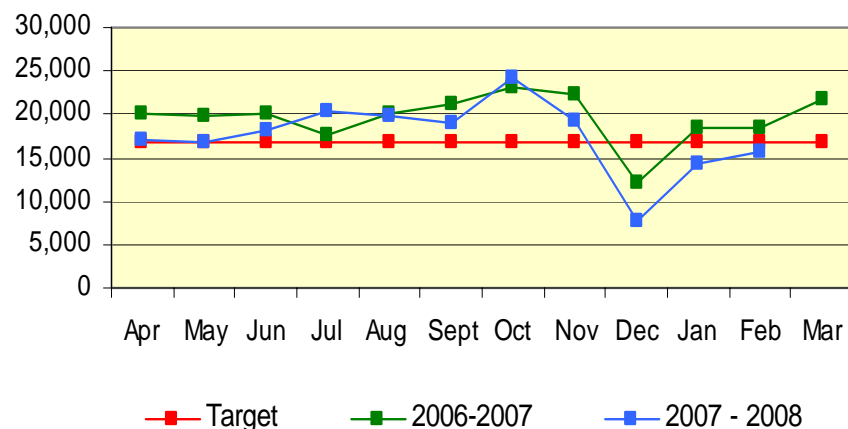
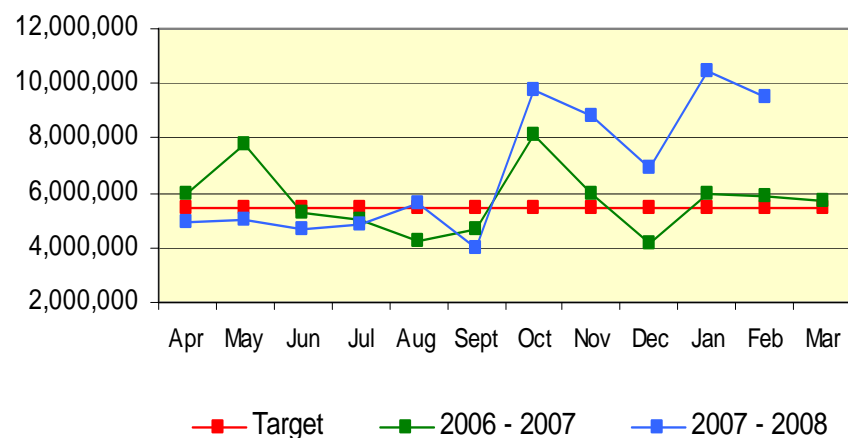


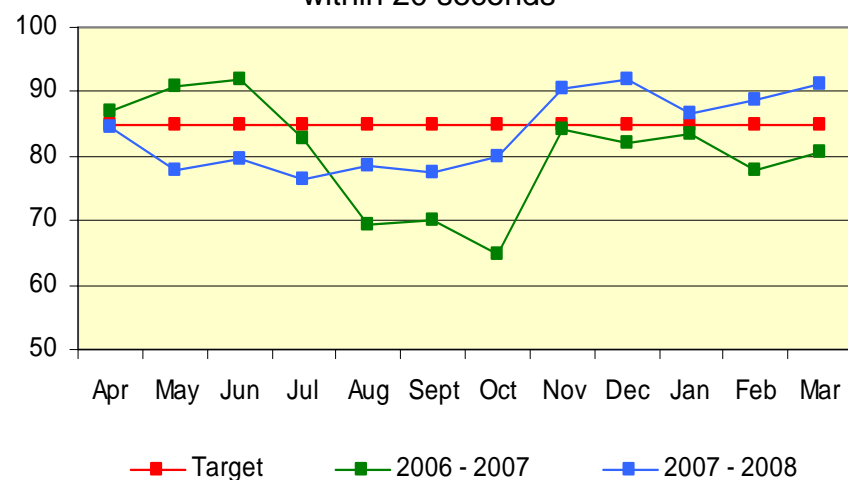
Number of onsite visits – Kew and FRC
(annual target: 200,000)



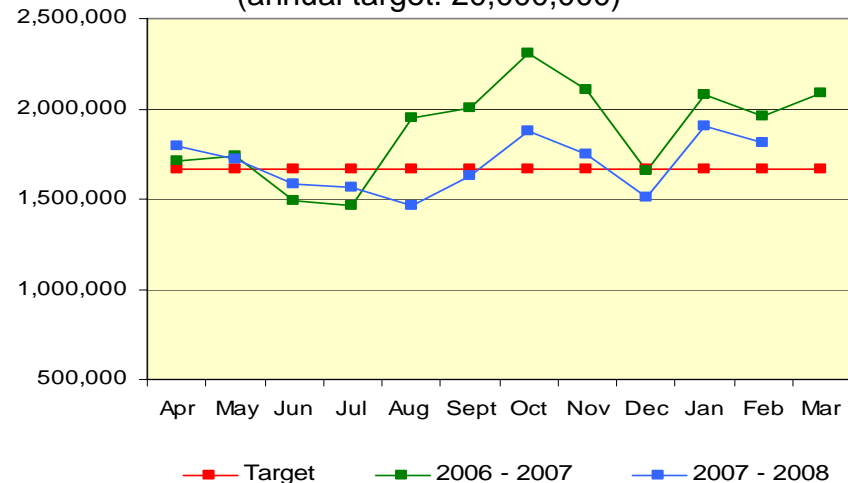
Number of documents supplied online
(annual target: 65,220,000)



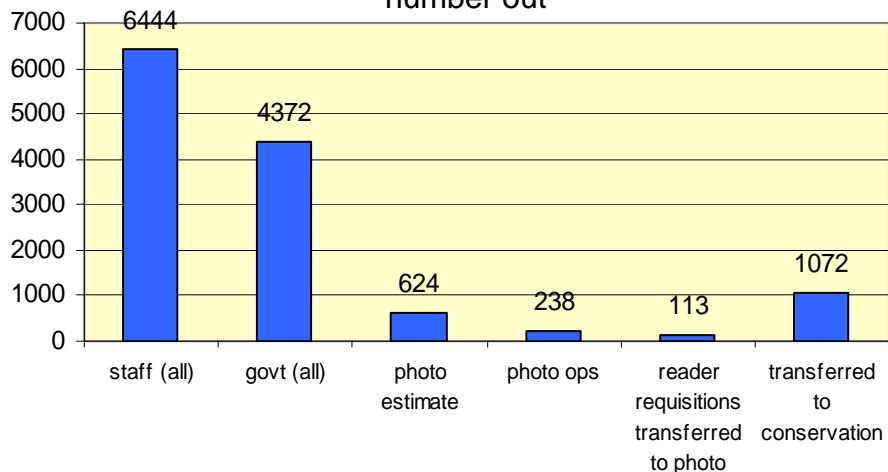
Percentage of telephone calls answered
within 20 seconds



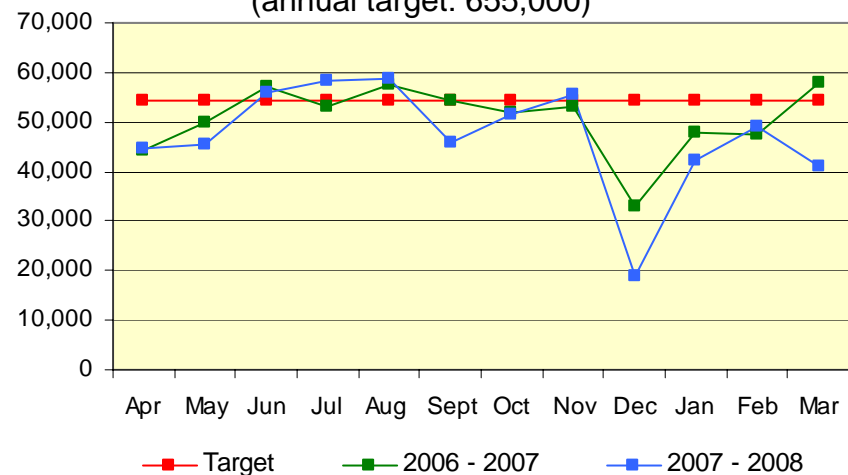
Number of visits to TNA websites
(annual target: 20,000,000)



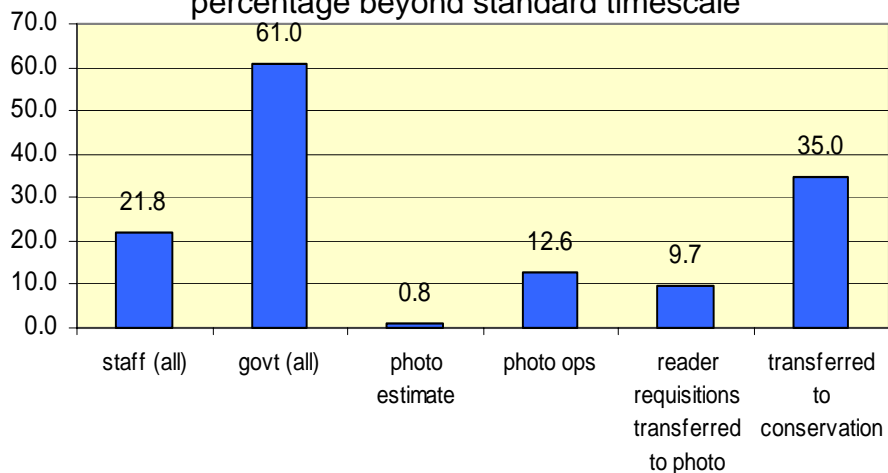
Documents held outside of TNA repositories:
number out



Number of documents delivered onsite
(annual target: 655,000)



Documents held outside of TNA repositories:
percentage beyond standard timescale



Average document delivery time - minutes

