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MINUTE OF THE REGISTERS OF SCOTLAND BOARD MEETING
21-22 February 2018

Chair	Sheenagh Adams, Keeper
Board members present	**Kenny Crawford** **Janet Egdell (items 11-22)** **Billy Harkness** **Shrin Honap** **Deepa Mann-Kler (items 1-9)** **Fiona Ross** **Jayne Scott (items 1-9)**
In attendance	**Chris Kerr – items 1-5 and 8-9** **Stephen Welham – items 4, 5 and 15** **Lisa Richardson – item 4** **Will Gallier – item 4** **Jim McConnell – item 7** **Craig Gardiner – item 8** **Charles Keegan – item 12** **Greg Urquhart – item 14** **Lorraine Harper – item 16**
Secretariat	**Rebecca Brown** **Gillian Martin**

Introduction, apologies and declaration of interests

1.   Sheenagh Adams welcomed everyone to the meeting. Apologies were received from John King, and Janet Egdell for items 1-10.

2.   No declarations of interests were made.

Minute of meeting previous meeting *(RoSBrd2018/02/01)*

3.   The minute of the meeting of 14 and 15 November 2017 was accepted as an accurate reflection of the meeting.

Action Log *(RoSBrd2018/02/02)*

Actions

Actions 2771, 2772, 2773

4.   The board agreed that these actions are now closed.
Actions 2760

5.   The board agreed that this action is ongoing.

Corporate Plan 2018-21 *(RoSBrd2018/02/03)*

6.   Billy Harkness introduced Lisa Richardson and Will Gallier and provided the board with an overview of the work on the corporate plan process to date, noting that RoS are awaiting approval from the minister in relation to the financial targets.

7.   Billy explained that the business planning team have engaged with senior managers across the business to gather views, with the business change roadmap being used to form the basis of the corporate plan, which has three major transition points on the road to 2020. The longer term work on the completion service and LR data model also inform the underlying assumptions used in the plan.

8.   Stephen Welham provided an overview of the financials, noting that RoS is currently running at a loss due to investing in the transformation programme.

9.   The board approved the vision, values, purpose, strategic objectives and key success measures with some minor amendments along with the evolution away from the current range of service standards towards a backstop of 20 days for all products, noting that consideration would have to be given to how this message is communicated to our customers.

10.   The board also approved the key performance indicators (KPIs) and noted the next steps and timetable for finalising the corporate plan.

11.   The board discussed areas of investment they would like to see included in the financials and agreed to allocate extra funds in terms of VES and staff reduction costs.

12.   The board thanked Billy, Lisa, Will and Stephen for their update and noted that they would like to see the final version of the corporate plan before it is released.

Strategic workforce planning *(RoSBrd2018/02/04)*

13.   Lisa and Will provided the board with an updated version of the staffing profile over the next three years, noting that further investigation is underway to determine the reason for the increase in the EO and HEO figures for next year.

14.   The board noted the update and expressed an interest in seeing the profile split differently e.g. registration, information, customers etc.

Audit update (*RoSBrd2018/02/05*)

15.   Jayne Scott provided the board with an update on the recent activities of the audit and risk committee, highlighting that this is a critical time of the year. Jayne highlighted that audit reports had been received for training and development and the smaller registers process.

16.   Jayne advised that at the last meeting, the committee approved their revised terms of reference along with noting the terms of reference for the workforce planning, KPI and stakeholder relationships and communications audits.

17.   Jayne highlighted that the audit and risk committee had recognised the good work carried out by the finance team and noted that there are no new risks to report.

18.   Jayne highlighted the upcoming risk session and noted that the recent presentation on the approach to risk and security was well received and both internal and external auditors felt it represented good practice.

19.   The board noted that following an executives only meeting following the audit and risk committee it was agreed that the accountable officer would confirm to SG internal audit service that we would be running with their service provision from April 2018.

20.   The board endorsed the amended audit and risk committee terms of reference and agreed that, subject to agreement from the accountable officer, Jim McConnell would become a member of the committee.

Infrastructure update

21.   Jim McConnell presented the board with an update on RoS' infrastructure with the intention of bringing a further update to the May board. Jim highlighted the benefits from the move to SVP, adding that the savings were from infrastructure alone and did not include benefits from smart working etc.

22.   The board noted that a public notification has been received regarding the sale of St Margaret's House and discussed potential options for 2018 onwards.

Business change update

23.   Craig Gardiner presented the board with an update on business change, including the outcomes and priorities from the recent programme alignment sessions including the improved application form, fully automated discharges, automation of application creation in LRS, Scan to Text, re-use of 100% of draft cadastral units and 75% of new titles created via the plan creator.

24.	The board noted the progress in this area.

Registration update

KIR

25.	Chris Kerr provided the board with an update on KIR, noting that the approach being taken is to look at the data, design of service and arrear eradication, adding that KIR reduces work elsewhere and sets the business up for automation.

Arrears

26.	Chris highlighted that registration staff aim to complete the arrear within the next financial year with data lead impact teams being set up to target this area of work.

27.	The board noted the update.

Digital by 2020 update *(RoSBrd2018/02/06)*

28.	Charles Keegan provided the board with an update on the digital by 2020 programme, noting that he is working closely with the digital director to ensure a clear understanding of what is required specifically with roles.

29.	Charles highlighted that the current cost estimate to complete BTP by March 2020 is £29.4 million, with an expected payback by 2020-21 adding that he has worked closely with business planning colleagues to ensure that the assumptions being made on benefits are aligned with the corporate plan and that there is no double-counting of benefits.

30.	The board noted the update and look forward to seeing a further update at the May board including the drawdown on spend for phase 2.

ScotLIS *(RoSBrd2018/02/07)*

31.	Kenny Crawford updated the board on the activity/development since the ScotLIS launch and the investment required through transition into a full service on 1 April 2018, highlighting that the service has been very well received.

32.	The board noted that since the launch of ScotLIS, 25 new features and 34 service improvements have been introduced, including register of inhibitions searching, RoS counties map layering, citizen-focused property price history and self-service password reset.

33.	The board noted that the project is now closed and that there would be ongoing expenditure of upto £1m from close of project to 1 April 2018 when ScotLIS will be a service and operating as part of the business.

34.   The board thanked Kenny for the update.

Digital Strategy Update

35.   Greg Urquhart provided an update on the digital strategy, including strategic priorities and standard operating objectives.

36.   The board noted Greg's proposed approach to align the teams to deliver business outcomes and create an environment where teams can do amazing work.

37.   The board noted the update and look forward to seeing the digital strategy at the May board, including an indication of structures.

Performance and financial management report (*RoSBrd2018/02/09)*

38.   Stephen Welham provided an overview of the PFM report, including an update on age of stock, unit costs and financial data.

39.   The board noted the update.

Key risk register *(RoSBrd2018/02/10)*

40.   Lorraine Harper provided an update on the key risk register, highlighting that all updates were noted in red and a new issue has been added relating to the arrear.

41.   The board thanked Lorraine for the update and look forward to the risk session on 7 March 2018.

Transparency

42.   The board discussed transparency and agreed that further consideration will be given to publication of FOI responses.

Staffing update

43.   The board noted the staffing update covered previously under the strategic workforce plan update.

Communication / Digital Services / Innovation Demonstration

44.   The board received demonstrations on ScotLIS, digital services and the Innovation Centre.

Papers for noting

EMT minutes

45.   The board noted the EMT minutes.

Agenda planner

46.   The board notes the agenda planner.

Any other business

47.   None.

Details of next meeting

48.   The date of the next meeting is 9 May 2018 – venue to be confirmed.