

Registers of Scotland

Corporate Plan 2017-20



Registers
of Scotland

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.

STRATEGIC OBJECTIVES

1. By 2020 we will be a **fully digital** business with processes designed so that automation is the norm, online registration is mandatory and manual intervention only used where it adds value.
2. Our products and services will be available digitally and **ScotLIS is the platform of choice** for information about land and property and its data is used to create value for Scotland.
3. By 2020 we will have made the progress needed to **complete the land register by 2024**.
4. We will maintain an **agile and sustainable** business where our empowered and capable people respond flexibly to our customers' needs.

MINISTERIAL TARGETS 2017/18

For statutory business: deliver a three per cent efficiency saving on our unit costs.

For non-statutory business: achieve at least five per cent profit on products and services.

FINANCIAL PROJECTIONS

	2017-18	2018-19	2019-20
	£'000	£'000	£'000
Income	77,951	80,740	85,360
Expenditure	88,071	78,633	81,949
Operating Surplus (loss)	(10,120)	2,107	3,411

THE KEEPER'S SERVICE STANDARDS 2017-18

1. Enter new land register applications on the application record:	Within one working day
2. Register applications in:	Within three working days
<ul style="list-style-type: none"> • Chancery and Judicial Registers (registration process) 	
<ul style="list-style-type: none"> • Crofting Register 	
3. Register applications in: General Register of Sasines	Within 20 working days
4. Register ¹ land register applications for deeds affecting:	Within 20 working days
<ul style="list-style-type: none"> • registered land 	
<ul style="list-style-type: none"> • unregistered land (standard)² 	
<ul style="list-style-type: none"> • part of registered land where the keeper has given development plan approval 	
5. Register other applications for deeds affecting unregistered land	Within six months
6. Register other applications for deeds affecting part of registered land	Within nine months

¹ Where an application is reliant on an earlier or same day application the relevant service standard will be the longer one.

² Relevant applications are those upon which RoS has carried out pre-work (research areas).