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By Email

Claire Baker, MSP
Convener
Economy and Fair Work Committee
economyandfairwork.committee@parliament.scot

Your Ref: N/A
Our Ref: MC-44-2022

Reply to: Edinburgh Office
Department: Senior Management
Contact: Jennifer Henderson
Telephone: 0131 357 8199
Email: Jennifer.henderson@ros.gov.uk
Date: 21 July 2022

Dear Ms Baker

REGISTERS OF SCOTLAND – EFW MONTHLY PROGRESS UPDATE

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

Performance Information

RoS is committed to being an effective and efficient delivery organisation and we are continuously looking for ways in which to improve our offering to customers.

We have been working to update the performance information on our website so that it can be even more helpful and accessible for users, and I am pleased to share a link to our new performance webpage, which launched today:

<https://www.ros.gov.uk/performance>

Key Performance Indicators

Our KPI progress is updated quarterly on our external website and the end of June 2022 position is now available [on our website](#).

Monthly Updates

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 end of June 2022 position are; [the status of open casework](#), [casework turnaround times](#), and our [delivering the benefits of a complete land register figures](#).

The progress made on all of these aspects is on track with our KPI projections for the next quarter.

As always, I must stress again the importance of remembering that the legal effect of registration backdates to the date when I received the application and that homeowners

are not restricted from doing anything with their property whilst the application is outstanding. It is also possible for applicants to request to expedite their application where that is necessary.

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 June newsletter](#) for information.

I am looking forward to my session with the Committee on 07 September 2022, however, please do not hesitate to contact me in the interim if you require anything further in relation to the information provided in this update, or if there are other aspects of RoS work that you would like to receive further updates on.

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