

## Response ID ANON-CEQC-5N5G-U

Submitted to **Digital Transformation: Next Steps**

Submitted on **2017-02-21 19:42:29**

### Part 1 - New digital services in the Keeper's registers

#### 1 Do you agree that transition to a digital first service should be the next step?

No

**Comments:**

The transition wholly depends on a Government lead drive to computerise all civil service departments/quango's. It excludes a wider section of the general public and other users who wish to continue face-to face contact with the customer services. Many customers who are not specifically from legal departments or lawyers offices, prefer visiting customer service in person. Rural and many people living in the countryside, still do not have access to the internet!! There is too much emphasis being relied on digital services that is fraught with its own dangers from crime and system/network failure.

The system for "personal presentation" is being alluded by digital service.

#### 2 Do you agree with the proposed timescale of 1 April 2018 for prescribing that advance notices over part be fully digital?

No

**Comments:**

As in above totally disagree that Land Register of Scotland should be embarking on digitalising the whole methodology for registering deeds etc. It might be cost effective for the department, but it still cost the same in fees, ultimately bourn by the general public or customers.

The scheme should be carefully revised going fully digital as planned. The first phase has shown areas of discontent with the general public who cannot access service centres or in many cases are being turned away from customer services centres. A example of this has been were a member of public did not have access to a computer and could not speak good English has his first language. It is imperative that customers have the choice to visit and carry out a relative search or transaction in person at any service centre. A face-to-face dialogue should be paramount over any cyber digital method.

#### 3 Do you agree with a notice period of six months?

No

**Comments:**

As Above

#### 4 Do you agree the initial focus for digital registration, following launch of the digital discharge service, should be provision of channels aimed at standard securities and dispositions?

No

**Comments:**

As Above

#### 5 What deed types do you consider we should prioritise for new services subsequent to securities and dispositions?

**Comments:**

None

#### 6 Do you consider that for the limited purpose of dual recording, it should be permissible to record an electronic deed in the sasine register or should be permissible to record a paper copy of the digital deed?

**Comments:**

Electronic deed in the Sasine register for those who elect this method. A paper copy of the digital deed. The introduction of issuing a paperless Title deed from the Land Register is cheap and appalling. The system of issuing a paper Land Certificate should be reinstated if requested by the owner. Again another cost saving exercise not benefiting the customer/owner.

#### 7 Do you agree that ten working days from the date of digital submission is an appropriate period to allow the prior deeds to be submitted?

No

**Comments:**

Complete nonsense. The whole system of digitalising has been fast tracked without due consideration of the end user i.e. the customer and general public in particular. The service centre in Glasgow has not facility to welcome the general public or to handle cash payments or receive dispositions or any other dealing at Registers of Scotland. This falls short of expected standards. The Registers of Scotland should not be a body or organisation that socially excludes a minority/majority of public who still wish personal contact with a member of staff and carry out relevant business transactions. It is appalling that the only way to see a member of the customer service is via a appointments system. This is not proper customer service.

**8 Do you have a view on alternative ways you would like to present supporting documents accompanying a digital application?**

Yes

**Comments:**

Leave the old system in place who wish to use the paper methodology.

**Part 2 - Digital application form and submission process**

**9 Do you agree with the main changes that we propose to make to the application form?**

No

**Comments:**

The questions can be complicated and misrepresented. The interpretation can be misleading. A recent example when a query on a question arose, the customer service officer was different from another customer service person. The questions should be clear and concise and not have double meanings.

**10 Are there any other changes you suggest we should make with a view to simplifying it and making it easier to follow?**

Yes

**Comments:**

Scrap the system

**11 Do you agree that instead of prescribing the content of the application form in the Land Register Rules, the keeper should publish the land registration application form on an administrative basis so that it can be amended from time to time, following consultation and due notice, without the need for changes to be made to the rules?**

No

**Comments:**

As above

**12 Do you agree that this approach should be adopted for both applications submitted on paper and applications prepared through a digital service provided by the keeper?**

No

**Comments:**

As above

**About You**

**What is your name?**

**Name:**

██████████

**What is your email address?**

**Email:**

██████████

**Are you responding as an individual or an organisation?**

Individual

**What is your organisation?**

**Organisation:**

**The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:**

Publish response only (without name) - Individuals only

**We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?**

Yes

## Evaluation

Please help us improve our consultations by answering the questions below. (Responses to the evaluation will not be published.)

**Matrix 1 - How satisfied were you with this consultation?:**

Slightly dissatisfied

**Please enter comments here.:**

Consultations are not reached or participated with the wider general public at large. The Scottish Electorate does not respond as a matter of fact to computer consultations. The last consultation you published showed a mere 70 respondents who participated in that consultation. That's is hardly a reflection of the Scottish wider public. Other methodology of consultations should be implemented!!

**Matrix 1 - How would you rate your satisfaction with using this platform (Citizen Space) to respond to this consultation?:**

Slightly dissatisfied

**Please enter comments here.:**

As above