



The National Archives

## Public Service Standards 2009-2010

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. During 2009-2010 individual targets may be subject to temporary suspension should planned building work at the Kew site disrupt any working areas. A minimum of four weeks' notice of any such suspension will be given.

### Response times for answering written enquiries

Answer 98.5% of 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), Environmental Information Regulations (EIR) or Public Sector Information Regulations (PSI) including requests for copies, within ten working days.<sup>i</sup>

Reply to 100% of Freedom of Information Act (FOI), Data Protection Act (DP), Environmental Information Regulations (EIR) enquiries and Public Sector Information (PSI) applications with full response within statutory or regulatory timescales.<sup>ii</sup>

### Telephone answering times

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 related online services.

Achieve the following customer satisfaction ratings for quality of our education services:

- Taught lessons (workshops, videoconferences, virtual classroom sessions): 90%
- Self-directed (online teaching & learning resources): 80%

### Service Availability

Achieve 99.5% availability for key online services at all times.<sup>iii</sup>

Achieve 99.5% availability for key internal business systems and services during the working day.<sup>iv</sup>

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

Make 99% of original records available to users in the reading rooms in 60 minutes.<sup>v</sup>

## **Speed and quality in supplying copies of records**

Supply 98.5% of record copying orders in accordance with specified targets and standards:<sup>vi</sup>

- Black and white paper copies and prints from microfilm or electronic surrogates:  
1- 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 15 working days
- Files delivered by Digital Express: within one working day
- Microfilm: Duplicate film up to 1,000 metres within 15 working days
- Certified copies: Within two working days of completion of copy

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### **Footnotes**

<sup>i</sup> Unless stated otherwise, 'Working days' excludes Saturdays throughout all standards.

<sup>ii</sup> Our FOI monitoring uses the 30 days for a number of records queries (section 10, 3 day compliance) and has been agreed with the Ministry of Justice; wording allows for flexibility on public interest tests.

<sup>iii</sup> The key online services are: The National Archives homepage; PSI website; Documents Online homepage; Access 2 Archives (A2A) homepage; Catalogue homepage; Family History Homepage; Moving Here homepage; Electronic Records Online; National Register of Archives and Archon. Downtime under this standard excludes planned downtime of services.

<sup>iv</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 under this standard excludes planned downtime of services and systems.

<sup>v</sup> Documents requiring special delivery arrangements because of their fragility, size, handling difficulty or acclimatisation needs will take nearer the 60 minutes than 'normal' documents. This service standard does not apply to documents stored offsite: to provide this rarely viewed material (representing less than 1% of all original record deliveries) we require three working days' notice.

<sup>vi</sup> The Document Services Department will not allow copying where a process compromises records' preservation or is against copyright legislation. Target dates for completion of orders larger than those quoted above or for other copying services will be agreed with the customer when the order is placed. Target dates quoted above apply from the day on which an order is paid for. These targets do not apply to commercial or other non-statutory copy orders.

## The National Archives Public Service Standards 2009-10 (Quarter 1)

PUBLIC SERVICE STANDARDS	TARGET	RESULT
Response times for answering written enquiries	98.5%	99.84%
Reply to FOI, DP and EIR queries within statutory time targets	100%	95.0%
Telephone answering times	85%	91.5%
Maintain onsite customer satisfaction	90%	N/A <sup>1</sup>
Maintain online customer satisfaction	80%+	69%
(Education) Customer satisfaction onsite: Taught lessons (incl workshops, videoconferences and virtual classroom sessions)	90%	97.4%
(Education) Customer satisfaction online : Self-directed (online teaching & learning resources)	80%	100%
Key online services meet availability target	99.5%	99.99%
Key internal business systems and service availability	99.5%	TBC
Original records available to users in the reading rooms in 60 minutes	99%	96.76%
Speed and quality in supplying copies:  Black and white <ul style="list-style-type: none"> <li>• Up to 200 copies: within 9 working days</li> <li>• 201-500 copies: within 14 working days</li> </ul> Prints from microfilm or electronic surrogates <ul style="list-style-type: none"> <li>• Up to 200 copies: within 7 working days</li> <li>• 201-500 copies: within 14 working days</li> </ul> Black and white or colour prints from digital scans <ul style="list-style-type: none"> <li>• Up to 20 copies: within 14 working days</li> </ul> Electronic copies: <ul style="list-style-type: none"> <li>• Files delivered electronically, up to 20 images: within 14 working days plus 1 day per CD-ROM written</li> </ul> Files delivered by Digital Express: <ul style="list-style-type: none"> <li>• Within 1 working day</li> </ul> Microfilm or microfiche <ul style="list-style-type: none"> <li>• Duplicate film and fiche, up to 1,000 metres of film and 100 microfiche: within 15 working days</li> </ul> Certified copies <ul style="list-style-type: none"> <li>• Within 2 working days</li> </ul>	98.5%	99.82%

<sup>1</sup> Onsite customer satisfaction will be surveyed later in the reporting year