

## **Proposed Public Service Measurement for 2014-2015**

The activities listed below are those which we will monitor and report on, in order to track the quality of our public services.

### **Response times for answering written enquiries**

Answer correspondence about the records we hold and the services we provide to researchers which is not covered by the Freedom of Information Act (FOI), the Data Protection Act (DP) or Environmental Information Regulations (EIR), including requests for copies

Reply to FOI, DP, and EIR enquiries with full response

### **Customer satisfaction**

Customer satisfaction in all the main areas of our onsite services, our related online services, and our education services

### **Service Availability**

Availability of key online services<sup>1</sup>

Availability of key internal business systems and services during the working day<sup>2</sup>

### **Time taken to make records available to users in the reading rooms**

Delivery of original records to users in the reading rooms<sup>3</sup>

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<sup>1</sup> *The key online services are: The National Archives homepage; Legislation homepage; Discovery homepage; Access 2 Archives (A2A) homepage; Records Homepage; Moving Here homepage; Electronic Records Online; National Register of Archives and Archon. Downtime measured will exclude planned downtime of services*

<sup>2</sup> *8am to 5pm Monday, Wednesday and Friday; 8am to 7pm on Tuesday and Thursday. Internal systems include email, Objective, DORIS, FOI tracking, Narnia, Internet Access (including cyber café), PROCAT editorial, data storage (LAN) lines, telephony and Cheshire link. Downtime measured excludes planned downtime of services and systems*

<sup>3</sup> *Our monitoring and reporting will not include records stored offsite or requiring special delivery arrangements because of their fragility, size, handling difficulty or acclimatisation needs*

## Public Service Measurement for 2014-15 (Quarter 1)

Public Service Measures	Results			
	Q1	Q2	Q3	Q4
1. Response times for answering written enquiries	97.56%			
2. Reply to FOI, DP and EIR queries within statutory time targets	97.2%			
3. Maintain onsite customer satisfaction	No survey			
4. Maintain online customer satisfaction	No survey			
5. Key online services meet availability target	99.96%			
6. Key internal business systems and service availability	99.31%			
7. Original records available to users in the reading rooms in 60 minutes	99.06%			