acknowledged the improvement in our performance over the last six months and, as we discussed in our evidence, RoS has increased all of its delivery targets for year two of our current corporate plan, to ensure it builds on and exceeds what was achieved in year one.

For the record, we would not agree with Mr Robertson's projections as these do not take into account the acceleration we described happening, as automation frees up colleagues for upskilling. This will ensure that we meet our commitment to clear our stock of long-standing open casework within the duration of our corporate plan.

3. Effect of these delays in registration

This issue was discussed in detail at the evidence session, but we would wish to be very clear that we are not complacent about the risks as described in the scenarios outlined in the letter. We are actively managing them with the solicitors who have submitted these applications.

4. Applications for expedition

This issue was discussed in the Evidence Session, but we note that Mr Robertson had provided an outdated link to our expedite guidance. For completeness, please find our [up to date expedite guidance](#).

5. Priorities of RoS

We discussed the benefits of a completed land register during our evidence session. Delivering the benefits of a functionally complete land register, and the processing of land register applications, are complementary rather than competing ambitions. The process of registering property onto the Land Register of Scotland by completing older casework and managing the intake of new applications both contributes directly to the objective of

realising the benefits of a functionally completed land register and enables us to clear our longstanding open casework.

Thank you once again for the opportunity to provide evidence to the committee. We look forward to our next appearance, and if you require anything further in relation to the information provided in this update, please let me know.

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