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**MINUTE OF THE REGISTERS OF SCOTLAND
BOARD MEETING
24 May 2016**

Chair	Sheenagh Adams, Keeper
Board members present	**Kenny Crawford** **Janet Egdell** **Billy Harkness** **John King** **Shrin Honap** **Deepa Mann-Kler** **Fiona Ross - for items 1 to 7 (inclusive)** **Jayne Scott - for items 1 to 8 (inclusive)**
In attendance	**Lorraine Harper - for item 15** **Carolyn Nickels - for item 4** **Isla MacLeod - for item 8** **Jim McConnell - for items 10 and 11** **Fiona McEwen - for item 5** **Aidan Robertson - for item 11**
Secretariat	**Gillian Martin**

Introduction, apologies and declaration of interests

1.   Sheenagh Adams welcomed everyone to the meeting. No apologies or declaration of interests were received.

Minute of meeting of 23/24 February 2016 *(RoSBrd2016/05/01)*

2.   The minute of the meeting of 23/24 February 2016 was accepted as an accurate reflection of the meeting.

Action log *(RoSBrd2016/05/02)*

Actions
2016, 2469, 2476 2543, 2544, 2546, 2547, 2548, 2549, 2550, 2552
3.   The board agreed that these actions were completed and could now be closed.

2477 - Indemnity/Warranty approach

4.   The board agreed that would be taken over by Janet Egdell and form part of the financial strategy planning work to be undertaken in the coming months.

2016 - Financial strategy

5.   The board agreed that would be discussed at their August meeting.

2551- Code of conduct

6.   The board noted that this would be published in the coming weeks, following the revision of the Secretariat intranet page.

New registers update

3.   Carolyn Nickels presented RoS Board with an update on the progress of the new registers project that is within the business transformation programme. Carolyn re-iterated RoS' stance that we would like to be the registrar of choice in Scotland and explained that she and her team are working towards bringing on as many new registers as we can.

4.   Carolyn explained that the project were currently considering eight new registers within the scope of the project with the earliest implementation being the Landlord Register in December 2016.

5.   Carolyn provided the board with a background to the landlord register explaining that register is currently hosted by Scottish Government and has been running for around 10 years. Carolyn outlined the current implementation timeline for the project and that RoS were still in negotiations with SG and local authorities on proposed costings.

6.   John King advised that the landlord register currently had high visibility within the business transformation programme and the business case for the landlord register would be considered at the next business transformation programme board.

7.   The board considered RoS' position on taking on versus hosting new registers and agreed that a firm position would need to be reached ahead of any significant investment decisions in the future within this space. Janet Egdell agreed that this would form part of the financial strategy work that had been commissioned.

Stakeholder engagement plan *(RosBrd2016/05/03)*

8.   Fiona McEwen presented the board with an update on stakeholder engagement activity since she joined RoS in January 2016. Fiona explained that the key areas that she had been working on were a brand refresh, digital communications, new approach to campaigns, account management, event

management and a new structure for the stakeholder engagement and communications teams.

9.   Fiona advised that she had been working with our external provider, The Gate on a brand refresh and presented the board with samples of what the new brand would look like. Fiona provided an overview of the reasoning behind the choice of colours, images, typography, totemic works, graphic elements and info graphics used within the new brand and how she proposed to use them in future.

10.   The board discussed the use of a strapline within the new brand and agreed that this would be remitted to the executive management team for consideration.

11.   Fiona outlined that she had been working with The Gate and her team to review RoS approach to campaigns and developing consistency of practice across all areas of the business whilst devising targeted campaigns for specific projects and/or stakeholders. Fiona provided the board with some examples of what these would look like in practice and highlighted that she planned to use board members in a much more promotional role in the future.

12.   Fiona advised that she was currently undertaking a review of the account management function in relation to training and support for customers, knowledge sharing and maximising event attendance. She added that she was in the process of creating a delivery model for the account management function and that she was reviewing the service catalogue that the team would provide.

13.   Fiona went on to inform the board that she had been working on a new strategy for event management and that she would be firming up this proposal when the new head of communications was in post. Fiona also updated the board on a proposed structure for the stakeholder engagement and communications teams and confirmed that this would be concluded in the coming weeks.

14.   The board discussed Fiona's presentation and agreed that they all welcomed the progress made in this area and looked forward to the delivery of the initiatives outlined by Fiona. The board also asked the executive team to regularly review the stakeholder engagement approach and investment to ensure that business and customer benefits are being achieved.

Audit committee update *(RoSBrd2016/05/05)*

15.   Jayne Scott presented the board with a paper outlining the outcomes of the audit committee effectiveness review that had taken place at their April meeting. Jayne highlighted that the committee thought that their overall effectiveness was good and that they had a good balance of keeping up with RoS business and remaining independent.

16.   Jayne explained that the committee enjoyed the recent risk review session and that they would like to maintain wider engagement with the board at similar events. Jayne explained that the committee agreed that Jayne and Janet Egdell would host a conference call immediately after each RoS Board meeting to update members on key themes and outcomes. Jayne also advised that she would like to host a couple of thematic workshops throughout the year to provide the committee with a greater business understanding and provide an independent perspective on some key RoS initiatives.

17.   Jayne informed the board that she had agreed with Janet Egdell that all RoS assurance reports are filtered through the committee the allow members to evaluate the consistency of the outcomes and ensure that any recommendations are followed up. She also advised that the committee decided that they would like the relevant representative from the business to attend in relation to reports within their areas of responsibility.

18.   The board discussed raising the audit committee's profile within RoS and agreed that Jayne would attend a future operational management team meeting to provide the heads of function with an overview of the role of the audit committee and how to engage in the audit process.

19.   Jayne provided the committee with an update on the outcome of the April audit committee meeting highlighting that they had considered two internal audit reports with no significant issues. Jayne also advised that the committee had received a draft of the annual assurance statement from PwC and the results of the interim external audit and that there was nothing that she would like to bring to the board's attention.

20.   The board thanked Jayne for her update and wished to express their thanks to the members of the audit committee for their ongoing contribution.

LRC update *(RoSBrd2016/02/04)*

21.   The board considered a paper by John King on a proposed revised approach to completing parts of the land register. Members agreed that further investigative work would need to be completed before a definitive decision could be made.

22.   Members also agreed that it would be useful to gain soundings from key stakeholders before a further update is presented.

400th anniversary project update

23.   Isla MacLeod provided the board with an update on activities in relation to the 400th anniversary of the General Register of Sasines. Isla highlighted that to mark the occasion RoS had commissioned a piece of artwork that would be housed in Meadowbank House, sponsoring a master's degree and a programme of events that would lead up to the ROTC conference in October 2017.

24. Sheenagh Adams initiated the 400 day countdown to the 400th anniversary of the General Register of Sasines on 28 June 2017 and that this would be displayed on RoS website.

25. The board noted Isla's update and looked forward to celebrating this great occasion.

Business transformation update

26. John King provided the board with an update on the progress of the business transformation programme. John outlined key activities that had been happening since the last board meeting and provided an estimation of the deliverables within the 16-17 year by calendar quarter.

27. John explained that EMT had approved the registration vision at their most recent away day and that the first half of the year would see the implementation of a new scanning solution and case management system in the registration process. John also outlined the changes within the programme structure with the registration and mapping projects being merged to ensure consistency across the registration product focussing on only using information once.

28. John advised that EMT had set up a new Innovation Centre that would test the processes and practices from the transformation programme before being implemented to the wider business and that this would hopefully be operational in the coming weeks.

29. John explained that the programme were constantly dealing with challenges around resource and that the programme was actively managing this issue in conjunction with the prioritisation forum and service manager. John highlighted that there may be some areas within the programme in the coming months that will be escalated to the board, but that this will be purely for budgetary approval and oversight.

30. The board noted John's update and welcomed progress in this area.

Estates update

31. The board noted the update provided by Jim McConnell on the progress of RoS new office space in St Vincent Plaza, Glasgow. The board agreed that they look forward to visiting as part of their meeting in August 2016.

Information governance and assurance

32. Aidan Robertson provided the board with an overview of information risk, governance and assurance at RoS outlining that EMT have recently approved an information governance strategy and accompanying plan to ensure that RoS information governance meets the highest of standards.

33.   Jim McConnell provided the board with a presentation on the steps that RoS are taking to ensure that RoS data is secure and explained the principles supporting this approach. The board discussed RoS recent progress in CEGs Information Assurance Maturity Model and were content with the steps being taken to address areas for potential improvement.

Senior roles update

34.   Sheenagh Adams informed the board that RoS has recently appointed Neil Cook as Head of Financial Strategy and that he would be joining the executive management team on 6 June 2016.

35.   John King provided the board with an update on C band moves in relation to ensuring that the business was ready for the implementation of the business transformation programme. John explained that Lauren McNamara would head up RoS' new Innovation Centre, Chris Kerr would move from registration to take over responsibility for the registration project a SRO. John added that there was some consequential moves to allow Lauren and Chris's current roles to be covered within the business.

Performance and financial management report *(RoSBrd2016/05/06)*

36.   The board noted the performance and financial management report presented by Janet Egdell highlighting that RoS had achieved great results in the previous 12 months. The board wished to extend their thanks to all staff who made these results possible.

Key risk register and issues tracker *(RoSBrd2016/05/07)*

37.   The board considered the new key risk register and issue tracker for the first time since the risk review session on 13 April 2016.

38.   The board approved the key risk register and issue tracker and accompanying risk appetite statements subject to some textual amendments to risks 3 and 5.

Papers for noting

Health and safety update *(RoSBrd2016/05/08)*

39.   The board noted the health and safety update paper presented by Billy Harkness.

Environmental update *(RoSBrd2016/05/09)*

40.   The board noted the environmental update paper presented by Billy Harkness.

Tracker 15-16 and 16-17 *(RoSBrd2016/05/10)*

41.   The board considered the implementation tracker for 15-16 and 16-17 presented by Janet Egdell. Members agreed to some textual amendments to the 16-17 tracker and looked forward to seeing progress in these areas this year.

Any other business

42.   None.

Date of next meeting

43.   The date of the next meeting is 25/26 August 2016, 200 St Vincent Street, Glasgow.