# Complete Scotland's Land Register by 2024

## All new applications completed within service standard by September 2020

Improve this measure, so that it complements the measure for the arrear. We expect 86% of new applications to be within service standard, and this will build to 98% once the arrear, excluding Category B TP cases, is cleared in September 2020.

## No application rejected after 35 days of receipt by September 2020

Our ambition remains to drive down rejections overall and to ensure that, once the arrear is cleared, any cases which require to be rejected are identified and returned to the applicant within the 35 day advance notice period; thereby eradicating the risk posed by a rejection later in the process.

However, experience has shown that until we have cleared the arrear this KPI is not a useful measure of how we are progressing towards that ambition. We will return to this as the arrear work is progressed.

For the avoidance of doubt our commitment, whilst clearing the arrear, not to reject any application we have had for more than three months unless legally unavoidable remains in place.

## Quality of cases above 93%, data points above 98% each month

No change, but move to be aligned with this strategic objective.

# Lead on the innovative provision of land and property data

## IT service availability of 98% (excluding maintenance)

Relabel to digital service availability, indicating it covers both internal and external digital services, and make it more stretching by increasing the target to 99%.

# Develop and deliver digital improvements for customers

## Increase to 50% the discharges submitted and processed digitally by September 2019

Discontinue. Target date is now passed, and the pace at which uptake improves further will depend on customer rather than RoS decisions.

## New KPI - Safely maintain and improve our essential digital systems

We have reviewed our digital estate, assessing our ability to maintain and improve each individual system, and the effort required to make the system one that we can safely maintain and improve. This gives us a measure of the level of technical debt within the digital estate

## Customer effort score on our statutory services above 60%

Relabel to cover all services, not just statutory, as the scope of this measure extends across additional services.

**Increase ScotLIS customer sessions by 15% by September 2020**
This has already been achieved. We will replace it with a KPI that measures 'Continued growth in ScotLIS customer sessions each quarter'.

## Invest in Our People

**Convert 20% of IT contractor roles to RoS staff by September 2020**
Relabel to increase RoS IT staff by 20% and decrease IT contractor roles by 20%, by September 2020. The intention remains to grow RoS talent in the digital space, but we are expecting to continue to rely on significant IT contractors, at the same time as growing RoS talent, and this is reflected in the profile to reach the target.