

**By Email**

Colin Smyth, MSP  
Convener  
Economy and Fair Work  
Committee

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Reply to: Edinburgh Office  
Department: Senior Management  
Contact: Jennifer Henderson  
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Email: [rossecretariat@ros.gov.uk](mailto:rossecretariat@ros.gov.uk)  
Date: 17 February 2025

Your Ref: N/A  
Our Ref: MC-005-2025

Dear Mr Smyth

**REGISTERS OF SCOTLAND – MONTHLY PROGRESS UPDATE****Performance Information**

As part of our agreed reporting to the committee, I am writing to provide links to our end of January 2025 performance position. Please see our [status of open casework](#), [casework turnaround times](#), and [delivering the benefits of a complete land register](#) figures.

**Other Key RoS Activities**

As the Committee will be aware, I publish a monthly newsletter for customers and stakeholders highlighting the key RoS developments. For ease, I attach a [link to the January newsletter](#) for information.

As reported in last month's quarterly update, the 2024 Civil Service People Survey has concluded, and our results have now been published. We achieved a response rate of 83%, surpassing our target of 78%, and increased our engagement score by 2% to 67%. For reference the Civil Service benchmark engagement score in 2024 was 64%, a median score of the 103 participating organisations. A link to the [published report](#) is provided for information.

If you require anything further in relation to the information provided in this update, please let me know.

Yours sincerely



**JENNIFER HENDERSON**  
Keeper of the Registers of Scotland