

Registers Update - Annual Market Research Survey



Registers of Scotland Executive Agency is committed to maintaining good relations with its customers and to responding to their comments and feedback.

UPDATE: 02

As part of this ongoing commitment the Agency will be conducting its Annual Customer Telephone Survey beginning in November of this year. Scotinform, a professional firm of market researchers based in Edinburgh, will conduct this survey. Scotinform will be contacting a representative sample of our customers over the next few weeks. We would be grateful, if your firm is one of those contacted, if a member of your firm could take the time to answer the researcher's questions.

The Agency uses this survey information to assess customer needs and perceptions in order to continuously monitor and improve the standard and quality of its services.

This ongoing process of listening to our customers has resulted in a range of Agency initiatives designed to address issues raised in the surveys.

Improvement to speed of service and quality

Customer feedback had indicated that these were key areas requiring improvement.

- Changes to work processes were introduced in Midlothian to avoid a build-up of arrears of casework. The success of these new processes has led to a rollout of similar processes to all other land register counties. Slowly but surely turnaround times are being cut across the board for mainstream work. Additionally, turnaround times in the Sasine and Chancery and Judicial Registers have been reduced to a level never before delivered by the Agency.
- In parallel with the move towards improved turnaround times the Agency has addressed customers concerns regarding accuracy. To that end a wide programme of both data integrity and amendment has been established, setting high standards for our staff who are committed to improve the quality of our products.

Closer Working Relations.

Our aim is to work more closely with the legal profession to ensure our customers are allowed an increasing involvement in the registration process and given a better insight into the processes and work of the Agency.

Improvements to the intake process

In response to feedback regarding the intake process we have introduced various initiatives.

- DX and LP boxes held by the Agency have been rationalised in order to try to ensure that mail is directed to its proper destination within the Agency quickly and effectively.
- eFORMS-ONLINE is a new Internet based version of eFORMS designed to tackle issues raised in previous research.
- Clearly identifiable intake envelopes are now available free-of-charge. The aim is to reduce the number of returns, improve the security of documentation received by the Agency and increase the efficiency of workflow processes within the Intake Sections.

Hopefully these initiatives illustrate the value of your involvement in the market research programme and demonstrate our commitment to listening and responding to concerns and comments.



The Agency would like to take the opportunity to thank those of our customers who contribute to our Market Research.

