

# **The Keeper of the Registers of Scotland Freedom of Information Publication Scheme**

(also known as the Registers of Scotland)

A scheme specifying the information which the Registers of Scotland publishes or intends to publish in terms of the duty imposed by The Freedom of Information (Scotland) Act 2002 (FOISA)

This Publication Scheme is also available in large print and online at [ros.gov.uk](http://ros.gov.uk)

The text of FOISA can be viewed on the website of Her Majesty's Stationery Office at: <http://www.hmsso.gov.uk>.

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## **Part one: Introduction**

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### **Introduction to the Registers of Scotland Publication Scheme - Its Purpose and Aims**

The Registers of Scotland (RoS), along with other Scottish Public Authorities has a duty in terms of Section 23 of FOISA to adopt maintain and review a Publication Scheme approved by the Scottish Information Commissioner and publish the information in the Scheme.

The Scheme must specify the classes of information which it publishes or which it intends to publish and the manner of publication. It also discloses whether any charge will be applied.

Under section 1 of FOISA, anyone has a right to request from RoS any information held by RoS which is not listed in this Scheme and is entitled to be given such information provided that no exemption provision in FOISA applies to such information.

### **The Role of the Registers of Scotland**

#### **RoS - Status and Functions**

RoS is the non-Ministerial Government Department statutorily responsible for registering a variety of legal documents in Scotland. We are part of the Scottish Government and are associated with the Finance and Sustainable Growth portfolio.

RoS is headed by the Keeper of the Registers (the Keeper), who is a non-Ministerial office holder and who also acts as Chief Executive of RoS. This post is appointed by the Scottish Ministers with the consent of the Lord President of the Court of Session. The Keeper is accountable to the Lands Tribunal and higher Scottish civil courts in respect of the exercise of her statutory functions and also accountable to the Scottish Ministers for achieving financial objectives as determined by them.

The Keeper is responsible for the running of RoS and for the statutory functions placed upon her in relation to the management, control and maintenance of the following public registers of legal documents and deeds relating to property.

The Registers are:

- Land Register;
- General Register of Sasines;
- Register of Inhibitions and Adjudications;
- Register of Deeds and Probative Writs in the Books of Council and Session;
- Register of Judgments;
- Register of Community Interests in Land;
- Register of Sites of Special Scientific Interest;
- Register of Protests;
- Register of Great Seal;
- Register of Cachet Seal;
- Register of Prince's Seal;
- Register of Quarter Seal;
- Register of Floating Charges (expected to become live in 2009)

The following Registers remain under the Keeper's control but are no longer in use:

- Register of Service of Heirs;
- Register of Hornings;
- Register of Crown Grants;
- Register of Sheriffs' Commissions

Our work is dominated by the two main registers which relate to rights in land: the Land Register and the General Register of Sasines. The General Register of Sasines is a register of deeds which has existed since 1617, and was the mainstay of Scottish land-ownership until the introduction of the modern, map-based Land Register in 1979. The Land Register is gradually replacing the older Sasine Register. Under the Keeper's statutory powers, the Land Register provides and indemnifies (guarantees) legal title to interests in land in Scotland.

The Registers of Scotland can handle over half a million registration transactions each year and we also make information from the registers publicly available. Our work is demand-led, fluctuating in response to activity in the property market, particularly the housing component. Our work is self-financing, being funded by the fees charged for registrations and for providing information from the registers.

## **RoS – Structure**

With a staff of over 1,200 people located in offices in Edinburgh and Glasgow, The Keeper is assisted by a Deputy Keeper. The Keeper chairs the Management Board of RoS which is the main decision-making body. The Board meets regularly during the year to confirm the strategic direction. The members of the Board of RoS are as follows.

Sheenagh Adams, the Keeper of the Registers of Scotland and Chief Executive (Chairman)

Catriona Hardman, Deputy Keeper (Legal and Corporate Services)

Laura Petrie, Finance Director

Iain Campbell, Chief Information Officer

John King, Registration Director

Chris Dempsey, Communications Director

Kenny Crawford, Commercial Services Director

Billy Harkness, HR and Estates Director

Sandy McNeil, Legal Services Director

Stephen Dingle, Non Executive Director

Ian Moffett, Non Executive Director

Sheila Terry, Non Executive Director

Ben Gray, Non Executive Director

Reporting to the Board are (i) the Executive Management Team comprising the Deputy Keeper, the Finance, Information, Registration, HR and Estates, Communications and Legal Services Directors and (ii) the Partnership Board chaired by the Keeper and comprising the Deputy Keeper, Chief Information Officer and a senior representative from BT who are the IT partners of RoS.

Further details of the role and responsibilities of RoS can be obtained from our Framework Document, which can be found on our website in the Leaflets and guidance section under Publications.

Decisions on the governance of RoS are made by the Board with the support of operational Registration Directorates. RoS policies and procedures are detailed in our publications, and in our staff manuals and handbooks. These are published on our website.

## **RoS – Our Purpose, Values and Planned Outcomes for 2010 - 2013**

### **Our purpose:**

To set the standard in the accurate, impartial and secure recording, analysis and use of land, people and property information for the benefit of the people of Scotland.

### **Our values:**

To undertake our business at all times with pace, passion, pride and professionalism.

### **Our outcomes:**

**RoS Outcome 1** - The accurate, efficient, impartial and secure recording, storage and presentation of information will continue to be the bedrock service provided by RoS for the benefit of the people of Scotland.

**RoS Outcome 2** - We will continue to develop robust and sustainable systems of electronic registration, data capture and delivery of information, designed and tested to meet the needs and expectations of our customers.

**RoS Outcome 3** - Working with others, we will use the information we hold and the services we provide to increase the efficiency of, and add value to, the Scottish economy.

**RoS Outcome 4** - We will maximise the application of our unique skills and expertise to support and improve the economic well being of Scotland.

# **The Freedom of Information (Scotland) Act 2002 (FOISA)**

FOISA covers Scottish public authorities including RoS and aims to make information held by authorities more widely available. There is a Freedom of Information Act 2000 which applies to many public bodies throughout the United Kingdom, but because RoS forms part of the Scottish Administration, The Act which has relevance to RoS is FOISA.

FOISA requires RoS to adopt and maintain a publication scheme which details the classes of information it proactively publishes, or intends to publish. Information which is made available in accordance with this Publication Scheme is considered to be exempt information under section 25 of FOISA (information otherwise accessible). If you request any information listed in this Publication Scheme then you will be provided with it after payment of any stated charge

Alongside FOISA, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provide a separate right of access to the environmental information that we hold. This publication scheme also contains details of the environmental information that we routinely make available.

Where information is not published under this scheme, you can request it from us under FOISA or, in the case of environmental information, the EIRs. For further information on accessing information not covered by this scheme, refer to – *How to access information not available under the scheme (see Page 11)*.

## **Formulation of the Publication Scheme**

The RoS Publication Scheme has been designed to comply not only with the minimum legal requirements but also to draw attention to and encourage greater use of the wide range of material that the organisation publishes. It is also designed to help people identify, find and obtain the information that they need.

## **Responsibility for the Publication Scheme**

Requests for information should not be made directly to the contacts named below. Requests should be made to RoS Customer Services Centres (details on pages 8 and 9)

The person responsible for managing and maintaining the Publication Scheme is:

Ruth Webster  
Communications Office Manager  
Registers of Scotland  
Meadowbank House  
153 London Road  
Edinburgh EH8 7AU.

Phone 0131 479 3609  
Fax 0131 479 3672  
email [ruth.webster@ros.gov.uk](mailto:ruth.webster@ros.gov.uk)

Ultimate responsibility for RoS Publication Scheme lies with:

Isla MacLeod  
Head of Communications  
Registers of Scotland  
Meadowbank House  
153 London Road  
Edinburgh EH8 7AU.

Phone 0131 200 3975  
Fax 0131 479 3672  
email [isla.macleod@ros.gov.uk](mailto:isla.macleod@ros.gov.uk)

The publication scheme will be regularly updated and kept under continual review. In addition, it is a requirement under FOISA that publication schemes are reviewed from time to time.

## Copyright

Material supplied through this Publication Scheme is subject to Crown copyright unless otherwise stated.

At RoS, we are generally content to let people use and reproduce most of the Crown copyright material that we produce (including material from our registers) free of charge, in any format or medium, provided they reproduce it accurately and do not use it in a misleading context. We simply ask that they should acknowledge it as Crown copyright.

However, there are a few exceptions to this general position, and there are special copyright notices on our material that show what we expect and what we ask you to do if you want to reproduce relevant material. Examples of these special notices are:

*"© Crown copyright 2008. This document (excluding the logo of the Registers of Scotland Executive Agency) may be reproduced free of charge in any format or medium for research, private study or for internal circulation within an organisation. This is subject to it being reproduced accurately and not used in a misleading context. The material must be acknowledged as Crown copyright and the title of the document specified. This data must not be used for commercial purposes, nor copied, distributed, sold or published in any way. For any other use of this material, please apply to the Registers of Scotland for a licence, either online at [ros.gov.uk](http://ros.gov.uk), by e-mail to [business.development@ros.gov.uk](mailto:business.development@ros.gov.uk) or by writing to Business Development, Registers of Scotland, Meadowbank House, 153 London Road, Edinburgh EH8 7AU*

*"© Crown copyright 2008. Applications to reproduce the material in this document should be addressed to Business Development, Registers of Scotland, Meadowbank House, 153 London Road, Edinburgh EH8 7AU."*

Permission to reproduce Crown protected material does not extend to any material accessed through the Publication Scheme that is in the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned. For further information please see:

<http://www.opsi.gov.uk/advice/crown-copyright/copyright-guidance/index.htm>

## **Making the Information Available**

### **Accessing Information under the Publication Scheme**

There are several methods by which scheme users can access the information available through the publication scheme; via the RoS website, [ros.gov.uk](http://ros.gov.uk) and the RoS Customer Service Centres in Edinburgh and Glasgow, whose contact details are given below.

You may download information which is freely available on the RoS website free of charge. (Please note that there is a fee for accessing information from the registers online – see our Registers Direct service).

If you wish a hard copy, please make your request in writing (letter, fax or email) to one of the Customer Service Centres. You can also make your request by telephone or in person if you visit one of RoS's two Customer Service Centres. You do not need an appointment to visit a Customer Service Centre.

We may also be able to provide material in other Formats such as audio tape, large print, Braille or in a language other than English. Please contact one of our Customer Service centres if you require this.

When making a request please let us have full contact details including a telephone number so that we may contact you to clarify your request if necessary. If you want information on a property you should provide as much information as possible e.g. full postal address (including postcode) and/or a location deed or plan. If we are unsure exactly what information you require we will contact you to clarify your request.

#### **Contact details:**

##### **Edinburgh Customer Service Centre**

Erskine House  
68 Queen Street  
Edinburgh  
EH2 4NF  
LP 50 Edinburgh 5  
DX 550906 Edinburgh 9

Tel. **0845 607 0161**  
Fax. 0131 200 3932  
Email. [customer.services@ros.gov.uk](mailto:customer.services@ros.gov.uk)  
Textphone Users. 0845 607 0168

##### **Glasgow Customer Service Centre**

9 George Square  
Glasgow  
G2 1DY  
LP 12 Glasgow 5  
DX 501752 Glasgow 9

Tel. **0845 607 0164 / 0141 306 1718**

Fax. 0141 306 1721  
Email. [customer.services@ros.gov.uk](mailto:customer.services@ros.gov.uk)

## Charging

### Charging Under Fees in the Registers of Scotland Amendment Order 2009

RoS is self-financing. It raises the revenue that it needs to operate by levying fees for recording and registration in the public registers it maintains. It also charges for providing information from the registers and for added-value services such as searches in the registers using our Registers Direct service. The charges made are governed by legislation (The Fees in the Registers of Scotland Amendment Order 2009) and guidance on the fees can be found at <http://www.ros.gov.uk/fees/infofees.htm>

Typically the charge for a deed is around £10. If the cost of any items chargeable under the Fees Order is greater than £10 then you will be advised before the charge is incurred.

### Other charges

Unless otherwise specified in the classes of information, all information published through this scheme is available free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

In the event that a charge for copying or postage is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

#### **Reproduction costs:**

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 side of paper (black & white copy) and 30p per A4 side of paper (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-rom.

**Postage cost:**

We will pass on postage charges to the requester at the cost to the authority of sending the information by first class post.

**Payment of Fees**

Fee invoices can be paid by cheque made payable to Registers of Scotland at:

Finance Section  
Registers of Scotland  
Meadowbank House  
153 London Road  
Edinburgh EH8 7AU.

Fee invoices can also be paid by Credit/Debit card by telephoning 0845 607 0161.

**Records Management**

RoS publishes a Document And Records Management Policy and Records Management Policies and Procedures Guidelines. These documents are listed in Part 2 of this Scheme under "Records Management" and can also be accessed via our website.

The Policy recognises records management as a specific corporate function within RoS. It brings together the responsibilities for all records held by the Agency, throughout their life cycle, from planning and creation through to ultimate disposal.

This page will be updated when RoS establishes its new records management structure in consequence of the Electronic Documents and Records Management Project which should be within the next 12 months.

Records are disposed of once they have reached the agreed end of their retention period and have been reviewed. Disposal schedules will be maintained within Central Records Management and each Directorate/Business Units. Disposal will be the responsibility of the Directorate Information Officer in conjunction with the Central Records Management Unit. A record of the destruction of records, showing their reference, description, reason for destruction, and date of destruction, will be maintained and preserved by the Central Records Management Unit.

## Complaints about the Publication Scheme

All complaints about this Publication Scheme will be fully and fairly investigated.

If you have a complaint you should initially follow our complaints procedure as explained on our website <http://www.ros.gov.uk/customerservices/puttingthingsright.html>. The first point of contact should be the the Complaints Officer: [graham.thomson@ros.gov.uk](mailto:graham.thomson@ros.gov.uk)

If you exhaust our complaints procedure without being satisfied that your complaint has been fairly dealt with, you can refer your complaint to the Scottish Information Commission at the address below:

Scottish Information Commissioner,  
Kinburn Castle,  
Doubledykes Road,  
St Andrews,  
Fife  
KY16 9DS  
Telephone: 01334 464610  
Or by e-mail to [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

## How to Access Information not available under the RoS FOI Publication Scheme

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

To request information, please write to our Customer Service Centres (contact details on p 8 and 9). When making a request please let us have full contact details including a telephone number so that we may contact you to clarify your request if necessary. If we are unsure exactly what information you require we will contact you to clarify your request.

### ***Charges for information which is not available under the scheme:***

The charges for information which *is* available under this scheme are set out on page 9 under "Charging". If you submit a request to us for information which *is not* available under the scheme the charges will be based on the following calculations:

*General information requests:*

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, that calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

*Charges for environmental information:*

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you. Charges are calculated on the basis of the actual cost to RoS of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

The first £100 worth of information will be provided to you without charge.

## **Exemptions**

Section 1 of FOISA entitles everyone who requests information from RoS to be given it, if such information is held by RoS, and provided that the information is not covered by one or more of the specific exemptions set out in FOISA.

Exemptions are detailed in Part 2 of FOISA and information may be withheld from one of the classes of information listed in the publication scheme if, for example, one of these exemptions expressly permits it.

For example, information may be withheld if it can be reasonably obtained by other means, it would breach the law of confidentiality, it may harm an organisation's commercial interests, or is personal data.

## **Timescales and appeal procedures**

FOISA requires that responses to requests for information under Section 1 be dispatched no later than the 20<sup>th</sup> working day after the public authority receives the request.

There is a formal appeal process where you can request a review of any decision we make to withhold information. This request must be made within 40 days of the original decision. The decision to withhold information will then be reviewed by a senior official within RoS who has had no involvement in the original decision on your request. Our response must be dispatched no later than the 20<sup>th</sup> working day of your request for review.

If you are still dissatisfied with the review decision, there is a right of appeal to the Scottish Information Commissioner. Further details on this process are available on the Commissioner's website at [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

## **Added value services**

In addition to making information available via this publication scheme, RoS also offers a selection of added value services.

### **Registers Direct**

For people who frequently have to contact our customer Service Centres to request information from the registers, the Registers Direct online service may offer a more convenient way of accessing the information. Details of Registers Direct can be found on the [ros.gov.uk](http://ros.gov.uk) website or upon request from our Customer Service Centres. Users of the service are credit checked before they are registered, and there is a charge for using this service.

### **Business Customer Products**

RoS offers a range of added value services aimed at business customers, which involve the research, manipulation and presentation of data from the registers.

Those interested in these should note that fees for these are set by reference to a cost recovery method. Factors such as staff time, data production and the manipulation of raw data are taken into consideration. If a fee is applicable we will advise you of this at the time and show how it has been calculated.

### **Information Fair Trader Scheme**

RoS is accredited by the Information Fair Trader Scheme. The Information Fair Trader Scheme is a scheme administered by the Office of Public Sector Information to ensure that Government departments selling information do so in an open, transparent and fair manner and that government policy on the re-use of Crown copyright is implemented. To be recognised as an Information Fair Trader an organisation has to demonstrate best practice in this field and that as an organisation it is committed to the fair trader principles.

Accreditation under the IFTS also indicates that RoS complies with the requirements of the Re-Use of Public Sector Information Regulations 2005.

Further information about the Information Fair Trader Scheme can be found at <http://www.opsi.gov.uk/ifts/index.htm>

## **Part Two: Classes of Information**

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### **Information on strategy, structure and performance**

- Corporate Documents
- Meetings of the, Legal Policy Group and RoS Board: Agenda and Minutes
- Meetings of the Joint Consultative Committee: Agenda and Minutes

### **Information from the Registers**

#### **Information and Guidance for Customers**

- Advice and guidance on using RoS services
- Customer Service Standards
- Press Releases
- About the Registers Direct Service
- Registration in the Land Register
- The Future of Land Registration

#### **Information and Guidance for Staff**

- Corporate Identity
- Current Events
- Customer Relations
- Finance
- Records Management
- Registration Policy, Practice and Procedure
- Welfare

### **Environmental Policy**

## Information on strategy, structure and performance

Information on business planning, strategy, performance, including information on strategic decisions taken by RoS. Includes corporate planning and framework documents, annual reports which include information on performance against Ministerial targets, and minutes of key strategic meetings.

- **Corporate Documents**

*Business planning, strategic and performance-related information about RoS including information on setting strategic priorities and allocation of resources against these; information on procurement policies; performance against Ministerial targets, information on the legal basis for and functions/structure of RoS.*

**Title:** RoS Framework Document

**Description:** A statement of RoS's legal position and our status as a non Ministerial Department. It sets out the role of the Keeper as well as the role and responsibilities of the Scottish Ministers, the Lord President and Register of Scotland's Accountable Officer.

**Format:** Electronic version; hard copy.

**Access Details:** Website; hard copy.

**Cost:** Free.

**Title:** Annual Report and Accounts.

**Description:** Yearly report on RoS's activities and performance, with detailed financial accounts and performance against Ministerial targets.

**Format:** Electronic version (1997 to present day); hard copy (1993 to present day).

**Access Details:** Website

**Cost:** Free

**Title:** Corporate Plan 2010-2013

**Description:** 4-year strategic plan incorporating a yearly Business Plan setting out RoS's Vision and Values, Corporate Objectives, etc.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Notes:** The Corporate Plan is refreshed each year in November. The Corporate Plan is available by request to the RoS Customer Service Centres.

**Title:** Customer Services Annual Report.

**Description:** Contains statistics on the use of RoS customer services, from 2003-2004 onwards.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Managing Business Change.

**Description:** Guidance identifying the best practice principles that underpin RoS's approach to managing business change.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Title:** Organisational Change Plan.

**Description:** Plan explaining how RoS will transform itself as it implements necessary business change.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Notes:** The Plan is updated from time to time.

- **Meetings of the Legal Policy Group and RoS Board: Agenda and Minutes**

*Information about decision-making: Details of meetings of the Legal Policy Group and RoS Board, where key decisions are made by senior managers of RoS.*

**Title:** Agenda and Minutes of Legal Policy Group Meetings.

**Description:** Agendas and edited minutes of the meetings of RoS Legal Policy Group

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Notes:** The Legal Policy Group is responsible for the development and implementation of legal policy and practice. Meetings are usually held monthly. Edited minutes will usually be available 6 weeks after the date of the meeting.

**Title:** Agenda and Minutes of RoS Board Meetings.

**Description:** Agendas and edited minutes of the meetings of RoS Board

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Notes:** The RoS Board is RoS's strategic and policy making group. Meetings are usually held monthly. Edited minutes will usually be available six weeks after the date of the meeting.

- **Meetings of the Joint Consultative Committee: Agenda and Minutes**

*Details of meetings of the Joint Consultative Committee, where senior managers of RoS and senior representatives of the Law Society of Scotland make decisions on issues of mutual importance*

**Title:** Agendas and Minutes of the Joint Consultative Committee (JCC)

**Description:** Agendas and edited minutes of JCC meetings from May 2004.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Notes:** The JCC meets twice yearly, usually in May and November. Edited minutes will usually be available six weeks after the date of the meeting.

## **Information from the Registers**

*Information available from the 16 public registers compiled and maintained by RoS.*

*Information from our registers is available directly from the scheme, as detailed below. However if you want us to conduct specific searches for you, we offer additional added value services as detailed in Part 1 of the Scheme.*

**Title:** General Register of Sasines (also known as 'GRS', 'Sasine Register', 'Sasines').

**Description:** Information concerning property deeds recorded in the 33 county divisions of the General Register of Sasines, from Presentment Books, Search Sheets, Indexes, Record Volumes and Minute Books (Abridgements).

**Format:** Electronic version by Registers Direct; hard copy.

**Access Details:** on request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Amendment Order 2009 and any subsequent Orders.

**Notes:** Periodically the Record Volumes (which contain copies of recorded deeds) are transmitted to the National Archives of Scotland (NAS). RoS Customer Service Centres can provide official Extracts and ordinary copies of recorded deeds from NAS. Regular users of information may find it beneficial to use the online Registers Direct service.

**Title:** Land Register of Scotland.

**Description:** Information concerning registered interests in land.

**Format:** Electronic version by Registers Direct; hard copy.

**Access Details:** on request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Amendment Order 2009 and any subsequent Orders.

**Title:** Register of the Cachet Seal.

**Description:** The Cachet Seal, a facsimile of the Queen's signature, is applied to documents such as Royal Warrants and Gifts.

**Format, Access Details, Cost:** See the Notes below.

**Notes:** The Cachet Seal is seldom used nowadays. Royal Warrants and Gifts are periodically transmitted to the National Archives of Scotland (NAS) for archiving. RoS Customer Service Centres can provide information on the registration process free of charge, but enquirers should approach NAS for information about recorded deeds. NAS may charge a fee.

**Title:** Register of Community Interests in Land.

**Description:** Information concerning registration of community interests in terms of the Land Reform (Scotland) Act 2003 and of agricultural holdings in terms of the Agricultural Holdings (Scotland) Act 2003.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** This information is Free from the website but a fee may be charged to cover copying and handling charges if a hard copy is required.

**Notes:** This is an electronic register. Further information can be obtained at <http://www.ros.gov.uk/rcil/index.html>

**Title:** Register of Crown Grants.

**Description:** Information about deeds relating to Crown property in Scotland prior to 31 August 1974.

**Format, Access Details, Cost:** See the Notes below.

**Notes:** The Register has been virtually defunct since 1974. RoS Customer Service Centres can provide information on the registration process free of charge, but enquirers should approach the National Archives of Scotland (NAS) (see page 14) for information about recorded deeds. NAS may charge a fee.

**Title:** Register of Deeds and Probative Writs in the Books of Council and Session (also known as “Deeds Register”).

**Description:** Information about legal deeds registered for preservation or preservation and execution.

**Format:** Electronic version by Registers Direct; hard copy.

**Access Details:** Registers Direct website ([www.registers-direct.ros.gov.uk](http://www.registers-direct.ros.gov.uk)); request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Amendment Order 2009 and any subsequent Orders.

**Notes:** Periodically, registered deeds are transmitted to the National Archives of Scotland (NAS). RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. Regular users of information may find it beneficial to use the online Registers Direct service.

**Title:** Register of Entails.

**Description:** Information about recorded entails (instruments by proprietors of estates regulating inheritance).

**Format, Access Details, Cost:** See the Notes below.

**Notes:** The last entry in the Register of Entails was made in 1989. By virtue of Section 52 of the Abolition of Feudal Tenure etc. (Scotland) Act 2000, the Register was closed on 28 November 2004 and transmitted to the National Archives of Scotland (NAS) for preservation. RoS Customer Service Centres can provide information on the registration process free of charge, but enquirers should approach NAS (see page 14) for information about recorded deeds. NAS may charge a fee.

**Title:** Register of Hornings.

**Description:** Information about Letters of Horning (documents that were once used to denounce debtors as outlaws) and related certificates.

**Format, Access Details, Cost:** See the Notes below.

**Notes:** The Register has been defunct since 1987. RoS Customer Service Centres can provide information on the registration process free of charge, but enquirers should approach the National Archives of Scotland (NAS) (see page 14) for information about recorded deeds. NAS may charge a fee.

**Title:** Register of Inhibitions and Adjudications (also known as “Personal Register”, “ROI”).

**Description:** Information concerning persons who, due to the registration of inhibitions and other documents of similar effect, are unable to grant a good title to interests in land.

**Format:** Electronic version by Registers Direct; hard copy.

**Access Details:** website ([www.registers-direct.ros.gov.uk](http://www.registers-direct.ros.gov.uk)); request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Amendment Order 2009 and any subsequent Orders.

**Notes:** Hard copies of registered deeds are transmitted to the National Archives of Scotland (NAS) every quarter. RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. Regular users of information may find it beneficial to use the online Registers Direct service.

**Title:** Register of Judgments in the Books of Council and Session.

**Description:** Information about judgments passed against residents of Scotland from courts in certain other jurisdictions.

**Format:** Electronic version by Registers Direct; hard copy.

**Access Details:** Registers Direct website ([www.registers-direct.ros.gov.uk](http://www.registers-direct.ros.gov.uk)); request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Amendment Order 2009 and any subsequent Orders.

**Note:** The principal documents are transmitted to the National Archives of Scotland (NAS) annually. RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. Regular users of information may find it beneficial to use the online Registers Direct service.

**Title:** Register of Protests.

**Description:** Information concerning recorded Deeds of Protest (against non-payment of debts under Bills of Exchange, Promissory Notes, etc.).

**Format:** Hard copy.

**Access Details:** Request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in the Fees in the Registers of Scotland Amendment Order 2009 and any subsequent Orders.

**Notes:** The Register is seldom used nowadays. Periodically, registered deeds are transmitted to the National Archives of Scotland (NAS). RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. Regular users of information may find it beneficial to use the online Registers Direct service.

**Title:** Register of Service of Heirs.

**Description:** Information about service of heirs, a pre-1964 succession process whereby an heir proves that he or she is the heir-at-law or heir-of-provision of an ancestor. The documents held include Petitions, Sheriff's Certificates, Inventories and Affidavits.

**Format:** Hard copy.

**Access Details:** Request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Order Amendment Order 2009 and any subsequent Orders.

**Notes:** The Register is seldom used nowadays. The principal documents are transmitted to the National Archives of Scotland (NAS) annually. RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. NAS may charge a fee.

**Title:** Register of Sheriffs' Commissions.

**Description:** Information about recorded Commissions of Sheriffs-Principal.

**Format:** Hard copy.

**Access Details:** Request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out The Fees in the Registers of Scotland Amendment Order 2009 and any subsequent Orders.

**Notes:** The Register is seldom used nowadays. The principal documents are transmitted to the National Archives of Scotland (NAS) annually. RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. NAS may charge a fee.

**Title:** Register of the Great Seal.

**Description:** Information about recorded Commissions issued to Queen's Counsel, persons receiving Royal Appointments, etc., authenticated with the Great Seal of Scotland.

**Format:** Hard copy.

**Access Details:** Request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Order 2009 (as amended) and any subsequent Orders.

**Notes:** The principal documents are transmitted to the National Archives of Scotland (NAS) periodically. RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. NAS may charge a fee.

**Title:** Register of the Prince's Seal.

**Description:** Information about deeds concerning estates held by the Prince of Scotland (the eldest son of the reigning sovereign).

**Format:** Hard copy.

**Access Details:** Request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Order 2009 (as amended) and any subsequent Orders.

**Notes:** The Register is virtually defunct. The last registration occurred in the 19<sup>th</sup> Century. RoS Customer Service Centres can provide information on the registration process free of charge, but enquirers should approach the National Archives of Scotland (NAS) (see page 14) for information about recorded deeds. NAS may charge a fee.

**Title:** Register of the Quarter Seal.

**Description:** Information about gifts of heritable property which fall to the Sovereign as *ultimus haeres* (last heir).

**Format:** Hard copy.

**Access Details:** Request to the RoS Customer Service Centres.

**Cost:** This information is subject to fees as set out in The Fees in the Registers of Scotland Order 2009 (as amended) and any subsequent Orders.

**Notes:** The principal documents are transmitted to the National Archives of Scotland (NAS) periodically. RoS Customer Service Centres can provide official Extracts and ordinary copies from NAS. NAS may charge a fee.

**Title:** Register of Sites of Special Scientific Interest.

**Description:** Information on all Sites of Special Scientific Interest across Scotland. This is an online register and its purpose is to safeguard and represent the diversity and geographic range of the natural features of Scotland. Section 22 of the Nature Conservation (Scotland) Act 2004 provided that this new register be created and maintained by the Keeper.

**Access Details:** Request to the RoS Customer Service Centres.

**Cost:** Free.

Contact Details for NAS are as follows:

The National Archives of Scotland

HM General Register House

2 Princes Street

Edinburgh EH1 3YY

Telephone +44(0)131 535 1314

E-mail:enquiries@nas.gov.uk

## **Information and Guidance for Customers (including business customers and members of the legal profession)**

*Literature and other information intended to advise all customers (including solicitors and Searchers) about registration and the other business activities and services available to them from RoS.*

- **Advice and guidance on using RoS services**

*A range of literature giving brief details about RoS, what RoS does, advice and guidance to customers on how to use RoS services and advice and guidance on the information held in the registers.*

**Title:** Copy Deeds Service.

**Description:** Leaflet outlining RoS's copy and extract provision service from the National Archives of Scotland (NAS)

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** International Consultancy.

**Description:** A series of leaflets containing information on the support RoS provides to developing nations in setting up and improving land administration systems.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Sources of Land Ownership Information.

**Description:** .Booklet giving guidance on how to find out information about land ownership in Scotland and containing a list of useful contacts.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Useful Information.

**Description:** Leaflet providing elementary information about the services of RoS, with details of contacts points, etc.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

- **Customer Service Standards**

*A range of literature giving information about aspects of customer service at RoS including the standards of service customers can expect and guidance on how to complain.*

**Title:** Customer Service Policy.

**Description:** Booklet containing basic information about RoS customer service standards.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Putting Things Right.

**Description:** .Booklet setting out RoS's complaint procedures.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

- **Press releases - information on new developments and news from RoS**

**Title:** News Releases.

**Description:** Information issued by RoS for the use by the media on topics of general public interest, derived from data held in the registers. For example the quarterly news releases on the property prices and transactions statistics for the Scottish housing market.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Communications.

**Cost:** Free.

- **About The Registers Direct Service**

*Information about the Registers Direct service, the online, Internet-based service allowing access to information contained in, or deriving from, the main registers. This class covers information about how the service works, fees, terms and conditions, and guidance to customers using the services themselves.*

**Title:** Registers Direct Brochure.

**Description:** Booklet containing basic information about Registers Direct.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Title:** Registers Direct Application Form/Pack.

**Description:** Information about subscribing to Registers Direct.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Title:** Registers Direct Terms and Conditions.

**Description:** Contractual terms for Registers Direct subscribers.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Title:** Registers of Scotland and Liability.

**Description:** Information about liability issues associated with Registers Direct.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Title:** Charging Information.

**Description:** Information about Registers Direct searching fees.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

**Title:** A Guide to Good Deeds.

**Description:** Leaflet containing a basic checklist to assist solicitors lodging applications in the Land and Sasine Registers.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Deed Plan Criteria.

**Description:** Leaflet providing advice and preferred criteria for the preparation of new deed plans as agreed with the Royal Institute of Chartered Surveyors.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** A Guide to Fees.

**Description:** Booklet listing the charges RoS makes for registration and recording in its registers, for the provision of information from the registers and for other services.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Registers Updates.

**Description:** A series of leaflets containing the latest information for solicitors on matters such as legislation, policy and procedures.

**Format:** Electronic version.

**Access Details:** Website.

**Cost:** Free.

**Title:** Which Register.

**Description:** Leaflet providing guidance on whether a conveyancing transaction will induce registration in the Land Register or whether the deeds should be recorded in the Register of Sasines.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

- **Registration in the Land Register**

*Advice and information on various issues about registration of title in the Land Register, mainly (but not exclusively) intended for solicitors*

**Title:** A Well Planned Registration.

**Description:** Leaflet containing a checklist of points for solicitors should consider in order to avoid problems arising because of incompatibility between the legal extent of a property as defined on a deed plan (or bounding description) and the occupied extent as defined on the Ordnance Survey (OS) Map.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Counties and Places Booklet.

**Description:** A gazetteer of towns in Scotland showing in which county they are located for the purposes of land registration.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Land Register Counties and Operational Dates.

**Description:** Leaflet containing a map of the registration counties of Scotland and the dates these counties became operational in the Land Register.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Matrimonial Homes Checklist

**Description:** Leaflet containing a basic checklist of the evidence required by the Land Register for various transactions in respect of the Matrimonial Homes (Scotland) Act 1981.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** P16 Guidance Notes.

**Description:** Leaflet providing basic guidance on what to do when RoS issues a P16 Report with Answer 3 (the subjects shown on the plan/in the description do not agree with the features on the Ordnance Survey (OS) Map).

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Pre-Registration.

**Description:** Leaflet giving basic pointers to solicitors submitting enquiries to RoS's Pre-Registration Enquiries Section.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Property Reports Service.

**Description:** Leaflet providing basic guidance on the submission of applications for Reports from the Land Register (Forms 10 to 14, P16 and P17) to RoS.

**Format:** Electronic version.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

**Title:** Registration of Title Practice Book.

**Description:** Guidance for solicitors on registration policy, practice and procedure.

**Format:** Electronic version

**Access Details:** Website; request from RoS Customer Service Centres.

**Cost:** Free (from website).

**Notes:** The book is the standard, authoritative text of land registration practice, produced by RoS in association with the Law Society of Scotland. It is in its second edition (2000).

- **The Future of Land Registration**

*Information on current developments that will affect the future of land registration in Scotland*

**Title:** Automated Registration of Title to Land (ARTL) Brochure.

**Description:** Leaflet outlining the basic concepts of RoS's Automated Registration of Title to Land project.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

## **Information and Guidance for Staff**

*Literature and other information intended to advise RoS staff in relation to the conduct of their duties, in providing RoS services to customers e.g. registration and the other business activities of RoS, Welfare issues and information on recruitment policies and vacancies in the organisation.*

- **Corporate Identity**

*Guidance on the use of the RoS corporate identity (logos, etc.)*

**Title:** Corporate Identity Guidelines.

**Description:** Guidance on the use of the RoS logo, the Crown Copyright statement and on the format to be used when branding stationary and publications with the RoS identity.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

- **Business Briefings**

*Information on current events within RoS*

**Title:** Business Focus

**Description:** A monthly presentation for staff

**Format:** Electronic version; video

**Access Details:** Website

**Cost:** Free.

- **Customer Relations**

*Guidance for staff on dealing with customers*

**Title:** Complaints Handbook.

**Description:** Guidance on how to deal with complaints.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

- **Finance**

*Information and guidance for staff on financial/accounting procedures*

**Title:** Finance Manual

**Description:** Guidance on financial procedures

**Format:** Electronic version.

**Access Details:** Website.

**Cost:** Free.

**Notes:** The Manual is a very large document, designed for Intranet access. Hard copy of all or part of the Manual can be made available by special request but RoS will charge a handling charge of £6.00 and copying fees of £0.50 per page.

- **Records Management**

*Advice on policy practice and procedure provided to RoS regarding management of records and documents.*

**Title:** Document And Records Management Policy

**Description:** guidance for RoS staff on records management policy

**Format;** Electronic version

**Access Details:** Website

**Cost;** Free

**Title:** Records Management Policies and Procedures Guidelines

**Description:** guidance for RoS staff on records management procedures

**Format:** Electronic version

**Access Details:** Website

**Cost:** Free

- **Registration Policy, Practice and Procedure for the Land Register**

*Advice on policy, practice and procedure provided to Land Register staff to assist them in the work of creating and maintaining the Land Register*

**Title:** Legal Manual.

**Description:** Guidance for Land Register legal staff on legal policy, practice and procedure.

**Format:** Electronic version.

**Access Details:** Website.

**Cost:** Free.

**Notes:** The Manual is a very large document, designed for Intranet access. Hard copy of all or part of the Manual can be made available by special request but RoS will charge a handling charge of £6.00 and copying fees of £0.50 per page.

**Title:** Plans Manual

**Description:** Guidance for Land Register plans staff on plans policy, practice and procedure.

**Format:** Electronic version.

**Access Details:** Website.

**Cost:** Free.

**Notes:** The Manual is a very large document, designed for Intranet access. Hard copy of all or part of the Manual can be made available by special request but RoS will charge a handling charge of £6.00 and copying fees of £0.50 per page.

**Title:** Requisitioning and Rejection Policy and Procedure.

**Description:** Guidelines on RoS policy/procedure regarding the rejection of applications for registration in the Land Register and the requisitioning of additional information concerning such applications.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to RoS Customer Service Centres.

**Cost:** Free.

- **Welfare**

*Information on staff welfare issues*

**Title:** Welfare Information and Advice.

**Description:** Information on welfare services available to staff and guidance for managers.

**Format:** Electronic version; hard copy.

**Access Details:** Website; request to the RoS Customer Service Centres.

**Cost:** Free.

## **Environmental Policy**

**Description:** Information on Environmental Policy and Initiatives undertaken by RoS and Targets set by RoS.

**Format:** Electronic version; hard copy.

**Access Details:** request to the RoS Customer Service Centres.

**Cost:** Free.