

Public Service Standards 2007-8

We aim to deliver excellent services to all our users and we regularly measure, monitor and publicise our performance against a set of rigorous and challenging standards and targets. However, during 2007-8 individual targets may be subject to temporary suspension due to the programme of major building works at Kew which will disrupt several working areas. Users will be given a minimum of four weeks notice of any such suspensions.

Response times for answering written enquiries

To answer 98.5% of written correspondence which is not covered by the Freedom of Information Act (FOI), the Data Protection Act (DP) or the Environmental Information Regulations (EIR), including requests for copies, within 10 working daysⁱ.

Reply to FOI, DP and EIR queries within statutory time targetsⁱⁱ.

Telephone answering times

To enable 85% of callers on our public information lines to speak to a member of staff within 20 seconds if they indicate a wish to do so.

Customer satisfaction

Maintain customer satisfaction of 90%+ in our onsite services and 80%+ in our online services.

Service availability

Key online services meet 99% availability target and maintain 99% availability on key internal business systems and services during the working dayⁱⁱⁱ.

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

Make records available to users in the reading rooms in an average of 35 minutes.

Speed and quality in supplying copies of records^{iv}

To supply 98.5% of record copying orders in accordance with the specified targets and standards:

- Black and white paper photocopies
 - Up to 200 copies: within 9 working days
 - 201-500 copies: within 14 working days

- Prints from microfilm or electronic surrogates
 - Up to 200 copies: within 7 working days
 - 201-500 copies: within 14 working days

- Black and white or colour prints from digital scans
 - Up to 20 copies: within 14 working days

- Electronic copies
 - Files delivered electronically, up to 20 images: within 14 working days plus 1 day per CD-ROM written.
 - Files delivered by Digital Express: within 1 working day
- Microfilm or microfiche
 - Duplicate film and fiche, up to 1,000 metres of film and 100 microfiche: within 15 working days.
- Certified copies
 - Within 2 working days.

Time taken to make newly opened records and their catalogue descriptions available to users in The National Archives

Records which are already accessioned in The National Archives and which are opened to public inspection as a result of a request under the Freedom of Information Act 2000:

- 100% of the individual documents within 30 working days of the FOI request (where a public interest test is not necessary).
- 100% of individual documents within 15 days of The National Archives receiving notification of the result of a public interest test arising from a request for information.

Records which are already opened when transferred to The National Archives:

- 80% within 60 working days of arrival of records, including electronic records, and transfer documentation at The National Archives.
- The remaining 20% will be subject to individual targets (details available from The National Archives' accessioning executive).

Records which are already accessioned in The National Archives and which are opened to public inspection when a Freedom of Information exemption expires:

- On the first day that The National Archives is open to the public after the date of the exemption expiry.

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i□ 'Working days' excludes Saturdays throughout.

ii□ Our monitoring uses the 30 days for a number of records queries (section 10, 30 day compliance) and has been agreed with the Ministry of Justice; wording allows for flexibility on public interest tests.

iii□ 8am to 5pm Monday, Wednesday and Friday; 8am to 7pm on Tuesday and Thursday; and 9am to 5pm on Saturday. The ten key online services are: The National Archives homepage; DocumentsOnline homepage; Learning Curve homepage; Access 2 Archives (A2A) homepage; Catalogue homepage; Family History homepage; Moving Here homepage; Electronic Records Online; National Register of Archives; and ARCHON. Internal systems include email, Objective, DORIS, FOI tracking, Narnia, internet access (including Cyber Cafe), PROCAT editorial, data storage (LAN lines), telephony, FRC links and Cheshire link.

iv□ Records Copying Department will not allow copying should the process compromise records' preservation or be against copyright legislation. Target dates for orders larger than those quoted above will be given with the estimate of the cost of the order. We will agree target dates for new film and fiche work with you upon confirmation of the order. Slightly shorter targets may apply where orders are placed in person. Target dates quoted above apply from the day of payment for the complete order or from the date of the completion of the estimate for orders with a value of £10 or less.