

**REGISTERS OF SCOTLAND**  
*Executive Agency*  
*Information about Scotland's land & property*



[FORUM](#) [Notices](#) [Vacancies](#) [Policy](#) [Sections](#) [Registration](#) [About the Agency](#) [At a Glance](#) [Site Index](#) [Contact](#)

## FORUM July 2005

### Core Brief



#### Security

The Agency is likely to remain on Amber Alert status for the foreseeable future.



#### Production

Despatch outputs are behind profile for all products - measures are in hand to address this.



#### Customer Service Survey

The 2005 Annual Survey reveals that courtesy and ease of accessing relevant contact are the overall aspects of service viewed most positively

### FORUM Reports

[Production Report](#)

[Indemnity Update](#)

[Finance](#)

[Ministerial Targets](#)

[Health and Safety](#)

by customers. However, the overall mean score for customer service has declined slightly since 2004.

### **Employee Assistance Programme**

A new online service is to be launched by ICAS - this will supplement the existing telephone service.



### **Team Briefing**

Changes to the FORUM process aim to enhance the monthly briefing experience.

**FORUM:** [1999](#) | [2000](#) | [2001](#) | [2002](#) | [2003](#) | [2004](#) | [2005](#)

**Site Owner:** Internal Communications

**Site Last Updated:** Monthly