

The National Archives' business priorities 2019-20

Making it happen	By March 2020
<p>Change the culture and approach of The National Archives so that in all we do we better reflect and represent the society we serve</p>	<p>We will improve representation of both staff and users by compiling and publishing our Corporate Equality, Diversity and Inclusion action plan and introducing targeted Positive Action in our recruitment campaigns.</p> <p>We will roll-out our new visual identity, a fresh tone of voice and visual language across multiple platforms.</p>
<p>Curate unique national moments of public inspiration and participation, including through the launch of the 1921 Census - the UK's largest ever online release of historical records</p>	<p>We will launch and deliver our Cold War programme, opening our exhibition 'Protect & Survive' and delivering high profile events on-site and on digital platforms.</p>
<p>Create new, inclusive and exciting spaces, physical and virtual, in which people can encounter our collection afresh - partnering with The National Archives Trust to widen the public experience and understanding of archives and our history</p>	<p>We will work in partnership with The National Archives Trust and deliver a phased programme for transforming our public spaces to provide a more welcoming experience to visitors.</p> <p>We will experiment with new ways of attracting non-research visitors, and develop our onsite offer to ensure that they have a good experience and end their visit feeling that The National Archives is for them.</p>
<p>Lead the archives sector to fulfil the vision set out in Archives Unlocked, promoting our shared values of trust, enrichment and openness</p>	<p>We will implement the <i>Archives Unlocked</i> Workforce Development strategy to create a more diverse and inclusive sector.</p> <p>We will develop the <i>Archives Unlocked</i> Digital Capacity strategy, and establish ourselves as a 'Teaching Archive' where archivists can gain hands-on experience managing digital records, delivering a pilot course.</p>

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<p>Generate from our collection and expertise the cutting-edge research opportunities and commercial offers that will realise value and open out more of our collection</p>	<p>We will transform our culture, explore commercial opportunities and seek freedoms to deliver the revenue and contribution growth envisaged in our Commercial Strategy.</p> <p>We will enhance our research capability, work with partners to develop funded research bids and deliver academic events that address our research priorities.</p>
<p>Secure the future of the Government record as an essential resource for public servants and the people - providing legal certainty through legislation.gov.uk and historical perspective through our collection</p>	<p>We will lead work to revise the statutory Code of Practice on the management of records and create a new digital service for government departments to transfer records to The National Archives, with at least one transfer made using a working prototype of the new service.</p> <p>We will aid legal certainty as the UK exits the European Union by developing legislation.gov.uk and the Web Archive, extending the scope of the revised legislation on legislation.gov.uk and qualitatively improving the user experience of both services.</p>
<p>Lead the world in reimagining archival practice for the 21st century, pioneering new and ethical approaches to appraisal and selection, description, digital preservation and access</p>	<p>We will research, develop and publish new practices for managing preservation risk over time, including a theory of technological change for the digital archive.</p> <p>We will seek to win funding to develop an ultra-low cost, bare bones digital preservation solution that could be deployed by archives world-wide.</p>

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Departmental expenditure

You can find out how we spend our money across departments within our organisation, where we receive funding and what income we generate by visiting our [How we spend public money](https://nationalarchives.gov.uk/about/our-role/transparency/how-we-spend-public-money/) web pages (nationalarchives.gov.uk/about/our-role/transparency/how-we-spend-public-money/).

Information strategy and transparency

We want to ensure that we can be held accountable as we deliver our strategic priorities – see [our Transparency pages](https://nationalarchives.gov.uk/about/our-role/transparency/) for further information (nationalarchives.gov.uk/about/our-role/transparency/).

We will continue to explore ways to make this information even easier to access and understand.

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Input and impact indicators

The input and impact indicators set out in this section are just a subset of the data gathered by us, which is available on our website including our annual report and accounts.

Indicator	How often will it be published?	How will this be broken down?
Time taken to respond to FOI, DP and EIR requests	Quarterly	Percentage of those responded to within statutory targets on a year-to-date basis
Number of physical records accessioned (the number of physical records transferred and added to Discovery, our online catalogue)	Annually	Total number of individual items newly accessioned and total metrage of new accessions
Original documents delivered to on site users	Monthly	Total numbers delivered
Time taken to deliver original records to on site users	Quarterly	An average delivery time for documents delivered on a year-to-date basis
Electronic records delivered to online users	Bi-annually	Total numbers delivered
Staff engagement (Civil Service survey)	Annually	Results from Civil Service Staff Engagement survey
Staff diversity	Quarterly	Percentage of those self declaring ethnicity and disability status; women and top management women based on full time equivalent headcount
Staff sickness absence	Monthly	Average number of days lost through sickness per full time equivalent member of staff
Customer satisfaction	As and when there are surveys (normally annually)	Percentage respondents satisfied: <ul style="list-style-type: none"> • Online users • On site users • Legislation.gov.uk • UK Government web archive

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Indicator	How often will it be published?	How will this be broken down?
Sustainable development	Annually	Percentage reduction compared to baseline: <ul style="list-style-type: none"> • Carbon emissions from energy use in our buildings • Carbon emissions from business travel • Operational (business as usual) waste • Water consumption • Domestic flights