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MINUTE OF THE REGISTERS OF SCOTLAND BOARD MEETING 29-30 November 2016	
Chair	**Sheenagh Adams, Keeper**
Board members present	**Kenny Crawford** **Janet Egdell** **Billy Harkness** **Shrin Honap (items 1 to 15 inclusive)** **John King** **Deepa Mann-Kler (items 5 to 15 inclusive)** **Jayne Scott** **Fiona Ross (items 5 to 24 inclusive)**
In attendance	**Karen Alexander – item 9** **Lindsey Dougan – items 10 and 11** **Grant Hall – item 8** **Nicola Rose Hughes - items 10 and 11** **Fiona McEwen - items 10 and 11** **Lauren McNamara – item 12** **Tom Meade – item 9** **Stephen Welham – item 8** **Ashley Whitecross – item 12**
Secretariat	**Gillian Martin** **Roman Smith**

Introduction, apologies and declaration of interests

1.   Sheenagh Adams welcomed everyone to the meeting, particularly Roman Smith, who recently joined the RoS as a modern apprentice. No apologies were received.

2.   No declaration of interests were received.

Minute of meeting of 25-26 *(RoSBrd2016/11/01)*

3.   The minute of the meeting of 25-26 August 2016 was accepted as an accurate reflection of the meeting, subject to two small amendments.

Action Log *(RoSBrd2016/11/02)*

Actions

Actions - 2619, 2620, 2685, 2686, 2687, 2688, 2689, 2691, 2692, 2693, 2694, 2695, 2698, 2699, 2701
The board agreed that these actions were now complete and could be closed.

Action 2690 – Communications around the publication of the corporate plan
The board agreed that this action was ongoing and that this would form part of the final corporate plan that would be considered by the board in February 2017.

Action 2696 – Risk Register
The board noted that this action was ongoing.

Action 2697 – Risk Register
The board noted that this action was ongoing and that Janet Egdell would provide an update at the February 17 board.

Action 2700 – Board Development
The board noted that this action was ongoing.

Action 2702 – Risk Review Session
The board noted that this action was ongoing and the date for the risk review session would be confirmed as soon as possible.

Reflections from the board effectiveness review

4.   Billy Harkness provided the board with an overview of the board effectiveness review that had been undertaken the previous evening. Billy explained the methodology behind the questionnaire used and the key themes and findings under each of the headings.

5.   The board discussed the outcomes of the session and agreed that they would like to take forward three workshop on customers, the shape of the organization and potential future performance metrics and KPIs.

6.   The board agreed that they had found the exercise useful and that they would like to run the session again at their August 2017 meeting.

RoS2020 *(RoSBrd2016/11/03)*

7.   Janet Egdell provided the board with an overview of the work that has been undertaken since the board workshop on 3 October 2016. Janet explained that the rationale behind the workshop was how the board looked forward to RoS 2020 and formulate early thinking on the overall business strategy and the lower level plans that would need to be developed to support this. Janet added that since the workshop, a review of the business transformation roadmap and associated deliverables had been completed and that this had greatly informed our corporate plan for the coming year.

8.   The board considered the amendments to the RoS vision, values and strategic objectives agreed at the workshop and made some further small textual amendments.

9.   Janet provided the board with an overview of the business benefits that will be delivered by the business transformation programme and the potential impact that they may have on RoS operations. Janet explained the structural changes that RoS would make to our operations areas to allow us to transition into becoming a fully digital business by 2020.

10.   The board considered the Keeper's service standards and agreed the service standards proposed subject to some textual amendments. The board agreed that in view of RoS overall vision that they would like to see significant improvements within the service standards across all areas in the coming year to allow RoS to progress towards achieving its aim of becoming a fully digital registration and information business by 2020. The board agreed that they would like to consider options for potential future performance measures and KPIs in the coming year.

11.   The board noted the change in potential financial targets from percentage of income to an average overall profit, but that the efficiency target remained the same. The board acknowledged that these would need to be agreed with Scottish Ministers in the coming weeks.

12.   The board noted the planning scenarios presented by Grant Hall and agreed that the scenario recommend would be the basis of the assumptions for the 17-20 RoS Corporate Plan.

Business Transformation Programme Update *(RosBrd2016/11/04)*

13.   John King provided the board with an update on activities within the business transformation programme highlighting that there have been significant delivery milestones since the last meeting including:

- Launch of the publication of consultation for mandatory electronic submission for all registers
- Launch of a private beta for the digital discharge service that will test this new system with some of our key customers
- Progress of using new technologies to streamline RoS business processes

- The key deliverables that have enabled the keeper induced registration team to progress into live

14.   John provided the board with an update on the programme operations including budgetary spend levels, our relationship with our digital supplier and explained the rationale behind the two businesses cases being presented.

15.   Karen Alexander provided the board with an update on activities within the ScotLIS project that is part of the business transformation programme. Karen explained that ScotLIS is progressing well and that she was seeking the board to approve the business case that would see the portal be initially populated with RoS data and that data streams from other public bodies would join in an incremental way. The board discussed ScotLIS and agreed that they would like to see a further presentation on the progress of ScotLIS at their February meeting.

16.   The board approved two business cases in relation to spend for ScotLIS and the purchase of software licences.

Communications Strategy *(RosBrd2016/11/05)*

17.   Nicola Rose-Hughes presented the board with a new communications strategy for RoS. Nicola outlined the new vision, principles and the approach that she would take in delivering the strategy.

18.   Nicola updated the board on the progress of communication activities within the business transformation programme, RoS' brand refresh, external campaigns and internal communications.

19.   The board considered Nicola's presentation and supporting paper and agreed that they were content to approve the strategy and that they would like to congratulate the team on the significant progress made in recent months.

Stakeholder Engagement Update *(RoSBrd2016/11/06)*

20.   Fiona McEwan provided the board with an overview of progress being made on stakeholder engagement activities within RoS including events, key objectives for 2017 and the programme of events for the 400th anniversary of the General Register of Sasines.

21.   The board also agreed the overarching principles that would form part of an overall stakeholder engagement strategy.

Innovation Centre

22.   The board undertook a tour of the RoS Innovation Centre at Meadowbank House and viewed the new MAGIS tool.

CSPS Results

23.   The board noted RoS' results from participation in the Civil Service People Survey. Members agreed that further detailed reporting and local action planning will be taken forward by EMT.

LRC Update *(RoSBrd2016/11/07)*

24.   The board noted the paper provided by Charles Keegan on the progress and current activities of the land register completion programme.

Staffing Update

25.   Sheenagh Adams presented the board for information a new senior management structure that she felt took RoS into the next phase of our business transformation programme and gave us a good foundation for tackling the challenges that RoS face in the coming corporate plan years.

26.   The board considered the structure and agreed that Sheenagh would take on the comments around the table and circulate an updated version to members before wider publication.

Delegated Budgeting Limits *(RoSBrd2016/11/08)*

27.   The board approved recommendation within the annual review of delegated budgeting limits provided by Stephen Welham.

Audit Committee Update *(RoSBrd2016/11/09)*

28.   Jayne Scott provided the board with an update on the progress of the RoS audit committee. She explained that good progress had been made in recent months on quickly putting recommendations from both internal and external auditors into practice and that the committee welcomed this approach.

29.   Jayne advised the board she was comfortable that the full audit programme would be completed for the 16/17 year and that there would be no significant issues that needed to be raised to the board.

30.   The board thanked Jayne for her update.

Performance and Financial Management Report *(RoSBrd2016/11/10)*

31.   The board noted the performance and financial management report.

Key risk register and issues tracker *(RoSBrd2016/11/11)*

32.   The board noted the current key risk register and issues tracker.

Papers for noting

400th Anniversary Project Update *(RoSBrd2016/11/12)*

33.   The board noted the 400th anniversary project update and looked forward to the calendar of events planned for this celebratory year.

Tracker 16-17 *(RoSBrd2016/11/13)*

34.   The board noted the 16-17 tracker and looked forward to seeing progress across all areas this year.

Any other business

35.   None.

Date of next meeting

36.   The date of the next meeting is 9/10 February 2017 – Venue to be confirmed.