

BCT — Change Initiatives Annual Report 2004/2005

The Business Change Team, in conjunction with Production and Corporate Services staff, has been involved in numerous initiatives over the last 12 months. The initiatives detailed below have been completed during the period 1st April 2004 to 30th March 2005.

Initiative	Background	Outcome
Book and Folio Procedure	IRP had undertaken a pilot exercise to de-clutter the Deeds Index. During the course of the pilot numerous requirements were identified, one of which was a more structured approach to obtain book and folio numbers for Sasine recorded deeds.	New online forms are now available to order book and folio numbers from the Abridgements for deeds recorded in the Sasine Register prior to 1961. Staff now use this method of ordering, and no longer need to make individual telephone requisitions to the Customer Service Centres.
Capture Tool Extension Implementation Phase 2	The Capture Tool was introduced in 2000 to pre-map Midlothian Title Plans prior to the county going live in the Land Register. As a result subsequent applications are directed straight to Legal, after Intake, removing the need for the Plans Settle process of Registration. A decision was made to roll out the Capture Tool across all Counties within the Land Register.	Phase 2 of the Capture Tool Extension has been completed and premaps now account for 12% of FR Intake.
Sasine Application Form Implementation	Section 5 of the Title Conditions (Scotland) Act 2003 provided that the Sasine Warrant was to be replaced by a statutory application form on the appointed day, 28 th November 2004.	The electronic and paper versions of the Sasine Application Form have been implemented and are now in use.

C-Pen Trial Evaluation	It was suggested that a portable OCR type functionality would be a useful tool for legal settlers in undertaking the settle process. It was anticipated that this technology would enable settlers to copy text from a deed and import that text into A and D sections fields on the LRS, subsequently reducing the need for typing by the settler	Evaluation of trial was completed. Following evaluation and consultation with IT and the IRP Project Manager, it was decided that the C-Pen trial would not continue, as there were no clear benefits derived from the practice. It was recommended that no further C-Pens be purchased.
CSS Permissions (Phase 2)	Previously, some staff had separate permissions to access each different county in the CSS. Phase 1 focused on those who edited the CSS, while Phase 2 was concerned with those who have view only permissions.	The revised permissions now allow access to all counties via one ID, and the old districts of GLA, SMH and NW are now contained within a new district of SROS. The revised view permissions were rolled out to over 500 Agency staff.
CX Letter Receipt Process	The Customer Service Policy Target: "To process 97% of all CX letter enquiries within 8 working days" means that all CX letters received by the Agency must now be processed within 8 working days from date of receipt. There have been examples of correspondence taking several days to reach the CX Team after the mail is received by the Agency.	A review was completed which highlighted a wider mail issue. An Agency wide mail review is currently being carried out prior to EDRM project implementing a solution.
Electronic Payments Phase 2 Phase 3	The scope of the project was to introduce electronic means of payment for customers. Phase 1, to introduce a Cash-on-Deposit (COD) payment functionality pilot was set up during 2003. . Phase 2, to introduce a pilot of Direct Debit payment methodology,	Phases 1, 2 and 3 have been completed, with Phase 3 (an Interim Direct Debit report) producing the following information: Reduction in the number of returns generated from the pilot participants A reduction in the resource taken to prepare, process and log

	<p>was implemented in 2004, with all pilot participants now using Direct Debit as a payment methodology.</p>	<p>returns</p> <p>A reduction of bank charge as a result of processing less cheques</p> <p>An increase in Intake productivity when dealing with the straight-forward Direct Debit cases</p>
<p>Euro Changeover Plan</p>	<p>Government Departments are required to have a conversion strategy in place should a decision be taken by the Government to join the single currency.</p>	<p>RoS Euro Changeover Plan has been created and issued to the Scottish Executive. The document captures the basic information needed to plan and manage the introduction of the euro to RoS outlining areas of impact, feasibility, issues, risks and dependencies.</p>
<p>H/R System Scoping Study Phase 2</p>	<p>The HR system is now over 5 years old and coupled with the potential impact of Partnership on IT systems in the Agency, it was appropriate to consider current and future HR System requirements.</p>	<p>Phase 2 of the survey has been completed which identified the current and future needs of the internal customers.</p>
<p>New Agency Badges</p>	<p>The Agency swipe card for use with the Time and Attendance System (TAS) also doubles as the Agency's security pass. A number of issues gave rise to a review of the Agency's security pass.</p>	<p>Following the completion of the review, a re-designed security pass, along with a new style lanyard and holder, was introduced.</p>
<p>Register of Community Interests in Land – Agricultural Tenants</p>	<p>Part 2 of the Agricultural Holdings (Scotland) Act 2003 required the creation of a part of the Register of Community Interests in Land for registration of Tenants interests to be in place for 15 December 2005.</p>	<p>In conjunction with the Scottish Executive, the development of a system, application form (the Notice of Interest), and operational processes were completed and implemented by the go-live date.</p>
<p>Register of Community Interests in Land – Community Bodies</p>	<p>Part 2 of the Land Reform (Scotland) Act 2003 required the creation of a new register to be in place for 14 June 2004.</p>	<p>The register came into existence on 14 June, known as the Register of Community Interests in Land (RCIL). This new Register is kept by the Keeper. The Act created the rural community right to buy, which is a first option to</p>

		purchase rural land, when the landowner decides to dispose of his or her interest. In order to have such a right to buy, a community body must have pre-registered their interest in particular land in the RCIL.
New Land Certificate and Office Copies Certificate Implementation	As a result of the Feudal Abolition legislation, a revised content for Land Certificates was required. This change also included Office Copy covers.	From the appointed day, 28 th November 2004, the revised version of the Land Certificate and Office Copy covers were distributed with all Certificates dispatched.
LR forms and eForms Revision	As a result of the Feudal Abolition legislation, a revision of the LR forms and Eforms was required.	Prior to the appointed day, 28 th November 2004, a new version of the LR forms 1, 2, 3, and eForms were published to be submitted with all applications received in the Agency from the appointed day.