

VISION

Our vision is:

To be a digital registration and information business trusted for our integrity.

VALUES

We are:

Customer-focussed, forward thinking, impartial, and professional.

PURPOSE

Our purpose is:

To support the Scottish economy for the benefit of the people of Scotland.

STRATEGIC OBJECTIVES (2018-21)	Key Success Factors
Registration: By 2021 we will have made sufficient progress to enable completion of the land register by 2024.	<ul style="list-style-type: none"> • We will have over 90% of titles on the Land Register by 2021, this will help facilitate the potential closure of the Sasines register
Information: ScotLIS is the platform of choice for information about land and property and its data is used to create value for Scotland.	<ul style="list-style-type: none"> • All our current information customers will transition from Registers Direct to ScotLIS by December 2018 • Citizens will have easy access to our information
Digitising: We will be digital by 2020 and by 2021 we will be extending and capitalising on our fully digital organisation.	<ul style="list-style-type: none"> • With our customers, we are developing digital services for discharges, securities and transfers of title • To speed up our service, reduce risk to customers and ensure quality of our information we are automating many processes • Registration processes will be mostly hands free by 2021 • All applications for deeds affecting part or unregistered land will be completed within 20 days as per all other applications
Delivery: We will continue to run an agile and sustainable business where our empowered and capable people anticipate and respond to our customers' needs.	<ul style="list-style-type: none"> • We will reduce our statutory product unit costs by 3% in 2018/19 • We will make at least 5% profit on our non-statutory services • Our people will meet the changing needs of the business • We will achieve 80% customer satisfaction ratings

STRATEGIC OBJECTIVES (2018-21)	Key Performance Indicators	Measures
Registration: By 2021 we will have made sufficient progress to enable completion of the land register by 2024.	<ul style="list-style-type: none"> Progress towards completion of the land register 	<ul style="list-style-type: none"> LMC Coverage Title Coverage Arrears Eradication
Information: ScotLIS is the platform of choice for information about land and property and its data is used to create value for Scotland.	<ul style="list-style-type: none"> Transition 100% of our information customers to ScotLIS 	<ul style="list-style-type: none"> ScotLIS as % of RD and Scotlis users New citizen users
Digitising: We will be digital by 2020 and by 2021 we will be extending and capitalising on our fully digital organisation	<ul style="list-style-type: none"> Our digitally processed registrations increase which will result in increased speed and quality 	<ul style="list-style-type: none"> % of applications entered into registers hands free (e.g. auto-intake) % of applications fully processed hands free (e.g. Dealings Advance Notice) Speed Quality
Delivery: We will continue to run an agile and sustainable business where our empowered and capable people anticipate and respond to our customers' needs.	<ul style="list-style-type: none"> We will reduce our statutory product unit costs by 3% in 2018/19 We will make at least 5% profit on our non-statutory services Our people will change roles and learn new skills We will achieve 80% customer satisfaction ratings 	<ul style="list-style-type: none"> Unit Cost Profit Customer Satisfaction Staff Engagement Role and Profile transformation

FINANCIAL PROJECTIONS

	2018-19	2019-20	2020-21
	£M	£M	£M
Income	82.9	91.3	81.4
Expenditure	86.6	87.8	77.3
Operating Surplus (loss)	(3.7)	3.5	4.1

As well as a global RoS measure against these KPIs, each individual service will be measured against the four Health of Service indicators: Speed, Quality, Cost and Customer Satisfaction