



Performance against key ministerial targets and milestones¹

Target
Outturn

	Targets and Outturns			Targets for 2003-04
	2000-01	2001-02	2002-03	
Efficiency				
Unit cost of selecting and preserving the public records per metre	£97.15 £88.47	£102.81 £97.01	£107 £90.92	To ensure that the unit cost does not exceed £96
Unit cost of giving access to records ²	£0.86 £0.34	—	—	
Onsite transactions	—	£8.69 £5.59	£8.80 £7.22	To ensure that the onsite unit cost does not exceed £9.90
Online transactions	—	£0.16 £0.13	£0.15 £0.09	To ensure that the online unit cost does not exceed £0.11
To reduce the backlog of records in departments reported as being over 30 years old and awaiting review (in metres)	397 558.1	179 707	115 305.8 ³	247

¹ This performance report has been audited by the Department for Constitutional Affairs Internal Assurance and, in respect of the financial targets, by the National Audit Office.

² In 2001-02 the access unit costs were disaggregated into onsite and online elements.

³ The opportunity was taken to clear significant backlogs in departments in the course of the year.

	Targets and Outturns			Targets for 2003-04
	2000-01	2001-02	2002-03	
Quality of Service				
Achievement of six separate Charter Standard targets for:				
Answering letters within 10 working days	98.5% 99.63%	98.5% 99.24%	98.5% 99.6%	98.5%
Record copying services	98.5% 98.5%	98.5% 98.01%	98.5% 98.78%	98.5%
Keeping visitor appointments within 10 minutes	98.5% 94.2%	98.5% 99.29%	98.5% 98.8%	98.5%
Delivering documents to users (90% within 30 minutes on weekdays, 45 minutes on Saturdays)	105.8%	107.6% ⁴	107.7%	Specified time targets
Making newly opened records and their catalogues available to users	114.5%	109.7% ⁵	107.1%	Specified time targets ⁶
Answering 80% of telephone calls within 20 seconds ⁷	110%	120.7% ⁸	118.3%	Specified time target
Onsite user satisfaction surveys: assessments of 'good' and 'excellent' from those expressing a view	90% 95.6%	90% 95.6%	90% 96.7%	90%
Online user satisfaction surveys: assessments of 'good' and 'excellent' from	—	—	80% 85.6%	80%
Income Generation				
To increase revenue generated by commercial activity	£736,000 £777,000	£800,000 £863,000	£850,000 £947,000	£1,000,000
Electronic Service Delivery				
To deliver a specified number of digital record images to users through Documents Online ⁹	—	50,000 46,545	20,000 29,994 ¹⁰	60,000

⁴ The percentage reflects the extent to which the specified time target has been exceeded.

⁵ See footnote 4.

⁶ See The National Archives Corporate Plan 2003-04 to 2005-06 and Business Plan 2003-04, Annex 1: www.pro.gov.uk/about/plans/cp_bp.pdf

⁷ In 2000-01 and 2001-02 the target was to answer 80% of telephone calls within 30 seconds; in 2003-04 the target will be to answer 85% of calls within 20 seconds.

⁸ See footnote 4.

⁹ This target also included images downloaded from the 1901 census website in 2001-02; in 2003-04 it will include free accesses as well as paid image downloads.

¹⁰ This target was comfortably exceeded because demand for online images of wills proved to be even more popular than anticipated.

Performance against milestone targets 2002-3

<p>Electronic Records Management¹¹</p> <p>To encourage other government departments to achieve electronic records management (ERM) by 2004 by</p>	Achieved
<p>i. monitoring progress in departments against milestones and reporting to the Lord Chancellor, the e-Government sub-group and departments every six months and to others as appropriate to the level of action required</p>	Half-yearly reports submitted to the Lord Chancellor
<p>ii. targeting under-achieving departments and developing action plans to accelerate progress</p>	Priority departments identified and action plans completed
<p>iii. delivering a programme of workshops to support the action plans</p>	Three workshops held
<p>Social Inclusion</p> <p>To raise an awareness of the PRO's holdings among under-represented groups in our user profile by means of a rigorous social inclusion programme, the chief components of which are:</p>	Achieved
<p>i. To make available 90,000 images online as part of the 'Moving Here' project</p>	116,654 images available by end March 2003
<p>ii. To conduct an evaluation exercise with users (remote, at Kew and at the FRC) of the usability of PROCAT, DORIS and PRO Online</p>	Web surveys and focus groups held and analysis completed by end March 2003
<p>iii. To organise an event as part of Black History month and to produce one other targeted event;</p>	'Memories from the Islands' exhibition and special lecture held in October 2002
<p>iv. To organise an educational focus event as part of the London String of Pearls Golden Jubilee programme</p>	Exhibition of work designing royal seals launched in June 2002

¹¹ This target will be exactly the same in 2003-04.

Social Inclusion Programme 2003-04: Key Targets

- i. To make available a total of 150,000 images¹² online in four galleries as part of the 'Moving Here' project by 30 September 2003
- ii. To commence the first stage of the project to redesign PROCAT public interface screens in order to improve their usability, partly based on the findings of the usability evaluation exercise completed in 2002-03
- iii. To broaden the ethnic, cultural and social mix of school groups visiting the National Archives by organising 10 workshops in partnership with the Tower of London and Cross River partnership

¹² By the end of March 2003 90,000 images should be available, so the target is to provide an additional 60,000 images by the end of September 2003