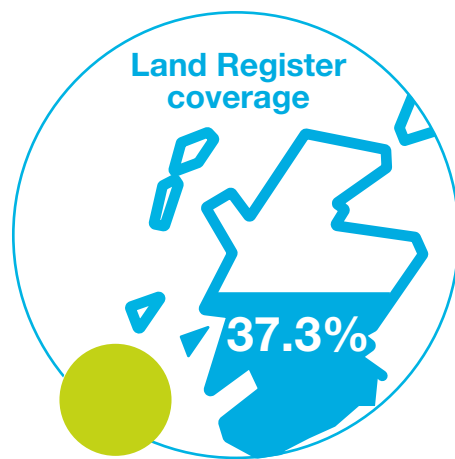


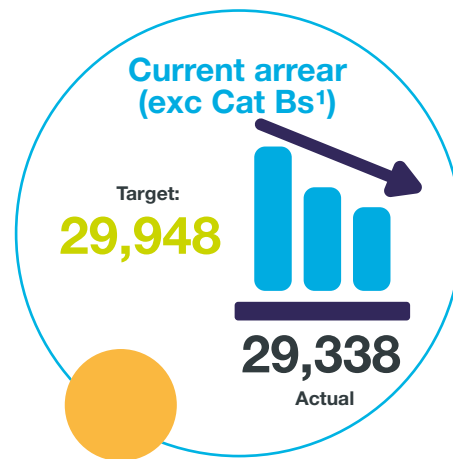
Key

- Achieved or on track
- Not on track
- Not achieved

## Strategic Objective 1: Complete Scotland's Land Register by 2024



9 month target 37%



No arrear by Sept 2020



All new applications within service standard by Sept 2020

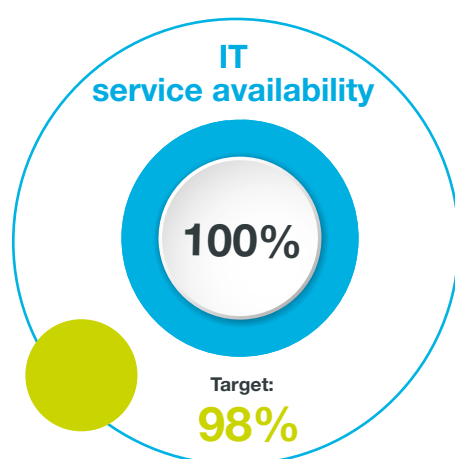


Ongoing



Ongoing

## Strategic Objective 2: Lead on the innovative provision of land and property data



Ongoing



Achieve 3% efficiencies per annum by Mar 2020<sup>2</sup>



By Mar 2020

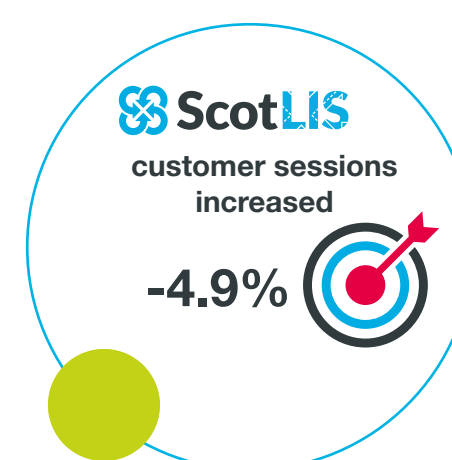
## Strategic Objective 3: Develop and deliver digital improvements



By Sept 2020

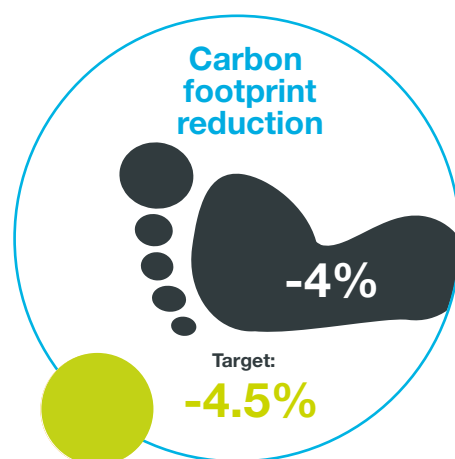
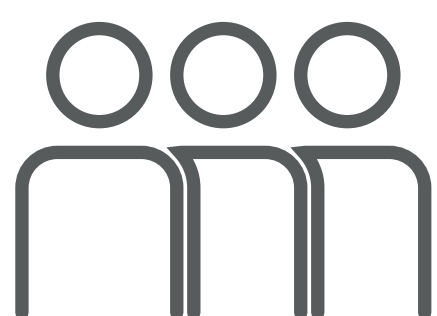


Ongoing

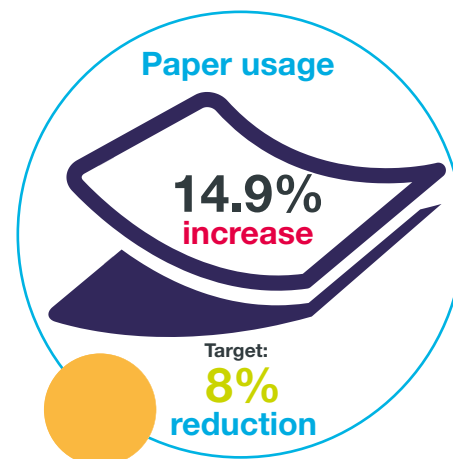


Previous quarter +15.3%

## Strategic Objective 4: Invest in our people



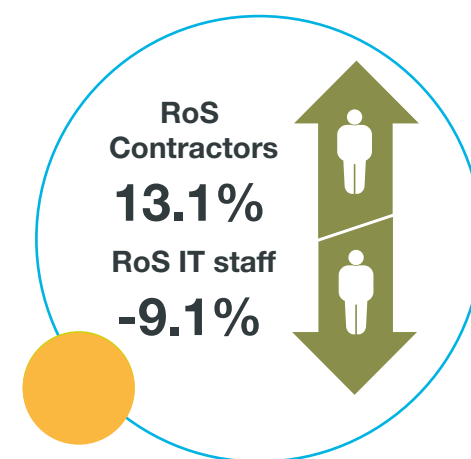
By Sept 2020



By Sept 2020



By Mar 2021



Target: RoS Contractors -2% RoS IT Staff 15%



By Sept 2020

<sup>1</sup>Cat B - An application to register a deed affecting part of registered title where the registered title does not form part of a development. Current Cat Bs and associated cases in arrear are 27,792.

<sup>2</sup>The 3% reduction in statutory unit costs target is reporting red, with a 3.5% increase in overall unit cost. This is as a result of the mix of products changing as we clear our Registration arrears. These products are more complex and so more expensive to complete, and so our overall unit cost is higher. However, we have improved our efficiency on all our main products, reducing individual unit costs by between 4% and 6%.

<sup>3</sup>Civil Service People Survey (CSPS). This employee engagement survey is run annually across the UK civil service.