Registers of Scotland
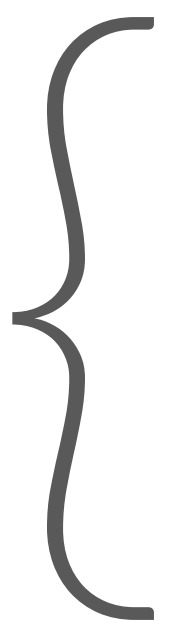# KPI Scorecard 2020-21 (June 2020)

Key
- Ahead of Target
- On Target
- Approaching Target
- Behind Target
- Target

All targets were set as part of Ros' corporate planning process and agreed before issues with COVID-19 arose.
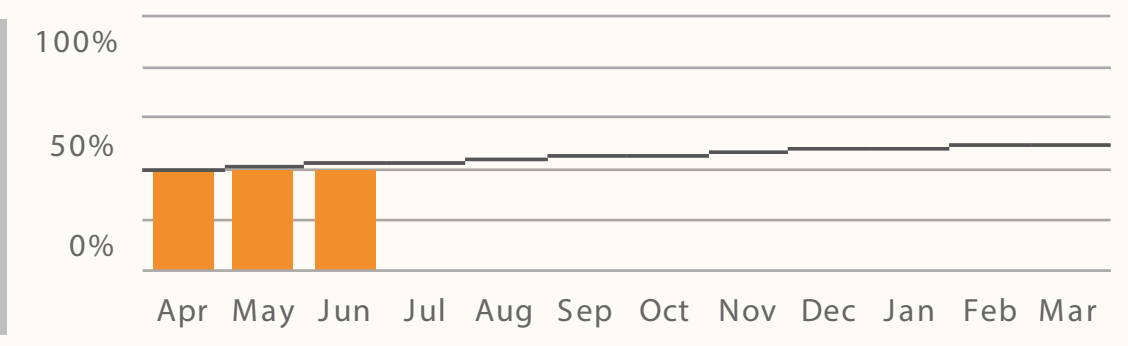
Complete Scotland's Land Register by 2024 and provide transparent, accurate and impartial information for all

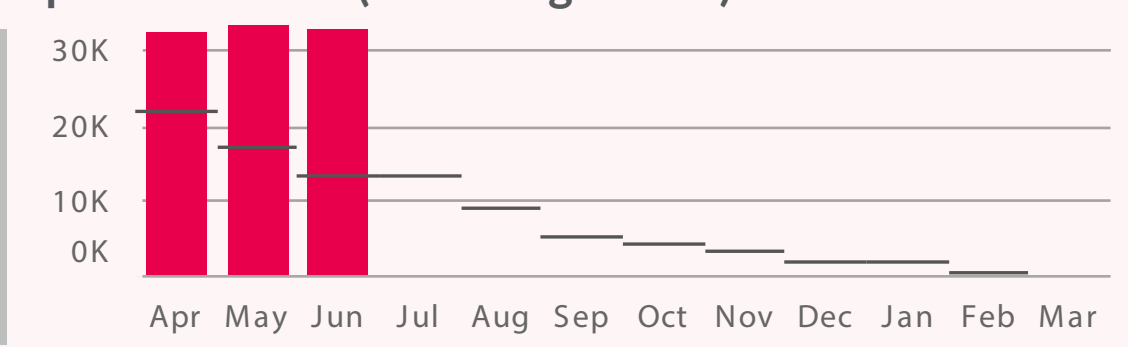### Land Register Completion 50% of land mass by March 2021

39.5%

June Target
41.9%

Frequency: Monthly
Key Result: Reach 50% of land mass on the Register by March 2021 through clearing the arrear and completing all public sector registration (where detail is provided).

No FR Arrear by September 2020 (Excluding Cat Bs)

Current Arrear
32,634

July Target
13,423

Frequency: Monthly
Key Result: Clear the FR arrear (excluding Cat B) by September 2020 through ensuring all new applications are processed within service standard and implementing smarter ways of working.

Lead on the innovative provision of land and property data so that it is accessible, and used to create value for Scotland's people and economy

Quality (applications) above 93%

90.7%

June Target
93.0%

Frequency: Monthly
Key Result: Improve our data. Identify new products and data reports, and offer more customers greater accessibility to the information we hold.
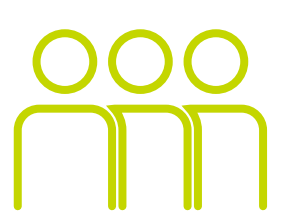
Develop and deliver digital improvements that support a sustainable business where the needs of our customers are exceeded

The Customer Satisfaction (CSAT) score to consistently improve and be above 80% by September 2020
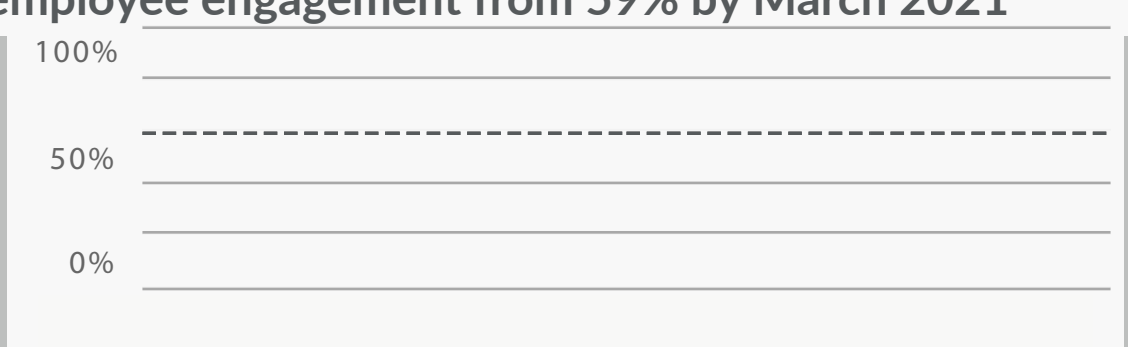
84.0%

Target: 80.0%

Frequency: Quarterly
Key Result: Faster, more secure and dynamic digital tools where appropriate.

Invest in our people so they can support a professional flexible business that works at pace to deliver value and fulfills our Public Task

Improve overall employee engagement from 59% by March 2021

Target: Over 59%

Frequency: Annually
Key Result: To ensure sustainability and build a workforce of enabled employees that are experienced and forward looking.