

**By Email**

Colin Smyth, MSP  
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Your Ref: N/A  
Our Ref: MC-017-2025

Reply to: Edinburgh Office  
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Date: 15 April 2025

Dear Mr Smyth

**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**

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

Overall, open casework volumes continue to reduce and we remain ahead of our planned trajectory for reducing longstanding open casework. 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 further technological enhancements are introduced. Transfer of Part (TP) indicator is at target, and First Registrations (FR) KPI is behind indicator due to an increase in complex applications and a shift in focus to prioritise the completion of older FR casework and expedite requests. We are also upskilling large numbers of colleagues in this area to future proof service needs/demands.

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 March 2025, 95.8% of land mass coverage in Scotland was held in our Land Register (56.8%), casework in progress (5.7%), and Unlocking Sasines data (33.3%).

Unlocking Sasines data is now accessible for all ScotLIS users. Referred to as the 'Indicative Sasines' layer, this was released to business customers in December 2024 and made visible for members of the public at the end of March 2025, with support offered for further information and purchases.

## **New Registers**

The two new registers required by the Moveable Transactions (Scotland) Act 2023 launched as planned on 01 April 2025. At the time of writing there have been 11 registrations to the Register of Assignations and 49 to the Register of Statutory Pledges. Operational systems have been working as designed and customer feedback has been very positive to date. The updated [RoS Framework Document](#), revised to reflect the commencement of the new registers and RoS current structure, was also published on the same date.

## **Finance**

We have exceeded our target to breakeven in the 2024/25 financial year and, subject to finalising our accounts, we expect to deliver a small budget surplus back to the Scottish Consolidated Fund. We have shared information in good time with SG Finance colleagues so that they can factor this surplus into the overall DG Corporate portfolio outturn.

For FY 2025/26 we have indicated to SG finance colleagues that we intend to again achieve a breakeven position. Delivering this outcome will require close monitoring of income, given the potential for volatility in the property market both in terms of volume and average fees; and effective control of expenditure, to ensure we can achieve a financially balanced position at year end.

## **Customers**

Our Spring 2025 Customer Satisfaction Index scores have been received, with over 1,000 customers participating in the survey (498 Professionals and 615 citizens). RoS achieved a score of 83.4 for Professionals, up from 82.6 in Autumn 2024, exceeding our KPI range of 81.7-82.7. Our Citizen score is down from 81.2 in Autumn 2024, to 80.5 however remains above the FY25/26 KPI to be published within our Year 4 Delivery Plan. Both scores exceed the public services national average of 73.7.

## **Communications**

RoS participated in the 2024 annual survey of MSPs, for the sixth year, as undertaken by PA Advocacy. 71 of a possible 129 Members were surveyed and the sample is closely representative of the makeup of the Scottish Parliament. The results are positively trending and allow us to benchmark ourselves against other public bodies. The results detailed that two-thirds of MSPs think favourably of RoS, and know a 'fair amount or more' about the organisation, with the same volume believing that RoS is effective in fulfilling its key role, with lack of awareness likely preventing others from being supportive in this question. Areas of effectiveness highlighted within the survey results include good/easy experience of service, responsiveness to constituent issues, regular briefings and update provision, good resources, modernisation programme, and lack of complaints.

## **Digital Services**

In February, we expanded automation services to support Dispositions (deeds transferring ownership of land and property). In Q1, we are on track to further expand our automation services to combinations of Dispositions and Standard Securities

(deeds securing the loan for the purchase of land and property). Once delivered this will see c44% of all Dealings being automated, and with the introduction of 'partial automations' later in the summer we expect to increase this to c60%, thereby allowing us to move more colleagues onto more complex open casework.

In Q4, RoS Digital completed a key migration project to avoid £1.2 million of legacy IT infrastructure costs of the next 5 years. We were also the first public body to complete our decommission and migration of c750 systems and exit the Saughton House datacentre at the end of March 2025, ahead of its planned closure in 2026.

## **People**

We have concluded a period of consultation on RoS' new Digital Data and Technology pay framework which went live on 01 April 2025. The approach will form a key part of our plan to reduce our current reliance on contingent workers, and thereby reduce the associated costs of supporting our specialist digital and data systems on an ongoing basis.

Our bi-annual wellbeing survey results have been analysed and communicated to colleagues. The key themes have been incorporated into an action plan that also addresses our Civil Service People Survey themes.

We have launched our new succession planning framework and approach which will initially be used with our leadership population, and we have rolled out new leader roles & responsibilities along with career conversation tools to enable a robust and transparent succession planning approach.

Our bi-annual Equality and Diversity Mainstreaming report is due to be published in May. Through our D&I Steering group and a series of Colleague Voice sessions with protected groups, we have captured feedback to shape our publication.

## **Public Service Reform**

I was pleased to have the opportunity to participate in the recent public sector PSR summit in Glasgow. Our Public Service Reform focus remains largely twofold. First is to ensure that we deliver our strategic objectives and KPIs over the period of this Corporate Plan (to 2027) in order to deliver an improved service to customers and do so in a way which is more effective and efficient and thereby enables us to reduce the size of our workforce - this remains on track. The second area of focus is working collaboratively with other public bodies on opportunities to improve effectiveness and efficiency across organisational boundaries and to share learning on areas of mutual interest (e.g. digitisation of services). We are currently working with National Records of Scotland, the Crofting Commission, and the Scottish Public Pensions Agency.

## **Further Updates**

Cohort 6 of Geovation Scotland have now completed the formal stages of the accelerator programme and have participated in their investor showcase in March. The event saw the founders pitch their businesses to an audience of 127 investors, supporters and collaborators. Recruitment for cohort 7 of the programme is now live, with recruitment taking place at the start of May and the new programme due to begin in July. Total additional investment and funding raised by Geovation Scotland startups

holds at £4,852,075 and the creation of 78 FTE.

I do hope you find this helpful, and please do not hesitate to contact me if you require anything further in relation to the information provided in this update.

Yours sincerely

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

**JENNIFER HENDERSON**  
**Keeper of the Registers of Scotland**