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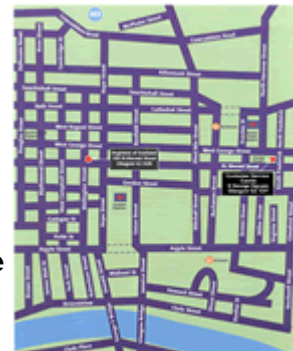
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Core Brief

Accommodation Review

Ministers have not taken a decision on our Stage 2 Relocation Appraisal Report. At this time we are working hard to move things forward; however it is not unusual for it to take some time for these reviews to be concluded.



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Charter Mark

The Agency has been re-accredited with Charter Mark. This is the fourth time that we have been awarded Charter Mark which shows our continued commitment to providing excellence in customer service.



Market Research

The 2006 telephone survey was completed in April and showed that 99% of respondents were satisfied with the overall standard of service that they receive from the Agency.

Investors in People

The Management Board is delighted to announce that the Agency has been re-accredited successfully as an Investor in People.



Freedom of Information (Scotland) Act 2002

A reminder that a request for information under the Freedom of Information (Scotland) Act 2002 can be received by any member of staff. (See Staff Notice [F127/06](#)).

Integrated Registration Project (IRP) Implementation

The Integrated Registration Project (IRP) is progressing well. We are now working on the detailed plans for implementing this important part of the Agency's change programme.

Keeper's Talks

The Keeper wishes to invite staff to attend his annual staff sessions to review and reflect upon the Agency's performance over the past year and future prospects. A timetable has been drawn up and can be viewed [here](#). Sessions are expected to last up to an hour with an opportunity for questions.



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