

By Email

Daniel Johnson
Convenor of the Economy and Fair
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Parliament
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Your Ref: N/A
Our Ref: MC-091-2025

Reply to: Edinburgh Office
Department: Senior Management
Contact: Jennifer Henderson
Telephone: 0131 357 8199
Email: rossecretariat@ros.gov.uk
Date: 12 November 2025

Dear Mr Johnson,

Supporting MSPs with constituent enquiries

Thank you for your recent letter confirming that the Committee is reassured by our regular updates and as such, does not require us to attend to provide evidence this year.

The Registers of Scotland 2024-25 Annual Report and Accounts were laid before Parliament on 10 November 2025 and have subsequently been externally published and is being shared with key stakeholders. I am pleased to be able to provide you with a link to the published [2024-25 Annual Report](#).

Thank you for your support throughout last financial year. I look forward to continuing to keep the EFW Committee up to date on the progress RoS is making against our overall 2022-2027 Corporate Plan.

In your letter you raised a query relating to the information and services provided by Registers of Scotland to support MSPs with their constituency enquiries.

As you will be aware we engage regularly with MSPs and their offices via direct correspondence on specific issues they raise on behalf of their constituents. But we also engage more generally via our quarterly MSP newsletters, by hosting events such as breakfast briefings and exhibition stands in the Parliament, and we encourage MSPs to visit our offices.

I would be happy to look at what more we can do to support MSPs in dealing with individual constituency cases, beyond the regular and general engagement which we already undertake. I think a useful starting point would be to create a single point of contact for constituency cases which we will establish and make members aware of via our usual channels. That will allow us to understand the nature of support which is required in different circumstances and to ensure that we can meet it.

This approach should also ensure that members interactions with RoS are streamlined, and we can establish very early if we can help and what help is required. Depending on circumstances there will remain instances where the constituent is likely to engage a fee (such as for a copy title sheet or to make a registration application if one is required) but we would be able to make that clear at the outset and certainly avoid paying fees for steps which don't actually address constituent's or member's issues.

I hope that this information has been useful in answering your enquiry. If I can do anything else to support the committee's work and scrutiny of RoS activities, please do not hesitate to let me know.

Yours sincerely

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

JENNIFER HENDERSON
Keeper of the Registers of Scotland